

ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Tuesday, August 23, 2005 2:44 PM
To: Timolyn Henry
Cc: Matilda Sanders
Subject: FW: COMPLAINT AGIANST PSC

CONSUMER

Please add to docket file 041272

From: ACCSSRB@aol.com [mailto:ACCSSRB@aol.com]
Sent: Thursday, August 18, 2005 5:22 PM
To: Consumer Contact
Subject: COMPLAINT AGIANST PSC

I AM NOT COMPLAINING ABOUT A UTILITY, I WANT TO COMPLAIN ABOUT THE PSC. I READ AN ARTICLE ONLINE FROM THE NAPLES DAILY NEWS, DATED JULY 8, 2005 IN WHICH THE PSC WAS RECOMMENDING THAT FPL OFFSET SOME OF THE COST OF STORM RECOVERY BY CUTTING PAYROLL AND TREE TRIMMING EXPENSES.

CUTTING PAYROLL WOULD BE A GREAT IDEA IF THE PAYROLL THEY CUT IS FROM LEW HAY OR MANNY MIRANDA OR GEISHA WILLIAMS. FPL WILL NOT DO THAT. THEY WILL CUT FROM METER READERS OR LINEMAN. THE OFFICERS OF FPL GET HUGE BONUSES EVERY YEAR. THEY ARE NOT GOING TO CUT THAT OUT.

CUT TREE TRIMMING EXPENSES? THEY DON'T DO ENOUGH OF IT NOW. WHAT DO YOU IDIOTS THINK CAUSED MUCH OF THE DAMAGE DURING THE STORMS LAST YEAR? TREES!!! I CAN NOT EVEN BEGIN TO TELL YOU HOW MUCH RESTORATION WORK I DID LAST YEAR THAT WAS CAUSED BY TREES TAKING THE LINES DOWN.

WHY AM I CONCERNED ABOUT THIS? I DO WORK FOR FPL. IF ANY CUTS ARE MADE THEY NEED TO START AT THE TOP, NOT THE FIELD WORKERS. THE PSC, HOWEVER WOULD HAVE NO CONTROL OR SAY AS TO WHERE THE CUTS ARE MADE.

I AM NOT A BIG FAN OF FPL, EVEN THOUGH THAT IS HOW I MAKE MY LIVING. I AM NOT AN FPL EMPLOYEE, BUT A CONTRACTOR AND A CUSTOMER. A SOMEWHAT DISSATISFIED CUSTOMER. BUT YOU PEOPLE ARE REALLY GOING IN THE WRONG DIRECTION WITH THIS IDEA OF RECOVERING FROM THE STORM BY CUTTING THE COSTS MENTIONED

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8/23/2005

ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Thursday, August 18, 2005 12:24 PM
To: Timolyn Henry
Cc: Matilda Sanders
Subject: docket file 041272

Please add to the above docket file

From: Consumer Contact
Sent: Wednesday, August 17, 2005 4:26 PM
To: Consumer Contact
Subject: E-Form Other Complaints - 19347

TRACKING NUMBER - 0019347 August 17, 2005**SERVICE ADDRESS**

Account Number: 93723 87131
Business Account Name:
Name: Helen Knox
Address: 2474 Saddlewood Ln
City: Palm Harbor
Zip: 34685

CUSTOMER INFORMATION

Name: Helen Knox
Address: 2474 Saddlewood Ln
City: Palm Harbor
State: FL
Zip: 34685
Contact By: US Mail

COMPLAINT INFORMATION

Utility Name: EI801 Progress Energy Florida, Inc.
Did customer previously contact the utility?:
Did customer previously contact the PSC?:

PROBLEM INFORMATION

Problem Type: Other Complaints

Complaint Detail: Our electric rates have increase as of August 1, 2005 in Pinellas County, Florida. This is a hardship for people on a fixed budget. It would seem fairer for the owners to foot some of the bill through reduced profits rather than shoving all of the cost onto the consumers. I am sure the companies have other assets at their disposal to subsidize these increases rather than passing all the cost onto their customers. Helen Knox 727-772-8621

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8/18/2005

For PSC Webmaster Use Only:

Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; SV1; .NET CLR 1.1.4322)

<http://www.floridapsc.com/consumers/complaint/review.cfm>

www.floridapsc.com

ORIGINAL

Matilda Sanders

From: Ruth McHargue
Sent: Wednesday, August 17, 2005 3:23 PM
To: Timolyn Henry
Cc: Matilda Sanders
Subject: FW: Rate increase, objection

Please add to docket file 041272

-----Original Message-----

From: Lois Hanna [mailto:lhanna27@atlantic.net]
Sent: Wednesday, August 17, 2005 2:03 PM
To: Consumer Contact
Subject: Rate increase, objection

RE your upcoming hearing about rate increases:

The seniors among you do not get to charge anyone else for their exploding
utility rates
medication costs
property taxes
rising food costs
gasoline costs
retail price surges
insurance premium hikes

Why do we have to pay our utility companies' losses for "acts of GOD"
(actually the costs of careless resource management which bring climate
changes) and lousy judgment? WalMart doesn't tell us that they have to hike prices because
they built too many supercenters - or not enough.

Government is the only entity which charges its consumers for its lies and mistakes. Private
enterprise is supposed to distribute less profit to the stockholders who own the company, not
bilk the customers for the money they lost.

I'm disgusted, and tired of being ground into hog food.

Please develop some ethical boundaries before you all get strung up to a lamp-post
(unlighted, of course) by people who won't take it any more.

Lois Hanna
8171 Fortune Hunter Drive
Brooksville, FL 34613

CMP _____

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CTR _____
Lois Hanna
lhanna27@atlantic.net

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ORIGINAL

041272- E1

050078- E1

Ellen Plendl

From: seshos0623@juno.com
Sent: Saturday, August 06, 2005 1:11 PM
To: Ellen Plendl
Subject: RE: Progress Energy

RECEIVED - PSC

AUG 26 AM 10: 53

COMMISSION
CLERK

After much thought, I can't see where an home inspection or a meter check will help me. What I objected to was a RATE increase, approved by the PSC for hurricane damage suffered by Progress Energy. This caused my first 1000kw's to be increased by \$3.27. In addition, Progress Energy now wants a increase in the BASIC RATE which results in two separate rasies, both of which I object to. Their rate of return is way too much. PSC should reject both request.

Harry Svendsen

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ORIGINAL

041272-EI
050078-EI

Ellen Plendl

From: Angie Calhoun
Sent: Friday, August 05, 2005 10:36 AM
To: Ellen Plendl
Subject: FW: Progress Energy

RECEIVED
AUG 26 AM 10:53
COMMISSION
CLERK

-----Original Message-----

From: seshos0623@juno.com [mailto:seshos0623@juno.com]
Sent: Friday, August 05, 2005 10:20 AM
To: Consumer Contact
Cc: jeb.bush@myflorida.com
Subject: Progress Energy

My electric bill jumped by \$3.27 for 1000kw used. Are you going to recoup uninsured property owners for hurricane damage like you did for Progress Energy???? Why do you guarantee them a no lost condition. You don't live in a REAL world. The poor people are supporting big company salaries, pensions and the never lose stock holders. Wake up and smell the coffee.

Harry Svendsen

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ORIGINAL

Docket
641272-21

RECEIVED
JUL 26 2005
Florida Public Service Comm.
Commissioner Deason

COMMISSION
CLERK

AUG 12 AM 9:56

RECEIVED PSC

July 22, 2205

Mr. J. Terry Deason
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Dear Commission:

As I read the paper each day my anger has finally reached its limit. Why should we continue to let a publicly held company use its power to raise rates, pay for their increased insurance protection and pay their stockholders increased dividends? It seems that every company whether it is insurance on my home or power for my electricity need to be reimbursed for their expenses for doing their business. When I have paid my insurance bill for 30 years and I need coverage for a damage they cancel the policy or decide not to renew it. The companies know the environment of Florida, that is a known fact, but businesses in Florida expect the every day citizens to cover their unusual expenses. Does someone come forth to pay for mine? Does my boss give me a raise to cover all the additional increases just because I need them? *NO*

Whether it is the telephone company with their new rate structure which our Florida legislature approved or the eclectic company asking for new rate increases or the insurance companies asking for additional rate increases on homes, where *does it in end*. Are we all going to be driven from our homes because we can no longer afford to pay for the necessary requirements? This is why we have a Public Service Commission. What has happened to the guidelines set up to control, as it seems to me, the uncontrollable?

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This problem is spiraling and there seems to be no end in sight. Please do not let another increase be put upon the every citizen. See it from our eyes, not the eyes of the corporation.

Thank you,

Sincerely yours,

Elaine Clarson

Elaine Clarson

AUG 01 2005

Florida Public Service Commission
Division of PSC

Timolyn Henry

From: Ruth McHargue
Sent: Monday, August 01, 2005 10:29 AM
To: Timolyn Henry
Cc: Matilda Sanders
Subject: FW: My complaint

FPSC, CLK - CORRESPONDENCE
Administrative Parties Consumer
DOCUMENT NO. 09865-07
DISTRIBUTION: _____

Please add to docket file 041272

-----Original Message-----

From: contactform@psc.state.fl.us [mailto:contactform@psc.state.fl.us]
Sent: Sunday, July 31, 2005 2:11 PM
To: Consumer Contact
Cc: sharaz1@msn.com
Subject: My complaint

Contact from a Web user

Contact Information:

Name: Cecil Meeker
Company: FPL
Primary Phone: (941) 627-0695
Secondary Phone: (941) 380-9499
Email: sharaz1@msn.com

Response requested? Yes
CC Sent? Yes

Comments:

Isn't it about time that the PSC allows FPL to accept some of the responsibility for the losses that happened due to the Hurricane season and damage of 2004. The consumer has continually had rate increases since Charley and on that have been approved by the PSC. It's bad enough to fight tardy contractors yet alone to be saddled by FPL through the PSC to aid FPL in getting all of it's monies back from damage in 2004. Is there no fairness for the consumer in this process or does the PSC owe it's soul to FPL and other utility companies. An after tax profit of 12.68% does seem rather high to me, doesn't it to the board?? Isn't it about time for the PSC to accept it's responsibility and be more accountable to the consumer? Perhaps the board needs to live in a storm damaged house still awaiting repairs from Charley to better understand the situation.

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ORIGINAL

CCA Official Filing
7/25/2005 9:24 AM*****

9:24 AM*****

Timolyn Henry*****1

Timolyn Henry

041272

From: seshos0623@juno.com
Sent: Sunday, July 24, 2005 11:19 AM
To: Consumer Contact
Cc: jeb.bush@myflorida.com
Subject: Florida Progress

Florida Progress should suffer like thousands of hurricane victims who will not get reimbursed. An "act of God" expense should not be passed on to the consumers, let Florida progress take a hit like many other Floridians. For a CHANGE think of the poor people.
Harry Svendsen

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Timolyn Henry

041272

From: contactform@psc.state.fl.us
Sent: Friday, July 22, 2005 7:52 PM
To: Consumer Contact
Cc: ppm1@hotmail.com
Subject: My complaint

Contact from a Web user

Contact Information:
Name: Brenda
Company:
Primary Phone:
Secondary Phone:
Email: ppm1@hotmail.com

Response requested? No
CC Sent? Yes

Comments:

Unfortunately I could not attend any of the meetings regarding Progress Energy's rate hike request, but in the Business section of today's St. Petersburg Times (07-22-05) I read with great interest that Progress Energy donated about \$3.5 million to various causes!

If they can do that, they certainly do not need to be granted a rate hike! Why don't they donate that kind of money to their paying customers in the manner of a rate reduction???

My personal experience with their service and attitude during last hurricane season also leaves a very bad taste in my mouth. Before being granted a rate hike, they first need to improve their management, service and their employee's attitudes.

Did you know that while customers sat without power for days at a time, their crews and out of county and state crews were sitting in parking lots playing football for hours, waiting to be dispatched. Why were small crews not sent out to the hundreds of small jobs they knew specifics about that took only an hour or two to fix during the "first 24 to 36 hour assessing" time? But, no, they would rather pay them to sit in parking lots playing football for hours so they could take care of the "bigger" jobs first!

Let's not add insult to injury here. They are already getting to recoup their questionable millions in hurricane costs for last year!

CMP
COM
You are the PUBLIC Service Commission, not the Utility Service Commission. Represent the PUBLIC as you should and so no to their base rate hike or any other proposed rate hikes until they can show an improvement where it counts!

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ORIGINAL

CCA Official Filing

7/18/2005 9:16 AM*****

9:16 AM*****

Timolyn Henry*****1

Timolyn Henry

04272-E1

From: Abel Marowitz [amarowitz@earthlink.net]
Sent: Friday, July 15, 2005 4:12 PM
To: Consumer Contact
Subject: Progress Energy Rate Hikes

To Whom It May Concern:

I just wanted to say how disappointed I am in the fact that you allowed Progress Energy to raise energy prices. This is a totally unfair price hike due to the incompetence of their company. They did not keep a large enough fund available in case of hurricanes and so now us the consumers are paying the price for their mistake. Progress already charges customers a lot of money for electricity. They state they needed the price hike to cover their mistake while in the past they donated \$1 million to institutions such as UCF. This is again unfair because if that company was in financial hardship they would not donate that kind of money. I want a reduction in my electric bill. This just seems like another case of the rich getting richer and taking from the poor!

Abel Marowitz
1680 Gladiolas Drive
Winter Park, FL 32792
(407) 677-0002

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ORIGINAL

041272

Timolyn Henry

From: Consumer Contact
Sent: Friday, July 15, 2005 6:35 PM
To: Consumer Contact
Subject: E-Form Other Complaints - 18894

TRACKING NUMBER - 0018894 July 15, 2005**SERVICE ADDRESS**

Account Number: 66006 30515
 Business Account Name:
 Name: James W. Clinton
 Address: 3121 Nicholson Drive
 City: Winter Park
 Zip: 32792

CUSTOMER INFORMATION

Name: James W. Clinton
 Address: 3121 Nicholson Drive
 City: Winter Park
 State: FL
 Zip: 32792
 Primary Phone: (407) 679-4633
 E-mail: sunnyboyjim2002@yahoo.com
 Contact By: E-mail Address

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COMPLAINT INFORMATION

Utility Name: EI801 Progress Energy Florida, Inc.

Did customer previously contact the utility?: I see where the late comer from North Carolina, Progress Energy has been approved by the Florida Public Service Comission to charge a "surcharge" of of .327 per KWH on monthly resudential bills due to "losses" suffered from last year?s four hurricanes. Let?s see now, being a retiree, can I petetion the PSC for a supplemental income due to high fuel costs, or losses I suffered from the hurricanes which my insurance company would not pay? Fair is fair so the option to do so should be offered to "public citizens" since you are the Public Service Commission, are you not? Progress Energy quartly rates per 1000 KWH through April 2005 are one of the highest in the state at 97.95/1000 KWH. One has to compare with other Central florida power companies (I live in Central Florida); Kissimmee Utilities comes in at 90.99/KWH; Orlando Utilities at 89.61/KWH, FP&L at 93.14/KWH, and yet this commission has the unmittgated gall to approve another rate hike for 1 January 2006? Even North Carolina only allows 83.32/ KWH for Progress Energy. What do you people in Tallahassee think we are here in Central Florida, millionaires playing for the Orlando Magic basketball team? In closing I think the rate structure allowed by the Florida Public Service Commission is atrocious and unreasonable. Lets give the boot to Progress Energy and send them reeling back to North Carolina. Their service is only mediocre at best. I have had to purchase battery backups to supply my VCR?s, sterio, DVD?s, computers, etc. due to the excessive sags and momentairy blackouts experienced on NON-stormy days. James W. Clinton 3121 Nicholson Drive Winter Park, FL 32792 (407) 679-4633

Did customer previously contact the PSC?:

7/19/2005

PROBLEM INFORMATION

Problem Type: Other Complaints

Complaint Detail: Surcharge increase on 1 August 2005, and rate increase on 1 January 2006.

For PSC Webmaster Use Only:

Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.0)

<http://www.psc.state.fl.us/consumers/complaint/review.cfm>

www.psc.state.fl.us

ORIGINAL

041272

Timolyn Henry

From: Consumer Contact
Sent: Wednesday, July 06, 2005 3:36 PM
To: Consumer Contact
Subject: E-Form Other Complaints - 18763

TRACKING NUMBER - 0018763 July 06, 2005**SERVICE ADDRESS**

Account Number: 79949-51340
Business Account Name: Progress Energy
Name: Audra Smith
Address: 16720 Sarah's Place, Apt. 101
City: Clermont
Zip: 34714

CUSTOMER INFORMATION

Business Account Name: Progress Energy
Name: Audra Smith
Address: 16720 Sarah's Place, Apt. 101
City: Clermont
State: FL
Zip: 34714
Contact By: US Mail

COMPLAINT INFORMATION

Utility Name: EI801 Progress Energy Florida, Inc.

Did customer previously contact the utility?: I am outraged by the PSC approving new rate hikes for Progress Energy due to damages from last year's hurricanes. I'm on a fixed income of Social Security benefits with a disabled daughter who has Multiple Sclerosis. Her disease is heat sensitive & it's absolutely necessary that she have air conditioning. The electric bill is in her name, Audra Smith. The bill we just received which is due by the end of this month was over \$200 this past month due to this increase which I thought was supposed to be effective as August 1st. The approval for this increase is outrageous. The hurricanes are acts of God...& who knows what other acts of God are going to occur from one day to the next. We're already experiencing more hurricanes as of this week. Now every time there's damages from hurricanes..innocent citizens are going to suffer more because of electric bill increases. There are so many people in this state who are still trying to get their lives back together to have their homes repaired even after almost a year since the hurricanes. I vehemently object to & contest these increases due to hurricanes for an indefinite.....that the increases are not legally valid. Why don't you all take some money from the space program to pay the electric companies to recoup from the losses? The space program is not an absolute necessity. Don't do this from the people of this state many of whom live on fixed incomes. Thank you for your assistance.

Did customer previously contact the PSC?:

PROBLEM INFORMATION

Problem Type: Other Complaints

7/7/2005

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Complaint Detail: I am making a complaint against the rate increase for Progress Energy that was supposed to take effect in August. However, our current bill already has the increase...& our electric bill is over \$200 which is due at the end of this month of July 2005. I contest this rate increase on the basis of damages from last hurricanes as not legally valid because hurricanes are acts of God & that the rate increases are indefinite. Who knows what acts of God are going to happen from one day to the next? Are we going to have rate increases every time there's damages from hurricanes? That's outrageous. We're already having hurricanes this week. Why don't you all take some money from the space program to help the electric companies recoup damages from the hurricanes. The space program is not a necessity. Don't make the citizens of this state..many of them on fixed incomes..& still trying to repair their homes from the hurricanes after almost a year to pay out of their pockets with rate increases..that's ludicrous. I want the increase deleted off of this bill & every bill from now on. We live on a fixed income & my daughter is disabled with Multiple Sclerosis. Her disease is heat sensitive & she absolutely has to have air conditioning. The electric bill is in the name of Audra D. Smith, our address is 16720 Sarah's Place, Apt. 101, Clermont, FL. The acct. no. is 79949-51340. Thank you for your assistance.

For PSC Webmaster Use Only:

Mozilla/4.0 (compatible; MSIE 6.0; Windows 98; Win 9x 4.90; {93F9CB75-4EBA-E85E-07CB-E82B47B2BFFD})

<http://www.psc.state.fl.us/consumers/complaint/review.cfm>

www.psc.state.fl.us

ORIGINAL

Ellen Plendl

From: Governor Jeb Bush [Jeb.Bush@MyFlorida.com]
Sent: Wednesday, June 29, 2005 3:15 PM
To: walter pember
Subject: RE: progress energy surcharge

Docket
041272-1

Governor Bush has received your e-mail and has asked me to respond on his behalf.

