

REQUEST TO ESTABLISH DOCKET
(PLEASE TYPE)

Date November 20, 1996

Docket No. 961381-EI

1. Division Name/Staff Name Legal (Vicki Johnson)
2. OPR Legal (Vicki Johnson)
3. OCR Consumer Affairs (Bev DeMello) / Electric & Gas ()
4. Suggested Docket Title Complaint of Mr. Jorge Morales against Florida
and Light Company regarding alleged current diversion/meter tampering
rebilling for estimated usage of electricity.

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>Mr. Jorge Morales</u>
_____	<u>6550 Southwest 17 Street</u>
_____	<u>Miami, FL 33155</u>
_____	_____
_____	_____
_____	_____
_____	_____

2. Interested Persons and their representatives (if any)

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

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

Name MORALES, JORGE
Address ELIA MORALES CALLED
6550 SW 17 STREET
City/Zip MIAMI 33155 County DADE
Account Number 95149-66267
Company Contact _____

Company FLORIDA POWER & LIGHT COMPANY
Attn. DEBBIE SELF 123747 123747
Consumer's Telephone # (305)-262-6663
Can Be Reached (305)-576-7440
Note INF. CONF./SAS
Limited Reponse N

Request No. 1237471
By SMM Time 9:43 AM Date 04/30/96
To CO Time FAX Date 04/30/96
Type B Form Phone
Category G1-06
Infraction _____
Closed by JRD Date 07/25/96
Reply Received T

The customer believes she is being billed for her sister's account. She has received a bill for \$2060.59. She would like to receive her bill. Please follow up by the date below.

Inquiry taken by JOHN PLESCOW.

5/16/96 Report received

7/24/96 Closed with letter

08/08 Received request for informal conference. Faxing copy of request to FPL.lar

NOTE TO COMPANY

This customer requested informal conference, please sustain collections until further notice. Copy of request will be faxed to you.lar

08-19 Leroy asked me the week of August 19 to handle this conference since Kate will be on vacation. SAS

09-06 See Evyonne's E-Mail stating Bev informed her that the informal conference has been cancelled.

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:

Stella Maloy

DUE: 05/21/96

From: Eyvonne Estelle
To: Shirley Stokes
Subject:

===URGENT-NOTE=====9/06/96==8:54am==

This is to inform you that Bev called and
said that the informal conference
scheduled for today has been cancelled.

From: Eyvonne Estelle
To: Bev DeMello, Carmen Pena, Shirley Stokes
Subject:

===NOTE=====9/06/96==8:20am=====

Good Morning:

Just a reminder that you have a 10:00 informal conference today in room 111 Gunter Building.



FLORIDA POWER & LIGHT COMPANY

9250 WEST FLAGLER STREET
ROOM 6028
MIAMI, FL 33174

TELEPHONE: 305/552-4823

FAX: 305/552-2834

DATE: 10, 31/96

SEND TO: BEV DeMELLO

COMPANY/DEPT.: FPSC - CONSUMER AFFAIRS

FAX PHONE NO.: _____

FROM: CARLOS DIAZ FOR DEBBIE SELF

PHONE: (305) 552-4602

REGULATORY AFFAIRS

TOTAL PAGES (INCLUDING COVER SHEET): 4

PER YOUR REQUEST.

LATE FILLED EXHIBITS ON JORGE MORALES

REQUEST NO. 123747-I.

JORGE MORALES
REQUEST NO. 123747-I

MORALES

FPSC Complaint No. 123747I

1. Attached as Exhibit "A" is the updated KWH SUMMARY.
2. Attached as Exhibit "B" is the form letter that accompanied the current diversion billing to Mr. Morales.
3. FPL has checked its records and is unable to verify Mr. Morales' allegation made at the informal conference on October 25, 1996 that there was no seal on the previous meter, i.e. the meter on the premises prior to August 31, 1994.

