

REQUEST TO ESTABLISH DOCKET
(PLEASE TYPE)

Date May 9, 1996

Docket No 960582.EI

1. Division Name/Staff Name LEG (Johnson)
2. DPR LEG (Johnson)
3. OCR EAG (Goad), CAF (Durbin)
4. Suggested Docket Title Complaint of Ron Dvorak against Florida Power And Light Company concerning billing for electric consumption prior to establishment of an account.

5. Suggested Docket Mailing List (attach separate sheet if necessary)

- A. Provide NAMES ONLY for regulated companies or ACRONYMS ONLY regulated industries, as shown in Rule 25-22.104, F.A.C.
B. Provide COMPLETE name and address for all others. (Match representatives to clients.)

1. Parties and their representatives (if any)

<u>Florida Power & Light Company</u>	<u>Mr. Ron Dvorak</u>
<u></u>	<u>10410 S.W. 200th Street</u>
<u></u>	<u>Miami, FL 33157</u>
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2. Interested Persons and their representatives (if any)

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6. Check one: Documentation is attached.
 Documentation will be provided with recommendation.

Informal conference has been held

I:\PSC\RAR\WP\ESTDKT.

PSC/RAR 10 (Revised 01/96)

RECEIVED - DATE

05202 MAY-96

PLANNING AND REGULATORY SERVICES

Name DVORAK, RON

Company FLORIDA POWER & LIGHT COMPANY

Request No. 67002P

Address 10410 SW 200TH ST.

Attn: JUDI ZKLAB 67002P

By ERL Time 8:17 AM Date 05/12/95

Consumer's Telephone # (305)-253-4333

To CO. Time FAX Date 05/12/95

City/Zip MIAMI 33157 County DADE

Can Be Reached _____

Complaint Type EB-44

Account Number _____

Note _____

Has consumer contacted company? Yes No _____ Who _____

Justification N

Closed by PJ1 Date 08/16/95

Reply Received T

Customer says that he is being charged \$1200 for the previous owner's bill. He says that his service has been disconnected previously because of this. Now, they are demanding a \$200 payment or service will be disconnected again. He says that he has left many messages for supervisors to call him but he cannot get them to return his calls. He says he paid \$400 in order to straighten out the account but no one knows where the payment was credited. He would like to have this problem solved. Please do not seek collection of the past due amount or cut service until complaint has been resolved.

10:20 a.m. - Customer called and said he had spoken to Miyar Garcia who said that they had received the PSC complaint. The customer asked if his service was going to be disconnected anyway if payment wasn't received by 12:00 p.m. Ms. Garcia said that she could not tell him whether it would be cut or not and that if it was then he has to pay it. Customer says that he had a previous agreement, made two days after the disconnect notice was received, to pay \$100 per month on the portion that he owes. He says he just has a simple question of what happened to the \$400 he paid and what happened to the agreement?

Yesterday, Ms. Garcia told him that she would call him back within 15 minutes to tell him what happened to the payment. Finally, he received a call at 1:00 pm that she was going to be out of the office for the rest of the day. He still did not get an answer from her this morning as to where the payment was. When the previous arrangements were made, Ms. Garcia told him that his account was "protected" but a serviceman was at his house yesterday requesting immediate

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL 32399-0850
904-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

Elizabeth Lefler

DUE: 06/05/95

PAGE: 2

payment of \$200 or he was going to cut his service. He would like to have someone else handle his complaint that is filed with the PSC. Please send me, along with the report, a complete breakdown of his bills, including charges and credits beginning from the date that he is responsible. Do not cut the service until I have received the report, reviewed it and have closed the complaint.

Thank you.

05/16 - Final report received.

NOTE: The report's page two cut off at the bottom. Called Yolanda DiLella on 5/25 and asked that page two be refaxed.

05/25 - Report received.

05/31 - Ms. DiLella: Please respond to the following. 1) Give service dates of the two Ron Fletcher accounts (10701 SW 26 Street, #12 and 10410 SW 200 Street), the Viking Marine account (18710 SW 105 Place), and the two Ron Dvorak accounts (10410 SW 200 Street and 18686 SW 105 Place) and outstanding balance, if any, broken down by account name and address. 2) Has Mr. Dvorak provided you with any documentation proving he is not responsible for the transferred balance? 3) Is Viking Marine a corporation? If not, who applied for the service? Who is the responsible party on the account? 4) Since your records show the social security numbers for Fletcher and Dvorak are only off by one digit, have you asked either to provide you with proof? Please respond by June 7. Thanks. \pji

06/01 - I returned Mr. Dvorak's call at 12:50 a.m. \pji

06/07 - Final report received.

06/14 - Clara Phillips called at 2:48 p.m. to question the status of this case. FPL wants to take collection action if the case is closed. \lar

Closed by letter.

08/21 - Customer called and said he had received my letter but disagrees. He asked what his next step is. I explained our informal conference rules. He said he will request one today by faxing a letter to Ms. DeMello so that FPL

PAGE: 3

will not take collection action. \pjl

8/21 Customer called later this afternoon complaining that he had been disconnected. He said he faxed a nice letter to us earlier (we could not find a first letter). Customer faxed a second letter which we received. I contacted the company to inform them of the informal conference request by this customer, and to see if service can be reconnected. At 5:23 PM Yolanda of FPL called to tell me that service will be reconnected today. At 5:25 PM I called customer. He will fax me a copy of the first letter to review and I will have the company review it for reconsideration.lar

8/23 Customer called to see if we received his fax, we have not so he will fax it again tomorrow morning (Thursday). 4:36PM Yolanda called from FPL to see if I received anything from this customer, we have not but when I get the fax I will forward to them for consideration.lar

8/24 Fax received sending to company to review for consideration.lar

8/25 I called customer to tell him we received his fax and have sent it to the company to review.lar

Ron Dvorak
67002P

8/28/95 I called FPL and spoke to Yolanda about the Dvorak letter. She will check with the field and see if they've considered his letter and call me. lar

8/29/95 Yolanda from FPL called to say that the information Mr. Dvorak provided in his 8/21/95 letter is not sufficient and does not tell them anything. FPL does not have access to Tennessee records to check the driver's license number he gave, and the address is a P.O. box so they can't check the address either. FPL has requested documentation in the past but has not received it. When he bought his home, from whom, and when the business was purchased (with documentation) is part of the information needed. Assigning informal conference to Nancy Pruitt. lar

9/5/95 Conference reassigned to Dick Durbin.

9/13/95 Conference held via video at Department of Education.

9/13/95 Received faxed copy of current audit of account from FPL.

9/14/95 Received letter and report from FPL. Report states that Mr. Dvorak used the same address in Tennessee that Ron Fletcher used. This was in 1985.

9/19/95 Spoke with Yolanda Dilella and found that the information provided on 9/14 was received from Database Technology using a system called Auto Track.