To better assist you, I am forwarding your concerns to the Public Service Commission for review and response. You should hear from someone in that office.

Thank you for writing and do not hesitate to write again on matters of concern or interest to you.

Sincerely,

Rex T. Newman
Citizens' Services

RECEIVED FPSC
JUL -5 AM 10:29
COMMISSION
CLERK

-----Original Message-----

From: walter pember [mailto:PEMBER5468@peoplepc.com]
Sent: Tuesday, June 28, 2005 10:06 PM
To: Governor Jeb Bush
Subject: progress energy surcharge

govenor bush i am extremely upset with the psc decision to grant a surcharge.you as govenor need to overturn this decision on the publics behalf.if i were a stockholder maybe i would feel differently,but,i'm not,i'm just a working person,and with wages what they are it's tough getting by.i do side work,and have work for companies in the service industry and you know what,if there was a problem or something failed we ate the job.i don't see the difference between what i've done and progress energy except i don't have share holders.share holders invest for one reason,it's not for prosperity,it's for profit at whom evers expense.let them eat it.their stock is on the rebound,maybe because of the decision,but even with what went on last year their stock still didn't hit an all-time low and we should not condone a rate increase for a company such as progress energy.it's bull,step up to the plate and reverse the decision,think of the little people not the share holders.

i would appreciate a reply,

thank you.
walter s.pember
7202 rhinebeck drive
port richy, fl 34668-2572
pember5468@peoplepc.com
(727) 863-8839

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PSC approves

Progress Storm
Recovery Pocket
041272

05 JUN 30 PM 2:43

COMMISSION
CLERK

ORIGINAL

Progress surcharge

P.S.C.

6/24/05

Thousands of people Lost money
From the Hurricanes why, Shouldn't
Progress Engery And The Stockholders?
your Action does nothing For
the Little Guy. Seems big business
gets all your Attention!

Harry O. Svendsen, Jr.

Harry O. Svendsen, Jr.



Mr. Harry O. Svendsen, Jr.
4030 Avinada Del Mar
New Port Richey FL 34655

RECEIVED

JUN 27 2005

Florida Public Utilities Commission
Division of RCA

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ORIGINAL

CCA Official Filing

6/23/2005 8:31 AM*****

8:31 AM*****

Timolyn Henry*****1

Timolyn Henry

041272 - E1

From: Consumer Contact
Sent: Wednesday, June 22, 2005 7:35 AM
To: Consumer Contact
Subject: General Comment/Question

June 22, 2005

Contact Information:

Name: Sylvia Young
Company:
Primary Phone: 727 742-2871
Secondary Phone: 727
E-mail: silly13@tampabay.rr.com

Comments:

I am very displeased with the recommendation made by the PSC to allow Progress Energy to increase their rates. Utility costs are high enough without allowing utility companies to raise rates. Did anyone take into account the fact that Progress Energy had surplus monies that the consumer paid? I thought the purpose of the PSC was to protect the consumer. Apparently not. Again, big business prevails. It is really unfortunate that we do not have other electricty providers to choose from. Yes, I wish to be contacted

For PSC Webmaster Use Only:

Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; SV1)
http://www.psc.state.fl.us/contact/contact_form/submit.cfm www.psc.state.fl.us

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Timolyn Henry

041272-E1

From: Consumer Contact
Sent: Wednesday, June 22, 2005 8:50 AM
To: Consumer Contact
Subject: General Comment/Question

June 22, 2005

Contact Information:

Name: Tom Davis
Company:
Primary Phone: 3526280478
Secondary Phone:
E-mail: tommys@tampabay.rr.com

Comments:

I believe the psc did not protect the customers of Progres Energy! To give them the large amount of surcharge without cutting their rate of return is not fair to anyone. How many subcontractors and businesses lost money because of the storms last year--many!!! To Not have made a deal to limit their rate of return to a reasonable 7 percent with perhaps 3 percent going back to the storm fund to make up a limit of 10 percent return would have been a honest deal for all. 13 percent gauranteed is ridiculous. You lose validity with the common guy looking at this. Yes, I wish to be contacted

For PSC Webmaster Use Only:

Mozilla/5.0 (Windows; U; Windows NT 5.1; en-US; rv:1.7.8) Gecko/20050511 Firefox/1.0.4
http://www.psc.state.fl.us/contact/contact_form/contactform.cfm www.psc.state.fl.us

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Timolyn Henry

041272-E1

From: Consumer Contact
Sent: Wednesday, June 22, 2005 10:11 AM
To: Consumer Contact
Subject: Information Request

June 22, 2005

Contact Information:

Name: David Hansen
Company:
Primary Phone: 813-376-8355
Secondary Phone: 727 526-0662
E-mail: dhansen@wccconsult.com

Comments:
Dear PSC,

I can't believe you are funding relief to Progress Energy for the hurricanes. Are they not a business? Can't they calculate risk and plan and insure for it? How dare you be so irresponsible with our money? Maybe you could ask Progress Energy to stop spending marketing dollars to promote their organization if they are suffering so much. Do we really need a walkway at Tropicana field anyway? Your organization has become irrelevant just like the UN. Now I just need to decide what service to cancel at home to cover the cost of the increase. I guess there goes the cable...

Dave Hansen
Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; {00778AC2-7587-4E12-A627-6F4328636B3E}; SV1; .NET CLR 1.1.4322) http://www.psc.state.fl.us/contact/contact_form/contactform.cfm
www.psc.state.fl.us

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ORIGINAL

Marguerite Lockard

From: Marguerite Lockard
Sent: Wednesday, June 22, 2005 2:47 PM
To: Carlotta Stauffer
Cc: Roberta Bass; Kay Flynn; Kimberley Pena
Subject: RE: Progress Energy

RECEIVED
 JUN 22 PM 2:48
 COMMISSION
 CLERK

Carlotta,
 I will place this e-mail in Docket No. 041272-EI.
 thanks for the information.
 Marguerite

From: Carlotta Stauffer
Sent: Wednesday, June 22, 2005 2:44 PM
To: Marguerite Lockard
Subject: RE: Progress Energy

Docket No. 041272-EI – Petition for approval of storm cost recovery clause for recovery of extraordinary expenditures related to Hurricanes Charley, Frances, Jeanne, and Ivan, by Progress Energy Florida, Inc.

Carlotta

From: Marguerite Lockard
Sent: Wednesday, June 22, 2005 2:41 PM
To: Carlotta Stauffer
Subject: RE: Progress Energy

do you have the docket number concerning this matter ??

From: Carlotta Stauffer
Sent: Wednesday, June 22, 2005 2:23 PM
To: CCA - Documents
Cc: Roberta Bass
Subject: FW: Progress Energy

fyi

Carlotta

UMP _____
 COM _____
 CTR _____
 ECR 1
 GCL 1
 OPC _____
 MMS _____
 RCA _____
 SCR _____
 SEC _____
 OTH _____

From: Lisa Edgar
Sent: Tuesday, June 21, 2005 4:51 PM
To: Carlotta Stauffer; Roberta Bass
Subject: FW: Progress Energy

6/22/2005

From: Laurie Jones [mailto:laj@ij.net]
Sent: Tuesday, June 21, 2005 2:47 PM
To: Lisa Edgar; Braulio Baez
Cc: jeb.bush@myflorida.com; bill.young@mail.house.gov
Subject: Progress Energy

Dear PSC Commissioners,

I am asking that you refuse Florida Progress Corp.'s request to pass on their hurricane costs to Progress Energy customers. They don't share their profits with their customers so we shouldn't have to bear their losses. I also ask that you deny their request for a rate increase. They are quite profitable enough and have plenty of money to pay bonuses to past and present executives. Please pass this along to J. Terry Deason and Rudolph Bradley whose profiles do not include their e-mail address in the contact information.

Thank you,
Laurie Jones

copied also to:
Jim Davis
thru his web site

6/22/2005

ORIGINAL

Ellen Plendl

From: Consumer Contact
Sent: Monday, June 13, 2005 4:33 PM
To: Ellen Plendl
Subject: FW: PROGRESS ENERGY RIP OFF

RECEIVED - PSC
JUN 15 AM 8:32
COMMISSION
CLERK

-----Original Message-----

From: J.J. & LIZ. [mailto:jimliz@mymailstation.com]
Sent: Monday, June 13, 2005 3:27 AM
To: contact@psc.state.fl.us.
Subject: PROGRESS ENERGY RIP OFF

To: MR. Braulio L Baez

For your information, there were several letters to the Editor, of the St. Petersburg Times recently, urging the PSC people to get real, and realize the fact, as customers of P.E. utility, no one pays for our repairs, when the hurricanes take our homes out. We ourselves have to pay on our own. They already charge us a n add on fee for these emergencies. Enough is enough. As we have had it, with these GREEDY and over paid CEO's that want more & more.

So PLEASE be realistic, & vote this increase down.

!

J.J. Aspinall
New Port Richey Fl.

For Docket

041272-81

UMP _____
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041291-E1
 041272-E6

Storm power loss leaves trailer park still in the dark

By JILL BARTON
 ASSOCIATED PRESS

LAKE WORTH — For Thanksgiving, Annie Johnston, her grandson and some neighbors made green bean casserole and stuffing and ate outside by flashlight.

They had the meager leftovers for the next three days.

They had hoped that by Christmas — three months after back-to-back hurricanes hit — life would be easier, that power would be restored in their rundown circle of trailers and that they could have a present or two under a tree blinking with lights. But that hasn't happened.

The days have only become harder for many poor families like Johnston's, who are still struggling to recover from a lost job, a damaged home, the mounting expenses of replacing ruined clothes, food and furniture, or worse.

"Christmas? There's no Christmas right now. I'm tapped out," said Johnston, 55. "If I go to a store and they're playing Christmas music, or go through a neighborhood with lights, it tears me apart. We didn't do anything to deserve this."

Across Florida, recovery from the four hurricanes that smashed into the state in six weeks will take years.

But the worst of it, when power was out, water was contaminated, food and gas were scarce, and roads were washed away, ended weeks ago for most Floridians. Insurance companies are helping those with damaged homes and businesses make repairs, and the Federal Emergency Management Agency has brought help to others.

"Christmas? There's no Christmas right now. I'm tapped out. If I go to a store and they're playing Christmas music, or go through a neighborhood with lights, it tears me apart. We didn't do anything to deserve this."

ANNIE JOHNSTON
 powerless after hurricanes

At the Tropical Trailer Gardens, though, many tenants feel abandoned, even though they have received some help from FEMA.

Their depressing mix of trailers sits close to Interstate 95 in an industrial park, a few miles from the elegant homes and shops of Palm Beach. Most of the park has no power, and the little electricity it has is so fragile that Johnston is afraid that if she puts out Christmas lights, they will blow out someone's refrigerator.

Johnston has tried to add some cheer to the neighborhood with a 2-foot plastic Santa in her garden — the only sign of the holidays among the more than two dozen trailers in the park.

She and her neighbors now fear they will soon be homeless. Their landlord says fixing the electrical problems would be so expensive that he wants to bulldoze the place instead.



Associated Press

Sherry Henderson of Lake Worth digs through her cooler to prepare lunch Sunday. Henderson is one of many residents at Tropical Trailer Gardens park who still don't have power after the back-to-back hurricanes that hit Florida this year. She said the last time she took a hot shower was on Oct. 28.

Sherry Henderson, 56, received \$300 from FEMA, but like most of her neighbors, she spent it weeks ago on food and a few nights in a motel so she could have a hot shower. She has appealed to the agency for more aid to cover some rent and relocation expenses. Her Social Security disability income is not enough to help her move on.

While some of her neighbors have had part of their power restored, Henderson has no power for her refrigerator, hot water heater, air conditioner or television. Her septic system is backed up, so she goes to a neighbor's trailer, often by flashlight, to use the bathroom.

Johnston sent her 13-year-old grandson, Zachary Shatto, to live with a family from her church during the week so he can have home-cooked suppers.

enough light to see his homework and a cozier place to sleep.

"I thought for Christmas at least we'd have the house together and we could have our little family together," Johnston said. "It's horribly frightening, especially if you have a child. You can go without, but a child has to have hot meals and a roof over his head and security."

Fifteen tenants, many of who are disabled and on a fixed income, are suing the landlord, Wesley Cox, who they say carelessly patched up a faulty electrical system for the past decade. Most are withholding at least part of their \$250 monthly rent for their lots until improvements are made. On Thursday, Cox issued written demands for the back rent — the first step toward evicting residents.

"I think there have been more

habitable places in Third World countries than at this park," said the tenants' attorney, Cathy Lively. "The situation at this point is very, very primitive."

Cox said he could fix the problems himself, but the city is requiring him to hire a licensed electrical contractor and fining him \$200 a day until he does. Cox and his attorney, Bill Layton, said replacing the electrical system could cost more than \$100,000 and require a bank loan. Cox called it "an impossibility" because the damaged property would not qualify.

As for Johnston, she said: "You go to sleep and your dreams are so good that you don't want to wake up. And then you wake up and you wonder if today's the day you're going to get thrown out. There's no peace of mind. It's gone."

BUILDERS

CONTINUED FROM PAGE 1B

"Shingles are probably our biggest issue," said Terry Flint, manager at Dunn Lumber in Bunnell. "What we've heard and what I've read is that one of every three roofs in Florida has to be re-roofed and everybody is going with the heavy architectural shingle, which has gotten very tough to get."

Flint said for now, other materials are in good supply.

"Plywood has really loosened up," he said. "We can get all that we want. Drywall was bad for a couple of weeks due to power outages at gypsum plants. It's roof-related things more than anything."

The shortage of cement and concrete materials is likely to ease for area builders over the next few months. Not because of any general ease in supply problems, but because a new facility will be up and running.

Florida Rock Industries is building a 23,000-square-foot

FPL joins Progress Energy in asking for rate hike

ASSOCIATED PRESS

TALLAHASSEE — Florida Power & Light Company has asked the Public Service Commission for permission to pass on \$354 million in hurricane repair costs to its 4.2 million customers.

The company says the surcharge is needed to cover repairs and rebuilding to its infrastructure and to make up some of what it paid to restore power during three of the four hurricanes that hit the state this summer.

If approved, the charge would be tacked on to customers' bills beginning Jan. 1 and be spread over a two-year period to keep the monthly cost lower.

The surcharge, on residential, commercial and industrial bills,

would add \$2.09 per month to a typical 1,000 kilowatt-hour residential customer bill.

Total expenses for FPL's storm recovery effort were approximately \$710 million, excluding power plant damage that was covered by insurance, the company said Thursday. The company also had a storm reserve, but it won't cover all the repair costs from Hurricanes Charley, Frances, and Jeanne, which affected FPL's customers. Hurricane Ivan also hit Florida this summer, but didn't significantly affect the company's service area.

Hurricane Charley knocked out power to 874,000 customers and required the efforts of a work force of more than 11,200

for repairs, reconstruction and support. More than 7,100 poles, 5,100 transformers and 950 miles of wire were required to repair and rebuild the FPL electrical system in 22 counties.

Hurricane Frances then hit and put nearly 3 million FPL customers out of service, requiring further work. Then on Sept. 25, Hurricane Jeanne put more than 1.7 million more customers out of power, and requiring additional infrastructure repairs.

Earlier this week, Progress Energy Florida asked the PSC for approval to add \$3.81 in 2005 and \$3.59 in 2006 to the average customer's monthly bill to help recover \$252 million spent during hurricane restoration in its service areas.

Progress Energy requests rate increase

By **JOE CREWS**
BUSINESS WRITER

Progress Energy Florida has filed a request with state regulators to recover \$252 million the utility spent to repair system damages and restore power losses caused by hurricanes Charley, Frances, Ivan and Jeanne.

Tuesday's filing with the state Public Service Commission seeks recovery of the storm-related expenses over a two-year period, according to a Progress Energy news release.

The \$252 million spent is in addition to about \$45 million in the utility's storm reserve account, said spokeswoman Cherie Jacobs. The nearly \$300 million will cover operations and maintenance expenditures

related to the storms.

"We have another \$55 million in capital expenses that will be included in next year's rate request," Jacobs said.

If approved, the monthly bill for a residential customer using a typical 1,000 kilowatt hours of electricity would increase by \$3.81 in 2005 and another \$3.59 in 2006. Progress Energy serves most of West Volusia and a sliver of Flagler County.

Florida Power & Light, the electricity provider for most of East Volusia and all of Flagler County hasn't filed a similar request with the commission, spokesman Bill Swank said. He couldn't say exactly when all the necessary paperwork would be ready to be filed, but he said it "shouldn't be

too far down the road."

Last month, Swank said FP&L spent an estimated \$650 million to restore its distribution system. That's nearly double the roughly \$350 million in reserves that were earmarked for that purpose.

The current rates are due to expire at the end of 2005, and FP&L already will be asking state regulators for new rates to take effect the following year, Swank said at the time.

The New Smyrna Beach Utilities Commission serves part of Southeast Volusia and the Clay Electric Cooperative serves part of Northwest Volusia. Neither are regulated by the state commission.

joe.crews@news-jrnl.com

G O P N O N S E N S E



An FPL truck in September passes a power line knocked down by hurricane winds. FPL is seeking an increase in rates to pay for storm expenses.

News-Journal file

Bought & Paid For (Business) Regulators to decide FPL storm surcharge

By JOE CREWS
BUSINESS WRITER

Residential customers of Florida Power & Light could see their monthly bills rise by an average of \$2.09 for the next two years as the utility seeks extra money to cover its hurricane repair costs.

The Florida Public Service Commission meets in Tallahassee today to consider allowing FPL to tack on interim surcharges to replenish the utility's storm reserve fund. The

extra fee, which would start next month, would be \$2.09 per month for 1,000 kilowatt-hours of electricity, the average home's monthly consumption. However, the surcharge might be refunded later in the year, said Tarik Noriega, a spokesman for the regulatory panel.

"A hearing in April will include a comprehensive look at all the issues and expenses"

SEE FPL, PAGE 10A

joe.crews@news-irnl.com

Why Must I Pay of No Electricity Profits
LETTERS TO THE EDITOR

FPL hike for storm repairs OK

Re "FPL rate hike wins state approval: Fee covers storm repairs," article, Jan. 19:

So Florida Power & Light is going to charge us an additional \$2.09 per month for a couple of years to help replenish its storm recovery fund, which was depleted during our recent onslaught of hurricanes. I can hear, and will probably read, the complaining now. Certainly it will be relentless.

Many of those who are going to complain will continue to have no problem with paying \$2 for every gallon of fuel their overpriced gas hogs use. This is a price that is sure to climb steadily as we go about paying our \$2.09 a month to FPL. Many will complain to the cashier behind the counter of the local convenience store as they hand over \$2.75 or \$3 for another pack of cigarettes, which is killing them. Many will be complaining on their \$50-a-month cell phone bill which their

ins" (this, in spite of close to \$100 billion the United States since 1949 has given this country of approximately 7 million); and he berates the "horrible human rights violations."

How true! Wasn't it in October 1953 that Ariel Sharon and his commandos massacred 69 Palestinian women and children in the village of Kibya? Menachem Begin's Stern gang did likewise. Can we ignore the fact that 1,538 Palestinian homes were bulldozed this past year alone, leaving 11,000 people homeless? Then we have "Sharon's wall," which is essentially carving up the West Bank and engulfing lush Palestinian farmlands and wells. The aim is obvious: Drive the Palestinians out and build more settlements on their land.

