

State of Florida



# Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

**-M-E-M-O-R-A-N-D-U-M-**

---

**DATE:** May 28, 2020

**TO:** Office of Commission Clerk (Teitzman)

**FROM:** Division of Economics (Guffey) *JGH*  
Office of the General Counsel (Trierweiler) *JSC*

**RE:** Docket No. 20200085-GU – Joint Petition for approval of territorial agreement in Sumter County by Peoples Gas System, the City of Leesburg and South Sumter Gas Company.

**AGENDA:** 06/09/20 – Regular Agenda – Proposed Agency Action – Interested Persons May Participate

**COMMISSIONERS ASSIGNED:** All Commissioners

**PREHEARING OFFICER:** Polmann

**CRITICAL DATES:** None

**SPECIAL INSTRUCTIONS:** None

---

## Case Background

On March 11, 2020, Peoples Gas System (Peoples) and the City of Leesburg (Leesburg), collectively the joint petitioners, filed a petition seeking Commission approval of a Territorial Agreement delineating their respective service boundaries in Sumter County, Florida. Staff notes that South Sumter Gas Company, LLC, although listed in the title of the petition, is not a party to the proposed Territorial Agreement.<sup>1</sup> The proposed Territorial Agreement and a map depicting the current service territories and proposed changes, and boundary areas to be served by Peoples and Leesburg are provided in Attachment A to this recommendation.

---

<sup>1</sup> The joint petitioners confirmed this in response No.1 in staff's first data request (Document No. 01761-2020).

On February 23, 2018, Peoples filed a petition in Docket No. 20180055-GU,<sup>2</sup> requesting that the Commission resolve a territorial dispute between Peoples and Leesburg and/or South Sumter Gas Company, LLC. The Petition alleged that Peoples and Leesburg and/or South Sumter Gas Company, LLC were in a dispute as to the rights of each to provide natural gas services to the customers in Sumter County, including The Villages. The area in dispute is characterized by residential areas of varying density, interspersed with commercial support areas, and is referred to as Bigham North, Bigham West, Bigham East (Bigham developments).

On August 21, 2018, the Commission referred the dispute to the Division of Administrative Hearings (DOAH). DOAH assigned an Administrative Law Judge (ALJ) for the purpose of conducting an administrative hearing and issuing a Recommended Order<sup>3</sup> on the territorial dispute. The administrative hearing was held from June 24 to 27, 2019, and a Recommended Order was issued on September 30, 2019.<sup>4</sup> In that Order, the ALJ awarded Peoples the disputed territory encompassing the Bigham North, Bigham East, and Bigham West developments in the Villages in Sumter County. The ALJ's Order did not award any other territory to any of the parties. At the January 14, 2020 Commission Conference, the Commission adopted the ALJ's Recommended Order without modification by final Order No. PSC-2020-0052-FOF-GU.<sup>5</sup>

The proposed Territorial Agreement in the instant docket incorporates the Commission's decision in Order No. PSC-2020-0052-FOF-GU, a separate Settlement Agreement between the parties addressing the transfer of infrastructure from Leesburg to Peoples, and establishes new service boundary lines between the joint petitioners for the remaining portions of the county. The referenced Settlement Agreement is not subject to Commission approval, and hence was provided to staff for informational purposes only upon request. The joint petitioners believe the Territorial Agreement will avoid future litigation and territorial disputes in Sumter County and enhance natural gas service for customers.

During the review of this joint petition, staff issued two data requests to the joint petitioners on March 20, 2020 and April 15, 2020, for which responses were received on April 3, 2020 and May 1, 2020, respectively. The Commission has jurisdiction over this matter pursuant to Section 366.04, Florida Statutes (F.S.).

---

<sup>2</sup> *In re: Petition to resolve territorial dispute in Sumter County and/or Lake County with City of Leesburg and/or South Sumter Gas Company, LLC, by Peoples Gas System.*

<sup>3</sup> "Recommended Order" is defined in Section 120.52(15), F.S., as the official recommendation of the ALJ assigned by DOAH or of any other duly authorized presiding officer, other than the agency head or member thereof.