9/20/95 Spoke to Mr. Dvorak who says he never used the Tennessee address and never lived in Smithville. He says he did live and work in Oak Ridge, TN, on Robertsville Road. He says the address in Smithville is owned by John Anthony (Tony) Baker. He says FPL should have a record of an electric account at his current address under the name of Wes and Debbie Rosier, his sister and brother-in-law.

10/2/95 Called Mr. Dvorak and asked him to try to get information from Tony Baker in Tennessee to back up his claims.

11/1/95 Called Mr. Dvorak who said that he has not been able to locate Tony Baker. He asked for more time.

Ron Dvorak
67002P

12/4/95 Mr. Dvorak called and asked for a copy of the PSC rules concerning interruption of service. I sent him a copy of 25-6.105.

12/20/95 Customer called to question how the company could threaten disconnection for a previous customer's bill when the rule specifically states that it can not. I explained to him that the company is of the belief that there never was another person, and that he was the customer all along. He then asked for time to discuss the matter with an attorney.

1/19/96 Called customer and asked if he had gotten an opinion from his attorney. He said the attorney was researching the matter and he would get back to me.

2/16/96 Called customer and told him I was going to have to get a recommendation filed pretty soon and that if he needed to get me any followup he needed to do it soon.



FACSIMILE COVER SHEET

Florida Power and Light Company

SEND TO: Dick DORBIN

FLORIDA PUBLIC SERVICE COMMISSION

FROM: YOLANDA DI LELLA,
TARIFF ADMINISTRATION
305-552-2745

DATE: 9-14-95

TIME: 3:57pm

FAX NUMBER: 305-552-2737

TOTAL PAGES: 3

SPECIAL

INSTRUCTIONS: Re: RONALD DORAK (Add'l Info)
6700 2-P

SEPTEMBER 14, 1995

ON SEPTEMBER 13, 1995, DEBRA B. SELF, REVENUE PROTECTION FRAUD, CONTACTED THE DEKALB COUNTY SHERIFFS DEPARTMENT, SMITHVILLE, TENNESSEE. THE FOLLOWING INFORMATION WAS OBTAINED.

THE TENNESSEE DRIVERS LICENSE #57387688 THAT MR. DVORAK PROVIDED TO FLORIDA PUBLIC SERVICE COMMISSION FOR MR. RONALD FLETCHER DOES IN FACT COME BACK TO A RONALD FLETCHER, DOB 1/22/54, HEIGHT 6FT. 2IN. BROWN HAIR, BROWN EYES, ADDRESS RT. 2 BOX 115AA, SMITHVILLE, TENN. THE LICENSE EXPIRED IN 1986 AND HAS NOT BEEN RENEWED.

FURTHER INVESTIGATION REVEALS MR. DVORAK USED THE SAME MAILING ADDRESS IN 1985 AS MR. FLETCHER, RT. 2 BOX 115AA, SMITHVILLE, TENN. (SEE ATTACHED)

MRS. GARCIA AND MRS. SELF, REVENUE PROTECTION, CONTACTED MR. ALVIN DAVIDSON, (305/666-4225), ON SEPTEMBER 13, 1995, REFERENCE MR. RONALD FLETCHER. MR. DAVIDSON OWNED THE PROPERTY AT 10410 SW 200 STREET, PRIOR TO MR. DVORAK'S PURCHASE OF SAID PROPERTY. MR. DAVIDSON STATED IN SUBSTANCE THE FOLLOWING:

MR. DAVIDSON STATED HE LEASED THE PROPERTY LOCATED AT 10410 SW 200 STREET TO A MR. RONALD DVORAK 5 TO 6 YEARS PRIOR TO MR. DVORAK'S PURCHASE OF THE PROPERTY IN 1993. WHEN ASKED IF MR. DAVIDSON KNEW OR LEASED ANY PROPERTY TO A MR. RONALD FLETCHER, MR. DAVIDSON'S REPLY WAS NO. MR. DAVIDSON WENT ON TO STATE HE DID NOT KEEP ANY LEASE INFORMATION ON THE AFOREMENTIONED PROPERTY.

BASED ON THE ADDITIONAL FINDINGS IT APPEARS THAT MR. DVORAK BENEFITED FROM THE SERVICE WITH INTENT TO DEFRAUD FPL.

DEBRA B. SELF
REVENUE PROTECTION FRAUD

Comprehensive Report

September 13, 1995

RONALD FRANK DVORAK a 40 year old, 6'01" white male, was born in Florida on January 22, 1955. His social security number, 265-06-4264, was issued in Florida in 1966.

He was first issued a Florida drivers license on November 6, 1972. His current license, D162-726-55-022-0 (Class: "C" - ANY VEHICLE UNDER 26,000 LB), was issued on November 21, 1974 and expires on January 22, 1977.

Possible other SS# : 265-86-4264

Known Subject Addresses

NOV-74/APR-95 - 10410 SW 200 ST, MIAMI FL 33157
 JAN-95/JAN-95 - 18686 SW 105 PLACE, MIAMI FL 33157
 AUG-94/AUG-94 - 3210 NW 41 ST, MIAMI FL 33142
 SEP-86/SEP-86 - 1040 SW 200 ST, MIAMI 33185
 JUL-85/JUL-85 - RT 2 BOX 115 AA, SMITHVILLE 05783

BUN. 2099

2 Accident Records Found for: DVORAK, RONALD FRANK

Accident #-slllEN 7/24/85 - Driver - Not CTRYSR

SHP**Zyent #11

No Worker Comp claims found in our records for: DVORAK, RONALD FRANK

Possible Property Ownership

Owner's Name : RONALD F DVORAK
 Property Type : Single Family Residence
 County/Property No.: DADE 3060080090110
 Legal Description : 8-56 40 BENSON MANOR PH 6
 1994 Assessed Value \$44,538
 Purchased in March 1993 for \$22,000

Professional Licenses

***** NO PROFESSIONAL LICENSES FOUND *****

Telephone Listings for Subject Addresses

18686 SW 105 PLACE, MIAMI FL 33157

JAS BROTHERS KITCHEN CABI (305)254-5616

3210 NW 41 ST, MIAMI FL 33142

C F A B CONTR

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FACSIMILE COVER SHEET

Florida Power and Light Company

SEND TO: Dick DURBIN

FLORIDA PUBLIC SERVICE COMMISSION

FROM: YOLANDA DI LELLA,
TARIFF ADMINISTRATION
305-552-2745

DATE: 9-13-95

TIME: 1:30pm

FAX NUMBER: 305-552-2737

TOTAL PAGES: 4

SPECIAL

INSTRUCTIONS: Re: RONALD DVORAK # 67002-P

* Current Audit of Mr DVORAK's Account
(AS ADDITIONAL INFORMATION)
10410 SW 200ST