000001

KWH SUMMARY

Name : JORGE MORALES
 Address : 6550 SW 17TH ST
 Bill Account : 95149-66267
 OLBA : OLDBA:81-12-194-11570-4

MIAMI

Handwritten:
 48
 137 246
 5A 216

JORGE MORALES
 REQUEST NO. 123747-1
 Meter Set Date : 08/31/94
 Meter Number : 5C67708
 Customer Connect Date: 12/6/85
 Case Number : 96A868292034

PAGE 03

REGULATORY AFFAIRS

10/31/1996 16:09 3055523849

MONTH	1996	1995	1994	1993	1992	1991	1990
JAN	1217 <i>1/12/96</i>	901 <i>1/13/95</i>					
FEB	1105 <i>2/13/96</i>	843 <i>2/14/95</i>					
MAR	1911 <i>3/13/96</i>	1024 <i>3/15/95</i>					
APR	1537 <i>4/11/96</i>	1088 <i>4/13/95</i>	1064 <i>4/14/94</i>				
MAY	1961	1262 <i>5/12/95</i>	1988 <i>5/13/94</i>				
JUN	2379	1661 <i>6/13/95</i>	1771 <i>6/14/94</i>				
JUL	2795	1844 <i>7/13/95</i>	1876 <i>7/14/94</i>				
AUG	3442	1475 <i>8/11/95</i>	1436 <i>8/12/94</i>				
SEP	2967	2741 ✓ <i>9/12/95</i>	2103 <i>9/13/94</i>				
OCT	3000	1962 <i>10/11/95</i>	2949 <i>10/12/94</i>				
NOV		1323 <i>11/9/95</i>	1830 <i>11/14/94</i>				
DEC		1234 <i>12/12/95</i>	1456 <i>12/14/94</i>				
TOTAL	4233	17358	16473				

M 000002

GAMBIT "A"

* Current Diversion Documented and New Meter Installation

Prepared By

Handwritten:
 120
 1371564
 26,264

Handwritten:
 137
 26
 137
 26
 137
 26



JORGE MORALES
REQUEST NO. 123747-I

RE: Account No:
Case No.:

An inspection of the electric meter installation serving the above reference account has revealed an unauthorized condition. As a result, a portion of the electric service used did not record on the meter and was not part of your monthly bill.

Enclosed you will find the adjusted bill to cover the unmetered electric service and the cost associated with correcting the condition. This bill is due upon receipt.

The authority to backbill is provided in Commission Rule 25-6.104, Florida Administrative Code (FAC), which states,

"Unauthorized use of energy. In the event of unauthorized or fraudulent use or meter tampering, the utility may bill the customer on a reasonable estimate of the energy used."

Florida investor owned electric utilities are mandated under Florida Statute to charge backbilling for unmeasured electric energy according to rates filed in each utility's tariff approved by the FPSC Commission, Section 366.03, Florida Statutes, states, in part,

"...No public utility shall make or give any undue or unreasonable advantage to any person or locality, or subjects the same to any undue or unreasonable prejudice or disadvantage in any respect."

The electric meter in question has been tested for accuracy at the Florida Power & Light Test Center. Should you wish to obtain an independent meter test, you may do so at your expense. The meter will be retained for ninety days.

If you have any questions regarding the bill, please contact me between the hours of 7:30 A.M. and 4:00 P.M. at (305) 552-2294 as collection action will be initiated within 30 days from this date. Failure to make arrangements for repayment will result in termination of the service.

Sincerely,

H. Lubert
Revenue Protection Investigator

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 23, 1996

Mr. and Mrs. Jorge Morales
6550 Southwest 17th Street
Miami, FL 33155

Dear Mr. and Mrs. Morales:

This is to inform you that you have been scheduled for an informal conference on Friday, September 6, 1996, at 3:00 P.M. The informal conference will be held at the:

Public Service Commission
Miami District Office
Suite 400
3625 Northwest 82nd Avenue
Miami, FL 33166-7602

If you have questions about the date or would like to know the location, please contact Ms. Rachelle Ternier at (305) 470-5600.

This will be a video teleconference and Senior Consumer Complaint Analyst Mrs. Shirley A. Stokes will be officiating from the Public Service Commission in Tallahassee. Also, as per your request, Mrs. Carmen Pena will be there as the translator. If you have any questions or need to discuss your case with Mrs. Stokes, she can be reached at 1-800-342-3552 or at her direct number 1-904-413-6125.

Sincerely,


Beverlee S. DeMello
Director
Division of Consumer Affairs

c: Debbie Self
Florida Power and Light Company

Rachelle Ternier
Miami District Office

BSD:ewe

TELECONFERENCE REQUEST

REQUESTED BY: Beverlee S. DeMello DATE: 8/23/96
(Please print or type name)

PSC DIVISION/OTHER AGENCY: Division of Consumer Affairs

CONFERENCE DATE: 9/06/96 ESTIMATED NUMBER OF ATTENDEES 2

LOCATIONS - FROM: Tallahassee Public Service Commission

TO: 1) Miami Public Service Commission

2)

3)

4)

(For a list of available locations, contact Mike Staden at 413-6261 (SUNCOM: 293-6261)
(Or see PIN for locations and statistics regarding PSC conference rooms)

Scheduled teleconferences must be "precisely timed." There shall be no charge for up to one and one-half hours of lunch and/or break interruptions.