<sup>4</sup> *Peoples Gas System vs. South Sumter Gas Company, LLC, and City of Leesburg*, DOAH Case No. 18-4422, Recommended Order issued on September 30, 2019.

<sup>5</sup> Order No. PSC-2020-0052-FOF-GU, issued February 11, 2020, in Docket No. 20180055-GU, *In re: Petition to resolve territorial dispute in Sumter County and/or Lake County with City of Leesburg and/or South Sumter Gas Company, LLC, by Peoples Gas System.*

## Discussion of Issues

**Issue 1:** Should the Commission approve the proposed Territorial Agreement between Peoples and Leesburg in Sumter County?

**Recommendation:** Yes, the Commission should approve the proposed Territorial Agreement between Peoples and Leesburg in Sumter County. The proposed Territorial Agreement is in the public interest and it will enable Peoples and Leesburg to avoid duplication of facilities and serve their customers in an efficient manner. (Guffey)

**Staff Analysis:** Pursuant to Section 366.04(2)(d), F.S., and Rule 25-6.0440, Florida Administrative Code (F.A.C.), the Commission has the jurisdiction to approve territorial agreements between and among rural electric cooperatives, municipal electric utilities, and other electric utilities. Unless the Commission determines that the agreement will cause a detriment to the public interest, the agreement should be approved.<sup>6</sup>

### Peoples and Leesburg Territorial Agreement

The proposed Territorial Agreement between Peoples and Leesburg was executed on March 9, 2020, and would continue to be in effect until modification by mutual agreement by the parties and approved by the Commission or until termination or modification mandated by court order, as stated in Section 1.1 of the territorial agreement.

The joint petitioners stated that as a result of Order No. PSC-2020-0052-FOF-GU, 3,625 (includes 3,615 residential and 10 commercial customers) Leesburg service customers in Bigham North, Bigham West, and Bigham East will be transferred to be served by Peoples, effective June 1, 2020.<sup>7</sup> Pursuant to the proposed Territorial Agreement in the instant docket, the joint petitioners will also transfer three additional customers (fire station, a district building, and The Villages Grown—a hydroponic and aeroponic farm) located adjacent to Bailey West Development to Peoples. Section 2.1 of the proposed Territorial Agreement also includes additional areas in Sumter County to be served by Peoples in the future. The joint petitioners also stated that any new customers taking service within the areas contained in Article II – Boundary Provisions of the proposed Territorial Agreement will be served by either Peoples or Leesburg according to the future service areas identified in the map (Attachment A to this recommendation).<sup>8</sup>

During the pendency of Docket No. 20180055-GU, Leesburg filed a territorial dispute petition in Docket No. 20180185-GU against Peoples regarding its natural gas service to Suwannee American Cement Company, LLC in Sumter County. This petition is still pending before the Commission. Pursuant to Section 2.1 of the proposed Territorial Agreement and pursuant to the Settlement Agreement, the Suwannee American Cement Company, LLC will continue to be served by Peoples. In response to staff's first data request, the joint petitioners stated that the unresolved issues in Docket No. 20180185-GU will be resolved if the proposed Territorial

---

<sup>6</sup> *Utilities Commission of the City of New Smyrna Beach v. Florida Public Service Commission*, 469 So. 2d 731 (Fla. 1985).

<sup>7</sup> Responses No. 7 and No. 12 in staff's first data request (Document No. 01761-2020).

<sup>8</sup> Response No. 7 in staff's first data request (Document No. 01761-2020).

Agreement is approved by the Commission and Leesburg will voluntarily dismiss its petition in Docket No. 20180185-GU.

### **Transfer of Assets**

The joint petitioners, in paragraph 10 of the petition and in paragraph 9 of the Territorial Agreement, stated their intention to provide an orderly transfer of assets in the Bigham developments without the need for further litigation. Rule 25-7.0471(2)(a), F.A.C., requires the Commission to consider the reasonableness of the purchase price of any facilities being transferred.

