

Jacob Veauhn

From: Jacob Veauhn on behalf of Records Clerk
Sent: Friday, September 18, 2020 1:32 PM
To: 'Penny Reynolds'
Cc: Consumer Contact
Subject: RE: Increased Rates

Good afternoon, Penny Reynolds

We will be placing your comments below in consumer correspondence in Docket No. 20200092 and forwarding your comments to the Office of Consumer Assistance and Outreach.

Jacob Veauhn

Commission Deputy Clerk I
Florida Public Service Commission
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850.413.6656

From: Penny Reynolds <penrie3161@comcast.net>
Sent: Friday, September 18, 2020 12:47 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Increased Rates

Hello, my name is Penny Reynolds.

I have been a customer of TECO since 2003. I have paid my bills on time and throughout the pandemic. I haven't seen any infrastructure investments, construction, evolving customer expectations, advances in technology, and increased operations requirements that now causes them to seek rate relief.

What are they? And how has it helped me. I have not seen or had any differences in my service.

Sincerely, Ms. Reynolds