START TIME: 3:00 P.m.

BREAK FROM: _____ .m. TO: _____ .m.

LUNCH FROM: _____ .m. TO: _____ .m.

BREAK FROM: _____ .m. TO: _____ .m.

STOP TIME: 5:00 P.m.

REMEMBER: AVOID EXCESS CHARGES - NOTIFY MIKE STADEN (OR MARIAN ELLIS) IMMEDIATELY UPON ENDING A TELECONFERENCE

PURPOSE OF TELECONFERENCE: This is a video teleconference that will be held
between Mr. and Mrs. Jorge Morales and Florida Power and Light Company.

REQUIRED SIGNATURES:

REQUESTOR: _____

PSC OFFICE HEAD/DIVISION DIRECTOR: *Louy C. ...*

PSC DEPUTY EXECUTIVE DIRECTOR/ADMINISTRATIVE: _____

FOR ADMINISTRATION USE ONLY

PUBLIC SERVICE COMMISSION

DEPARTMENT OF MANAGEMENT SERVICES

CONFIRMED BY: _____ DATE: _____

CONFIRMED BY: _____ DATE: _____

**** Transmit Conf. Report ****

Aug 23 '96 15:47

FL PUBLIC SERVICE COMM--> 613054705606	
No.	0017
Mode	NORMAL
Time	0'57"
Pages	2 Page(s)
Result	O K

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

FACSIMILE TRANSMITTAL COVER SHEET

DATE: August 23, 1996

TO: Rachelle Ternier

OFFICE/BUSINESS: Miami District PSC

FAX NUMBER: (305) 470-5606

FROM: **DIVISION OF CONSUMER AFFAIRS**

FAX NO. (904) 413-6362 TELEPHONE NO. (904) 413-6100

COMMENTS: _____

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 2

**** Transmit Conf. Report ****

Aug 23 '96 15:45

FL PUBLIC SERVICE COMM--> 613055523849	
No.	0016
Mode	NORMAL
Time	1'19"
Pages	2 Page(s)
Result	O K

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

FACSIMILE TRANSMITTAL COVER SHEET

DATE: August 23, 1996

TO: Debbie Self

OFFICE/BUSINESS: Florida Power & Light Company

FAX NUMBER: (305) 552-3849

FROM: **DIVISION OF CONSUMER AFFAIRS**

FAX NO. (904) 413-6362 TELEPHONE NO. (904) 413-6100

COMMENTS: _____

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 2



Public Service Commission

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

DATE: August 15, 1996
TO: Kate E. Smith - Consumer Complaint Analyst
FROM: Leroy A. Raspberry - Bureau Chief of Complaint Resolutions
RE: Informal Conference for Mr. and Mrs. Jorge Morales vs. Florida Power & Light Co.

This is to inform you that the informal conference request for Mr. and Mrs. Jorge Morales vs. Florida Power and Light Company has been assigned to you. If at all possible, please try to settle this without the informal conference. If it can't be done, please handle this as a video teleconference.

LAR:ewe

From: Bev DeMello
To: Leroy Rasberry
Subject: FYI

CONFIRMED

===NOTE=====8/19/96==4:23pm==
Sandy Morales called and said her father
has agreed to:

4 p.m., Friday, Sept. 6th, by
video-conferencing.

She can be reached at 305/262-6663

to: Kate Smith
Leroy Rasberry
subject: fwd: Morales Informal Conferen

NOTE=====8/20/96=10:00am==

me recuerdes pero no estare aqui. El
s de septiembre estare en mi vaccion.

duciado:

id not remember before, but I will not
here. The sixth of September I will be
vacation.

=by:=Leroy=Rasberr=====
to: Kate Smith

onne Estelle, Shirley Stokes, Bev
DeMello

.....
E:

ase take the file that you have on
ales to Shirley so she can review it.

DNNE:

ase put Shirley's name down to handle
conference for this customer on 9/6/96
3 PM and proceed with the appropriate
erwork.

men called and left a message on the
ales' answering machine that we had no
ice but to go with the 3 PM time. The
ference will be from 3 to 4 PM.

anks.