In response to staff's first data request, the joint petitioners stated that Peoples will be paying for the infrastructure for the approximately 3,625 Bigham development customers to be transferred to Peoples. South Sumter Gas Company, LLC, was retained by Leesburg to act as a construction company which constructed the infrastructure to serve the Bigham developments. Peoples will pay \$5,000,000 to South Sumter Gas Company, LLC, with \$500,000 to be retained by Peoples to pay for warranty claims. The balance will be paid to South Sumter Gas Company, LLC, in one year less claims for warranty issues related to the infrastructure being transferred. This payment amount would result in a per customer amount ranging between \$1,241 to \$1,379 depending on the reduction for warranty expenses. Through its adoption of the ALJ's Recommended Order, the Commission concluded in Order No. PSC-2020-0052-FOF-GU that "the cost-per-home for Leesburg and SSGC to provide service in Bigham is \$1,800. In addition, Leesburg will be installing automated meters at a cost of \$72.80 per home. The preponderance of evidence indicates that PGS cost-per-home is \$1,579."<sup>9</sup>

The per customer purchase price stated above is less than the cost determined by Order No. PSC-2020-0052-FOF-GU. The joint petitioners also stated that no purchase price has been affixed to Leesburg's transfer of its Bigham development infrastructure, as Leesburg did not incur significant costs in installing infrastructure in the Bigham developments.<sup>10</sup> Staff believes the negotiated infrastructure transfer cost is reasonable and approximates the cost established in Order No. PSC-2020-0052-FOF-GU.

### **Customer Deposits and Notification**

Leesburg notified its affected natural gas customers via a letter dated April 1, 2020 (Attachment B to this recommendation), which stated that their customer deposit will be applied towards the final bill or outstanding balance, and any remaining deposit amount will be directly refunded to the customer by check within 30 to 45 days of the date of transfer (June 1, 2020). Of the 3,625 Leesburg customers to be transferred to Peoples, per Commission Order PSC-2020-0052-FOF-GU, 1,909 customers have a deposit on file with Leesburg.<sup>11</sup> Leesburg's customer deposit is \$50.

Peoples is proposing a \$50 deposit for Leesburg customers transferred to Peoples. After 12 months of service, Peoples will reassess the deposit amount in accordance with 366.05(1), F.S. According to Peoples' customer notification (Attachment C), it will collect the deposit in its first

---

<sup>9</sup> Order No. PSC-2020-0052-FOF-GU at p. 92 (Conclusion of Law 160).

<sup>10</sup> Response No. 8 in Commission staff's first data request (Document No. 01761-2020).

<sup>11</sup> Response No. 17 in Commission staff's first data request (Document No. 01761-2020).

bill in July 2020 and return the deposit with interest after 23 months of continuous service and no more than one late payment. Peoples' tariff allows transferred customers to request a credit check to evaluate if the customer would qualify to have the deposit waived. Peoples included information in its customer notification (Attachment C) on how customers can request the credit check to determine if the deposit can be waived.

Pursuant to the proposed Territorial Agreement, three additional commercial customers will be transferred to Peoples. These three customers currently are being served by Leesburg and are located outside of the area ordered to be transferred to Peoples in Order No. PSC-2020-0052-FOF-GU. The parties have agreed to transfer these customers to Peoples in the proposed Territorial Agreement.<sup>12</sup> In response to staff's second data request, Peoples stated that it will contact the three additional customers individually to discuss the transfer and applicable billing rates.<sup>13</sup>

### **Conclusion**

Through the proposed Territorial Agreement, the joint petitioners will be able to serve customers within clearly defined service areas, comport with the requirements of Order No. PSC-2020-0052-FOF-GU, resolve the dispute in Docket No. 20180185-GU, avoid future litigation, eliminate any potential uneconomic duplication of facilities, and serve current and future customers without service disruption.