DVORAK.XLS

DATE	BILL/DEBIT	PAYMENT/CREDIT	TOTAL
01.20.94	25.00 (deposit)		25
01.20.94	16.00 (service chrg)		41
01.20.94	101.56		142.56
01.28.94		25.00-	117.56
02.07.94		117.56-	-0-
02.18.94	79.31		79.31
03.22.94	71.11		150.02
03.29.94	19.00(reco)		169.42
03.30.94		79.31-	90.11
04.20.94	90.44		180.16
04.28.94	5.5		185.65
04.28.94		100.00-	85.65
05.19.94	126.44		211.09
06.20.94	154.49		365.58
06.24.94	19.00(reco)		384.58
06.24.94		211.09	173.49
07.20.94	147.69		321.18
07.29.94		154.49-	166.69
08.04.94	19.00(reco)		185.69
08.18.94	140.37		326.06
08.29.94		166.69-	159.37
09.19.94	137.14		296.51
09.28.94	19.00(reco)		315.51
09.28.94		159.37-	156.14
10.19.94	138.3		294.44
10.27.94	5.50 (field coll)		299.94
10.27.94		137.14-	162.8
11.18.94	137.87		300.67
12.01.94		157.30-	148.87
12.20.94	116.18		264.05
01.06.95	5.50(field coll)		269.55
01.06.95		143.37-	126.18
01.20.95	113.08		239.26
02.20.95		120.68-	118.56

SEP-13-1995 13:28 FROM PPL RATE DEPT TO PPSG-TALLMANSSE

DVORAK.XLS

02.20.95		134.51					263.07
02.27.95		220.00(deposit)					473.07
03.02.94				118.56-			354.51
03.17.95		852.13(debit-revenue prtctn)					1198.84
03.21.95		93.28					1289.92
03.29.95				134.51-			1155.41
03.29.95		5.50(field coll)					1160.91
04.10.95		19.00(reco)					1179.91
04.11.95				400.00-			779.91
04.19.95		115.65					895.56
04.25.95			675.56(payment extention)				
						TOTAL	895.56

SEP-13-1995 13:28 FROM FPL FIVE LEFT TO FPSC-TALLAHASSEE F.03

AUDITFRM.XLS

88978-42568 82 16 423 ELE ACT		12/20/93 1/044/ LC05111		UCSN				
RONALD DVORAK		PH (305)252-3101		S FPSC SPEC				
10410 SW 200TH ST		S/T# 265-06-4284		FRUD RMR		CCIN		
MIAMI	FL 33157							
CURRENT PEXT BALANCE			0.00					
DATE	BILL	LPC	PEXT INSTALLM	MISC	PEXT SET-UP	PMNT	BALANCE	REMARKS
04.25.95							895.56	
05.18.95	139.45	3.30	100.00		875.56		220.00	deposit 2-27-95
06.19.95	215.62	5.41	100.00				462.75	
06.19.95							783.78	
06.27.95			475.56			2.22	781.56	deposit int.
07.19.95	130.04	18.86					1257.12	pept defaulted
07.27.95					1188.24		1406.02	
08.09.95			1188.24				217.78	pept PSC
08.17.95	160.80	21.09					1406.02	pept defaulted
08.22.95	19.00						1587.91	
							1606.91	reco chrg
TOTAL							1606.91	
							1606.91	
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SEP-13-1995 13:29 FROM FPL RATE DEPT TC FPSC-TALLAHASSEE 5.04

State of Florida

Commissioners
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF CONSUMER AFFAIRS
BEVERLEE DeMELLO
DIRECTOR
(904) 413-6100
TOLL FREE: 1-800-342-3332

Public Service Commission

September 1, 1995

Mr. Ron Dvorak
10410 SW 200th Street
Miami, Florida 33157

Dear Mr. Dvorak:

This is a follow-up to our conversation regarding the informal conference request concerning your complaint against Florida Power & Light Company.

As we discussed, I have made arrangements to hold the Video Teleconference on September 13 at 9:00 a.m., in the Public Service Commission Miami District Office. I have also been in touch with Florida Power & Light Company and confirmed this date.

The office is located 3625 NW 82nd Avenue, Suite 400, Miami, Florida. If you need further directions to get there, please call the district office at 470-5600.

If you have any written documents in support of your position that have not been provided, please bring them with you.

I've enclosed copies of commission's rules and regulations regarding customer complaints and conferences for your review.

I look forward to meeting you and hope that we can successfully resolve this matter. Please let me know if you have any questions.

Sincerely,

A handwritten signature in dark ink, appearing to read "Nancy Pruitt".

Nancy Pruitt
Consumer Services Consultant
Division of Consumer Affairs

NP:kst
cc: Florida Power & Light Company

.....
ATTENTION MR. RASBERRY THIS IS THE FAX I SENT YESTERDAY
.....

VIKING MARINE SERVICES
18686 SW 105 Place
Miami, Florida 33157
(305) 253-4333

Attention BEVERLEE DeMELLO

August 21, 1995

I recently received a letter prepared by Paula Isler, and dated August 16, 1995. It is a case that I had originally begun with Elizabeth (last name unk.) on May 13, 1995.

I had originally told Elizabeth of the circumstances surrounding my taking over of "VIKING MARINE SERVICES" and the purchasing of the house. I basically purchased, from Ron Fletcher, the phone number and a very small amount of equipment and inventory. I immediately moved the shop two bays down to a building [18686] that I had rented and built all new work benches and a second floor storage area in.

I also bought the house [that Mr. Fletcher was renting] from his landlord as a hurricane house, as is.

I realize that I am responsible for service after those dates, but my understanding was that Ron Fletcher would pay the past due rent and bills.

I had worked in his shop, on and off, for several years and saw a lot of bill collectors visit.

The fact that he may [or may not] have used my social security number is not hard to believe because he had easy access to tax records in the shop to do so.

Since the filing of my complaint, I have found an old Address and Drivers License Number for him. RE-2 Box 115AA Smithville, Tenn. DL# 57307688

I would like to request an INFORMAL CONFERENCE so you may judge your decision on ALL the facts.

I have also sent another payment to FPL, but would also request that you please put a hold on any further action by FPL, until you can see all the facts.

J. Banks



VIKING MARINE SERVICES

VHF CHANNEL 16 • P.O. BOX 970494 • MIAMI, FLORIDA 33197 • 305 238 4333

ATTN: LEROY RASBERRY

PLEASE BE ADVISED THAT IM AM
NOW FAXING, AGAIN, A LETTER
REQUESTING AN INFORMAL CONFERENCE

I FAXED A VERY NICE LETTER
THIS MORNING TO 487-1716 AND
RECEIVED A CONFIRMATION WITH THE
IDENTIFIER # FPSC 9049136330

MY LETTER EXPLAIN SOME FACTS
THAT BOTH FPL AND THE PSC
DID NOT KNOW OR ASK FOR.