From: Leroy Rasberry
To: Eyvonne Estelle
Subject: Morales informal conference

NOTE-----
To: Carmen Pena, Bev DeMello, Kate Smi

.....
On the Email that I sent you yesterday
said to let Mike and the customer know
at it is set for 4 PM.

11 FPL called and said that their people
home at 4 PM, so I have reset it for 3
on 9/6.

Please let the customer know in the letter
that we are not able to hold the
conference at 4 PM, and have had to change
to 3 PM.

TE:
Please call Debbie Self and let her know
that we are changing the conference to 3
PM.

RMEN:
I will need you to be available to
translate for us.

From: Bev DeMello
Leroy Rasberry
Subject: fwd: FYI

NOTE-----8/19/96--4:23pm--
Dy Morales called and said her father
agreed to:

.....m., Friday, Sept. 6th, by
.....eo-teleconferencing.

.....can be reached at 305/262-6663

-----by: Leroy Rasberry-----
to: Bev DeMello
Evyonne Estelle, Kate Smith

.....s is fine. I already spoke with Mike
.....we have the teleconference time
.....available from 4 to 5 PM on Friday to be
.....held in room #234.

.....will need to get a letter out to them
.....to fill out the teleconferencing form for
.....them asap.

.....ATTENTION:

.....Kate Smith (Carmen will translate) will
.....handle this informal video teleconference
.....on Friday Sept. 6, at 4 pm. I
.....already spoke with Mike Staden and he has
.....served this time for us. Please fill
.....out one of the "video teleconference
.....request" forms so I can sign off on it and
.....turn it over to Mike for his records.

.....so, please prepare a letter for Mr. &
.....Dy Morales telling them that the
.....conference has been set for the above date
.....and time. Please let them know the
.....address of the Miami office with the
.....telephone number and the contact person
.....are. And let them know that, as they
.....have requested, a PSC translator will
.....participate in this conference. Unless
.....you'd differently prepare the letter for
.....Dy's signature but bring it to me first
.....for review.

.....NOTE:
.....If we had to change the conference date,
.....please call Debbie Self and let her know
.....about the date and time of the conference.

.....Thanks.

C
 CUSTOMER NAME AND SERVICE ADDRESS
 JORGE MORALES

BILL ACCT
 0514966267

REASON FOR ADJUSTMENT
 NON-INHER CURR-DIVER CR*

ADJUSTMENT BILLING BREAKDOWN

-- AS BILLED-----RE-BILLED

-- AS BILLED ----- RE-BILLED--

BILL ACCT
 9514966267

REASON FOR ADJUSTMENT
 NON-INHER CURR-DIVER CR*

DATE: 04-04-96

PAGE:

AS BILLED ----- RE-BILLED

-- AS BILLED-----RE-BILLED

SERVICE TO SERVICE FROM
 RATE SCHED
 SERVICE DAYS
 LMIS CRDT DAYS

11/14/94
 10/12/94
 RS-1
 33

KWH RDG
 DEMAND RDG
 OR KWH RDG
 ON-TA DEM RDG

6343

TOT KWH USED
 DEM USED
 ON-PK USAGE
 ONP DEMAND
 OFFP KWH USED

1830

SERV AMT
 LD CNTL CR
 CR RCT TAX
 FRANC CHG
 UTILITY TX
 FL SLS TAX
 PRE CNTL CR
 TRANSF CR
 CURTAIL CR
 ACCESS CHG
 USAGE CHG
 ADJY CHG
 T E ADJ
 REV DIFF