Israel is one of the most militarized nations in the world. It needn't be, but the United States has given Israel weaponry, bulldozers and money.

Mr. Cohen states, "Israel is the only ally in

thought? for Jan. 16):

I'm amazed by Sally Kalil's reference to "our forefathers" in her defense of the phrase "under God" in the Pledge of Allegiance.

The pledge was written in August 1892 and published in September 1892 by Francis Bellamy, an American socialist, who had been removed from his pulpit for preaching socialism.

Originally, the pledge read, "I pledge allegiance to my Flag and the Republic for which it stands, one nation, indivisible, with liberty and justice for all."

It was not until 1954 that Congress, afraid that Communism may infect the American people and with President Eisenhower's approval, added the phrase "under God" to the pledge.

I doubt that The News-Journal's interviewee would refer to a socialist or Dwight David Eisenhower as "our forefathers."

PHIL A. DRIMMEL
Wilbur-by-the-Sea

THE EDITORIAL

BUSINESS Adv.

Power-ful incentive

Higher rates necessary to restore reserves

Local residents can expect increases in their power bills in the coming months, thanks to hurricane expenses and rising oil and natural gas prices. Increases will hit residents who are already struggling after four hurricanes, especially low-income workers and senior citizens on fixed incomes.

FPL, which serves Flagler County and most of east Volusia County, is asking to add about \$6 to the average monthly bill. Progress Energy, which serves most of West Volusia, wants to increase bills about \$9. This week, the Florida Public Service Commission, which oversees regulated utilities, is hearing testimony related to the rate-hike requests.

It appears that the increases are unavoidable. State law allows utilities to pass increased fuel costs directly to consumers, and regulators say they're satisfied that the two power companies serving Volusia and Flagler counties have made their case for increasing their rates to cover that expense. The commission approved that part of the request Tuesday.

The power companies have also justified a need to rebuild reserve funds depleted by this year's historic hurricane season. FPL, for example, had about \$349 million in reserves at the start of this year's season. By the time power lost in Hurricane Jeanne was restored, the utility had spent about \$710 million. It makes sense to rebuild those reserves quickly — and it's only right that residents should share in the cost, since they stand to benefit.

But state regulators and legislators should push for a better power-delivery system in return. The hard work of local workers who toiled round-the-clock to re-

store power didn't hide the fact that, in too many cases, the electrical network wasn't storm-worthy. Lines weren't properly maintained, trees weren't trimmed, equipment wasn't up to date.

The bills for restoration would probably have been lower had the state been better prepared. In this case, a little hindsight — in the form of a pointed inquiry into the state of the state's power-delivery structure before Hurricane Charley hit — could pay off for Floridians. Knowing exactly what went wrong, and which improvements can make a difference, would help Florida prepare for future storm seasons.

Lawmakers should push power-utility officials for answers during the coming special session, and the Public Service Commission should do the same. At the same time, lawmakers should consider policy shifts that would make the state better able to weather storms — such as measures to encourage power companies to put lines underground, where they are less likely to be snapped by high winds or falling trees. State officials also should push for upgraded equipment and lines that will allow power to be restored more quickly. And they should look for ways to ease the burden of increased bills on poor residents.

Floridians have been expecting rate increases in the aftermath of the hurricanes. But they deserve to know that their money won't be used to rebuild a system riddled with the same vulnerabilities that often delayed power restoration this year. State officials should work with power utilities to make sure these rate increases are sufficient to bring Florida through the next big storm safely and efficiently.



(PREVENTIVE)

LETTERS TO THE EDITOR **I CAN SHOW PROOF**

Tree trimming around power lines inadequate

Re "Utilities restore power methodically," letter by Henry Hoffman, Sept. 5:

I agree with Mr. Hoffman that utilities do a marvelous job of restoring our power after a hurricane, but I don't believe their managers are doing all they can to keep our lights on.

Almost all power outages during a windstorm are caused by trees and tree limbs contacting electrical lines. The loss of feeder lines (the main distribution arterials) causes the loss of power to wide areas containing many thousands of homes and businesses. Certainly the power utilities could do a better job of cutting and trimming trees and branches along these feeder lines. One only has to drive along a main street and observe trees and branches that could easily contact these medium-high voltage feeders to see why outages occur during a storm.

Yet, if and when the utilities

trim along these lines, it is obvious that the trimming is so minimal that a 30-mph gust would whip branches onto these lines. Daily momentary power outages testify to this fact.

Now, I realize there are fanatic "tree huggers" who would rather have us go without power for weeks and cause the electric utilities fantastic restoration costs, than to have one branch trimmed. These people try to intimidate the electric utilities at every attempt to do an adequate trimming job, and the utilities usually back off. However, for the good of the public, our Legislature should pass laws that not only permit adequate tree trimming, but mandate that any tree or branch that could easily contact a power feeder line be removed.

CARL W. LUDVIGSEN
Ormond Beach

Medical center cares

Halifax Medical Center was the scene of incredible organization and accommodation for our patients, employees and their families during Hurricane Frances. For four days the medical staff stayed in house in all departments, from the cafeteria to physicians working to ensure the excellent care of our patients from shift to shift without interruption. During the stressful storm, many problems were quickly solved, and cooperation and organization flowed smoothly over many hurdles.

Employees' families were sheltered with activities for children and accommodations for their pets as well by very special volunteers. Many families of patients were also cared for and their needs addressed.

Many thanks to all who went above and beyond their responsibilities in providing such a caring and safe atmosphere for our

patients, the medical staff and their families.

MARY FRANCES WEBER, R.N.
Port Orange

Sheltering for the holiday

I am a resident of Pickwick Village. I spent three days in the shelter at Atlantic High School. It was not the way I had planned to spend my holiday weekend. But I would like to thank all those people who were there for us the entire weekend with meals, drinks and beds.

When it got too windy and dangerous for us to go to the cafeteria, they brought the meals to us. When the power went out, we had cold meals. But that was OK. We had food.

Thanks again to all the volunteers who were there all weekend, and thanks to all the security personnel and EVAC.

JAN ROGERS
Port Orange

I have to pay for No Electricity - THEIR FAULT NOT ALL STORM

Most area power bills to jump \$3-\$5 per month

FPL and Progress Energy are seeking surcharges to replenish state-mandated storm reserve funds, which were depleted because of the hurricanes in August and September.

By JOE CREWS
BUSINESS WRITER

Florida regulators Tuesday approved higher fees for Florida Power & Light and Progress Energy to cover the costs of fuel for their generating plants.

But the Public Service Commission decided to increase the fees by a smaller margin than requested by the utilities.

Residential customers of Florida Power & Light who use 1,000 kilowatt-hours of electricity will see their monthly bill increase by \$3.49 to \$69.92. Juno Beach-based FPL had originally requested \$3.92 in fuel adjustment fees.

But spokesman Bill Swank said FPL deleted about \$38 million in security costs mandated

by the federal government from its fuel fee request, lowering it by a few cents to the approved amount.

"We moved those costs to our (request for) base rates," Swank said.

The Public Service Commission will hold hearings on those rates sometime next year.

Progress Energy customers

using that same amount of electricity will pay an additional \$5.32 a month, bringing the total bill to \$94.43. Progress Energy, based in St. Petersburg, had sought \$5.53 to cover its fuel costs.

SEE BILLS, PAGE 15A

joe.crews@news-jrnl.com

Insurance, power rates likely to climb

By JIM SAUNDERS
STAFF WRITER

TALLAHASSEE — First came the battering winds and rain. Then, the messy cleanup. And next? For many Florida homeowners, probably higher insurance and electric rates. With four hurricanes swallowing up money set aside to cover disasters, at least some insurance companies and electric utilities likely will seek to raise rates next year as they try to rebound financially.

It's still too early to tell how much extra money homeowners might have to pay in their monthly bills. But Progress Energy Florida, for example, expects to ask state regulators for a rate hike after the costs of hurricanes Charley, Frances, Ivan and Jeanne far exceeded its \$45 million storm reserve.

Aaron Perlut, a Progress Energy spokesman, said the company will try to minimize the financial strain on customers — many of whom went days or weeks without electricity because of the

SEE RATES, PAGE 10A

Jim Saunders@news-jrnl.com

MORE INSIDE

HAITI
UNREST: U.N. peacekeepers turn rebels away from flood-ravaged Haitian city.
PAGE 10A

FEMA
MISTAKE!
Several Volusia County residents have received letters denying them federal aid because they didn't live in "the designated disaster area."
PAGE 1C

Evangelist
2725 E. Orange Rd.
Deland, FL 32724-3095

PUBLIC UTILITIES COMM.
TALLAHASSEE, FLORIDA



Kay Flynn

To: Mary Anne Helton
Subject: RE: Reporter rules?

041272

Thanks.

-----Original Message-----

From: Mary Anne Helton
Sent: Friday, April 22, 2005 9:25 AM
To: Kay Flynn
Cc: Jennifer Brubaker; Jane Faurot
Subject: RE: Reporter rules?

yes

-----Original Message-----

From: Kay Flynn
Sent: Friday, April 22, 2005 9:22 AM
To: Mary Anne Helton
Cc: Jennifer Brubaker; Jane Faurot
Subject: RE: Reporter rules?

Are we agreed no amended volume is needed?

-----Original Message-----

From: Mary Anne Helton
Sent: Tuesday, April 19, 2005 11:30 AM
To: Kay Flynn
Cc: Jennifer Brubaker; Jane Faurot
Subject: RE: Reporter rules?

If we go with Baez's ruling only we do not need an amended volume.

-----Original Message-----

From: Kay Flynn
Sent: Tuesday, April 19, 2005 9:25 AM
To: Mary Anne Helton
Cc: Jennifer Brubaker; Jane Faurot
Subject: RE: Reporter rules?

Need an amended volume?

-----Original Message-----

From: Mary Anne Helton
Sent: Tuesday, April 19, 2005 9:24 AM
To: Kay Flynn
Cc: Jennifer Brubaker; Jane Faurot
Subject: RE: Reporter rules?

Then it sounds like we need to just have the words to be consistent.

-----Original Message-----

From: Kay Flynn
Sent: Tuesday, April 19, 2005 9:23 AM

To: Jane Faurot
Cc: Mary Anne Helton; Jennifer Brubaker
Subject: RE: Reporter rules?

From what was said in the hearing, it sounds like the same would apply--just have the words that it was stricken--but I'm waiting to hear back from Mary Anne and/or Jennifer as well. Just fyi, this is from the transcript:

BAEZ: All right. I don't know if we just have to let the record reflect that in accordance with the ruling the page numbers and line numbers as identified should be stricken from the testimony. Will that suffice on those terms?

BRUBAKER: Yes.

So maybe I'm making a mountain out of a molehill. I was concerned we'd need to have an amended volume prepared, filed, and distributed. Maybe not?

-----Original Message-----

From: Jane Faurot
Sent: Tuesday, April 19, 2005 8:58 AM
To: Kay Flynn
Subject: RE: Reporter rules?

I don't have time now to look at rules, but I've never had this experience in court and at DOAH in my 20 years of reporting. This is the first.

When testimony is stricken in open court, you leave it in the transcript, you just have the words that it was stricken.

This is the only place that you actually strike prefiled testimony, which is different than live testimony. We strike the prefiled with a pen.

-----Original Message-----

From: Kay Flynn
Sent: Tuesday, April 19, 2005 8:55 AM
To: Jane Faurot
Subject: RE: Reporter rules?

Not just prefiled (which I know is peculiar to us) but is there ever an instance where testimony from earlier in a trial can be stricken later in the trial, and it's covered in reporter rules or guidelines?

-----Original Message-----

From: Jane Faurot
Sent: Tuesday, April 19, 2005 8:53 AM
To: Kay Flynn
Subject: RE: Reporter rules?

This is the only place with prefiled testimony. No guidance. Sorry.

-----Original Message-----

From: Kay Flynn
Sent: Tuesday, April 19, 2005 7:57 AM
To: Jane Faurot
Subject: Reporter rules?

Jane, are there some standardized court reporter rules or guidelines that reporters go by that might give some guidance on this striking of testimony?

I'm waiting to hear back from Jennifer after she talks with Mary Anne, but wondered about this in the meantime....

Kay

ORIGINAL

PROGRESS ENERGY FLORIDA, INC.

PSC SPECIAL REPORT -3

Consumer Statements at PSC Hearings

The Commissioners are interested in what consumers have to say about the petition for approval of a Storm Cost Recovery Clause for the recovery of extraordinary expenditures related to Hurricanes Charley, Frances, Jeanne, and Ivan by Progress Energy Florida, Inc. The main purpose of these hearings is to receive comments from the public.

Anyone may make a statement, and speaking is an effective way to let the Commissioners know how you feel about the case under review. At the beginning of the hearings, procedures will be set up to establish an order for comments. PSC staff will have sign-up sheets that will be used to call consumers to speak. PSC staff will also be available to coordinate consumer comments and assist members of the public.

Any person who wishes to comment or provide information to the PSC staff, orally or in writing, may do so at the hearings. Written comments also may be sent to: Florida Public Service Commission, Division of the Commission Clerk and Administrative Services, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, or fax at 1-800-511-0809. Correspondence will be placed in the file of this docket (Docket No. 041272-El). For your convenience, a comment form is attached to this Special Report.

Any person who wishes to obtain a copy of the recommendation or the order may do so by writing to: Florida Public Service Commission, Division of the Commission Clerk and Administrative Services, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, or on-line at www.floridapsc.com.

Florida Public Service Commission 2540 Shumard Oak Boulevard Tallahassee, Florida 32399-0850

The Public Service Commission provides a staff of information specialists who are available to answer questions from Florida consumers.

To reach a consumer representative, please call the Public Service Commission during business hours at 1-800-342-3552, or send a fax to 1-800-511-0809. See the PSC's Internet home page at www.floridapsc.com.

CUSTOMER SERVICE HEARINGS

Tuesday, March 15, 2005

10:00 a.m. - 2:00 p.m.
City Council Chambers
City Hall, 2nd Floor
151 SE Osceola Avenue
Ocala, Florida

6:00 p.m. - 9:00 p.m.
City Council Chambers
City Hall
120 E. Main Street
Apopka, Florida

Wednesday, March 16, 2005

10:00 a.m. - 2:00 p.m.
City Commission Chambers
City Hall
450 N. Wilson Avenue
Bartow, Florida

6:00 p.m. - 9:00 p.m.
City Council Chambers, 2nd Floor
City Hall
175 5th Street North
St. Petersburg, Florida

Thursday, March 17, 2005

10:00 a.m. - 2:00 p.m.
City Council Chambers, 3rd Floor
City Hall
112 S. Osceola Avenue
Clearwater, Florida

Wednesday, March 30, 2005

9:30 a.m.
Florida Public Service Commission
Betty Easley Conference Center, Room 148
4075 Esplanade Way
Tallahassee, Florida

For technical questions, contact:

John Slemkewicz
(850) 413-6420

For legal questions, contact:

Jennifer Brubaker
(850) 413-6228

For general questions, contact:

Bev DeMello
(850) 413-6107
Dick Durbin
(850) 413-6121

Or call toll-free 1-800-342-3552
(1-800-511-0809 to fax)

E-mail: contact@psc.state.fl.us

Internet Home Page: www.floridapsc.com

If this has to be done, I hope you make them show the charge separate on our bills. The City of Bartow will continue this after 2 yrs, if given the chance. Most people can not afford this

B Annie Butler
2055 S Floral Ave Lot 222
Bartow, FL 33830-7161



Florida Public Service Commission
Division of the Commission Clerk and Administrative Services
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

32399-0850



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ORIGINAL

RECEIVED-FPSC

Timolyn Henry

From: Marie Sapp
Sent: Wednesday, March 16, 2005 10:52 AM
To: 'tallentjm@htn.net'
Subject: PEF Petition to Replenish Storm Reserve - Docket No. 041272-EI

05 MAR 16 AM 10:54

COMMISSION
CLERK

Thank you for your comments. PEF has filed a petition to replenish the negative balance in their storm damage reserve fund bringing it to zero. The costs being presented for recovery will be audited and analyzed for prudence and reasonableness by the Public Service Commission with input from the Office of Public Council and other interveners in the case.

You may wish to attend the public hearings scheduled at various locations in the State. The locations and times can be found at the Public Service Commission website at www.psc.state.fl.us. You may present written or oral comments to the Commission at any of these hearings. Any written or oral comments will be made part of the record for the Commissioners to consider when deciding this case.

The Commission and staff are restricted from commenting on the merits of the case until after the hearings are concluded and a decision made. Again, thank you for your comments.

3/16/2005

ORIGINAL RECEIVED-PPSC

Timolyn Henry

From: Marie Sapp
Sent: Wednesday, March 16, 2005 10:49 AM
To: 'j.lee272@knology.net'
Subject: PEF Petition to Replenish Storm Reserve - Docket No. 041272-EI

MAR 16 AM 10:54

COMMISSION
CLERK

Thank you for your comments. PEF has filed a petition to replenish the negative balance in their storm damage reserve fund bringing it to zero. The costs being presented for recovery will be audited and analyzed for prudence and reasonableness by the Public Service Commission with input from the Office of Public Council and other interveners in the case.

You may wish to attend the public hearings scheduled at various locations in the State. The locations and times can be found at the Public Service Commission website at www.psc.state.fl.us. You may present written or oral comments to the Commission at any of these hearings. Any written or oral comments will be made part of the record for the Commissioners to consider when deciding this case.

The Commission and staff are restricted from commenting on the merits of the case until after the hearings are concluded and a decision made. Again, thank you for your comments.

3/16/2005

Timolyn Henry

041 272- E1

From: Consumer Contact
Sent: Wednesday, March 16, 2005 7:43 AM
To: Consumer Contact
Subject: General Comment/Question

March 16, 2005

Contact Information:

Name: James Lee
Company: DBA
Primary Phone: 727-944-3991
Secondary Phone: 727-410-8125
E-mail: j.lee272@knology.net

Comments:
Subject: Utililty rate hike proposed

Since many companies lost money and were forced completely out of business due to the hurricane season I see no reason Progress energy should receive special treatment.

1. Progress makes adequate profits to
 - a. self insure
 - b. purchase disaster insurance

Progress energy is a business, like any other. The only difference is that are regulated. Business are regulated to prevent a basic service from gouging the public.

To receive special compensation other businesses do not receive is tatamount to pandering.

Please deny improper and unnessary compensation to Progress energy. The issue is not how long the public should pay for the extra cost, but should be aimed at how Progress energy should provide self insurance against disasters in years to come.

Thank You
James W. Lee

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows 98; .NET CLR 1.1.4322)
http://www.psc.state.fl.us/contact/contact_form/submit.cfm
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ORIGINAL

CCA Official Filing
3/16/2005 9:15 AM*****

9:15 AM*****

Timolyn Henry*****1

Timolyn Henry

041272-E1

From: Consumer Contact
Sent: Wednesday, March 16, 2005 6:59 AM
To: Consumer Contact
Subject: General Comment/Question

March 16, 2005

Contact Information:

Name: Ruth McCoy
Company:
Primary Phone:
Secondary Phone:
E-mail: Anonymous

Comments:

If these meetings are to resolve a way for Progress Energy to recoup their losses, why could they not stop spending so much on advertising since we have no choice of companies. Why do they need advertising?

Thanks for your consideration.