After review of the joint petition and the petitioners' joint responses to Commission staff's data requests, staff recommends that the proposed Territorial Agreement is in the public interest and will enable Peoples and Leesburg to serve their current and future customers efficiently. It appears that the proposed Territorial Agreement eliminates any potential uneconomic duplication of facilities and will not cause a decrease in reliability of natural gas service. Pursuant to the joint petition and response No. 3 to Commission staff's first data request, the petitioners stated that approval of this Territorial Agreement will establish definitive service boundaries and avoid future litigation. Additionally, as stated in the petition and in response to Commission staff's first data request No. 6, Leesburg will withdraw its counter-petition in Docket No. 20180185-GU to resolve the territorial dispute related to the Suwannee American Cement, if the Commission approves the proposed Territorial Agreement. As such, Commission staff believes that the proposed Territorial Agreement between Peoples and Leesburg will not cause a detriment to the public interest and recommends Commission approval.

---

<sup>12</sup> Response No. 1 in staff's second data request (Document No. 02343-2020).

<sup>13</sup> Response No. 2 in staff's second data request (Document No. 02343-2020).

**Issue 2:** Should this docket be closed?

**Recommendation:** If no protest is filed by a person whose substantial interests are affected within 21 days of the issuance of the Order, this docket should be closed upon the issuance of a Consummating Order. (Trierweiler)

**Staff Analysis:** If no protest is filed by a person whose substantial interests are affected within 21 days of the issuance of the Order, this docket should be closed upon the issuance of a Consummating Order.

### **TERRITORIAL AGREEMENT**

This Territorial Agreement (the "Agreement") is made and entered into this 9<sup>th</sup> day of March, 2020, by and between Peoples Gas System, a division of Tampa Electric Company, a Florida corporation ("Peoples") and the City of Leesburg, a municipal corporation organized and existing under the laws of the State of Florida ("Leesburg").

### **RECITALS**

1. Leesburg and South Sumter Gas Company, a Florida corporation ("SSGC" or The Villages") have entered into an agreement for Leesburg to provide natural gas service to certain properties of The Villages community located in in Sumter County, Florida.
2. Peoples was serving The Villages Development known as Fenney when the agreement between Leesburg and SSGC was entered into. Peoples has existing infrastructure in Sumter County, Florida.
3. Peoples filed a territorial dispute with the Florida Public Service Commission ("Commission") on February 23, 2018 titled *Petition to resolve territorial dispute in Sumter County and/or Lake County with the City of Leesburg and/or South Sumter Gas Company*, Docket No. 20180055-GU. The case was referred to an administrative law judge and a final hearing was held from June 24, 2019 – June 27, 2019.
4. The administrative law judge issued a Recommended Order on September 30, 2019.
5. On January 14, 2020, the Commission adopted the Recommended Order as its Final Order (PSC-2020-0052-FOF-GU). That Order awarded Peoples the territory

encompassing three (3) Villages Developments known as Bigham North, Bigham East and Bigham West. Those developments were being served by Leesburg pursuant to its agreement with SSGC. The Order did not award any other territory to any of the parties.

6. During the pendency of Peoples' territorial dispute petition against Leesburg and SSGC, Leesburg filed a territorial dispute petition with the Commission against Peoples regarding service to Suwannee American Cement. That petition, Docket No. 20180185-GU, is still pending and has not been resolved.

7. The Villages and Leesburg desire to have Leesburg provide natural gas service in future Villages developments in Sumter County, Florida. Peoples does not object to Leesburg providing natural gas service to certain Villages developments as depicted on the attached map.

8. Peoples intends to file additional territorial disputes regarding Leesburg serving future developments in Sumter County, Florida, if this Agreement is not executed and approved by the Commission.

9. The parties wish to provide an orderly transfer of infrastructure in the Bigham developments without the need for further litigation.

10. The parties wish to avoid and eliminate future territorial disputes in Sumter County arising out of Leesburg's providing natural gas service to the Villages Developments. The parties agree that this Agreement will resolve the ongoing issues among the parties in the subject area, Sumter County, Florida, and enhance the ability of customers to receive natural gas service.