131.25
 0.00
 1.35
 7.30
 12.16

TOTAL AMT
 152.06

RECALCULATED AMOUNT
 95.00

SERVICE TO SERVICE FROM
 RATE SCHED
 SERVICE DAYS
 LMIS CRDT DAYS

11/14/94
 10/12/94
 RS-1
 33

KWH RDG
 DEMAND RDG
 ON-PK KWH RDG
 ON-PK DEM RDG

6343

TOT KWH USED
 DEM USED
 ON-PK USAGE
 ONP DEMAND
 OFFP KWH USED

2955

SERV AMT
 LD CNTL CR
 CR RCT TAX
 FRANC CHG
 UTILITY TX
 FL SLS TAX
 PRE CNTL CR
 TRANSF CR
 CURTAIL CR

213.08
 0.00
 2.19
 11.85
 19.94

TOTAL AMT
 247.06

RECALCULATED AMOUNT
 103.73

12/14/94
 11/14/94
 RS-1
 30

SERVICE TO SERVICE FROM
 RATE SCHED
 SERVICE DAYS
 LMIS CRDT DAYS

12/14/94
 11/14/94
 RS-1
 30

KWH RDG
 DEMAND RDG
 ON-PK KWH RDG
 ON-PK DEM RDG

7799

TOT KWH USED
 DEM USED
 ON-PK USAGE
 ONP DEMAND
 OFFP KWH USED

2685

SERV AMT
 LD CNTL CR
 CR RCT TAX
 FRANC CHG
 UTILITY TX
 FL SLS TAX
 PRE CNTL CR
 TRANSF CR
 CURTAIL CR

193.43
 0.00
 1.98
 10.75
 18.07

TOTAL AMT
 224.23

RECALCULATED AMOUNT
 73.62

01/13/95
 12/14/94
 RS-1
 30

SERVICE TO SERVICE FROM
 RATE SCHED
 SERVICE DAYS
 LMIS CRDT DAYS

01/13/95
 12/14/94
 RS-1
 30

KWH RDG
 DEMAND RDG
 ON-PK KWH RDG
 ON-PK DEM RDG

8700

TOT KWH USED
 DEM USED
 ON-PK USAGE
 ONP DEMAND
 OFFP KWH USED

901

SERV AMT
 LD CNTL CR
 CR RCT TAX
 FRANC CHG
 UTILITY TX
 FL SLS TAX
 PRE CNTL CR
 TRANSF CR
 CURTAIL CR

63.69
 0.00
 .65
 3.54
 5.74

TOTAL AMT
 186.59

RECALCULATED AMOUNT
 112.97

13/91
 12/14/91
 RS-1
 30

SERV AMT
 LD CNTL CR
 CR RCT TAX
 FRANC CHG
 UTILITY TX
 FL SLS TAX
 PRE CNTL CR
 TRANSF CR
 CURTAIL CR

104.06
 0.00
 1.07
 5.79
 9.58

TOTAL AMT
 120.50

RECALCULATED AMOUNT
 103.73

161.00
 0.00
 .65
 3.54
 5.74

CUSTOMER NAME AND SERVICE ADDRESS
JORGE MORALES

BILL ACCT
9514966267

REASON FOR ADJUSTMENT
NON-INHER CURR-DIVER CR*

-- AS BILLED ----- RE-BILLED--			AS BILLED ----- RE-BILLED			-- AS BILLED-----RE-BILLED		
SERVICE TO	05/12/95	05/12/95	SERVICE TO	06/13/95	06/13/95	SERVICE TO	07/13/95	07/13/95
SERVICE FROM	04/13/95	04/13/95	SERVICE FROM	05/12/95	05/12/95	SERVICE FROM	06/13/95	06/13/95
RATE SCHED	RS-1	RS-1	RATE SCHED	RS-1	RS-1	RATE SCHED	RS-1	RS-1
SERVICE DAYS	29	29	SERVICE DAYS	32	32	SERVICE DAYS	30	30
LMIS CRDT DAYS			LMIS CRDT DAYS			LMIS CRDT DAYS		
KWH RDG	12917	12917	KWH RDG	14578	14578	KWH RDG	16422	16422
DEMAND RDG			DEMAND RDG			DEMAND RDG		
ON-PK KWH RDG			ON-PK KWH RDG			ON-PK KWH RDG		
ON-PK DEM RDG			ON-PK DEM RDG			ON-PK DEM RDG		
TOT KWH USED	1262	2869	TOT KWH USED	1661	3509	TOT KWH USED	1844	3540
DEM USED			DEM USED			DEM USED		
ON-PK USAGE			ON-PK USAGE			ON-PK USAGE		
ONP DEMAND			ONP DEMAND			ONP DEMAND		
OFFP KWH USED			OFFP KWH USED			OFFP KWH USED		
SERV AMT	91.01	209.23	SERV AMT	120.36	256.31	SERV AMT	133.81	258.58
LD CNTL CR	0.00	0.00	LD CNTL CR	0.00	0.00	LD CNTL CR	0.00	0.00
GR RCT TAX	.93	2.15	GR RCT TAX	1.23	2.63	GR RCT TAX	1.37	2.65
FRANC CHG	4.96	11.41	FRANC CHG	6.56	13.97	FRANC CHG	7.29	14.10
UTILITY TX	8.12	19.07	UTILITY TX	10.83	23.43	UTILITY TX	12.08	23.64
FL SLS TAX			FL SLS TAX			FL SLS TAX		
PRE CNTL CR			PRE CNTL CR			PRE CNTL CR		
TRANSF CR			TRANSF CR			TRANSF CR		
CURTAIL CR			CURTAIL CR			CURTAIL CR		
ACCESS CHG								
USAGE CHG								
ADM'N CHG								
T) E ADJ								
REV DIFF								
TOTAL AMT	105.02	241.86	TOTAL AMT	138.98	296.34	TOTAL AMT	154.55	298.9
RECALCULATED AMOUNT	136.84		RECALCULATED AMOUNT	157.36		RECALCULATED AMOUNT	144.42	