I AM NOW SITTING IN THE DARK
HOPING TO HAVE THE POWER REST
AFTER I DID EVERYTHING EVERYONE
ASKED OF ME. THE DISPUTE
AMOUNT IS \$1200.00 AND THE DIS-
CONNECT AMOUNT IS \$1257.12.
PLEASE HAVE THEM TURN MY
POWER ON UNTIL WE CAN FIX
OUR PROBLEM.



DISCONNECT NOTICE

86978 42568 \$ AMOUNT DUE
ACCOUNT NUMBER

CASH ONLY

YOUR SERVICE HAS BEEN DISCONNECTED

R DVORAK
CUSTOMER NAME
10410 SW 200 ST
SERVICE ADDRESS
8-21-95
DATE
060
COLLECTOR ID

A minimum of \$ 1257.12 must be paid at an FPL AUTHORIZED PAY AGENT* (listed on back) to have your service restored. A \$19.00 RE-CONNECTION CHARGE will be billed to your account.

After the bill is paid, service may be restored even if no one is home. For safety reasons, please turn your main circuit breaker or fuse block to the off position.

Payment must be made within seven days or your account will be closed out. If the deposit applied to the balance. In this event, payment of the final bill, service paid deposit, and a service charge will be required to reestablish service.

TO AVOID DISCONNECTION OF SERVICE, \$ MUST BE PAID TODAY.

From: Paula Isler
To: Leroy Rasberry
Subject: fwd: Informal Conference

====NOTE===== 8/21/95 10:33am=====

Ron Dvorak (67002P) called and is going to fax a letter today to Bev requesting an informal conference. He is due for collection action and does not want his service disconnected. Please be on the lookout for his letter and make sure FPL is notified as soon as it is received. Thanks.

=Fwd by: Leroy Rasberry=====

Fwd to: Paula Isler

Thanks will do!

Phil placed the first letter in Bev's
box by mistake

25-6.105 Refusal or Discontinuance of Service by Utility.

(1) Until adequate facilities can be provided, each utility may refuse to serve an applicant if, in the best judgment of the utility, it does not have adequate facilities to render the service applied for.

(2) Each utility may refuse to serve any person whose service requirements or equipment is of a character that is likely to affect unfavorably service to other customers.

(3) Each utility may refuse to render any service other than that character of service which is normally furnished, unless such service is readily available.

(4) Each utility shall not be required to furnish service under conditions requiring operation in parallel with generating equipment connected to the customer's system if, in the opinion of the utility, such operation is hazardous or may interfere with its own operations or service to other customers or with service furnished by others. Each utility may specify requirements as to connection and operation as a condition of rendering service under such circumstances.

(5) If the utility refuses service for any reason specified in this subsection, the utility shall notify the applicant for service as soon as practicable, pursuant to subsection (7), of the reason for refusal of service. If the utility will discontinue service, the utility shall notify the customer at least 5 working days prior to discontinuance, that service will cease unless the deficiency is corrected in compliance with the utility's regulations, resolved through mutual agreement, or successfully disputed by the customer. The 5-day notice provision does not apply to paragraphs (h), (i), or (j). In all instances involving refusal or discontinuance of service the utility shall advise in its notice that persons dissatisfied with the utility's decision to refuse or discontinue service may register their complaint with the utility's customer relations personnel and to the Florida Public Service Commission at 1-800-342-3552, which is a toll free number. As applicable, each utility may refuse or discontinue service under the following conditions:

(a) For non-compliance with or violation of any State or municipal law or regulation governing electric service.

(b) For failure or refusal of the customer to correct any deficiencies or defects in his wiring or equipment which are reported to him by the utility.

(c) For the use of energy for any other property or purpose than that described in the application.

(d) For failure or refusal to provide adequate space for the meter and service equipment of the utility.

(e) For failure or refusal to provide the utility with a deposit to insure payment of bills in accordance with the utility's regulation, provided that written notice, separate and apart from any bill for service, be given the customer.

(f) For neglect or refusal to provide safe and reasonable access to the utility for the purpose of reading meters or inspection and maintenance of equipment owned by the utility,

provided that written notice, separate and apart from any bill for service, be given the customer.

(g) For non-payment of bills or non-compliance with the utility's rules and regulations, and only after there has been a diligent attempt to have the customer comply, including at least 5 working days' written notice to the customer, such notice being separate and apart from any bill for service, provided that those customers who so desire may designate a third party in the company's service area to receive a copy of such delinquent notice. For purposes of this subsection, "working day" means any day on which the utility's business office is open and the U.S. Mail is delivered. A utility shall not, however, refuse or discontinue service for nonpayment of a dishonored check service charge imposed by the utility.

(h) Without notice in the event of a condition known to the utility to be hazardous.

(i) Without notice in the event of tampering with meters or other facilities furnished and owned by the utility.

(j) Without notice in the event of unauthorized or fraudulent use of service. Whenever service is discontinued for fraudulent use of service, the utility may, before restoring service, require the customer to make at his own expense all changes in facilities or equipment necessary to eliminate illegal use and to pay an amount reasonably estimated as the loss in revenue resulting from such fraudulent use.

(6) Service shall be restored when cause for discontinuance has been satisfactorily adjusted.

(7) In case of refusal to establish service or whenever service is intentionally discontinued by the utility for other than routine maintenance, the utility shall notify the applicant or customer in writing of the reason for such refusal or discontinuance.

(8) The following shall not constitute sufficient cause for refusal or discontinuance of service to an applicant or customer:

(a) Delinquency in payment for service by a previous occupant of the premises unless the current applicant or customer occupied the premises at the time the delinquency occurred and the previous customer continues to occupy the premises and such previous customer shall benefit from such service.

(b) Failure to pay for merchandise purchased from the utility.

(c) Failure to pay for a service rendered by the utility which is non-regulated.

(d) Failure to pay for a different type of utility service, such as gas or water.

(e) Failure to pay for a different class of service.

(f) Failure to pay the bill of another customer as guarantor thereof.

(g) Failure to pay a dishonored check service charge imposed by the utility.

(9) When service has been discontinued for proper cause, each utility may charge a reasonable fee to defray the cost of

restoring service, provided such fee is included in its filed tariff.

(10) No utility shall discontinue service to any non-commercial customer between 12:00 noon on a Friday and 8:00 a.m. the following Monday or between 12:00 noon on the day preceding a holiday and 8:00 a.m. the next working day. Provided, however, this prohibition shall not apply when:

(a) Discontinuance is requested by or agreed to by the customer; or

(b) A hazardous condition exists; or

(c) Meters or other utility owned facilities have been tampered with; or

(d) Service is being obtained fraudulently or is being used for unlawful purposes.

Holiday as used in this subsection shall mean New Year's Day, Memorial Day, July 4, Labor Day, Thanksgiving Day and Christmas Day.