**NOW THEREFORE**, in fulfillment of the purposes and desires described above,



and in consideration of the mutual covenants and agreements herein contained and referenced by attachment, the parties, subject to and upon the terms and conditions set forth hereby agree as follows:

**ARTICLE I**

**TERM OF AGREEMENT**

**Section 1.1**

After this Agreement becomes effective, pursuant to Section 2.1 hereof, it shall continue in effect until modification by mutual agreement by the parties and approval by the Commission or until termination or modification mandated by a court with appropriate jurisdiction.

**ARTICLE II**

**BOUNDARY PROVISIONS**

**Section 2.1**

The map attached hereto and labeled Exhibit A depicts boundary lines in Sumter County, Florida delineating the natural gas service area reserved to Peoples and the natural gas service area reserved to Leesburg with respect to service to natural gas customers. The boundary areas to be served by the respective parties are described as follows:

**City of Leesburg**

Leesburg will be the natural gas provider in the areas shown on the map in green which include:

- (a) Any area within the Leesburg city limits.

(b) Carter 5b1-4, 5c, and 5c1-4, and all commercial and recreational centers located therein.

(c) The Coleman Prison.

(d) All portions of future developments in areas shown in green on Exhibit B.

**Peoples Gas System**

Peoples shall serve all areas shaded in blue, including but not limited to the following Villages Developments:

(a) The Rick Scott Industrial Park and areas adjacent thereto.

(b) The developments known as Pinkstaff 10A and all areas west of Pinkstaff.

(c) Hickman 3D1 thru 3D3.

(d) Meggison 4A1 thru 4C2, including the four recreation centers and commercial development at State Road 44 and the north side of County Road 468.

(e) Bailey West, including the Villages Grown, the Fire Station, office complex and all commercial development along State Road 44 and County Road 468.

(f) Bailey East, including the recreation center and all commercial development along State Road 44.

(g) Portions of Carter at 5A1, 5D1, 5D2-3, including three recreation centers and commercial development along State Road 468.

(h) Suwanee American Cement Company, LLC

**Section 2.2**

Each of the parties agrees that it will not, except as provided under separate written agreement, provide or offer to provide natural gas service to customers within the territory herein reserved to the other party.

**Section 2.3**

Leesburg is currently providing natural gas service to customers located in Bigham North, Bigham East, Bigham West, and in portions of Bailey West and the fire station adjacent to Bailey West (the "Existing Customers"), which is situated within territory reserved under this Territorial Petition Peoples. Those approximately 3,625 existing customers shall be transferred to Peoples.

**ARTICLE III**

**MISCELLANEOUS PROVISIONS**

**Section 3.1**

The failure of either party to enforce any provision of this Agreement in any instance shall not be construed as a waiver or relinquishment on its part of any such provision but the same shall nevertheless be and remain in full force and effect.

**Section 3.2**

This Agreement shall inure to the benefit of and be binding upon the successors and assigns of the parties hereto.

**Section 3.3**

This Agreement shall be governed by the laws of the State of Florida.

**Section 3.4**

The parties hereto recognize and agree that each of them is subject to the jurisdiction of the Commission with regard to the subject of their respective territories as set forth in this Agreement and further agree that this Agreement shall have no force or effect unless and until it is approved by the Commission in accordance with applicable procedures. The parties further agree that this Agreement, if and when approved by the Commission, shall be subject to the continuing jurisdiction of the Commission and may be terminated or modified only mutual agreement of the parties and by order of the Commission. No modification or termination of this Agreement by the parties hereto shall be effective unless and until approved by the Commission (or any successor agency with power to consider approval or modification hereof). Each party agrees to promptly notify the other in writing of any petition, application or request for modification of this Agreement made to the Commission and to serve upon the other party copies of all pleadings or other papers filed in connection therewith.

**Section 3.5**


This Agreement shall be effective on the date it is approved by the Commission in accordance with Section 3.4 hereof.