CUSTOMER NAME AND SERVICE ADDRESS
JORGE MORALES

BILL ACCT
9514966267

REASON FOR ADJUSTMENT
NON-INHER CURR-DIVER CR*

-- AS BILLED ----- RE-BILLED--

AS BILLED ----- RE-BILLED

-- AS BILLED-----RE-BILLED

SERVICE TO
SERVICE FROM
RATE SCHED
SERVICE DAYS
LMIS CRDT DAYS

08/11/95
07/13/95
RS-1
29

08/11/95
07/13/95
RS-1
29

SERVICE TO
SERVICE FROM
RATE SCHED
SERVICE DAYS
LMIS CRDT DAYS

09/12/95
08/11/95
RS-1
32

09/12/95
08/11/95
RS-1
32

SERVICE TO
SERVICE FROM
RATE SCHED
SERVICE DAYS
LMIS CRDT DAYS

10/11/95
09/12/95
RS-1
29

10/11/95
09/12/95
RS-1
29

KWH RDG
DEMAND RDG
ON KWH RDG
ON-PK DEM RDG

17897

17897

KWH RDG
DEMAND RDG
ON-PK KWH RDG
ON-PK DEM RDG

20638

20638

KWH RDG
DEMAND RDG
ON-PK KWH RDG
ON-PK DEM RDG

22600

22600

TOT KWH USED
DEM USED
ON-PK USAGE
ONP DEMAND
OFFP KWH USED

1475

3523

TOT KWH USED
DEM USED
ON-PK USAGE
ONP DEMAND
OFFP KWH USED

2741

2741

TOT KWH USED
DEM USED
ON-PK USAGE
ONP DEMAND
OFFP KWH USED

1962

3481

SERV AMT
LD CNTL CR
CR RCT TAX
FRANC CHG
UTILITY TX
FL SLS TAX
PRE CNTL CR
TRANSF CR
CURTAIL CR
ACCESS CHG
USAGE CHG
AD**N CHG
T) E ADJ
REV DIFF