Ruth MccOY

No response is necessary

For PSC Webmaster Use Only:

Mozilla/4.0 (compatible; MSIE 6.0; AOL 9.0; Windows NT 5.1; SV1; .NET CLR 1.1.4322)
http://www.psc.state.fl.us/contact/contact_form/submit.cfm
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Timolyn Henry

041272-E1

From: Consumer Contact
Sent: Tuesday, March 15, 2005 11:00 PM
To: Consumer Contact
Subject: Other

March 15, 2005

Contact Information:

Name: John Tallent
Company:
Primary Phone: 863.465.3329
Secondary Phone:
E-mail: tallentjm@htn.net

Comments:
re: 041272-E1 Progress Energy Cost Recovery

I couldn't find a particular place to provide written comment relative to the above referenced hearing. If this is not the appropriate venue, please advise.

I am a PEF customer in Lake Placid, FL.

I am unable to attend any of the hearings in this matter.

I wish to register my objection to the granting of the full cost recovery request. For at least a decade, PEF has consistently cut back on brush clearing and Danger Tree trimming in Highlands County. In their effort to cut costs and increase profit, the company created a substantial part of the problem they now wish their customers to pay for as well as leaving many of us literally in the dark for periods greater than those which could have reasonably been expected had the company been diligent in their maintenance practices. I don't think it's appropriate for the PSC to reward PEF's dereliction of duty by allowing PEF to recover that portion of storm-related costs that represent nothing more than deferred maintenance. In fact, I would suggest that it may be most appropriate to penalize PEF on behalf of customers who suffered financial loss as a result of the PEF dereliction and consequent unwarranted power outages.

I respectfully request your consideration of these comments and their inclusion in the record of these proceedings.

John M. Tallent

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1)
http://www.psc.state.fl.us/contact/contact_form/contactform.cfm
www.psc.state.fl.us

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ORIGINAL

Timolyn Henry

From: Marie Sapp
Sent: Friday, February 25, 2005 10:50 AM
To: 'jimliston@ij.net'
Subject: PEF Petition to Replenish Storm Reserve - Docket No. 041272-EI

Thank you for your comments. PEF has filed a petition to replenish the negative balance in their storm damage reserve fund bringing it to zero. The costs being presented for recovery will be audited and analyzed for prudence and reasonableness by the Public Service Commission with input from the Office of Public Council and other interveners in the case.

You may wish to attend the public hearings scheduled at various locations in the State. The locations and times can be found at the Public Service Commission website at www.psc.state.fl.us. You may present written or oral comments to the Commission at any of these hearings. Any written or oral comments will be made part of the record for the Commissioners to consider when deciding this case.

The Commission and staff are restricted from commenting on the merits of the case until after the hearings are concluded and a decision made. Again, thank you for your comments.

2/25/2005

ORIGINAL

Timolyn Henry

041272-E7

From: Consumer Contact
Sent: Wednesday, February 23, 2005 1:04 PM
To: Consumer Contact
Subject: E-Form Other Complaints - 17089

TRACKING NUMBER - 0017089 February 23, 2005**SERVICE ADDRESS**

Account Number:
Business Account Name:
Name: KATHLEEN MORGAN
Address: 13445 BELOIT WOODS LANE
City: ORLANDO
Zip: 32824

CMP _____
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CUSTOMER INFORMATION

Name: KATHLEEN MORGAN
Address: 13445 BELOIT WOODS LANE
City: ORLANDO
State: FL
Zip: 32824
Primary Phone: 407-721-472
Secondary Phone: 407-438-6692
E-mail: KAT.MORGAN@MYPOWERSPORTS.COM
Contact By: E-mail Address

COMPLAINT INFORMATION

Utility Name: EI801 Progress Energy Florida, Inc.
Did customer previously contact the utility?: KATHLEEN MORGAN
Did customer previously contact the PSC?: i HAVE SOUND OUT THAT PROGRESS ENERGY IS TRYING TO RAISE THEIR RATES AGAIN. I THINK THIS IS AN OUTRAGE WHY SHOULD THE CUSTOMER HAVE TO PAY FOR THEIR COMPANY REPAIRS. EVERY SUFFERED WHY SHOULD THEY BE ANY DIFFERANT. THEY SHOULD OF BEEN PUTTING MONEY ASIDE ALL THE YEARS THEY DIDN'T GET HIT, THEY KNEW THAT THE DAY WOULD COME THAT THE HURRIANCES WOULD HIT FLORIDA HARD.

PROBLEM INFORMATION

Problem Type: Other Complaints
Complaint Detail: YOU MAY REACH ME AT KAT.MORGAN@MYPOWERSPORTS.COM

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; SV1; .NET CLR 1.1.4322)
<http://www.psc.state.fl.us/consumers/complaint/review.cfm>

2/24/2005

www.psc.state.fl.us

ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Friday, February 18, 2005 11:03 AM
To: Timolyn Henry
Cc: Matilda Sanders
Subject: FW: To CCA re: Progress Energy Docket 041272:EI

Please add to the docket file. Thanks

From: Diana Falise
Sent: Friday, February 18, 2005 10:59 AM
To: Ruth McHargue
Subject: To CCA re: Progress Energy Docket 041272:EI

TRACKING NUMBER - 0017025 February 16, 2005**SERVICE ADDRESS**

Account Number:
Name: james liston
Address: 1658 palace dr
City: clearwater
Zip: 33756

CUSTOMER INFORMATION

Name: james liston
Address: 1658 palace dr
City: clearwater
State: FL
Zip: 33756
Primary Phone: 727-584-2072
Secondary Phone: 727-204-8552 cel
E-mail: jimliston@ij.net
Contact By: E-mail Address

COMPLAINT INFORMATION

Utility Name: EI801

Did customer previously contact the utility?:

Did customer previously contact the PSC?:

PROBLEM INFORMATION

Problem Type: Repairs

Complaint Detail:

sirs, i have been following the reports about progress energy over billing for storm repairs. this utility is out of control. they are still using out of state utility co. to do maint that should have been done years ago, ang charging it agains storm damage. we have

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2/18/2005

been paying for years fees in our electric bills to cover storm damage. this utility has not been doing maint, but is now doing it with storm contractors. i will not pay for this double dipping and i expect you people to protect the consumers from this regulated racketeering. i have seen this activity a lot lately in the clearwater area. please reply. my number is 727-584-2072. 727-204-8552. thank you

ORIGINAL

220 Highview Avenue
Lecanto, FL 34461
February 11, 2005

Re: Progress
Energy
Docket:
01272:ET

RECEIVED FPSC
05 FEB 18 AM 11:51
COMMISSION
CLERK

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399

Re: Progress Energy Request for Rate Increase

To Whom It May Concern:

This morning, while listening to Good Day Tampa Bay, I heard that FPL and Progress Energy are asking for rate heights.

FPL got a **\$30.00 per month** per bill increase 2 or 3 years ago. I know, because I lived in Bonita Springs, FL, and that's how much my bill went up every month.

Now, as for Progress Energy, their rates are outrageous now. I got my first bill, their charge for KWH's was approximately \$130.00. Then they added what they call a "Fuel Charge" of \$99.60. By the time the bill was totaled, I owed \$243.16. I have propane for cooking, hot water and heating the pool. This \$99.60 "Fuel Charge" gives them plenty of money for repairs that they haven't done for 40-50 years because there were no hurricanes to reach their territory within Florida. About the only thing they have to repair on a regular basis is if a rainstorm knocks down some wiring.


I had a total electric home in Bonita Springs, and I never received a bill for over \$175.00. **Maybe FPL should be given this territory, and Progress Energy be bumped from this area.** Another one of the local power companies said their bill would have cost me about \$25.00 less than Progress Energy.

If the Commission already allows these utilities these outrageous prices, and then gives them an increase as well, many retirees in Florida will have to **go without eating to pay their utility bills**. These companies don't have to make 16% return or more on their money, we get 1.5% on our savings and checking accounts now, they should not be allowed to be so greedy and starve the citizens of Florida for the sake of their outrageous profits. Much of the population in this area is barely above, if not at, poverty levels. We can't afford it!

Perhaps we need a public action committee in Florida like they have in Illinois to stop this nonsense. These companies should have been savings all the years they had no or little output for the time when they needed to make repairs of the magnitude caused by the hurricanes. This is a hurricane state. The rest of the population does.

I sincerely hope this commission will NOT ALLOW THESE COMPANIES ANY INCREASE.

Sincerely,


Marianne Witczak
Disgusted Florida Full-Time Resident and Taxpayer

Frank & Marianne Witczak
220 S. Highview Avenue
Lecanto, FL 34461

RECEIVED
FEB 15 2005

Florida Public Service Commission
Division of RCA

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041272-ET

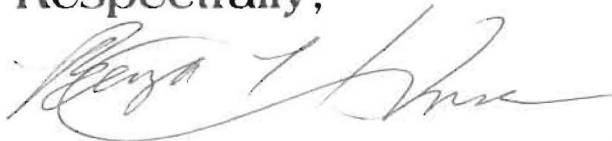
Beryll L. Hansen
114 Oak Grove Street
Lake Placid, FL 33852
February 03, 2005

RECEIVED-FPSC
05 FEB -8 PM 12:24
COMMISSION
CLERK

Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

I am writing to ask that you refuse a request by Progress Energy for an additional surcharge to our electric bills. I understand their desire to recoup their losses from the hurricanes in 2004, but what about the public's loss. We have no way of recouping the money we lost or had to expend. As it stands now the fuel charge on my electric bill is almost equal to my KWH usage. In effect we are paying for the power company to run their generators, as well as, paying for the electric we use. Now they want us to pay back the money they lost....How much PROFIT do they need..

Respectfully,



RECEIVED

FEB 07 2005

Florida Public Service Commission
Division of RCA

RECEIVED NOTIFICATION CENTER

2005 FEB -7 AM 9 58

041224E1

1110 Spencer Ave.
Clearwater, FL 33756
Feb. 3, 2005

Dear Members of the Public Service Commission:

Progress Energy doesn't deserve an increase in rates. Their service has been extremely poor.

Before the hurricanes, we had numerous outages, some of long duration and very frequent fluttering of lights. I'm sure this took a toll on our electric appliances.

After we endured 2 hurricanes, we were without electricity for a total of 9 days.

We live on a two block street and everyone around us had electricity long before we did. This is hard to take with temperatures of 90+ and humidity in the 80's. I called the headquarters of Progress Energy and asked to be put on another line since we always seemed to have more problems than others. The woman who answered the phone said I couldn't be put on another line.

The next day a power truck drove up to our house and I spoke to a lineman from the state of Virginia. I again asked to be put on another line.

He said, " You don't need to be put on another line. The trees in this area should have been trimmed and you wouldn't be having these problems".

A group of linemen worked for over two hours trimming tree limbs and got our power back on. In spite of very powerful winds at Christmas time, we have experienced no more power problems.

Progress Energy's negligence caused lines to go down all over this area. If they had taken care of the problem before the storm, they wouldn't have needed so much outside help and not spent so much of their reserves.

Furthermore, if Progress Energy is so broke, how can they offer the town of Belleair \$500,000 for legal expenses and \$250,000 to bury electric lines? This is to try to keep Belleair from starting their own power company.

It seems to me, they have plenty of money without raising rates.

Sincerely,

Marjorie Pierson

Mr. & Mrs. Al Pierson
1110 Spencer Avenue
Clearwater, FL 33756

RECEIVED
FEB 07 2005
Florida Public Service Commission
Division of RCA

05 FEB - 8 PM 12:24

RECEIVED-FPSC

Hearings Set For Progress Energy's New Rate Request

By PALLAVI AGARWAL
pagarwal@highlandstoday.com

SEBRING —The Florida Public Service Commission is going to hold public hearings to get input from Progress Energy customers in order to decide if it wants to approve the electric company's request to bill its customers a new surcharge.

The company wants to charge \$3 for every 1,000 kilowatts of electricity consumed to replenish a \$40 million "storm reserve fund" that the com-

pany claims was wiped out during last year's hurricane relief efforts, said a commission spokesman.

Progress Energy wants to apply the surcharge for 2 years to build a \$251 million reserve over the two-year period, added Director of the Office of Public Information Kevin Bloom.

Six hearings are scheduled around the state.

The closest hearing for area residents is March 16 in Bartow from 10 a.m. to 2 p.m. The hearing will be held

at the City Commission Chambers at City Hall at 450 N. Wilson Ave.

Once the public hearings are wrapped up, the Office of Public Counsel will hold a three-day formal hearing after which the commission staff will make a recommendation to its commissioners.

The commissioners are expected to cast their vote this summer.

Those who can't attend but want to write to the commission can do so at 2540 Shumard Oak Blvd., Tallahassee,

FL 32399-0850.

Other hearings scheduled within the area are in St. Petersburg on March 16 and in Clearwater on March 17.

The location for the St. Petersburg hearing is at the Council Chambers at City Hall, 175 5th St. N., from 6 p.m. to 9 p.m.

The Clearwater hearing is also at its City Council Chambers on the 3rd floor of City Hall at 112 S. Osceola Ave. from 10 a.m. to 2 p.m.

TURNERS

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6A • THURSDAY, FEBRUARY 3, 2005 • HIGHLANDS TODAY

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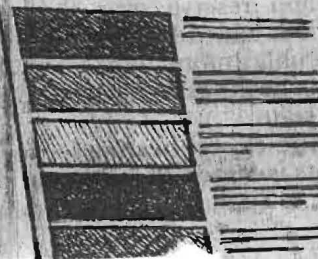
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A Media General newspaper • Volume 9, Number 181

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Email: Kirk@theblade.com

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TRAIN CRASH

C. P. Pich Com. b
844 1341 ST.
Sebring, FL
33870



STANDARD
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MAR 2 - FEB 27 USA



Testimony Re: Progress River-
2004 storms
City Comm iss'n
2540 Shornack Dr Okla
Johannessee FL 32399

D41272-E1

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FEB 07 2005

Florida Public Service Commission
Division of RCA

Feb. 3, 2005
Con. 6
844 BAY ST. Sebring, FL
33870

Testimony to City Commission Re.
Progress Energy rates - storm '04

RECEIVED-PPSC

05 FEB -8 PM 12:24

COMMISSION
CLERK

Due to various situations that caused
me to complain about involuntary work
in lieu of back pay for same, I al-
ready wrote to "blow the whistle"
via USPS re: I believe, Pro-
gress energy, re: the 5 days with
No power, on this side of Sebring, FL.
After all - whatever - labor was

involved, by the afternoon, perhaps
a Saturday, after restoration of power,
a terrifying "bang" was heard
nearby, and power went out again. This
caused already exhausted persons &
my relatives in referred care (02)
dependent, to be put at extreme
risk.

Just as continuing "drama" sold
as "news" in 3 papers sold in Se-
bring depict happenings coordina-
ted by certain "script," The USPS was
notified the sequence of the power
outage after Hurricane Charley, matched
content of favorites - Pyramid - "What"

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as did Trash = "jail" "gangsta"
communiqué litter, and sales in-
side vendors at Highlands Co. Fir-
men's field, all around the area
affected.

I recommend you bill the
catalogs, possibly also USPS,
for scripting, in advance, the
scenario played out in reality,
[and recoup my pay equivalent to
a paid, not involuntary, monitor
plus costs of mailing many
complaints to USPS re: "collusion."

Worse, if Progress is the co.
which uses a 2 almost design,
other "jewelry" catalogs have
been identified to USPS (and
a local insurer) since use of the
Truck logo and [detective] purchased
jewelry [red green + gold] may "sign-
al" - like the local Library's
Claxon, G.B. published I Ching de-
scribed "psychic warfare" — manifes-
tation — Sabotage.
C. Pipich

P.S. I have never rec'd a receipt from vendors selling at
Highlands Co. fairgrounds; could you investigate?

ORIGINAL

CCA Official Filing

2/2/2005 9:01 AM*****

9:01 AM*****

Timolyn Henry*****1

Timolyn Henry

041272-E1

From: J.J. & LIZ. [jimliz@mymailstation.com]
Sent: Saturday, January 29, 2005 8:03 AM
To: contact@psc.state.fl.us.
Subject: Rate Increases ? Again?

When are we going to put a stop to these forever ending rate increases? So many of us are on FIXED INCOMES. We get NO INCREASES.

Now we see Progress Energy wants more of our dwindling income.

Where are watchdogs to stop this stealing??

They already have a built in reserve for emergencies. Enough is enough!!! PLEASE!!!

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Public Service
Commission

Dear Sirs:

I am writing to you at this time
to complain about the surcharge on electric
bills.

In the area where I live we
have only underground utility wires.
Why should I have to pay a sur-
charge? We had no damage to our
lines. We have only one connection
to outside power. I see no reason
why a charge should be added to
our electric bill.

I would hope that you will address
this problem. It is your duty to
protect the consumer to any unfair
charges

UMP
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1-GCL
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WMS
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Jan. 21, 05
RECEIVED
JAN 21 11:55
Florida Public Service Commission
Division of PSC
ORIGINAL

Respectfully Yours
Lester C. Horton
2150 CHINABERRY CIR. S.E.
PALM BAY FL 32909
PHONE 321-727-1596

Lester C. Horton
2150 Chinaberry Cir SE
Palm Bay, FL 32909

To: CCA
Re: FPL
Storm Reserve
04/29/06



041272-E1

Rhoda & Herbert Moscowitz
2308 Andalusia Street, Sebring, FL 33875-4524

January 29, 2005

ORIGINAL

Gentlemen:-

When I read this article this morning, I
was in a rage.

Their bills are high enough. Dont grant
them that increase.

Also, they charge more money when you
go over 1000K, which is totally ridiculous,
especially with this cold weather we have
been having.

My brother and his wife live in another
state, and the more they use, the less

CMP — they are charged, which makes sense to
COM — us.

CTR —
ECR | Please, do not grant them an increase.

GCL | Thank you.

OPC — Mrs. H. Moscowitz

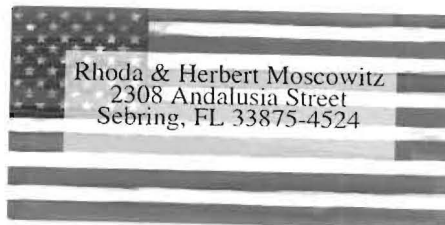
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OTH —



Rhoda & Herbert Moscowitz
2308 Andalusia Street
Sebring, FL 33875-4524

COMMISSION
CLERK

CD-1
ANN

Progress Energy Wants Rate Increase

BILLS WOULD GO UP ABOUT \$4 UNDER PLAN

By WILL RODGERS
wjrogers@tampatrib.com

ST. PETERSBURG — Progress Energy Florida Inc. notified state regulators Friday that it wants to increase electric rates by more than \$270 million next year, adding about \$4 to a typical customer's monthly bill.

"Progress Energy has concluded that an application for a permanent base rate increase, effective January 1, 2006, is unavoidable," said a letter written to Braulio L. Baez, chairman of the Florida Public Service Commission.

The St. Petersburg-based company, a subsidiary of Ra-

leigh, N.C.-based Progress Energy Inc., plans to file its request with the PSC before May 1. It is seeking a decision by Dec. 1, with any new base rates showing up on customers' bills beginning Jan. 1, 2006.

The base rate covers the utility's cost of doing business, including operating and maintenance expenses for power plants and power lines for Progress Energy Florida, which serves all or parts of 34 counties in the state.

The letter from William Habermeyer Jr., Progress Energy Florida president and chief executive officer, said the hike would cover:

- ♦ The cost of running two power plants, Hines Units 2 and 3 in Polk County.
- ♦ Capital costs related to last

year's hurricanes.