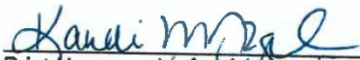
**Section 3.6**

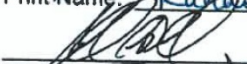
This Agreement may be executed in several counterparts, each of which shall be an original, and all of which shall constitute but one agreement.


**IN WITNESS WHEREOF**, the parties hereto have caused this Agreement to be executed by their duly authorized officers as of the date and year first above stated.

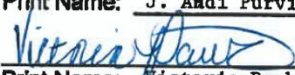
**PEOPLES GAS SYSTEM, a  
division of Tampa Electric  
Company**

By:   
Print name: T.J. Seelinger  
Its: President


  
Print Name: Kandi M. Boyd

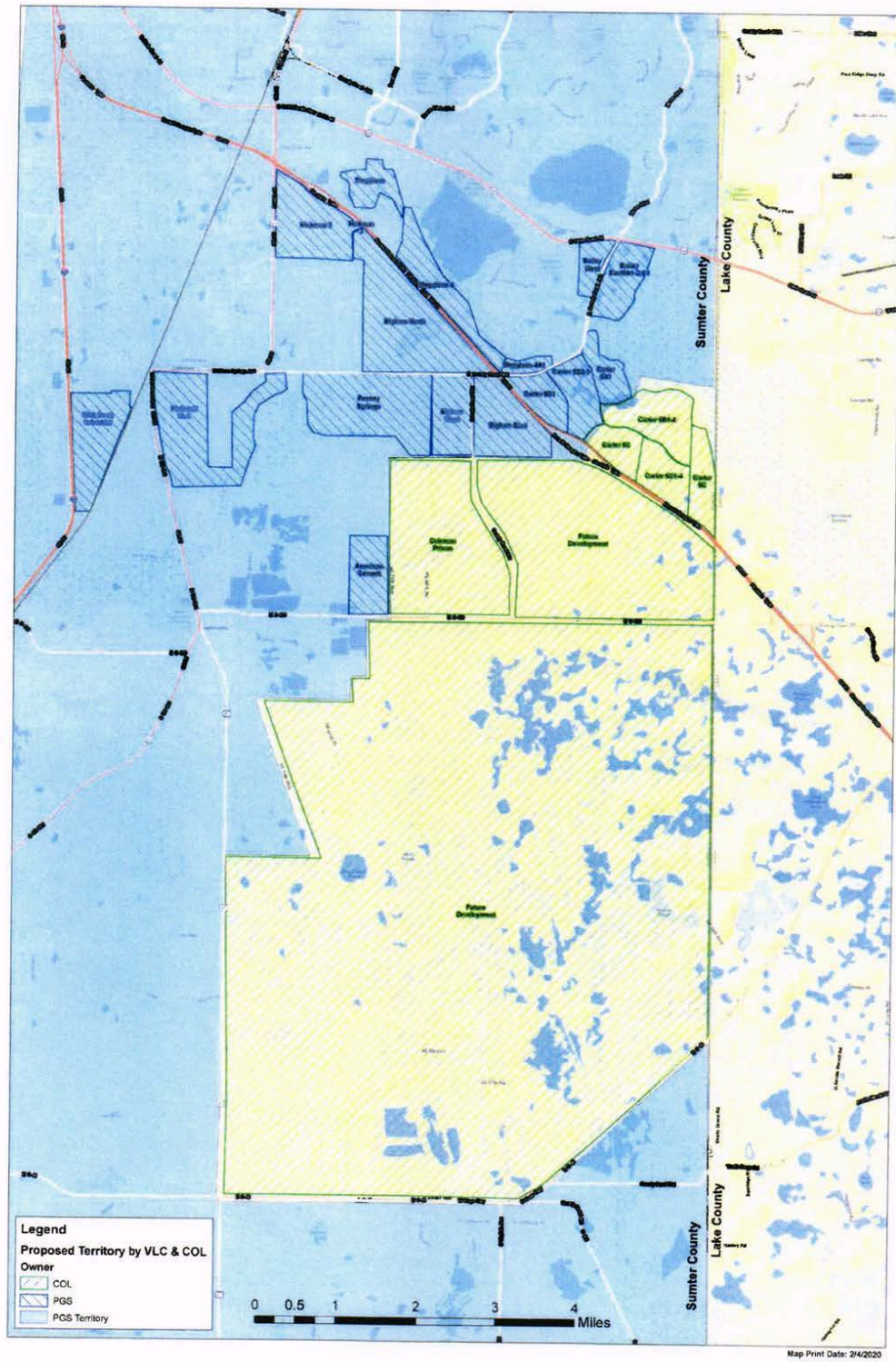
  
Print Name: Richard F. Wall

  
Print Name: J. Andi Purvis

  
Print Name: Victoria Parks

**CITY OF LEESBURG**

By:   
Print name: Elise A. Dennison  
Its: Mayor





April 1, 2020

«Customer\_Name»  
«Customer\_Master\_Mailing\_Address»

**Re: Important changes to account # «Customer\_ID»-«Location\_ID»**  
**Location: «Location\_Address\_Without\_Jurisdiction»**

Dear Valued Customer:

We're reaching out to let you know that your natural gas service and account will be transferred to TECO Peoples Gas on **June 1, 2020**. There will be no interruption of your service during the transfer.

The transfer of your account is a result of service territory changes between the City of Leesburg and Peoples Gas regarding the areas each company serves with natural gas. These changes were approved by the Florida Public Service Commission in January 2020.

We are working closely with Peoples Gas to make this transition as smooth as possible. You do not need to do anything at this time regarding the transfer of service. Peoples Gas will be reaching out to you to set up your account.

If you have a deposit with the City of Leesburg, your deposit will be applied to the outstanding balance on your City of Leesburg gas account and any remaining deposit funds will be refunded directly to you. Peoples Gas, however, may require an account deposit. It is not expected that the transfer will affect your rates.