106.67
0.00
1.09
5.81
9.57

257.34
0.00
2.64
14.03
23.52

SERV AMT
LD CNTL CR
CR RCT TAX
FRANC CHG
UTILITY TX
FL SLS TAX
PRE CNTL CR
TRANSF CR
CURTAIL CR

199.82
0.00
2.05
10.89
18.20

199.82
0.00
2.05
10.89
18.20

SERV AMT
LD CNTL CR
CR RCT TAX
FRANC CHG
UTILITY TX
FL SLS TAX
PRE CNTL CR
TRANSF CR
CURTAIL CR

148.67
0.00
1.52
8.10
13.48

265.51
0.00
2.7
14.4
24.3

TOTAL AMT

123.14

297.53

TOTAL AMT

230.96

230.96

TOTAL AMT

171.77

307.0

RECALCULATED AMOUNT

174.39

RECALCULATED AMOUNT

RECALCULATED AMOUNT

135.27

CUSTOMER NAME AND SERVICE ADDRESS
 JORGE MORALES

BILL ACCT
 9514966267

REASON FOR ADJUSTMENT
 NON-INHER CURR-DIVER CR*

-- AS BILLED ----- RE-BILLED--

AS BILLED ----- RE-BILLED

-- AS BILLED-----RE-BILLED

	11/09/95	11/09/95	SERVICE TO	12/12/95	12/12/95	SERVICE TO	01/12/96	01/12/96
	10/11/95	10/11/95	SERVICE FROM	11/09/95	11/09/95	SERVICE FROM	12/12/95	12/12/95
	RS-1	RS-1	RATE SCHED	RS-1	RS-1	RATE SCHED	RS-1	RS-1
	29	29	SERVICE DAYS	33	33	SERVICE DAYS	31	31
			LMIS CRDT DAYS			LMIS CRDT DAYS		
KWH RDG	23923	23923	KWH RDG	25157	25157	KWH RDG	26374	26374
DEMAND RDG			DEMAND RDG			DEMAND RDG		
ON KWH RDG			ON-PK KWH RDG			ON-PK KWH RDG		
ON- DEM RDG			ON-PK DEM RDG			ON-PK DEM RDG		
TOT KWH USED	1323	3017	TOT KWH USED	1234	2339	TOT KWH USED	1217	2239
DIEM USED			DIEM USED			DEM USED		
ON-PK USAGE			ON-PK USAGE			ON-PK USAGE		
ONP DEMAND			ONP DEMAND			ONP DEMAND		
OFFP KWH USED			OFFP KWH USED			OFFP KWH USED		
SERV AMT	99.64	229.61	SERV AMT	92.82	177.59	SERV AMT	91.52	169.9
LD CNTL CR	0.00	0.00	LD CNTL CR	0.00	0.00	LD CNTL CR	0.00	0.0
GR RCT TAX	1.02	2.35	GR RCT TAX	.95	1.82	GR RCT TAX	.94	1.7
FRANC CHG	5.43	12.52	FRANC CHG	5.06	9.68	FRANC CHG	4.99	9.2
UTILITY TX	8.93	21.00	UTILITY TX	8.29	16.17	UTILITY TX	8.17	15.1
FL SLS TAX			FL SLS TAX			FL SLS TAX		
PRE CNTL CR			PRE CNTL CR			PRE CNTL CR		
TRANSF CR			TRANSF CR			TRANSF CR		
CURTAIL CR			CURTAIL CR			CURTAIL CR		
ACCESS CHG								
USAGE CHG								
ADJ CHG								
T E ADJ								
REV DIFF								
TOTAL AMT	115.02	265.48	TOTAL AMT	107.12	205.26	TOTAL AMT	105.62	196.1

RECALCULATED AMOUNT 150.46

RECALCULATED AMOUNT 98.14

RECALCULATED AMOUNT 90.75

CUSTOMER NAME AND SERVICE ADDRESS
JORGE MORALES

BILL ACCT
9514966267

REASON FOR ADJUSTMENT
NON-INHER CURR-DIVER CR*

-- AS BILLED ----- RE-BILLED--

SERVICE TO
SERVICE FROM
RATE SCHED
SERVICE DAYS
LMIS CRDT DAYS

02/13/96
01/12/96
RS-1
32

02/13/96
01/12/96
RS-1
32

KWH RDG
DEMAND RDG
ON KWH RDG
ON- DEM RDG

27479

27479

TOT KWH USED
DEM USED
ON-PK USAGE
ONP DEMAND
OFFP KWH USED

1105

2152

SERV AMT
LD CNTL CR
GR RCT TAX
FRANC CHG
UTILITY TX
FL SLS TAX
PRE CNTL CR
TRANSF CR
CURTAIL CR
ACCESS CHG
USAGE CHG
AD**Y CHG
T) E ADJ
REV DIFF

82.92
0.00
.85
4.52
7.38

163.23
0.00
1.67
8.90
14.83

TOTAL AMT

95.67

188.63

RECALCULATED AMOUNT

92.96

CDIC CHARGES

Case Number : 96A86829

Meter : 5C 23.68 \$23.68

Locking Device Cost	Number	Cost	Total
Lock Ring			
Front Entry			
Side Entry			
HASP Locking Assembly			
Bracket Locking Assembly			
Barrel Lock (1 1/16" Hasp)			
2" Barrel Padlock			
FT Knox Lock			
Lock Pin			
Johnny Bar 24" - 34"			
Johnny Bar 31" - 50"			
Johnny Bar 35" - 54"			
Johnny Bar 48" - 66"			
Sub Total			

Locking Device

Vehicle	Time	Rate	Total
Meter Truck	0.5	\$4.58	2.29
Trouble Truck			
Line / Trailer Truck			
Underground			
CO. Passenger Car			
Sub Total			\$2.29

