

Antonia Hover

From: John Plescow
Sent: Friday, August 22, 2025 1:27 PM
To: Consumer Correspondence; Cassandra Williams
Subject: FW: Tampa electric Storm surcharge

Please, add to docket 20240172.

From: Manuel Fernandez <manuelfernandez2012@gmail.com>
Sent: Friday, August 22, 2025 7:25 AM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: Tampa electric Storm surcharge

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Subject: Public Complaint Regarding TECO's Storm Surcharge

To the Florida Public Service Commission and the Public at Large,

I am filing this complaint as a concerned TECO customer and Florida resident regarding the Storm Surcharge recently added to electric bills by Tampa Electric Company (TECO).

While TECO has stated that the surcharge would average about \$20 per month per customer, my bill shows 21.37

I am a retired costumer with a low income and every increase in energy bill affect me significantly.

This discrepancy raises serious questions about transparency, fairness, and regulatory oversight. TECO customers are already paying some of the highest utility bills in the state, and now we are being asked to shoulder storm recovery costs that appear far above what was publicly communicated.

Key concerns include:

- Lack of transparency: Customers cannot clearly see how the surcharge is calculated or why the actual amounts differ so drastically from TECO's public statements.
- Excessive burden: Families and seniors on fixed incomes are being disproportionately impacted, with bills increasing by \$40–\$60 per month or more.
- Accountability: Customers pay for TECO to maintain and protect infrastructure. Why are we now expected to pay again for storm damages, without any meaningful financial accountability from the company?

I urge the Florida PSC to:

1. Conduct a full audit of TECO's storm surcharge calculations.
2. Halt or reduce the surcharge until accurate, transparent, and independently verified costs are presented.
3. Require TECO to issue clear, accessible billing disclosures so customers understand exactly what they are paying for.

This is not just a billing issue; it is a matter of public trust. Utilities operate as monopolies, and customers have no alternative provider. The PSC exists to protect the public interest, and right now the public interest is being undermined.

Sincerely,

Manuel I Fernandez

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