Please know we have appreciated the opportunity to serve you and are confident in the service you will receive from Peoples Gas. You'll hear from Peoples Gas soon, but should you have any questions about the transfer of your natural gas service in the meantime, please don't hesitate to call us at **352-728-9800** or Peoples Gas at **352-671-4550** or toll free at **866-896-1222**. You can also contact Peoples Gas via email at [LeesburgNewCustomer@tecoenergy.com](mailto:LeesburgNewCustomer@tecoenergy.com).

Sincerely,

City of Leesburg  
501 W Meadow Street  
Leesburg, FL 34748





Account number:  
Date

Dear NAME,

Welcome to Peoples Gas! We've been delivering safe, resilient, clean and affordable natural gas energy solutions to customers across Florida for 125 years and we're so pleased you're joining our customer family. We're ready to help you every step of the way and want to reassure you that you will not experience an interruption in your natural gas service during the transition of your account from the city of Leesburg to Peoples Gas.

**To finalize setting up your account, please call us by May 22, 2020 at 352-671-4550 or 866-896-1222.** We want to ensure we have your correct name, address and other personal information included on your account. You may need to provide your Social Security number or other personal identification numbers to verify your identity.

Your gas service will transfer to Peoples Gas on June 1, 2020 without interruption. Please continue to contact the city of Leesburg at **352-728-9800** with any questions about your service until that time. When you receive your final bill from the city of Leesburg, please make your payment by the specified due date using your usual payment method. This will ensure that your Leesburg account is in good standing when it transitions to Peoples Gas.

You will not need to pay a fee to start your Peoples Gas account, however we will collect a \$50 deposit to secure your account. The deposit will be included on the first bill you receive from Peoples Gas in July, and will be returned to you with interest after 23 months of continuous service and no more than one late payment. Interested in waiving the deposit? You may contact us to request that we run a credit check to see if you qualify.

