

Jacob Veaughn

From: Jacob Veaughn on behalf of Records Clerk
Sent: Thursday, September 17, 2020 1:51 PM
To: 'Catalan Lourdes'
Cc: Consumer Contact
Subject: RE: Reference: Docket No. 2020005-GU (Proposed Changes in Rates and Charges of TECO Peoples Gas)

Good afternoon, Mrs. Lourdes J. Catalan

We will be placing your comments below in consumer correspondence in Docket No. 20200005 and forwarding your comments to the Office of Consumer Assistance and Outreach.

Jacob Veaughn

Commission Deputy Clerk I
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From: Catalan Lourdes <ljcatalan@yahoo.com>
Sent: Thursday, September 17, 2020 1:17 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Reference: Docket No. 2020005-GU (Proposed Changes in Rates and Charges of TECO Peoples Gas)

Dear Sir/Madam:

I am submitting my comments concerning this rate proposal of TECO.
I have already called their customer service line and talked to their representative about this comment.

My comment is : How can their customers know the real impact of this proposed rate change to their present monthly bill if their present bill shows a different current monthly distribution charge rate (which is already a lot higher) than their proposed rate?

Their answer is that the rate shown in their proposal is the rate of the distribution charged to their company. What is reflected in our bill included other charges and fees. Therefore, I requested their customer service rep to please relay to their bill designing technical team to breakdown their present one-line distribution charge to multiple lines showing their basic rate in a separate line and individual lines for all the other charges and fees tuck in with the distribution charge billed to their customers.

Other utility companies do this in their bill. Why can they not do this to avoid customer confusion and get a better understanding of their bill?

I would appreciate it very much if your agency can support my request for better bill presentation, analysis and intelligent rate comparison for their customers.

In addition, I would like to point out that it will be helpful in this rate change comparison of the customers if the company can provide the possible overall total impact of this rate change to their customers (i.e. provide the possible increases of the other charges and fees individually that will be affected by this rate change.).

With the kind of one-page notice of the proposed rate changes TECO provided me as a customer, it created confusion when I compared it to the distribution rate shown in my bill. It doesn't even give me a vague idea of what will be my total bill when this rate proposal takes effect. If I compare the distribution charge shown in my bill to their distribution charge

rates (both the current monthly rate and their proposed monthly rate) shown in their notice, my current monthly distribution charge is almost double the distribution charge rates indicated in their notice. It didn't even give me any indication on the effect of their proposed increase in distribution charge on the other additional charges and fees.

Thank you for your attention, consideration and assistance you can provide me in this matter.

Mrs. Lourdes J. Catalan