- ♦ Increasing its annual storm reserve to \$50 million from \$6 million.

- ♦ Expenses for depreciating and dismantling coal- and oil-burning power plants.

- ♦ Improving reliability of its power lines.

- ♦ Costs for being part of a regional transmission group.

The company has not raised its base rate since 1993, Aaron Perlut, Progress Energy Florida spokesman, said Friday. In 2002, the company lowered its base rate to \$41.18 per 1,000 kilowatt-hours a month in 2002 from \$49.05 under a PSC order, saving customers \$500 million over four years.

"We simply cannot continue under our current rate structure," Perlut said.

The company's announcement comes a little more than a month before the PSC hears testimony about adding a surcharge to the bills of Progress Energy Florida's customers. The company has asked for the hike to pay \$251.9 million in storm recovery costs from hurricanes Charley, Frances, Ivan and Jeanné.

If the latest surcharge proposal is approved by the PSC, along with another proposed to begin next year, a customer who uses 1,000 kilowatt-hours beginning Jan. 1, 2006, would pay \$101.83 a month. The proposed \$4 increase in base rates would push that to about \$105.83 a month next year.

Reporter Will Rodgers can be reached at (813) 259-7870.

Matilda Sanders

From: Mike Twomey [miketwomey@talstar.com]
Sent: Wednesday, February 02, 2005 8:58 AM
To: Filings@psc.state.fl.us
Cc: Jennifer Brubaker; Matilda Sanders; Hong Wang
Subject: Re: Docket No. 041272 Stewart testimony

Ladies,

Kay is correct that I was just trying to send the parties copies of the testimony filed the day before. Didn't intend to have your efilng address on it.

Thanks,

Mike

Filings@psc.state.fl.us wrote:

Jennifer, we are treating this e-mail as correspondence and placing a copy of it on the correspondence side of the file. We received the original testimony yesterday (1/31) and it appears that all Mike is doing is sending copies to the parties by e-mail. If he is attempting to file a correction to the testimony, that could not be e-filed--it would have to be filed on paper. I'm cc'ing Mike on this as well.

Please let me know if questions.

Kay

-----Original Message-----

From: Mike Twomey [mailto:miketwomey@talstar.com]
 Sent: Tuesday, February 01, 2005 3:44 PM
 To: Costello, Jeanne
 Cc: Filings@psc.state.fl.us; Jennifer Brubaker; tperry@mac-law.com;
 Vicki Gordon Kaufman; jmcwhirter@mac-law.com;
 chistensen.patty@leg.state.fl.us
 Subject: Re: Docket No. 041272 Stewart testimony

All,

Attached is Steve Stewart's testimony filed on behalf of Hansen/Sugarmill Woods yesterday as well as the cert. of service.

Sorry I am late getting this to you folks but I went straight to bed with cold/flu after correcting the testimony, didn't mail it or email it before conking out.

2/2/2005

The paper copies of the certificate of service have been inked to reflect a service date of day, Feb. 1, although I think I neglected the change on one copy.

Sorry for the delay and any inconvenience.

Mike Twomey

2/2/2005

ORIGINAL

Timolyn Henry

041272

From: Consumer Contact
Sent: Monday, December 06, 2004 8:36 PM
To: Consumer Contact
Subject: E-Form Other Complaints - 16058

TRACKING NUMBER - 0016058 December 06, 2004**SERVICE ADDRESS**

Account Number:
Business Account Name:
Name: LeRoy Tucker
Address: 11200 102 Ave #89
City: Seminole
Zip: 33778-3149

CUSTOMER INFORMATION

Name: LeRoy Tucker
Address: 11200 102 Ave #89
City: Seminole
State: FL
Zip: 33778-3149
Primary Phone: 727-393-9441
E-mail: FLT769@aol.com
Contact By: Day Time Phone Number

CMP _____
COM _____
CTR _____
ECR 1
GCL 1
OPC _____
MMS _____
RCA _____
SCR _____
SEC _____
OTH _____

COMPLAINT INFORMATION

Utility Name: EI801 Progress Energy Florida, Inc.
Did customer previously contact the utility?:
Did customer previously contact the PSC?:

PROBLEM INFORMATION

Problem Type: Other Complaints

Complaint Detail: Dear FPSC: I understand that Progress Energy has asked for an increase in their electric rates. I do not feel that they are justified for this high increase . As I understand it Progress Energy has had several years to keep their property updated and they should well be aware that Florida is subject to hurricanes. We home owners are to keep our homes in shape for hurricanes. I believe that Progress Energy should have kept their property updated and in shape. I have only lived in Florida for a short time but I have found that Florida is a great place for businesses but not for the common home owner. It is the home owner who gets stuck with the bills and, as much as it pains me to say, you have added to the burden of homeowners. For example, telephone raises. Now Electri rate increases. It is time that the business world pay their fair share not not put the burden on home owners. Please hlep us. Thank you for your time.

For PSC Webmaster Use Only:

12/7/2004

ORIGINAL

CCA Official Filing

12/7/2004 10:30 AM*****

10:30 AM*****

Timolyn Henry*****1

Timolyn Henry

041272

From: resocy32@verizon.net
Sent: Friday, December 03, 2004 5:46 PM
To: Consumer Contact
Subject: Progress Energy

Dear Sir or Madame,

My name is Bruce A. Ritchie. I live in Pasco County.

I have recently read about Progress Energy's desires for a rate increase to cover hurricane related power restoration costs.

In the past week or so I have seen a lot of tree trimming from around power lines.

I wonder, had the trees been trimmed before the storm(s) would we have had as many power outages?

In my case the power was knocked out by a branch from a tree that had grown around a power line.

So now the consumer should reimberse Progress Energy in the form of a rate increase!

I am counting on the PSC to use some common sense in this issue.

Thank you,

Bruce A. Ritchie

CMP _____

COM _____

CTR _____

ECR 1 _____

GCL 1 _____

OPC _____

MMS _____

RCA _____

SCR _____

SEC _____

OTH _____

Timolyn Henry

041272-E1

From: J.J. & LIZ. [jimliz@mymailstation.com]
Sent: Saturday, November 20, 2004 10:35 AM
To: contact@psc.state.fl.us.
Subject: Uncalled for rate increase

Please DO NOT let Progress Energy rip us off for ANOTHER rate increase. They already stuck customers with a FUEL RATE increase. Now they feel it easy picking to go for another, when they already have a built in charge every month to reflect its costs of doing business, excluding fuel & environmental cocts.

It is reaching a point , of being totally ridiculous, & greedy.

Please put a stop to all this PROFESSIONAL THIEVERY---PLEASE!!

J.J. Aspinall
New Port Richey, Fl. 34655

CMP _____
COM _____
CTR _____
ECR 1
GCL 1
OPC _____
MMS _____
RCA _____
SCR _____
SEC _____
OTH _____

ORIGINAL

Timolyn Henry

041272

From: Rege Davis [rege@davis@earthlink.net]
Sent: Thursday, November 18, 2004 8:54 AM
To: Consumer Contact
Subject: Progress Energy

I wish encourage the Public Service Commission not to allow Progress Energy to increase their rates to recapture the costs they incurred by the recent hurricanes. I am against the rate increase because my home and the homes of approximately 270 other residents in my portion of our large subdivision were without electricity not because of the hurricanes but because Progress failed to maintain their equipment. During hurricanes Charlie, Frances, and Jeanne, my neighbors and I experienced power losses for 78 hours, 69 hours, and 39 hours, respectively. All of these power outages were caused by a bad insulator and not because the lines were damaged by the hurricanes.

This insulator has caused numerous power outages for me and my neighbors prior to the hurricanes. Whenever a severe rain shower passed over our neighborhood, our electrical service would be interrupted. These power outages would be reported and Progress Energy would dispatch employees to reset the appropriate fuses/breakers to restore electrical service but nothing was done to resolve the problem. It was only after Hurricane Jeanne that an engineer from Progress Energy surveyed the feeder line which services my section of my subdivision and determined that it was faulty equipment which was causing the problem.

I have lived in my home for over 17 years and the electrical service to my area has always been inferior to the service provided to the areas which surround mine. I do not believe that Progress Energy should be allowed to raise their rates to cover normal operations which they were not performing.

Regis W. Davis
103 Coveridge Lane
Longwood, FL 32779
407-869-6036

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
OPC _____
MMS _____
RCA _____
SCR _____
SEC _____
OTH _____

11/22/2004

Kay Flynn

040001

041272

From: Ruth McHargue
Sent: Friday, November 12, 2004 11:33 AM
To: Kay Flynn
Subject: FW: E-Form Other Complaints - 15715

docket correspondence for docket number 040001 and 041272

From: Consumer Contact
Sent: Tuesday, November 09, 2004 8:31 PM
To: Consumer Contact
Subject: E-Form Other Complaints - 15715

TRACKING NUMBER - 0015715 November 09, 2004**SERVICE ADDRESS**

Account Number:
Business Account Name:
Name: Stephen Baker
Address: 965 HighPoint Loop
City: Longwood
Zip: 32750

CUSTOMER INFORMATION

Name: Stephen Baker
Address: 965 HighPoint Loop
City: Longwood
State: FL
Zip: 32750
E-mail: rosksam@bellsouth.net
Contact By: E-mail Address

COMPLAINT INFORMATION

Utility Name: EI801 Progress Energy Florida, Inc.
Did customer previously contact the utility?:
Did customer previously contact the PSC?: Progress Energy Florida in asking the Florida Public Service Commission for a surcharge to cover hurricane costs and for a fuel surcharge. 1/3 of my electric bill is a fuel surcharge. When are you going to say NO to Progress Energy and help us.

PROBLEM INFORMATION

Problem Type: Other Complaints
Complaint Detail: My electric bill is too high now...

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; SV1)

11/12/2004

Kay Flynn

041272

From: Consumer Contact
Sent: Wednesday, November 10, 2004 1:33 PM
To: Consumer Contact
Subject: E-Form Outages - 15732

TRACKING NUMBER - 0015732 November 10, 2004**SERVICE ADDRESS**

Account Number:
Business Account Name:
Name: Ronald Pierce
Address: 217 Crestwood Ln
City: Largo
Zip: 33770

CUSTOMER INFORMATION

Name: Ronald Pierce
Address: 217 Crestwood Ln
City: Largo
State: FL
Zip: 33770
E-mail: rd.pierce@earthlink.net
Contact By: E-mail Address

COMPLAINT INFORMATION

Utility Name: EI801 Progress Energy Florida, Inc.

Did customer previously contact the utility?: During our many hurricanes this season, Progress Energy reported that 2/3 of their customers lost power. Why is that? Had they built their system correctly then fewer customers would have lost power. There needs to be an investigation to where all the money went that should have gone in to proper construction of the power poles, attachments, etc., including why utilities are not underground instead of on poles where they may be vulnerable to high winds. Who is profiting from these obvious errors?

Did customer previously contact the PSC?: During our many hurricanes this season, Progress Energy reported that 2/3 of their customers lost power. Why is that? Had they built their system correctly then fewer customers would have lost power. There needs to be an investigation to where all the money went that should have gone in to proper construction of the power poles, attachments, etc., including why utilities are not underground instead of on poles where they may be vulnerable to high winds. Who is profiting from these obvious errors?

PROBLEM INFORMATION

Problem Type: Outages
Complaint Detail:

What type of outages have you experienced? Extended

Approximate shortest time of an outage: 1 minute

11/18/2004

Approximate longest time of an outage: 3 days

Approximate number of outages in the past 30 days: 1 outage

Approximate number of outages reported in the past 30 days: 1 outage

Date the utility stated the outage would be repaired: 11/10/2004

Complaint Details:

During our many hurricanes this season, Progress Energy reported that 2/3 of their customers lost power. Why is that? Had they built their system correctly then fewer customers would have lost power. There needs to be an investigation to where all the money went that should have gone in to proper construction of the power poles, attachments, etc., including why utilities are not underground instead of on poles where they may be vulnerable to high winds. Who is profiting from these obvious errors?

For PSC Webmaster Use Only:

Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; SV1; .NET CLR 1.1.4322)

<http://www.psc.state.fl.us/consumers/complaint/review.cfm>

www.psc.state.fl.us

Kay Flynn

041272

From: Consumer Contact
Sent: Tuesday, November 09, 2004 8:31 PM
To: Consumer Contact
Subject: E-Form Other Complaints - 15715

TRACKING NUMBER - 0015715 November 09, 2004**SERVICE ADDRESS**

Account Number:
Business Account Name:
Name: Stephen Baker
Address: 965 HighPoint Loop
City: Longwood
Zip: 32750

CUSTOMER INFORMATION

Name: Stephen Baker
Address: 965 HighPoint Loop
City: Longwood
State: FL
Zip: 32750
E-mail: rosssam@bellsouth.net
Contact By: E-mail Address

COMPLAINT INFORMATION

Utility Name: EI801 Progress Energy Florida, Inc.
Did customer previously contact the utility?:
Did customer previously contact the PSC?: Progress Energy Florida in asking the Florida Public Service Commission for a surcharge to cover hurricane costs and for a fuel surcharge. 1/3 of my electric bill is a fuel surcharge. When are you going to say NO to Progress Energy and help us.

PROBLEM INFORMATION

Problem Type: Other Complaints
Complaint Detail: My electric bill is too high now...

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; SV1)
<http://www.psc.state.fl.us/consumers/complaint/review.cfm>
www.psc.state.fl.us

11/18/2004

Kay Flynn

041272

From: Consumer Contact
Sent: Tuesday, November 09, 2004 3:35 PM
To: Consumer Contact
Subject: E-Form Other Complaints - 15704

TRACKING NUMBER - 0015704 November 09, 2004**SERVICE ADDRESS**

Account Number: 1262660114
Business Account Name:
Name: MICAH BROWNING
Address: 21901 DUPREE DRIVE
City: LAND O LAKES
Zip: 34639

CUSTOMER INFORMATION

Name: MICAH BROWNING
Address: 21901 DUPREE DRIVE
City: LAND O LAKES
State: FL
Zip: 34639
Primary Phone: 813-996-7178
Contact By: Day Time Phone Number

COMPLAINT INFORMATION

Utility Name: EI801 Progress Energy Florida, Inc.
Did customer previously contact the utility?:
Did customer previously contact the PSC?:

PROBLEM INFORMATION

Problem Type: Other Complaints
Complaint Detail: PROGRESS ENERGY ACCOUNT NUMBER 1262660114 MICAH BROWNING PO BOX 402 LAND O LAKES FLA 34639 TEL NUMBER 813-996-7178 ON 8 NOV 04 I PAID MY PAST DUE BILL OF 626.15 TO A PROGRESS ENERGY PAY STATION . I CALLED IN THE RECEIPT NUMBER AND QUERIED THE CALL CENTER PERSON IF MY ACCOUNT WAS IN DANGER OF BEING SHUT OFF. I WAS TOLD NO IT HAS ALL BEEN TAKEN CARE OF. AT ABOUT 1530 HOURS A SERVICE PERSON SNUCK ONTO MY PROPERTY AND SHUT MY PWER. BEAR IN MIND THE BILL HAD BEEN PAID. I CAUGHT THE SERVICE PERSON . HE SAID HE HAD SHUT IF OFF BECUASE OF SUCH A LARGE BILL. I TOLD HIM I HAD PAID IT. I SHOWED HIM THE RECEIPT. HE SAID I BETTER BE NICE TO HIM OR MY PWER WOULD NOT GO BACK ON. NOW THIS COMPANY WHO IS ASKING FOR A RATE INCREASE. WHO CANNOT MAINTAIN THEIR POWERLINE RIGHT OF WAYS WANTS A INCREASE !!!!!!!!!!!!!!! I AM APPLALED AND THEY NEED TO LEARN TO MANGE THEIR COMPANY BETTER AND NOT DISCONNECT PWER THAT HAS BEEN PAID FOR. MAYBE TRIM SOME TREES AND THYE WILL LESS POWER OUTAGES. I AM VEHEMENTLY AGAINST THEM GETTING A INCREASE AND I WOULD LIKE MY SITUATION RECTIFIED.

11/10/2004

For PSC Webmaster Use Only:

Mozilla/4.0 (compatible; MSIE 6.0; AOL 9.0; Windows NT 5.1; FunWebProducts)

<http://www.psc.state.fl.us/consumers/complaint/review.cfm>

www.psc.state.fl.us

Kay Flynn

041272

From: Consumer Contact
Sent: Monday, November 08, 2004 10:24 AM
To: Consumer Contact
Subject: E-Form Other Complaints - 15649

TRACKING NUMBER - 0015649 November 08, 2004**SERVICE ADDRESS**

Account Number:
Business Account Name:
Name: Cindy Wright
Address: 3429 38th Street N
City: St. Petersburg
Zip: 33713

CUSTOMER INFORMATION

Name: Cindy Wright
Address: 3429 38th Street N
City: St. Petersburg
State: FL
Zip: 33713
E-mail: goofygirl@ij.net
Contact By: E-mail Address

COMPLAINT INFORMATION

Utility Name: EI801 Progress Energy Florida, Inc.
Did customer previously contact the utility?:
Did customer previously contact the PSC?:

PROBLEM INFORMATION

Problem Type: Other Complaints
Complaint Detail: I believe it is an outright crime for the utility companies to raise our rates because of the hurricanes. It is a natural disaster and the consumer is going to be penalized for it?!?! Progress Energy wants to raise rates by 10%...how can anyone continue to afford these rate increases? I just can't imagine how the people that had minor/major damage to their homes or are on limited budgets can afford more increases. I was one of the lucky people that didn't have any damage or power outage, but I can't afford a rate increase. I'm a single mother of two that doesn't get her child support on a regular basis and trying to live on a lower than normal pay scale. Raising the rates could be devastating to me and many others. The state/country disaster fund should be made available to the utility companies also. Why should consumers be held accountable for something that we don't have any control over?

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.0)
<http://www.psc.state.fl.us/consumers/complaint/review.cfm>
www.psc.state.fl.us

11/9/2004

Kay Flynn

041272

From: Consumer Contact
Sent: Monday, November 08, 2004 10:51 AM
To: Consumer Contact
Subject: Other

November 08, 2004

Contact Information:

Name: Adele Svendsen
Company:
Primary Phone: 407-834-0858
Secondary Phone:
E-mail: asvendsen@cfl.rr.com

Comments:

Re. the Progress Energy rate hike currently under review --- the hike being requested -- is much too high. A reasonable one might be a special monthly assessment for a period of two years not to exceed \$2.00 a month. Consideration should be given to the fact that many of the customers of this company are on fixed incomes and they cannot absorb a permanent rate hike of more than that amount. The commissioners consideration of this fact is greatly appreciated.

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows 98)
http://www.psc.state.fl.us/contact/contact_form/contactform.cfm
www.psc.state.fl.us

Kay Flynn

041272

From: Ruth McHargue
Sent: Monday, November 08, 2004 11:13 AM
To: Kay Flynn
Subject: FW: E-Form Other Complaints - 15617

docket number 041272

From: Consumer Contact
Sent: Friday, November 05, 2004 2:58 PM
To: Consumer Contact
Subject: E-Form Other Complaints - 15617

TRACKING NUMBER - 0015617 November 05, 2004

SERVICE ADDRESS

Account Number:
Business Account Name:
Name:
Address:
City:
Zip:

CUSTOMER INFORMATION

Name:
Address:
City:
State: FL
Zip:
E-mail: petere@tampabay.rr.com
Contact By: E-mail Address

COMPLAINT INFORMATION

Utility Name: EI801 Progress Energy Florida, Inc.
Did customer previously contact the utility?:
Did customer previously contact the PSC?:

PROBLEM INFORMATION

Problem Type: Other Complaints
Complaint Detail: If Progress Energy can afford to spend millions and millions in downtown St. Petersburg, then they can afford to absorb their own hurricane expenses and are not entitled to any rate increase to cover these costs! Thank you.