(11) Each utility shall submit, as a tariff item, a procedure for discontinuance of service when that service is medically essential.

Specific Authority 366.05 FS.

Law Implemented 366.05(1) FS.

History--New 2-25-76, Amended 2-3-77, 2-6-79, 4-13-80, 11-26-80, 1-1-91, 1-7-93.

State of Florida

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF CONSUMER AFFAIRS
BEVERLEE DeMELLO
DIRECTOR
(904) 413-6100
TOLL FREE 1-800-342-3552

Public Service Commission

August 16, 1995

Mr. Ron Dvorak
10410 SW 200 Street
Miami, FL 33157

Dear Mr. Dvorak:

This is in response to your May 12 complaint concerning Florida Power & Light Company (FPL). The issues you raised, as I understand it, are listed below.

- You are being charged \$1,200 for the previous owner's electric bill.
- FPL is demanding a \$220 payment or your service will be disconnected.
- You have left many messages for FPL to return your calls, but no one does.
- You paid \$400 but FPL cannot advise you to which account the payment was credited.

After receiving the complaint, it was logged against FPL and a report was requested. The details of FPL's investigation are listed below.

10410 SW 200 Street

- Service in the name of Ron Fletcher was active from September 15, 1986 to December 20, 1993. The account was established for Mr. Fletcher with social security #265-06-4265. Mr. Fletcher left owing a balance of \$315.49.

•Service was requested in the name of Ronald Dvorak on December 20, 1993, the same day Ron Fletcher's account was discontinued. Ronald Dvorak provided social security #265-06-4264, which is only one digit off from the social security number provided by Ron Fletcher. Service is still active at this location for Mr. Dvorak.

•FPL advised that according to the State of Florida tax roll records, no one by the name of Ron Fletcher ever owned the property at this location, which is contrary to what FPL claims you told them.

18710 SW 105 Place

•Service in the name of Ron Fletcher was active from February 1, 1994 to April 25, 1994. Mr. Fletcher left owing \$170.88 on this account.

•Service in the name of Viking Marine was active from May 17, 1994 to October 24, 1994. A balance of \$355.76 was left owing.

FPL advised it began an investigation on February 22, 1995 because checks with the same account number and returned by the bank were being used for payment at different premises.

FPL also advised me that an account was opened at 18686 SW 105 Place by you and the social security number provided was the one previously provided as Ron Fletcher's.

Mr. Dvorak, FPL believes that it is proper to transfer the three outstanding balances mentioned above to your account. FPL believes that any change in name on the account is simply an effort to avoid payment.

It is my determination that Florida Power & Light may transfer the past due balance for Ron Fletcher and Viking Marine to your account and take collection action on that balance of \$842.13. I believe FPL has proven a relationship exists between you, Ron Fletcher, and Viking Marine.

Page 3

If you wish to discuss my decision, or if you have any questions or documentation you would like me to review, please let me know.

Sincerely,

A handwritten signature in cursive script that reads "Paula J. Isler".

Paula J. Isler
Complaint Analyst Supervisor
Division of Consumer Affairs

PJI:kt

cc: Florida Power & Light Company

- 1) Ron Fletcher
10705 S.W. 216 Street
Service from 8/19/92 until 2/10/94
Transferred to:
Ron Fletcher
18710 S.W. 105 Place
Service from 2/1/94 until 4/25/94
- 2) Ron Fletcher
10701 S.W. 26 Street, #12
check dated 3/25/92 (Viking Marine, Account #0100104384)
- 3) Ron Fletcher
10410 S.W. 200 Street
Acct #19101-73895
Account active from 9/15/86 until 12/20/93
- 4) Ron Dvorak
10410 S.W. 200 Street
Same address as #2
Acct #86978-42568, opened 12/20/93
- 5) Viking Marine
18710 S.W. 105 Place
Account opened under Viking Marine 4/25/94, same phone
number
Check dated 9/23/94 (Viking Marine, Account #0100104384,
same as #2, same signature)
- 6) Viking Marine Service Inc.
18686 S.W. 105 Place
Filed corporate papers with Secretary of State January
10, 1995
Sole owner - Ronald F. Dvorak
Acct#55772-51068, opened 1/3/95

FPL

RONALD DVORAK
10410 SW 200 ST
MIAMI, FL

DATE: 4/7/95
TO: Elizabeth Yolanda
PERSON: 67002 P

SUPPLEMENTAL REPORT #1

NEXT RESPONSE SHOULD BE RECEIVED BY: N/A

1)
RON FLETCHER - 10705 SW 216 ST - (SERVICE FROM 08/19/92-02/10/94) THIS ACCOUNT AND IT'S BALANCE WERE TRANSFERRED, AS REQUESTED BY THE CUSTOMER TO AN ACCOUNT UNDER RON FLETCHER AT 18710 SW 105 PL - (SERVICE FROM 02/01/94-04/25/94). THE BALANCE LEFT OWING ON THIS ACCOUNT WAS \$170.88.

ON 04/25/94, THE SERVICE ADDRESS OF 18710 SW 105 PL ACCOUNT WAS FINAL BILLED FOR RON FLETCHER AND A NEW ACCOUNT WAS OPENED FOR VIKING MARINE (WITH THE SAME PHONE NUMBER, AND BILLS WERE PAID BY SAME CHECKS).

*10410 SW 200 ST Ron Fletcher RONALD DVORAK # 86978-42568- OPENED ON 12/20/93
CURRENTLY ACTIVE 265-06-4264 \$462.75

*SAME ADDRESS (AS ABOVE) RONALD FLETCHER # 19101-73895
09/15/86-12/20/93 265-06-4265 FINAL BILL PAID

*18686 SW 105 PL RONALD DVORAK # 55772-51068- OPENED ON 01/03/95
CURRENTLY ACTIVE 265-06-4264 \$179.89

- 2). MR. DVORAK CLAIMS THAT MR. FLETCHER SOLD HIM THE PROPERTY. THE STATE OF FLORIDA TAX ROLL RECORDS NEVER SHOW ANYONE WITH THE NAME FLETCHER OWNING THE PROPERTY OF 10410 SW 200 ST. MRS. GARCIA, REVENUE PROTECTION INVESTIGATOR, SPOKE WITH MR. DVORAK, WHO WOULD SUPPLY THE DOCUMENTS FOR PERSONAL PROPERTY AND BUSINESS DEED AND/OR SALE. AS OF TODAY JUNE 7, 1995, NO DOCUMENTS HAVE BEEN PROVIDED.
- 3). VIKING MARINE IS A CORPORATION AND MR. DVORAK IS THE DIRECTOR.
- 4). MR. DVORAK WAS ADVISED THAT THE SOCIAL SECURITY NUMBERS ARE OFF BY ONE DIGIT AND WHY WOULD HE OPEN A NEW ACCOUNT AT 18686 SW 105 PL ON JANUARY 3, 1995, WITH MR. FLETCHER'S SOCIAL SECURITY NUMBER. HE WAS THEN ASKED TO SHOW PROPER IDENTIFICATION. AS OF TODAY, WE HAVE NOT RECEIVED ANY PROOF. MR. DVORAK WAS IDENTIFIED THROUGH OUR INVESTIGATIONS BUT, MR. FLETCHER'S IDENTITY ALL DOCUMENTS SHOW TO BE AT THE SAME ADDRESSES AS MR. DVORAK. WE BELIEVE THLY ARE ONE AND THE SAME PERSON.