We are reviewing your past natural gas history with the city of Leesburg and will assign you to the appropriate Peoples Gas rate class depending on your typical usage. Here's an overview of our residential rate classes and monthly charges:

	RS-1 (0-99 therms/month)	RS-2 (100-249 therms/month)	RS-3 (250-1,999 therms/month)
Customer Charge	\$11.40	\$14.25	\$19.01
Distribution Charge	\$0.46066/therm	\$0.46066/therm	\$0.46066/therm
PGA*	\$0.76495/therm	\$0.76495/therm	\$0.76495/therm

\*The PGA, or Purchased Gas Adjustment, is the cost of natural gas purchased for you by Peoples Gas and delivered to your property. This cost can adjust monthly.

We want to make doing business with us as easy as possible for you. Visit [tecoaccount.com](http://tecoaccount.com) to register for your online account access. You can manage your account, enroll in programs, view and pay your bill and more, all from the device of your choice. We've included some frequently asked questions with this letter. Should you think of anything else you'd like to ask, please contact us by calling **352-671-4550** or toll free at **866-896-1222**, or by sending an email to [LeesburgNewCustomer@tecoenergy.com](mailto:LeesburgNewCustomer@tecoenergy.com).

We value safety above all else, so we offer important tips to help you use natural gas safely, identify pipelines in your area, be prepared for storms and more at [peoplesgas.com/safety](http://peoplesgas.com/safety). And our commitment to safety extends beyond your natural gas service. We protect your sensitive information which we may require as part of our process to verify your identity and review your credit.

We look forward to starting service with you in June.

Thank you,

Peoples Gas

**Frequently asked questions about the transition of natural gas accounts  
from the city of Leesburg to Peoples Gas**

**Q. Why is my account transitioning from the city of Leesburg to Peoples Gas?**

A. The transfer of your account is a result of an agreement between the city of Leesburg and Peoples Gas regarding the areas each company serves with natural gas. The agreement was approved by the Florida Public Service Commission in January 2020.

**Q. Will Peoples Gas charge a deposit?**

A. Yes, Peoples Gas will charge a \$50 deposit to secure residential accounts. If you would like to learn more about having the deposit waived, you may contact us at **352-671-4550** or toll free at **866-896-1222** and we will run a credit check to see if you qualify.

**Q. Will Peoples Gas charge a start-up fee?**

A. No, you will not be charged a start-up or activation fee when your account transitions to Peoples Gas.

**Q. Will I lose service during the transition?**

A. No, you should not experience an interruption in your natural gas service when your account transitions to Peoples Gas.

**Q. Will my billing and due dates be the same with Peoples Gas as they are with Leesburg?**

A. You can expect to receive your bill around the same time that you received your bill from the city of Leesburg – likely in the first part of the month.

**Q. I receive a paperless bill from the city of Leesburg. How can I receive a paperless bill from Peoples Gas?**

A. If you are already a paperless billing customer, when your account transitions to Peoples Gas, we will automatically enroll your account in our free paperless billing program.

**Q. My payment is automatically deducted from my bank account each month. How can I pay my Peoples Gas bill the same way?**

A. Peoples Gas offers Direct Debit, a free and easy way to automatically pay your bill each month. To sign up, visit [tecoaccount.com](http://tecoaccount.com). Once you register your account, you'll be able to enroll in Direct Debit with one click.

**Q. I make my payment electronically through my bank each month. How can I pay my Peoples Gas bill the same way?**

A. If you pay your bills using your bank's online payment service, you'll need to remove your city of Leesburg account information after your final bill and update your bank with your new Peoples Gas account information.

**Q. Can I manage my account online?**

A. Yes, Peoples Gas offers online account access at [tecoaccount.com](http://tecoaccount.com). If you have any problems registering your account, please contact us and we'll be happy to help.

**Q. I have other questions about my account. How can I reach Peoples Gas?**

A. We have a dedicated team ready to assist you with any questions you may have about this transition. Please contact us weekdays from 7:30 a.m. to 6 p.m. at **352-671-4550** or toll free at **866-896-1222**, or send an email to [LeesburgNewCustomer@tecoenergy.com](mailto:LeesburgNewCustomer@tecoenergy.com).