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 5.0; Windows 98) Opera 6.06 [en]

11/8/2004

<http://www.psc.state.fl.us/consumers/complaint/review.cfm>
www.psc.state.fl.us

Kay Flynn

041272

From: Ruth McHargue
Sent: Monday, November 08, 2004 11:13 AM
To: Kay Flynn
Subject: FW: E-Form Other Complaints - 15607

docket number 041272

From: Consumer Contact
Sent: Friday, November 05, 2004 10:03 AM
To: Consumer Contact
Subject: E-Form Other Complaints - 15607

TRACKING NUMBER - 0015607 November 05, 2004**SERVICE ADDRESS**

Account Number:
Business Account Name:
Name: Sam Ortiz
Address: 1140 Kerry Drive
City: Sebring
Zip: 33875

CUSTOMER INFORMATION

Name: Sam Ortiz
Address: 1140 Kerry Drive
City: Sebring
State: FL
Zip: 33875
E-mail: alecia.ortiz@hklaw.com
Contact By: E-mail Address

COMPLAINT INFORMATION

Utility Name: EI801 Progress Energy Florida, Inc.
Did customer previously contact the utility?:
Did customer previously contact the PSC?:

PROBLEM INFORMATION

Problem Type: Other Complaints
Complaint Detail: I am opposing the surcharge proposed by the electric company to help with their expenses from the hurricanes. Is this to add insult to injury on the customers who went without power? This is ridiculous and nothing less than price gouging. Customers who went without power should receive a CREDIT on their bill!!!! What will happen in future hurricanes, more surcharges? Tell the electric company to recover their losses from FEMA like the rest of the State of Florida.

11/8/2004

For PSC Webmaster Use Only:

Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; .NET CLR 1.1.4322)

<http://www.psc.state.fl.us/consumers/complaint/review.cfm>

www.psc.state.fl.us

Kay Flynn

041272

From: Ruth McHargue
Sent: Monday, November 08, 2004 11:13 AM
To: Kay Flynn
Subject: FW: E-Form Other Complaints - 15601

docket number 041272

From: Consumer Contact
Sent: Friday, November 05, 2004 9:16 AM
To: Consumer Contact
Subject: E-Form Other Complaints - 15601

TRACKING NUMBER - 0015601 November 05, 2004**SERVICE ADDRESS**

Account Number:
Business Account Name:
Name: david rose
Address: 5021 tangerine ave
City: winter park
Zip: 32792

CUSTOMER INFORMATION

Name: david rose
Address: 5021 tangerine ave
City: winter park
State: FL
Zip: 32792
Primary Phone: 4076795435
E-mail: drose6079@cfl.rr.com
Contact By: Day Time Phone Number

COMPLAINT INFORMATION

Utility Name: EI801 Progress Energy Florida, Inc.
Did customer previously contact the utility?:
Did customer previously contact the PSC?:

PROBLEM INFORMATION

Problem Type: Other Complaints
Complaint Detail: this is a request for the commission to not allow the rate increase progress energy is asking for. according to todays business report progress energy is still turning a profit despite the 4 hurricanes. so why do they need more money just because thier profits are down a little? evertypne in the state has lost money during these hurricanes. why do i have to pay more just to line the pockets of the utilities and thier share holders. i thought your commission worked for the people of florida not the utilities. gee thanks for nothing. i have recieved a call from progress energy about the email i had sent you about this. i had requested that you look at that email not pass it off. again thaznks for nothing since that what i feel you do for me

11/8/2004

For PSC Webmaster Use Only:

Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; EBB, SV1)

www.psc.state.fl.us

Kay Flynn

041272

From: Consumer Contact
Sent: Sunday, November 07, 2004 7:35 PM
To: Consumer Contact
Subject: General Comment/Question

November 07, 2004

Contact Information:

Name:
Company:
Primary Phone:
Secondary Phone:
E-mail: Anonymous

Comments:

hello,

i realize the utility companies took a big hit this season but i also believe part of it is due to their own negligence. when florida power was our utility service, we rarely had problems, partly because they were proactive. i would call them when tree branches were touching the power lines and they would come out and trim them. not so with progress energy. i was without power for 5 days and there wasn't a cloud or drop of rain in the sky. i just saw where progress energy wants to add over \$3 a month to my bill. i also saw they were putting up linemen in the belleview biltmore hotel, (which isn't exactly low-cost). i just wanted you to know i feel they should be responsible in the costs incurred during this hurricane season, not just the utility customers.

thank you

No response is necessary

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 5.23; Mac_PowerPC)
http://www.psc.state.fl.us/contact/contact_form/contactform.cfm
www.psc.state.fl.us

Kay Flynn

041272

From: Consumer Contact
Sent: Saturday, November 06, 2004 7:47 AM
To: Consumer Contact
Subject: E-Form Other Complaints - 15627

TRACKING NUMBER - 0015627 November 06, 2004**SERVICE ADDRESS**

Account Number:
Business Account Name:
Name: Jane Doe
Address: 111 Any Street
City: Any Town
Zip: 33701

CUSTOMER INFORMATION

Name: Jane Doe
Address: 111 Any Street
City: Any Town
State: FL
Zip: 33701
E-mail: noemail@anydomain.com
Contact By: E-mail Address

COMPLAINT INFORMATION

Utility Name: EI801 Progress Energy Florida, Inc.
Did customer previously contact the utility?:
Did customer previously contact the PSC?:

PROBLEM INFORMATION

Problem Type: Other Complaints
Complaint Detail: I am concerned about rate increases for PE that I am hearing about in the news. I have lived in 4 (+) different states and have never seen such lax tree trimming anywhere...by the municipalities and by the electric companies. An ongoing tree trimming program would probably cost less overall in repairs, but also in customer inconvenience. PE lost revenue in two ways....cost of repairs, and lost revenue from users that were without power for weeks on end. I live in a complex where wires are mostly underground, and our power outages from these storms were brief outages. I was amazed when I saw the extensive outages my coworkers had to experience. Many told me that they felt their outages could have been avoided if trees had been kept trimmed. As I drive through Pinellas, Hillsb., Manatee, and other counties I have been noticing how many trees are growing right around the power lines. And, how many trees have been planted in the past few years directly below the power lines. Trees that will obviously grow directly into the lines. Although there is a desire to keep our beautiful trees, we live in FLORIDA and we face the possibility of hurricanes annually. We must balance our desire for freely growing trees with our safety and economic welfare. Poor business planning should not give PE the right to pass all of this burden to the public, while the CEO's and management that made these business decision continue to take their high salaries and profits. For any rate increase due to this hurricane season's repair, I would like to see some cost cutting in CEO/Management costs and perks at their end

11/9/2004

and their share holder can share the pain as well as they have supported the company in poor business practices. It has been reported by many of the "rescue" squads that came from other companies/states that they were amazed at the damage that could have been avoided by a proper tree maintenance plan.

For PSC Webmaster Use Only:

Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; .NET CLR 1.1.4322)

<http://www.floridapsc.com/consumers/complaint/review.cfm>

www.floridapsc.com

Kay Flynn

041272

From: Consumer Contact
Sent: Friday, November 05, 2004 5:15 PM
To: Consumer Contact
Subject: Other

November 05, 2004

Contact Information:

Name: David Earle
Company: n/a
Primary Phone: 407-633-0090
Secondary Phone: 407-230-4506
E-mail: davidrearle@yahoo.com

Comments:
To whom it may concern:

I wanted to comment on the Power Companies Prgress Energys request to pass along the cost of the hurricane repairs to the customers. I just moved into an apartment just after the last storm and I feel an acroos the board increase is unfair to someone like me. PLEASE TELL THE POWER COMPANIES TO SUCK IT UP.

No response is necessary

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; .NET CLR 1.1.4322)
http://www.psc.state.fl.us/contact/contact_form/contactform.cfm
www.psc.state.fl.us

Kay Flynn

041272

From: Consumer Contact
Sent: Friday, November 05, 2004 5:17 PM
To: Consumer Contact
Subject: Other

November 05, 2004

Contact Information:

Name: David Earle
Company: n/a
Primary Phone: 407-633-0090
Secondary Phone: 407-230-4506
E-mail: davidrearle@yahoo.com

Comments:
To whom it may concern:

I wanted to comment on the Power Companies Prgress Energys request to pass along the cost of the hurricane repairs to the customers. I just moved into an apartment just after the last storm and I feel an accroos the board increase is unfair to someone like me. PLEASE TELL THE POWER COMPANIES TO SUCK IT UP. If you have to pass some type of increase tell the power companies they need to come up with a plan to exempt someone like me who didn't have a power bill during the storms and I shouldn't have to pay for it.

Thanks

David Earle

No response is necessary

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; .NET CLR 1.1.4322)
http://www.psc.state.fl.us/contact/contact_form/contactform.cfm
www.psc.state.fl.us

ORIGINAL

Ellen Plendl

RECEIVED 11/15/04

From: Governor Jeb Bush [Jeb.Bush@MyFlorida.com]

NOV 15 PM 3:18

Sent: Friday, November 05, 2004 8:36 AM**To:** Ellen PlendlCOMMISSION
CLERK**Subject:** FW: utility increase

-----Original Message-----

From: dave [mailto:drose6079@cfl.rr.com]**Sent:** Thursday, November 04, 2004 4:24 AM**To:** jeb.bush@myflorida.com**Subject:** utility increase

please do not allow the public utilities commission to let progress energy increase my utility bill. this will only further saddle the general public with more expenses after the 4 hurricanes we have had to endure. the people who will be hit hardest are the same people who fell thru the cracks for the state and federal hurricane relief because we are not broke enough to get aid but not well off enough to be able to endure all the expenses that have been placed on us already. form the state department of insurance letting the insurance companies force us to cover 2 % of our homes value (there are no companies that I know of that are writing policies with out that deductible) to increased expenses on almost everything else. please help you people not the big businesses thank you david rose

Docket

041272-ET

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Kay Flynn

041272

From: Consumer Contact
Sent: Thursday, November 04, 2004 4:41 AM
To: Consumer Contact
Subject: E-Form Other Complaints - 15579

TRACKING NUMBER - 0015579 November 04, 2004**SERVICE ADDRESS**

Account Number:
Business Account Name:
Name: david rose
Address: 5021 tangerine ave
City: winter park
Zip: 32792

CUSTOMER INFORMATION

Name: david rose
Address: 5021 tangerine ave
City: winter park
State: FL
Zip: 32792
E-mail: drose6079@cfl.rr.com
Contact By: E-mail Address

COMPLAINT INFORMATION

Utility Name: EI801 Progress Energy Florida, Inc.
Did customer previously contact the utility?:
Did customer previously contact the PSC?:

PROBLEM INFORMATION

Problem Type: Other Complaints

Complaint Detail: when i heard that you were going to let progress energy look in to the cost involving the hurricane i knew the increase requests where coming. and not we have 2 on the table. please do not allow both they are just plain greedy and not looking out for the people of florida. if they cannot turn a profit with the money they are getting noe then they need to tighten thier budget as we all are having to do. it has been almost 2 months since the laswt hurricane and i still do not have the light out front of my house replaced nor can i get an answer about the time frame when it will be done. attached is a copy of an email that i have also sent to the governor. i only hope one of you will work for the people of florida no the big buisnesses. please do not allow the public utilities commission to let progress energy increase my utility bill. this will only further saddle the general public with more expenses after the 4 hurricanes we have had to endue. the people who will be hit hardest are the same people who fell thru the cracks for the state and federal hurricane relief because we are not broke enough to get aid but not well off enough to be able to endure all the expenses that have been placed on us already. form the state department of insurance letting the insurance companies force us to cover 2 % of our homes value (there are no companies that I know of that are writing polices with out that deductible) to increased expenses on almost everything else. please help you people not the big businesses thank you david rose

11/8/2004

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1)

www.floridapsc.com

ORIGINAL

Public Service Commissioners,

Please do not allow Progress Energy to raise their rates 10%! This would badly hurt many of their customers! They already have the highest rates in most of the U. S. A.! A 2 or 3 percent raise would enable them to cover their hurricane damages!

Sincerely,
Ralph Beck

Docket #
041272

NOV-8 PM 11-4-84

COMMISSION
CLERK



Ralph Beck
10156 45th Way
Pinellas Park, FL 33782



RECEIVED

NOV 08 2004



NOV-8 PM 3:03

RECEIVED-TPSC

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SCR _____
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OTH _____

Florida Public Service Commission
Division of RCA
Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida

32399+0850

32399-0850

Meetings & Conventions
Gold Key Award

Corporate Meetings &
Incentives Golden Links Award

Meetings & Conventions
Gold Tee Award

Corporate & Incentive Travel
Greens of Distinction Award

Successful Meetings
Pinnacle Award

Meeting News
Planners' Choice Award

Corporate & Incentive Travel
Award of Excellence



Golf Digest
Four Star Award

Golf Magazine
Silver Medal Resort

Golfweek Top 25
Courses in Florida

Links Magazine
Top 100 Courses

Golf for Women
Top FairWays Award

Tampa Bay Magazine
Voted Best Golf Course

Florida Junior Boys' & Girls'
Annual Golf Invitational

NCAA Golf Championships

Nike Junior
Summer Golf Camps



Reservations
800-874-9053

Fax: 352-324-2636

reservations@missioninnresort.com



Group Sales
800-523-2289

Fax: 352-324-2350

sales@missioninnresort.com



Mission Inn
Golf and Tennis Resort
10400 County Road 48
Howey-in-the-Hills,
Florida 34737
352-324-3101
www.missioninnresort.com

November 3, 2004

Mission Inn
GOLF AND TENNIS RESORT

DISTRIBUTION CENTER

NOV 12 AM 8:45

RECEIVED

NOV 12 PM 12:03

Florida Public Service Commission
Division of RPA

RECEIVED FPSC

Florida State House Of Representatives
Florida Public Service Commission
Progress Energy Florida

To Whom It May Concern:

I am writing this letter in advance of what is going to be an obvious fact of life following the recent hurricanes and all the massive destruction that took place in Florida to the power grid.

There is an obvious need to cover expenses associated with rebuilding, and I would like to provide you with some input.

As a homeowner and as a businessman, I do not believe that the cost of rebuilding the power grid should fall disproportionately to any one group. The reality is that repairing a line to my business was probably as expensive as repairing a line to my house. Therefore, as the homeowner, I need to bear the cost of those repairs equally to the business. I feel that it would be wrong to place this burden on the business owner.

Thank you for your time and your willingness to listen to my opinion.

Sincerely,



Bud Beucher
Owner & Vice-President

/a

Mr. Joe Pickens, 3841 Reid St Ste 5, Palatka FL 32177-2509
Mr. Carey Baker, 301 W Ward Ave, Eustis FL 32726-4024
Mr. Hugh Gibson, 916 Avenida Central, The Villages FL 32159
Mr. Randy Johnson, 99 W Plant St, Winter Garden FL 34787-3139
Florida Public Service Commission, 2540 Shumard Oak Blvd, Tallahassee FL 32399
Mr. Bill Habermeyer, Progress Energy FI, 17757 US Hwy 19 N Ste 560, Clearwater, FL 33764

Docket

041272

CMP COM CTR ECR GCL OPC MMS RCA SCR SEC OTH

Kay Flynn

041272

From: Consumer Contact
Sent: Wednesday, November 03, 2004 10:18 PM
To: Consumer Contact
Subject: E-Form Other Complaints - 15578

TRACKING NUMBER - 0015578 November 03, 2004**SERVICE ADDRESS**

Account Number:
Business Account Name:
Name: LEONARD GOTLER
Address: 2170 Americus Blvd. So., #27
City: Clearwater
Zip: 33763

CUSTOMER INFORMATION

Name: LEONARD GOTLER
Address: 2170 Americus Blvd. So., #27
City: Clearwater
State: FL
Zip: 33763
Primary Phone: 727-726-6664
Secondary Phone: 727-726-6664
E-mail: egotler@aol.com
Contact By: E-mail Address

COMPLAINT INFORMATION

Utility Name: EI801 Progress Energy Florida, Inc.
Did customer previously contact the utility?:
Did customer previously contact the PSC?:

PROBLEM INFORMATION

Problem Type: Other Complaints

Complaint Detail: I ask you to please pity the poor consumer who is at the mercy of the power companies and subject to possible rate increases to off-set their "losses" as a result of the recent hurricanes. Doesn't Progress Energy have insurance coverage for the effects of natural disasters, i.e., hurricanes? Why should a consumer of a regulated product - electrical power -- be required to pay more in order to preserve investor dividends and executive bonuses? Why isn't the power company required to tighten its belt, reduce dividends and bonuses, and forego a rate hike to cover their normal -- and expected -- operating losses from an act of nature? I hope we can count on the Public Service Commission to protect the public and to deny Progress Energy's rate request. (My comments relate to Progress Energy's current application to the Commission for an increase to cover their "unexpected" losses due to the recent hurricanes.) - Leonard Gotler 2170 Americus Blvd. S., #27 Clearwater, FL 33763 (727) 726-6664 egotler@aol.com

For PSC Webmaster Use Only:

11/8/2004

Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; YComp 5.0.0.0; .NET CLR 1.0.3705)

<http://www.psc.state.fl.us/consumers/complaint/review.cfm>

www.psc.state.fl.us

Kay Flynn

041272

From: Consumer Contact
Sent: Wednesday, November 03, 2004 9:25 PM
To: Consumer Contact
Subject: E-Form Other Complaints - 15577

TRACKING NUMBER - 0015577 November 03, 2004**SERVICE ADDRESS**

Account Number: 24870 61023
Business Account Name:
Name: Brenda Richards Keating
Address: 8780 79 Place North
City: Seminole
Zip: 33777-4203

CUSTOMER INFORMATION

Name: Brenda Richards Keating
Address: 8780 79 Place North
City: Seminole
State: FL
Zip: 33777-4203
Primary Phone: 727-432-3539
E-mail: ppmtl@hotmail.com
Contact By: US Mail

COMPLAINT INFORMATION

Utility Name: EI801 Progress Energy Florida, Inc.
Did customer previously contact the utility?:
Did customer previously contact the PSC?:

PROBLEM INFORMATION

Problem Type: Other Complaints
Complaint Detail: Outages, delay in service & repairs, vegetation maintenance, attitude and request for rate increase relative to recent hurricanes.

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows 98; Win 9x 4.90; .NET CLR 1.1.4322)
<http://www.floridapsc.com/consumers/complaint/review.cfm>
www.floridapsc.com

11/8/2004

Kay Flynn

041272

From: Consumer Contact
Sent: Wednesday, November 03, 2004 9:18 AM
To: Consumer Contact
Subject: E-Form Other Complaints - 15565

TRACKING NUMBER - 0015565 November 03, 2004**SERVICE ADDRESS**

Account Number:
Business Account Name: Progress Energy
Name: Randy Cline
Address: 2491 Nursery Rd
City: Clearwater
Zip: 33764

CUSTOMER INFORMATION

Business Account Name: Progress Energy
Name: Randy Cline
Address: 2491 Nursery Rd
City: Clearwater
State: FL
Zip: 33764
E-mail: RANDY24@peoplepc.com
Contact By: E-mail Address

COMPLAINT INFORMATION

Utility Name: EI801 Progress Energy Florida, Inc.