DEBBIE SELF

FRAUD SUPERVISOR

06/01/95

FPL

RONALD DVORAK
10410 SW 200 ST
MIAMI, FL 33157

5/10/95
TO: Elizabeth Yolanda
FPC: 67002 P
NEXT RESPONSE: N/A

FINAL REPORT

ON FEBRUARY 22, 1995, FPL'S REVENUE PROTECTION FRAUD DEPARTMENT BEGAN AN INVESTIGATION FOR SAME RETURN CHECKS BEING USED FOR PAYMENT AT DIFFERENT PREMISES.

ON MARCH 11, 1995, OUR INVESTIGATION REVEALED THAT THE PHONE NUMBER 305-253-4333 WAS THE SAME AT ALL PREMISES, WHERE SAID CHECKS WERE USED. (SEE ATTACHED)

ANOTHER ACCOUNT FOR RON FLETCHER AT 10701 SW 26 ST #12 HAD A RETURN CHECK DATED 3/25/92, AND HAND WRITTEN WAS THE NAME "VIKING MARINE". THE SAME CHECKING ACCOUNT NUMBER ISSUED A CHECK FOR PAYMENT OF ELECTRIC SERVICE FOR VIKING MARINES AT 18710 SW 105 PL, DATED SEPTEMBER 23, 1994, WHICH WAS ALSO RETURNED "DO NOT PRESENT AGAIN" (SAME SIGNATURES). (COPY ENCLOSED).

THE ACCOUNTS FOR RON FLETCHER AND RONALD DVORAK FOR THE PREMISE 10410 SW 200 ST, HAVE A SOCIAL SECURITY NUMBER THAT IS OFF BY ONE DIGIT ONLY.

THE ACCOUNT FOR VIKING MARINE, LOCATED AT 18710 SW 105 PL INDICATES A PAYMENT EXTENSION GRANTED ON SEPTEMBER 23, 1994, THAT WAS REQUESTED BY A MR. DVORAK.

A NEW ACCOUNT FOR RON DVORAK AT 18686 SW 105 PL WAS OPENED ON JANUARY 3, 1995, WITH RON FLETCHER'S SOCIAL SECURITY NUMBER.

ON MARCH 11, 1995, A TRANSFER LETTER WAS MAILED TO MR. DVORAK, FOR A TOTAL OF \$842.13.

ON MARCH 27, 1995, MR. DVORAK LET A MESSAGE ON MRS. GARCIA'S VOICE MAIL. SEVERAL CALLS WERE MADE TO 253-4333 BUT, MRS. GARCIA EITHER REACHED A BUSY SIGNAL OR NO ANSWER.

ON APRIL 7, 1995, MRS. GARCIA AGAIN TRIED CALLING MR. DVORAK. ONCE AGAIN THERE WAS NO ANSWER, SO MRS. GARCIA NOTED THE ACCOUNT ACCORDINGLY.

ON APRIL 10, 1995, MRS. GETCHELL, OF FPL'S COLLECTIONS DEPARTMENT, SPOKE TO MR. DVORAK AND REFERRED THE CALL TO OUR INVESTIGATOR, MR. MYERS. MR. MYERS RETURNED HIS CALL, AND MR. DVORAK CLAIMED THAT MR. GETCHELL WAS VERY RUDE AND MRS. GARCIA WAS NOT RETURNING ANY OF HIS CALLS. MR. MYERS TRANSFERRED THE CALL TO MRS. SELF, FRAUD SUPERVISOR, WHO AGREED TO RECONNECT HIS SERVICE FOR \$400.00 CASH, AND MRS. GARCIA WOULD CALL HIM ON THE FOLLOWING DAY FOR FURTHER ARRANGEMENTS. HIS SERVICE WAS THEN RECONNECTED, AFTER THE \$400.00 PAYMENT WAS MADE.

ON APRIL 11, 1995, MRS. GARCIA LEFT A MESSAGE ON MR. DVORAK'S VOICE MAIL AT 12:25 PM.

ON APRIL 20, 1995, MRS. GARCIA ONCE AGAIN CALLED MR. DVORAK, AND WENT OVER THE BILL WITH HIM. HE DID NOT HAVE ALL OF THE DOCUMENTS FOR HIS PERSONAL PROPERTY AND BUSINESS, AND ASKED MRS. GARCIA TO CALL HIM ON THE FOLLOWING DAY BETWEEN 7:00 AND 9:00 AM.

ON APRIL 21, 1995, MRS. GARCIA CALLED MR. DVORAK AT 8:05AM, AND HIS ANSWERING MACHINE CAME ON. A MESSAGE WAS LEFT FOR HIM TO CALL MRS. GARCIA.

ON APRIL 25, 1995, MR. DVORAK CALLED MRS. GARCIA, AND SHE WENT OVER THE BILLS WITH HIM. MR. DVORAK SAID THAT HE DID NOT OWE THAT KIND OF MONEY SINCE HE HAD RECENTLY BOUGHT THE BUSINESS FROM A MR. FLETCHER, NOW RESIDING IN GEORGIA. MRS. GARCIA EXPLAINED THAT THE HOUSE WAS PURCHASED BY HIM IN MARCH, 1993, AND THAT A MR. FLETCHER WAS NOT THE SELLER. MRS. GARCIA AGAIN EXPLAINED TO MR. DVORAK THAT THERE WERE RETURN CHECKS INVOLVED WITH THE SAME ACCOUNT NUMBER AND SIGNATURE, AND THAT PHONE NUMBERS WERE THE SAME FOR ALL BILLS IN QUESTION. MR. DVORAK THEN AGREED TO PRODUCE THE CONTRACT FOR THE BUSINESS HE HAD PURCHASED, AND OTHER DOCUMENTS THAT INDICATED HE WAS NOT LIABLE FOR SAID BILLS BY MAY 9TH. MEANWHILE, WE WOULD PROTECT THE ACCOUNT FOR \$675.56. SINCE THE DEPOSIT WAS BILLED ON FEBRUARY 27, 1995, AND IT WAS OVER A MONTH PAST DUE, THE PAYMENT WAS DUE IMMEDIATELY.

ON MAY 11, 1995, A DISCONNECT ORDER WAS ISSUED FOR NON-PAYMENT OF THE \$220.00 DEPOSIT AND MR. DVORAK CALLED MS. SELF STATING THAT MRS. GARCIA HAD MADE PAYMENT ARRANGEMENTS. MS. SELF ADVISED MR. DVORAK THAT MRS. GARCIA WAS IN HER OFFICE, AND HE WAS THEN PLACED ON SPEAKER PHONE. MRS. GARCIA WOULD AUDIT THE ACCOUNT, AND ONCE AGAIN WENT OVER THE ACCOUNT WITH HIM. MR. DVORAK WAS ON HIS WAY TO WORK, AND IT WAS AGREED TO HOLD OFF ON COLLECTION ACTION, UNTIL AN AUDIT WAS PREPARED ON THE ACCOUNT. AT 1:00PM, MRS. GARCIA CALLED MR. DVORAK, AND LEFT A MESSAGE FOR HIM.

ON MAY 12, 1995, MR. DVORAK CALLED MRS. GARCIA, CLAIMING THAT SHE HAD NOT RETURNED HIS CALLS, SHE THEN ADVISED HIM TO CHECK HIS ANSWERING MACHINE. SHE REQUESTED A FAX NUMBER TO FAX HIM THE AUDIT. HE WOULD PICK UP THE AUDIT AROUND 10:00 AM AT THE LANDLORD'S HOME. MR. DVORAK THEN SPOKE TO MS. SELF AND CALLED HER AND MRS. GARCIA LIARS. HE THEN STATED HE REFUSED TO MAKE ANY PAYMENT AND SAID HE WOULD CALL THE FPSC.

MRS. GARCIA NOTIFIED MR. DVORAK THAT WE WERE IN RECEIPT OF HIS FPSC COMPLAINT.

DEBBIE SELF

-----04/15/95
SUPERVISER FRAUD

C. 5/16/95
 TO Elizabeth Yolanda
 FPO 67002 P
 NEXT RESPONSE N/A

FPL

RONALD DVORAK
 10410 SW 200 ST
 MIAMI, FL 33157

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MRS. GARCIA NOTIFIED MR. DVORAK THAT WE WERE IN RECEIPT OF HIS FPSC COMPLAINT.

DEBBIE SELF

-----04/15/95

SUPERVISER FRAUD

RTS	RETRIEVAL INPUT	PREMISE ADDRESS	DATE	TIME
DEL	SERVICE ADDRESS	DIST	CUSTOMER NAME	TYP ST
- 18210	SH 105TH PL	02	VIKING MARINE SERVICE	0.0 00
- 10210	SH 105TH PL	02	RON FLETCHER	0.0 00
- 10705	SH 216TH ST # D-10	02	RON FLETCHER	0.0 00
- 10410	SH 200TH ST	02	RONALD DORAK	0.0 00
- 10410	SH 200TH ST	02	RON FLETCHER	0.0 00

355.76
 \$170.88
 TOTAL

\$ 315.49

NEXT TYPE FIND ----- SWA
 BOTTOM OF LIST
 OR TOP LIST

NOV 1995



BOX 025278 MIAMI

FL 33102

DATE 040792 82115325747076

58.47

RETURNED CHECK NOTICE

LOCATION CODE 810

PAID BY CHECK NO. 87237

FUND VOUCHER NO. 04-1-07
METER NO. 553254

PAST DUE AFTER

FN 4/9

RON FLETCHER
10410 SW 200 ST
MIAMI FL 33157

FLA INT BNK		73.47
03-25-92	00	15.00
INSUFFICIENT FUNDS		88.47
		TOTAL

10701 SW 216 ST #12
SERVICE ADDRESS

442-8770
CUSTOMER SERVICE TELEPHONE

Form 28-P (Revised) Nov. 1/81

COLLECTOR OF FINANCIAL CORP

8-11532 5747076

NAME Wm. Martin

ACCOUNT NO. 82-11532

PAY TO THE ORDER OF SEVENTEEN AND 00/100 DOLLARS

FOR 10701 SW 216 ST #12

1:06 700660 71 0100104384 03 "0000007347"

AGAIN DO NOT PRESENT AS A CASH ITEM

AGAIN DO NOT PRESENT AS A CASH ITEM

Presented Twice

Signature: Ronald

82

NAME Vikinga machine

Acct. No. 10643-96235

Returned Not Paid Because

Prescribed Twice

DAY TO THE ORDER OF AGAN ASHLEY

TWO HUNDRED FIFTY THREE AND 2/10 DOLLARS

FOR 18710 SW 105 PL 10643-96235

POSTAL MAIN OFFICE
 FEDERAL RESERVE BANK
 MIAMI, FLORIDA
 DISTRICT OF COLUMBIA

AGAN ASHLEY
 DO NOT PRESENT
 AGAIN AS A CASH ITEM

DC NOT PRESENT
 AGAIN AS A CASH ITEM

62-580
 57C

23 18 24
 5 253 1/2

0067005200 000004584003 000000005512

10643-96235

Returned 10.13.94
 Service add
 18710 SW 105 PL

9408 074 OUTSTANDING

94803-75993 82 11 532 ELE FPL 02/10/94 270807 NO KTR

1995 OK 21674 STY 02/27/94 BY 1303175-270807

STILLS 02/17/94 02/17/94 02/17/94 02/17/94 02/17/94

PAID 02/17/94 02/17/94 02/17/94 02/17/94 02/17/94

BILL DT 02/16/94 BILL DT 01/12/94 MISC CHARGES PAGE OF
DUE DT 03/07/94 DUE DT 02/02/94 CHG DT DUE DT DESG OYS AMOUNT

TOTAL	3.00	TOTAL FISC	0.00
EXT BASIS	0.00	CARDING LEASE	0.00
EMT-LED PAYMENT	0.00	TOTAL BALANCE	0.00
EXTENSION BALANCE	0.00		0.00
6-20 DAYS	0.00	60-89	0.00
90-90+	0.00	90+	0.00
REQUESTED BY		11/13/90	CUSTOMER CONTACT
TYPE B FREQ			CHG 30

18-DUP BILL 15-PYMT HIST 12-DEBIT HIST 02-BILL IMAGE YENE

5704 GENERAL DATA MAINTENANCE CUSTOMER MAINTENANCE
 59702-51096 82 14 623 ELE ACT 01/02/95 2/0697 5315030
 RON DUDRAX PH (305)252-3167 J
 18486 SW 105TH PL W/TM 265-05-4268
 MIAMI FL 33157 4

CUSTOMER NUMBER 700001104
 CUSTOMER STATUS ACTIVE DATE 09-20-90 CUSTOMER ACTIVATION DATE 01-02-95
 CUSTOMER NAME RON DUDRAX
 SERVICE NUMBER 265-05-4264 TYPE A BUILDER N /YXNT ADPRD1777BTSPECIFDNOTE N