Did customer previously contact the utility?: Again we ask you to oppose progress request for \$252 million for mobilizing their workers during the hurricanes, you already allowed them to defer their accounting. after that, the company reported that the problems are due to their employee health care cost, and security at nuclear plants. they receive \$6 million annually for their reserve storm fund, and as of sept30 04 the balance was \$45 million. It seems like they want their cake and eat it too, please oppose them.

Did customer previously contact the PSC?:

PROBLEM INFORMATION

Problem Type: Other Complaints
Complaint Detail: Progress energy asking for recovery of storm costs

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; SV1; PeoplePal 3.0)
<http://www.floridapsc.com/consumers/complaint/review.cfm>
www.floridapsc.com

11/8/2004

ORIGINAL

State of Florida



Public Service Commission

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

RECEIVED-PPSC

APR 11 PM 1:34

COMMISSION

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

DATE: April 11, 2005

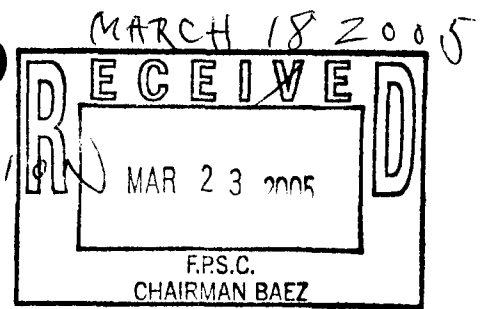
TO: Kay B. Flynn, Chief of Records, Division of the Commission Clerk & Administrative Services

FROM: Jennifer A. Rodan, Attorney, Office of the General Counsel JAR

RE: Docket No. 041272-EI - Petition for approval of storm cost recovery clause for recovery of extraordinary expenditures related to Hurricanes Charley, Frances, Jeanne, and Ivan, by Progress Energy Florida, Inc.

Please place the attached letter, dated March 18, 2005, along with staff's response, in the correspondence portion of the above-referenced docket.

MR. BRAULIO BAEZ CHAIRMAN
FLORIDA PUBLIC SERVICE COMMISSION
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399



RE: CASE # 646 039 C
DEAR MR. BAEZ:

WE HAVE THIS DAY
SPOKEN BY TELEPHONE WITH "NEAL" OF
THE FLA. P.S.C. AT THE ADDRESS SHOWN
ABOVE SETTING FORTH A "COMPLAINT" WHICH
WE HAVE AGAINST THE FLA. P.S.C. HE
THEN ASSIGNED CASE # 646 039 C TO
THIS COMPLAINT. THEREFORE EVERY WORD
WE HAVE SPOKEN TO "NEAL" WILL BE
REPEATED HERE IN THIS MAILING, FOR YOUR
COMPLETE UNDERSTANDING.

GOOD MORNING,

("NEAL") I AM CALLING THIS MORNING,

WITH A COMPLAINT AGAINST THE FLORIDA
PUBLIC SERVICE COMMISSION, HAVING TO DO
WITH AN OFFICIAL PUBLIC HEARING WHICH
WAS SCHEDULED YESTERDAY AT CLEARWATER
CITY HALL, 10⁰⁰ A.M. — 2⁰⁰ P.M.

I HAVE ASKED MY WIFE TO BE ON THE OTHER
TELEPHONE, TO BE A WITNESS TO THIS CONVERSATION

2

WE WERE AT THAT PUBLIC HEARING YESTERDAY
AT 1:15 P.M., AND WERE TOLD THAT THE
P.S.C. HAD PACKED-UP AND LEFT EARLIER.
WE WERE ALSO TOLD THAT OTHER PERSONS
BESIDES US HAD COME AND HAD GONE
UNABLE TO PARTICIPATE IN THAT PUBLIC
HEARING.

THE PUBLIC SERVICE COMMISSION,
YESTERDAY, BECAME THE PUBLIC DISSERVICE
COMMISSION, A.K.A. THE PUPPET SERVICE
COMMISSION.

WE WASTED EXPENSIVE GASOLINE AND
50¢ IN THE PARKING METER TO ATTEND
AN OFFICIAL NON-EVENT! AND YES
WE ARE ANGRY AND VERY-DISSATISFIED!
~~DISAPPOINTED~~.

As we entered Clearwater City Hall we checked the
bulletin board, which had no information posted about
the public hearing. How is this serving the public?

Mrs. Betty Booth

I NOW WANT TO READ TO YOU THE STATEMENT
WHICH I HAD PLANNED TO READ INTO THE
RECORD, YESTERDAY. IT FOLLOWS:

V

MARCH 17, 2005

(RE: PROGRESS ENERGY)

IF YOUR CLAIM AS TO "HURRICANE COSTS" IS HONEST, WHY NOT TAKE THE EXTRA MONEY YOU RECEIVE FROM FRANCHISE FEES AND APPLY IT FULLY TO YOUR PROPOSED TWO-YEAR SURCHARGE? YOU SHOULD NOT PUT SUCH A BURDEN ON THE "CAPTIVE CUSTOMERS", MANY OF WHOM SUCH AS WE ARE ON A FIXED AND LIMITED INCOME.

MARCH 18 2005

WE WANT A WRITTEN (PRINTED) APOLOGY, BY THE P.S.C., TO APPEAR AS A "BOX NOTICE" IN A MAJOR AREA NEWSPAPER WHICH NOTICE ASKS ALL THOSE PERSONS AFFECTED AS WE WERE YESTERDAY TO TELEPHONE THE P.S.C. 1-800-342-3552, IDENTIFYING THEMSELVES. THIS IS TO BE A NOTICE ADMITTING DEFAULT BY THE P.S.C. — NOT A NOTICE "APOLOGISING FOR ANY INCONVENIENCE".

AWAITING YOUR RESPONSE,

TEL. 727-393-0187

Francis Boother
3 Betty Boother
11589 87 TH AVE. NORTH
FLORIDA 33717

COMMISSIONERS:
BRAULIO L. BAEZ, CHAIRMAN
J. TERRY DEASON
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON
LISA POLAK EDGAR

STATE OF FLORIDA



GENERAL COUNSEL
RICHARD D. MELSON
(850) 413-6248

Public Service Commission

April 7, 2005

Mr. and Mrs. Francois Bootier
11589 87th Avenue North
Largo, Florida 33772

Re: Complaint No. 646039C

Dear Mr. and Mrs. Bootier:

Thank you for your letter dated March 18, 2005. The Commission apologizes for the inconvenience that you experienced on March 17, 2005, while attempting to participate in the customer service hearing held in Clearwater, Florida, in Docket No. 041272-El, In Re: Petition for approval of storm cost recovery clause for recovery of extraordinary expenditures related to Hurricanes Charley, Frances, Jeanne, and Ivan, by Progress Energy Florida, Inc.

The Commission's Notice of Customer Service Hearing stated that customers who wish to present testimony are urged to appear promptly at the scheduled hearing time since the hearing may be adjourned early if no witnesses are present to testify. Similarly, the newspaper's Notice of Public Hearings stated that customers who wish to present testimony are urged to appear at the beginning of the hearing, since the hearing may be adjourned early if no witnesses are present to testify. The Commission heard all witnesses who were present that wished to present testimony and the customer service hearing was adjourned prior to your arrival at the location at approximately 1:15 p.m.

Since your letter includes the testimony that you wished to present at the customer service hearing, we will place it in the correspondence side of the docket file in this case. Again, we apologize for any inconvenience.

Sincerely,

A handwritten signature in cursive script that reads "Jennifer A. Rodan".

Jennifer A. Rodan, Attorney
Florida Public Service Commission
Office of the General Counsel
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0863

cc: Chairman Braulio L. Baez

State of Florida



Public Service Commission

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

RECEIVED 4/8/05

APR 6 PM 4:52

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

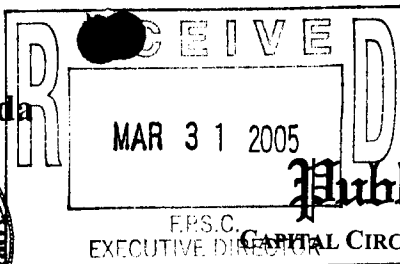
COMMISSION
CLERK

DATE: April 5, 2005
TO: Kay B. Flynn, Chief of Records, Division of the Commission Clerk & Administrative Services
FROM: Marshall W. Willis, Chief of Rate Filings, Division of Economic Regulation *(initials)*
RE: Docket No. 041272-EI, Progress energy Florida, Inc.'s Petition for Approval of a Storm Cost Recovery Clause

Please place the attached memo concerning an anonymous complaint on the correspondence side of the docket file since all issues raised are being addressed in the above docket. As it is anonymous, no response can be given.

cc: Jennifer Brubaker, Office of the General Counsel

State of Florida



Public Service Commission

F.P.S.C. EXECUTIVE DIRECTOR
CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

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

DATE: March 31, 2005
TO: Charles Hill, Deputy Executive Director
FROM: Margaret A. Hilton
RE: Anonymous Complaint Call

A complaint call came in to the Chairman's Office on Thursday, March 31, 2005. The caller was a man who wished to remain anonymous. He said he is a long time employee of Progress Energy and wanted to complain about the company's unethical practices in connection with hurricane recovery this past year.

Those are as follows:

1. The company charged items off as storm costs that was basic maintenance.
2. After the storms were over the company changed out equipment that was in working order but due to be replaced, and charged those to storm costs.
3. After power was restored, tree contractors did routine tree trimming and charged it to storm costs. Afterwards, the brush wasn't removed, so the county had to move it at the county's expense.
4. During the storms, at least five senior Progress staff were in control of running crews. These men should be subpoenaed to testify about the unethical practices.

ORIGINAL

CCA Official Filing
3/31/2005 4:32 PM*****

4:32 PM*****

Timolyn Henry*****1

Timolyn Henry

041272-E1

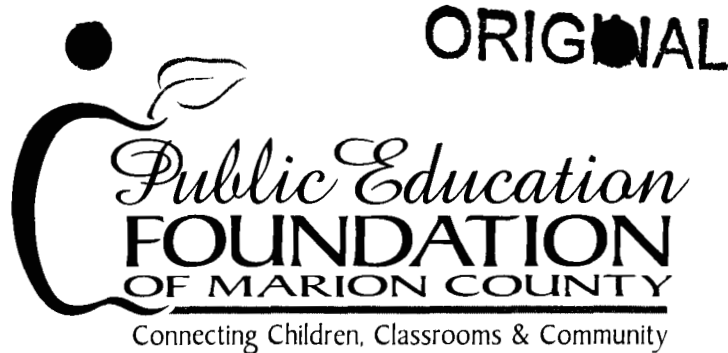
From: J.J. & LIZ. [jimliz@mymailstation.com]
Sent: Thursday, March 31, 2005 12:23 PM
To: contact@psc.state.fl.us.
Subject: PROGRESS ENERGY RATE HIKE

Why another hike in our rates? They already have a built in rate for emergencies in the base rate. You people know that.

To find an excuse to raise reats due to hurricane damage, is totally out of line, inview of my above statement. Let the wealthy stock holders shoulder the added costs , if any. Lets consider the public in general. Why should we always take the hit? NOT FAIR!!

J. J . Aspinall
New Pt. Richey

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RECEIVED FPSC

05 MAR 29 AM 10:05

COMMISSION
CLERK

BOARD OF DIRECTORS

Erik Gets
PRESIDENT
STAR BANNER

Shari Dlouhy
TREASURER
WINDSTREAM UTILITIES

Carmen M. Pascual-Maines
IMMEDIATE PAST PRESIDENT
SPEECH-LANGUAGE PATHOLOGIST

Gary Bitter
PROGRESS ENERGY

Rusty Branson
COMPASS BANK

Larry Bush
ARMSTRONG HOMES

Stephanie Callaway
MARION COUNTY
TEACHER OF THE YEAR

Lola Campbell
BANK OF AMERICA

Paula Cannon
CHAIR, GOLDEN APPLE ACADEMY

Lucy Chase
CHASE LANDSCAPING & NURSERY, INC.

Mike Compton
LIBRA

David DeSantis
GREENBURY

Tam Duggan
COMMUNITY VOLUNTEER

Nathan Garcia
SUNTRUST

David Gibas
COMPASS HEALTH & FITNESS

Cindy Grimes
FAMILY TIMES

Kathie Gross
AMCO WATER METERING SYSTEMS, INC.

Michael P. Hill
ROBERT ROSSON/FAHLE
ONCOLOGY INSTITUTE

Lakshmi Jagalur
INDIAN CULTURAL CENTER

Vincent Jones
CICC

Suzanne Kearns
COMMUNITY VOLUNTEER

Kurt Kelly
SCHOOL BOARD CHAIR

Cheryl Talley
PRINCIPAL, ANTHONY ELEMENTARY

Rosey Moreno
COX COMMUNICATIONS, INC.

Mike Robertson
MRMC

Julie Shealy
PRINCIPAL, OSCOLA MIDDLE

Pam Stewart
PRINCIPAL, VANGUARD EIGHT

Cindy Van Heyde
BANK OF AMERICA

Chris Yancey
AMSOFT BANK

Jim Yancey
SUPERINTENDENT OF SCHOOLS

EXECUTIVE DIRECTOR
Beth McCall

AN EQUAL
OPPORTUNITY PROGRAM

March 22, 2005

Director, Division of the Commission Clerk and Administrative Services
Florida Public Service Commission
2540 Shamard Oak Blvd
Tallahassee, FL 32399-0850

RE: Docket # 041272-EI

To Whom It May Concern:

As a customer of Progress Energy, I am writing to you to express my sincere gratitude for the tremendous response Progress Energy gave during and after the hurricanes that devastated many areas of Florida last fall.

Although our home was without power for several days, it was very apparent that the employees of Progress Energy were working diligently to restore power as quickly as possible. Restoring power to critical areas was a top priority and as a citizen of Marion County, it was comforting to know that hospitals, nursing homes, law enforcement facilities, and other critical areas were being taken care of. The phone system in place kept us updated on the expectation of when we should have power and we always had it before the designated time.

Progress Energy is to be commended for their effort. They are truly corporate citizens not only during crisis situations but year round as well. The Public Education Foundation of Marion County is a recipient of the corporate goodwill shown by Progress Energy. The donations provided have helped us fund scholarships and classroom grants to the Marion County Public School System.

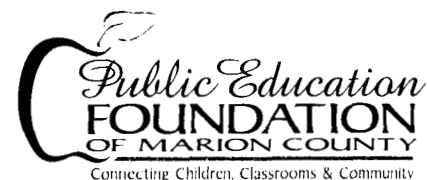
On behalf of myself, my family, and the organization I represent, we express our sincere gratitude to Progress Energy for their commitment to the citizens of Marion County.

Sincerely,

Beth McCall
Executive Director
Public Education Foundation of Marion County, Inc.

cc: Lynette Vermillion
Kellen Moore Chapin

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OTH _____



Beth McCall
EXECUTIVE DIRECTOR

PO Box 670 • Ocala FL 34478
352-620-7651 • Fax 352-690-2476 • SUNCOM 667-7651
www.pefmc.org • beth.mccall@pefmc.org
EQUAL OPPORTUNITY PROGRAMS

P.O. BOX 670 • OCALA FL 34478 • 352-620-7651 • FAX 352-690-2476 • SUNCOM 667-7651 • www.pefmc.org

A nonprofit, direct support organization working to enhance public education through • Golden Apple Teacher Recognition Program • Golden Apple Academy
• Chautauqua Educational Renewal Series • Grants for Great Ideas • Student Scholarships • Take Stock in Children • Teacher To Be Scholarships • Black Stallion Literacy Project



ORIGINAL

05 MAR 29 AM 9:04

March 22, 2005

Director,
Division of the Commission Clerk &
Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

RECEIVED FPSC
05 MAR 29 AM 10:00
COMMISSION
CLERK

RE: Docket No. 041272-EI

Dear Sir:

The Vector Companies, a commercial real estate development company, has been in the downtown area since 1985. We are grateful for the opportunity to provide comments to you in reference to the above Docket number, in support of the petition by Progress Energy Florida for recovery of its extraordinary costs associated with the four hurricanes in August and September, 2004.

We feel strongly that Progress Energy Florida took exceptional steps to ensure uninterrupted electrical service through these four events, and those steps resulted in minimal disruption to the essential power requirements of the downtown St. Petersburg community. This activity was especially critical to the three major hospitals, university campus, and large multi-tenant office buildings downtown.

The Progress Energy headquarters staff, located largely in downtown St. Pete, gave tirelessly in the effort to restore power throughout the service area following each of the four hurricanes, resulting in rapid resumption of normal service. Under high stress conditions, Progress Energy truly delivered.

We therefore urge the Florida Public Service Commission to give favorable consideration to the petition for recovery of the extraordinary costs associated with the extraordinary effort of Progress Energy Florida. Thank you for this opportunity to provide comment.

Sincerely yours,

Kenneth W. Heretick
President

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RCA _____
SCR _____
SEC _____
OTH _____

ORIGINAL



1000 Third Street South
St. Petersburg, Florida 33701-4925
Phone (727) 823-3767
Fax (727) 894-6068
salvadoralimuseum.org

RECEIVED
05 MAR 29 AM 9:01

Wednesday, March 16, 2005

RECEIVED FTSC
05 MAR 29 AM 10:02
COMMISSION
CLERK

Blanca Bayó
Director, Division of the Commission Clerk
& Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard,
Tallahassee, Florida, 32399-0850.

RE: Docket No. 041272-EI regarding the request of Progress Energy Florida for approval of a storm cost recovery clause

Last year the Dalí Museum was forced to take down and store its entire collection twice due to the danger of hurricanes. This is every time a massive project, requiring all of the time and strength of our staff to bring all of the works down and to store them in safety.

Paintings and other works of art are extremely sensitive to temperature and moisture and without the power to maintain temperatures in the Museum, serious and irrevocable damage could have occurred. We are immensely appreciative that through the exceptional efforts of Progress Energy during the protracted period of warnings, storms, and aftermaths, our electrical power never went out.

While we were in our museum and our homes Progress Energy staff was manning a command station and this as well was a great strain on their human resources.

CMP _____
COM _____
CTR _____
ECR 1 _____
GCL 1 _____
Many not-for-profits have had the benefit of support for community initiatives from Progress Energy. Without this funding many programs would suffer and the burden of that funding would fall on the citizens, to be burdened either with the cost of programs or the absence of programs. This point is made simply to remind the commission that the citizens of our community are the ultimate beneficiaries of a utility company that is fiscally robust.

OPC _____
MMS _____
Sincerely yours,

RCA _____
SCR _____
SEC _____
OTH _____
A handwritten signature in dark ink, appearing to read "Hank Hine".

Dr. Hank Hine

Director

cc: Nancy Loehr



ORIGINAL

City of Largo, Florida

Post Office Box 296, Largo, Florida 33779-0296

041272-E1

Office of the Mayor and Commission

(727) 587-6702
FAX: (727) 587-6797

March 21, 2005

Director, Division of the Commission Clerk
and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

COMMISSION
CLERK

MAR 23 AM 9:34

RECEIVED

Dear Director:

I attended the public hearing on March 17 at 11:45 am at the Clearwater City Council Chambers only to find the hearing had been closed. I wanted to speak in favor of the rate increase. It is my feeling that since governmental bodies are able to recoup disaster expenditures through FEMA, Progress Energy should be able to recover some of their extraordinary expenses related to hurricanes.

Thank you for considering my opinion.