MAIL TO ADDR FOR ALL BILLS (NO-ADD,CH-CHG,D-DELY) DATE WANTED 04/13/99
 MAIL ROOM 20410 SW 200TH ST

CITY MIAMI STATE FL ZIP 33157 COUNTRY N

BILL ACCT PHONE 305-252-3167 CONTACT PHONE 305-252-3167
 INQUIRY FAX 305-252-3167
 REQUEST BY [REDACTED] SUBPAGES CONTACT Y 10/97

NEXT TYPE B FIND
 CURRENT SUSPEND LEVEL # 03
 CREDIT PRINT 32-PREM PRINT



Florida Power & Light Company, P.O. Box 025209, Miami, FL 33102-5209

March 11, 1995

Ronald Dvorak
10410 SW 200 ST
Miami, FL 33157Re: Current Account Number: 86978.42568
Case Number: 732a94

Dear Customer:

In reviewing our records, we have found an unpaid balance as follows:

Final Bill Date:	<u>MULT</u>
Account Name:	<u>MULT</u>
Service Address:	<u>MULT</u>
Balance Due:	<u>\$842.13</u>
Old Account Number:	<u>MULT</u>

While a statement of this balance was mailed to the address on record, it either did not reach you or was overlooked.

We are transferring this balance to your current account at, above address. This amount will appear as a previous balance on your next bill. If you have paid this bill recently or have any questions, please call me at 305-347-7785, so that we may make sure your payment has been credited correctly.

Sincerely,

Maria Miyar-Garcia
Revenue Protection Investigator

MMG/rs

0514 CUSTOMER CONTACT INQUIRY
26978 42568 82 16 423 ELE ACT 12/20/95 1/044/ LC05113
RINALD DVORAK PH 1303250-4333 2
10410 SW 200TH ST
MIAMI FL 33107 8/TH 265-06-4264

04/23/95 SRC C CD PEXB MAINT-EXTENSION GRANTED OPEN NM GARCIA M MIYAK
RDVD FROM RONALD DVORAK & TRP DEPT CONTACT REFR 33248541 OPEN TO MXMOCBF
ADDRESS 10410 SW 200TH ST MIAMI FL 33107
COMMENTS FRAUD CASE 732494

04/10/95 SRC C CD TADS IND ON ACTIVE CALL WAS OPEN NM LAVONN R GETHE
RDVD FROM MR B CONTACT REFR OPEN TO LAGOSHO
ADDRESS 10410 SW 200TH ST MIAMI FL 33107
COMMENTS RDVD NR D THAT MR B CALL MOVED ON STRA/BOYS MS GARCIA HABBIT CAL

04/07/95 SRC C CD 1840 IND ON BILL ACCOUNT OPEN NM GARCIA M MIYAK
RDVD FROM MARIA MIYAK GARCIA CONTACT REFR OPEN TO MXMOCBF
ADDRESS 10410 SW 200TH ST MIAMI FL 33107
COMMENTS I HAVE ATTEMPTED TO CALL MR DVORAK AT 253-4030 FOR SEVERAL DAYS
LINE HAS BEEN BUSY IF CUSTOMER CALLS REFER CALL TO 042-7785

NEXT LVL TYPE B FIND

07-PAGE UP 05-PAGE DOWN
NEWS
F057

PEXX PAYMENT EXTENSION HISTORY

DETAIL INFORMATION

16637-8687 0000000000000000
[REDACTED]
[REDACTED]
MOONI PL 20157 F

01-09/95 270687 5023326
FH (305)253-4700 B
PATH

----- SETUP INFORMATION -----

EXTENSIONS AT SETUP: ACTIVE 0 INACTIVE 2 DEFAULTS 2 REFUSED 0
REASONS AT SETUP: PAYMENT 99 COMPLIANCE 0 ELIGIBILITY 99
PMT HISTORY: 0P0E0E----- BILL LPO NA CMC STAT NA EXIN RECOMMENDED NA
ORDER NUMBER 5023390V INSTALLMENTS 0 TOTAL EXTENSION AMOUNT 0.00
SETUP REASON DENY EXIN REQUEST DENIED SETUP DATE 09/09/94 BY MCHORDIS
REQUESTED [REDACTED] ON CMC INST AMOUNT
SETUP REMARK ADVISED CUS OWNER TO CALL WYRECH

----- EXTENSION STATUS -----

NBR INSTN'TS BILLED 0 AMOUNT BILLED 0.00 AMOUNT PAID 0.00
NBR INSTN'TS REMAIN 0 AMOUNT REMAIN 0.00 AMOUNT UNPAID 0.00
AMOUNT DATE BY AMOUNT OF FIRST INSTALLMENT 0.00

----- CLOSE INFORMATION -----

CLOSE REASON DENY EXIN-REQUEST DENIED CLOSE DATE 09/09/94 BY MCHORDIS
CLOSE REMARK ADVISED CUSTOMER TO CALL WYRECH
NEXT TYPE B FIND

GM9 30

IS-PREV SCREEN

NEW
- 607

DATE	BILL/DEBIT	PAYMENT/CREDIT	TOTAL
			25
01.20.94	25.00 (deposit)		41
01.20.94	16.00 (service chrg)		142.58
01.20.94	101.56		117.56
01.26.94		25.00-	0-
02.07.94		117.56-	79.31
02.18.94	79.31		150.02
03.22.94	71.11		169.42
03.29.94	19.00(reco)		90.11
03.30.94		79.31-	180.15
04.20.94	90.44		185.65
04.20.94	5.5		85.65
04.28.94		100.00	211.09
05.19.94	125.44		365.58
06.20.94	154.49		384.58
06.24.94	19.00(reco)		173.49
06.24.94		211.09-	321.18
07.20.94	147.59		165.89
07.29.94		154.49-	185.69
08.04.94	19.00(reco)		328.06
08.18.94	140.37		159.37
08.29.94		168.60	298.51
09.19.94	137.14		315.51
09.26.94	19.00(reco)		156.14
09.26.94		150.37-	294.44
10.19.94	138.3		299.94
10.27.94	5.50 (field col)		182.8
10.27.94		137.14	300.67
11.10.94	137.87		148.87
12.01.94		157.30-	264.05
12.20.94	115.18		269.55
01.06.05	5.50 (field col)		126.18
01.06.95		143.37	239.26
01.20.95	113.06		118.56
02.20.95		120.68	

02.20.95		134.51			213.07
02.27.95		770.00(deposit)			473.07
03.02.94		372.5		118.56-	354.51
03.17.95	1580	852.13(dabit revenue pctr)			1196.64
03.21.95		93.28			1289.92
03.29.95				134.51-	1155.41
03.29.95		5.50(field coll)			1160.91
04.10.95		19.00(recol)			1179.91
04.11.95				400.00-	779.91
04.19.95		115.65			895.56
04.25.95				675.50(payment extention)	
					TOTAL
					895.56