Sincerely,

Robert E. Jackson, Ph.D.
Mayor

CMP _____

COM _____ REJ/sf

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copy: Nancy E. Loehr, Community Relations Manager, Progress Energy

05 MAR 23 02 PM '05

TIME 10:10 AM

NOTICE OF PUBLIC HEARINGS

The Florida Public Service Commission has scheduled six customer service hearings as part of its decision-making process in Docket No. 041272-EI, regarding the request of Progress Energy Florida for approval of a storm cost recovery clause to recover extraordinary costs incurred as a result of Hurricanes Charley, Frances, Jeanne and Ivan.

Service Hearing Schedule

The customer service hearings will be conducted by the commission at the times and places indicated below:

Tuesday, March 15, 2005

10 a.m. – 2 p.m.

City Council Chambers, City Hall, 2nd Floor
151 SE Osceola Avenue
Ocala, Florida

Wednesday, March 16, 2005

10 a.m. – 2 p.m.

City Commission Chambers, City Hall
450 North Wilson Avenue
Bartow, Florida

*** Thursday, March 17, 2005**

10 a.m. – 2 p.m.

City Council Chambers, 3rd Floor, City Hall
112 South Osceola Avenue
Clearwater, Florida

Tuesday, March 15, 2005

6 p.m. – 9 p.m.

City Council Chambers, City Hall
120 East Main Street
Apopka, Florida

Wednesday, March 16, 2005

6 p.m. – 9 p.m.

City Council Chambers, 2nd Floor, City Hall
175 5th Street North
St. Petersburg, Florida

Wednesday, March 30, 2005

9:30 a.m.

Room 148, Betty Easley Conference Center
4075 Esplanade Way
Tallahassee, Florida

The purpose of these hearings is to provide customers of Progress Energy Florida the opportunity to testify before the commission on the quality and adequacy of Progress Energy's service restoration activities following the four hurricanes that impacted its service territory in August and September, 2004, the appropriate mechanism for recovery of storm-related restoration costs, and other appropriate matters as determined by the commission. Customers who wish to present testimony are urged to appear at the beginning of the hearing, since the hearing may be adjourned early if no witnesses are present to testify.

Customer comments regarding Progress Energy's request may also be submitted to the commission at the following address: Director, Division of the Commission Clerk and Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida, 32399-0850. Such comments should refer to Docket No. 041272-EI. In addition, customers may contact Progress Energy with questions or comments relating to the request through its Web site at progress-energy.com/stormhearing.

Any person requiring some accommodation at the service hearings because of a physical impairment should call the Division of the Commission Clerk and Administrative Services at 1-850-413-6770 at least 48 hours prior to the meeting. Any person who is hearing or speech impaired, please contact the Florida Public Service Commission using the Florida Relay Service, which can be reached at 1-800-955-8771 (TDD).



ORIGINAL

St. Petersburg
Downtown Partnership Inc.

BayView Tower
100 East Avenue South, Suite 477
St. Petersburg, Florida 33701
tel 727.821.5166 • fax 727.895.6302
www.stpetpartnership.org

ADMINISTRATIVE CENTER

05 MAR 22 AM 9:34

March 16, 2005

Director,
Division of the Commission Clerk &
Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

RECEIVED FSC
05 MAR 22 AM 10:52
COMMISSION
CLERK

RE: Docket No. 041272-EI

Dear Sir:

The St. Petersburg Downtown Partnership, Inc. is a non-profit advocacy group with a mission to improve downtown St. Petersburg as a place to live, work, play, and invest. We represent the many facets of the business sector in our community, and we are grateful for the opportunity to provide comments to you in reference to the above Docket number, in support of the petition by Progress Energy Florida for recovery of its extraordinary costs associated with the four hurricanes in August and September, 2004.

We feel strongly that Progress Energy Florida took exceptional steps to ensure uninterrupted electrical service through these four events, and those steps resulted in minimal disruption to the essential power requirements of the downtown St. Petersburg community. This activity was especially critical to the three major hospitals, university campus, and large multi-tenant office buildings downtown.

Furthermore, the Progress Energy headquarters staff, located largely in downtown St. Pete, gave tirelessly in the effort to restore power throughout the service area following each of the four hurricanes, resulting in rapid resumption of normal service. Under high stress conditions, Progress Energy truly delivered.

We therefore urge the Florida Public Service Commission to give favorable consideration to the petition for recovery of the extraordinary costs associated with the extraordinary effort of Progress Energy Florida. Thank you for this opportunity to provide comment.

Sincerely yours,

Donald A. Shea
President & CEO

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ORIGINAL

Timolyn Henry

041272-EL

From: Consumer Contact
Sent: Monday, March 21, 2005 1:43 PM
To: Consumer Contact
Subject: E-Form Other Complaints - 17393

TRACKING NUMBER - 0017393 March 21, 2005

SERVICE ADDRESS

Account Number: 6243296359
 Business Account Name:
 Name: Karen Lynn
 Address: 37111 Price Drive
 City: Zephyrhills
 Zip: 33541

CUSTOMER INFORMATION

Name: Karen Lynn
 Address: PO Box 922
 City: Zephyrhills
 State: FL
 Zip: 33539
 Primary Phone: 813-782-5812
 E-mail: Klynlyn@netscape.com
 Contact By: E-mail Address

COMPLAINT INFORMATION

Utility Name: EI801 Progress Energy Florida, Inc.
 Did customer previously contact the utility?:
 Did customer previously contact the PSC?:

PROBLEM INFORMATION

Problem Type: Other Complaints
 Complaint Detail: Against surcharge increase due to hurricanes.

CMP _____
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For PSC Webmaster Use Only:
 Mozilla/4.0 (compatible; MSIE 6.0; Windows 98; Compaq)
<http://www.psc.state.fl.us/consumers/complaint/review.cfm>
www.psc.state.fl.us

● ORIGINAL ●

WILLIAM H. STOVER

RECEIVED

REC'D

2152 Coffee Pot Boulevard NE
St. Petersburg, FL 33704

MAR 22 2005

MAR 22 PM 3:49

Home: (727) 898-1941 • Fax: (727) 898-1943
Cell: (727) 709-1504 • E-Mail: bill@billstover.com

Florida Public Service Commission
Division of RCA

COMMISSION
CLERK

3-16-05

DIRECTOR,
DIVISION OF THE COMMISSION
FLORIDA PUBLIC SERVICE COMMISSION
2540 SHUMARD OAK BLVD
TALLAHASSEE, FL 32399-0850

RE: DCKET NO. 041272-EL

PROGRESS ENERGY FLORIDA IS TO BE CONGRATULATED
ON BOTH THEIR PREPAREDNESS AND RESPONSIVENESS
TO THE SERIES OF HURRICANES IN AUGUST AND
SEPTEMBER '04. I HAD HOMES ON THE GULF
IN TREASURE ISLAND AND ON TAMPA BAY IN
ST PETERSBURG - BOTH SUBJECT THE INLANDS AND
RAINS THAT WATERFRONT EXPOSURE PRODUCE.
POWER WAS OUT ONLY BRIEFLY AT BOTH LOCATIONS
DURING THE FIRST 3 STORMS - AND DURING
THE FOURTH, WHEN IT WAS OUT FOR SEVERAL
HOURS, LIGHTS APPEARED IN SECTIONS OF THE
COFFEE POT AND SWELL ISLE AREA AS CREWS
MOVED FROM TRANSFORMER TO TRANSFORMER
IN AN ORGANIZED AND KNOWLEDGEABLE ORDER.
THE COSTS TO THE COMPANY TO BE SO RESPONSIVE
FOR SO MANY DAYS MUST BE ENORMOUS. CERTAINLY
THEY DESERVE TO RECOVER FROM US THE USERS
THE ADDITIONAL COSTS OF MAINTAINING AND
REPAIRING SERVICE IN THE BROAD SERVICE AREA
OF THEIR FRANCHISE.

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Sincerely,
William H. Stover

WILLIAM H. STOVER

2152 Coffee Pot Boulevard NE
St. Petersburg, FL 33704



Isamu Noguchi 1901-1988

*DIRECTOR
FLORIDA PUBLIC SERVICE COMMISSION
2540 SHUMARD OAK BLVD
TALLAHASSEE, FL 32399-0850*

DOCKET NO. 041272-EL 32399+0850

Lockheed Martin Missiles and Fire Control - Orlando
Ocala Operations
498 Oak Road - Ocala, Florida 34472-3099
Telephone 352-687-1163

ORIGINAL

RECEIVED FISC
LOCKHEED MARTIN
05 MAR 15 AM 10:50

COMMISSION
CLERK

Bob Phillips
Account Executive
Progress Energy
4359 SE Maricamp Road
Ocala FL, 34471

Reference: Power Restoration

Dear Bob:

041272-EI

Lockheed Martin Missiles and Fire Control's Ocala Operations is a defense contractor employing approximately 600 employees in the production of components and subsystems for a variety of weapon systems. A number of our products are employed in the war effort in Iraq. Our facility requires reliable power twenty-four hours a day, seven days a week to meet our customer's (the U.S. Government) delivery schedule.

Last September and October, Ocala experienced 3 hurricanes. However, the Lockheed Martin facility never lost power and was able to continue manufacturing operations as soon as the area roads were safe for our employees to navigate. The impact to delivery schedules and related costs to the Company was minimal and was not directly related to any power outages.

Lockheed Martin has experienced outages in the past (i.e., a car hit a power pole feeding the facility; squirrels and birds causing a "jack to drop") with excellent power restoration response and a minimal downtime.

CMP _____ We appreciate Progress Energy's efforts in power restoration and expect a continued
COM _____ commitment of outstanding service.

CTR _____ Sincerely yours;

ECR _____

GCL _____

OPC _____ Tom Falanga

_____ Senior Manager, Facilities

MMS _____ Lockheed Martin Missiles and Fire Control Ocala Operations

RCA _____

SCR _____ cc: Director, Division of the Commission Clerk & Administrative Services
Florida Public Service Commission

SEC _____

OTH _____

ORIGINAL



Florida Rock Industries, Inc.

Weirsdale Sand

17801 S.E. Hwy 42
Weirsdale, Fl. 32195
Phone 352-821-3790
Fax 352-821-3791

Fax

To: Division of the Commission Clerk and From: **Michael Raczko**
Administrative Services

Fax: 800-511-0809 Pages: 2
Phone: Date:
Re: CC:

☐ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

• Comments:

Ref: Docket No. 041272-EI

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To: CCA
Re: Progress Storm
Recovery Docket
041272-EI

RECEIVED

MAR 11

Florida Rock Industries Commission
Division of PCA

RECEIVED - PSC
14 4:55
MAR 15 AM 8:15
COMMISSION
CLERK



Florida Rock Industries, Inc. – Weirsdale Sand

Michael Raczkowski – Plant Manager
17801 SE HWY 42 Weirsdale, FL 32195
Phone (352) 821-3790 Fax (404) 821-3791

Director, Division of the Commission Clerk and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0850

To Whom It May Concern:

I am writing this letter to acknowledge the outstanding performance Progress Energy and their associations demonstrated during the recent hurricanes. During the second hurricane our facility was without power for six days. Progress Energy stayed in constant contact with me to let me know when we would have power restored. From the customer service representatives receiving the trouble calls to the linemen repairing the lines, I was extremely impressed with Progress Energy's professionalism. The willingness to overcome the harsh conditions and safely restore the power shows a lot about the character of their people. I am happy to acknowledge Progress Energy's superior performance during the recent hurricanes and proud that they are our utility company.

Sincerely,

Michael Raczkowski
Plant Manager
Florida Rock Ind. Inc.
Weirsdale Sand



ORIGINAL

5800 S.E. 78TH Street
 Ocala, FL 34472-3412
 Phone (352) 245-7055
 Fax (352) 245-0726
 Email: Harmon@americanpanel.com

Fax - Urgent

To: Florida Public Service Commission **From:** Harmon S. Lewis, Exec. Vice Pres.

Fax: 800-511-0809

Pages: 1

Phone: 850-413-6770

Date: 3/11/2005

Re: Docket # 041272-El on Storm
 Damage

CC: Bob Phillips, Progress Energy 352-
 694-8555

• **Comments:** Dear Commissioner(s) –

We have been a commercial customer of Progress Energy for 22 years. We employ over 150 people in the manufacture of walk-in cold rooms and packaged refrigeration systems. We work two shifts each day from 7:00 AM until 12:00 midnight. Obviously, a continuous electrical power supply is a key ingredient for our successful operation.

Progress Energy performed spectacularly for us during the storms of Fall 2004. Our business had power even while many of our employees were awaiting power restoration at rural homes spread over four counties (Marion, Lake, Sumter and Levy). Here is our history:

- (1) Hurricane Charley spared Ocala and we had no power interruption at our factory.
- (2) Hurricane Frances did impact Ocala. Although many homes were without power, we did not lose a minute of manufacturing time due to power not available.
- (3) Hurricane Ivan also spared Ocala and we had no power interruption at our factory.
- (4) Hurricane Jeanne impacted Ocala in a major way on Sunday, 9/26/04. However, Progress Energy had our power back on my noon Monday, 9/27/04. Later that same week, a major transformer "blew up" along Maricamp Road that caused a power outage over many square miles. At that time Progress Energy was still restoring power all over Marion County. However, within two and a half hours, the transformer had been replaced, power had been restored to us (and hundreds/thousands of other customers), and we were back in production. Considering all the other hurdles/challenges facing Progress Energy at that time, that quick response was approaching a miracle.

Progress Energy has special "hotline phone numbers" for us to call regarding commercial power outages that allow us to get quick answers to the cause of an outage and when the power will be restored. They have always bettered their restoration time, which really has helped us.

As you can see, I am a believer in Progress Energy!

Please do not hesitate to call, fax or email me if you have any questions for me.

Thank you.

*Docket 041272-El
 Progress Energy claim
 Reserve*

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MAR 11 2005

Florida Public Service Commission
 Division of RRA

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 4:55 PM
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ORIGINAL

CHARLOTTE

PIPE AND FOUNDRY COMPANY

PLASTICS

DIVISION

COMMISSION
CLERK

MAR 11 PM 1:27

RECEIVED PSC

March 11 2005

041272

Division of the Commission Clerk and Administrative Service.
PSC Storm Service Hearing
Docket No. 041272-EI

I am writing this letter on behalf of Progress Energy showing both our appreciation and thanks for their restoration efforts during the 2004 storms.

Charlotte Pipe and Foundry is a 103-year-old company that manufactures both Cast Iron and Plastic Pipe. Our Wildwood Florida plant was built in 1999 to supply PVC Pipe to the central Florida market. We currently employ 35 employees and because of the nature of producing PVC Pipe we are required to run the facility 24 hours a day 7 days a week.

Since the start up of the plant Progress Energy and Charlotte Pipe have worked together to improve both the quality and reliability of power for our facility. In these past 5 years significant improvements have been made in both of these areas.

During the 2004 storms, the Wildwood Plant was shut down 3 times as a precaution due to the fear of not having power. In the PVC business it is better to take a plant down than unexpectedly loose power. When power is lost unexpectedly the PVC material will start to burn. Once burned, extensive time is required to tear down tooling, clean and restart the lines. In all 3-storm instances Progress Energy was sensitive to our power needs and was able to restore power in a reasonable time. By doing this, the plant was able to start up sooner putting our employees back to work producing products needed for our customers. This was done even though some of our employees went days with no power at home.

In closing Progress Energy was very professional, timely, and sensitive to its customers needs in a difficult time. The hard ship on us was minimized because of their hard work and dedication.

Sincerely,

James Young

James Young

Plant Manager

Charlotte Pipe and Foundry Company

RECEIVED

MAR 11 2005

Florida Public Service Commission
Division of PSCA

Post Office Box 220, Wildwood, FL 34785
Phone: (352) 748-8100 Fax: (352) 748-3202

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kf

~~041272-EI~~
~~041272-EI~~
~~041272-EI~~
PSC COMMISSION CLERK

CCA Official Filing
2/8/2005 8:42 AM*****

8:42 AM*****

Timolyn Henry*****1

Timolyn Henry

From: Marie Sapp
Sent: Friday, February 04, 2005 3:11 PM
To: Timolyn Henry
Subject: FW: PEF Petition to Replenish Storm Reserve - Docket No. 041272

-----Original Message-----

From: J.J. & LIZ. [mailto:jimliz@mymailstation.com]
Sent: Friday, February 04, 2005 12:36 PM
To: Marie Sapp
Subject: Re:PEF Petition to Replenish Storm Reserve - Docket No. 0412

Thanks, but I have a hard time believing they are hurting. We'll be hurting much more than they, for sure. JJA

Thank you for your comments. PEF has filed a petition to replenish the negative balance in their storm damage reserve fund bringing it to zero. The costs being presented for recovery will be audited and analyzed for prudence and reasonableness by the Public Service Commission with input from the Office of Public Council and other interveners in the case.

You may wish to attend the public hearings scheduled at various locations in the State. The locations and times can be found at the Public Service Commission website at www.psc.state.fl.us <<http://www.psc.state.fl.us/>> . You may present written or oral comments to the Commission at any of these hearings. Any written or oral comments will be made part of the record for the Commissioners to consider when deciding this case.

The Commission and staff are restricted from commenting on the merits of the case until after the hearings are concluded and a decision made. Again, thank you for your comments.

This message contains parts that can not be recognized or delivered to your device but has been saved on your webmail account. It will be stored there for future access until your webmail account reaches a 5 Megabyte limit at which time it will be deleted. If you have access to a computer and wish to view the complete message please visit <https://webmail.earthlink.net> and enter your MailStation e-mail address and password.

ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Thursday, December 02, 2004 10:50 AM
To: Timolyn Henry
Cc: Matilda Sanders
Subject: docket correspondence ~~041275~~ **041272**

CONSUMER

Docket correspondence for ~~041275~~ **041272**

From: Consumer Contact
Sent: Wednesday, December 01, 2004 2:48 PM
To: Consumer Contact
Subject: E-Form Other Complaints - 15989

TRACKING NUMBER - 0015989 December 01, 2004**SERVICE ADDRESS**

Account Number: 91606 39313
 Business Account Name:
 Name: Thomas Vath
 Address: 6984 S Shore Dr S
 City: St Petersburg,
 Zip: 33707

CUSTOMER INFORMATION

Name: Thomas Vath
 Address: 6984 S Shore Dr S
 City: St Petersburg,
 State: FL
 Zip: 33707
 Primary Phone: 727-345-2714
 E-mail: thvath@msn.com
 Contact By: Day Time Phone Number

CMP _____
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COMPLAINT INFORMATION

Utility Name: EI801 Progress Energy Florida, Inc.
 Did customer previously contact the utility?:
 Did customer previously contact the PSC?:

DOCUMENT NO. DATE

09865-07 10/30/07
FPSC - COMMISSION CLERK

PROBLEM INFORMATION

Problem Type: Other Complaints
 Complaint Detail: Prog Eneregy Has filed fior a 3 yr rate increase to recover the costs of hurricane recovery. They should only be allowed to recover additional costs and they increase should end in 3 yrs and go back to "normal" rates.

12/2/2004

Plus they should eat some costs and take money out of reserves to cover some costs. Thanks, Thomas Vath, St Petersburg, thvath@msn.com 727-345-2714

For PSC Webmaster Use Only:

Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; Q312461; MSN 9.0;MSN 9.1; MSNbMSNI; MSNmen-us; MSNcIA; MPLUS)

<http://www.floridapsc.com/consumers/complaint/review.cfm>

www.floridapsc.com