\$2.29

Contract Car @ \$0.30 Per Mile, Miles Driven

42

\$12.60

Vehicle Cost

\$14.89

Miscellaneous

Pictures @ \$1.08 # of
Other

Miscellaneous

Labor	Time	Rate	Total
Investigator #1	1.5	\$62.25	\$93.38
Investigator #2	1	\$62.25	\$62.25
Meterman "A"	0.5	\$52.88	\$26.44
Meterman "A"			
Sub Total			\$182.07

Labor - Sub Total \$182.07

Meter Test 1 \$26.44

Accounting 18.9 ~~74~~ \$10.90

Clerical Other 15 17.59

Labor \$225.41

Total Amount Of CDIC \$263.98

\$ 264.96

FPL
 PO Box 175576
 Miami, FL 33102

/ 27

01295149662672950602

Please request changes on the back. Notes on the front will not be detected.

I added my donation for the Care to Share Fund to help those in need. (Mark 'X' in box)

\$1 \$2 \$5 \$10 Other

PLEASE FILL IN TOTAL AMOUNT PAID
 \$ Dollars

Make check payable to FPL in U.S. and mail along with this coupon

A I S 8112 2

172435

JORGE MORALES
 6550 SW 17TH ST
 MIAMI FL 33155

FPL
 GENERAL MAIL FACILITY
 MIAMI FL 33186-0001

Account Number	Total Now Due	NEW Charges Past Due
95149-66267	\$2,060.59	APR 25 1996

CUSTOMER STATEMENT

Statement Date: APR 04 1996
 Customer Name: JORGE MORALES
 Service Address: 6550 SW 17 ST

Account Number: 95149-66267
 Service Dates: OCT 12 94 to F
 Service Days: See message
 Next Scheduled Read Date: APR 11 1996

FOLD ON PERFORATION BEFORE TEARING

Previous Statement Balance	Payments (-)	Additional Activity (+ or -)	Balance Before NEW Charges (=)	NEW Charges (+)	NEW Charges Past Due	Total No (=)
167.25	167.25CR	1,672.00CR	1,672.00CR	3,732.59	APR 25 1996	\$2.06

Multiple-Month Usage
 Meter No. 5C67706
 Total KWH 43,830

Account Activity *CORRECTE

Previous Statement Balance 167.25
 Payment Received - THANK YOU 167.25CR
 Additional Activity:
 Credit 1,936.96CR
 Revenue Protection Invest Charge 264.96
BALANCE BEFORE NEW CHARGES 1,672.00

Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE

Electric Service Amount 3,226.53
 Gross Receipts Tax Increase 33.09
 Franchise Charge 176.83
 Utility Tax 296.14
 Current Electric Charges 3,732.59

TOTAL NEW CHARGES: 3,732.59

TOTAL NOW DUE: \$2,060.59

Messages

- A late payment charge of 1.5% will apply if not paid by APR 25.
- This bill is for multiple (16) billing periods. Details of each period are available on the attached report(s).
- Transactions involving connects, disconnects, name changes and payment extensions may require positive identification.
- Customers paying FPL bills at Authorized Pay Agent locations MUST have a bill statement when paying with a check.



Florida Power & Light Company
 PO Box 025576
 Miami, FL 33102



USEFUL TELEPHONE NUMBERS
 Customer Service: (305) 442-8770
 Hearing/Speech Impaired: 1-800-432-6554 (TTY)

4441 METER READING HISTORY
 95149-96297 91 12 194 CLE ACT
 10902 30-4LES
 6550 SW 17TH ST
 MIAMI

PREMISE READINGS
 12/06/95 170447 5069683
 PH (305)266-6707 S
 S/TR 266-97-3144

03/14/96 14:47:44

FL 33155 P OLD8A:81-12-194-11570-4

KWH CONSTANT 1
 KWH

PAGE 2 OF 4
 RPT SEAL
 CD COND

READ DATE	TIME	RDG	USAGE	DAYS	TYPE	STATUS	CD	COND
07/13/95	13:22	16422	1844	30	A	B		
06/13/95	12:07	14578	1661	32	A	B		
05/12/95	10:47	12917	1262	29	A	B		
04/13/95	09:54	11655	1088	29	A	B		
03/15/95	13:46	10567	1024	29	A	B		
02/14/95	11:26	09543	843	32	A	B		
01/13/95	13:57	08700	901	30	A	B		
12/14/94	09:51	07799	1456	30	A	B		
11/14/94	10:05	06343	1830	33	A	B		
10/12/94	10:09	04513	2949	29	A	B	H1	
09/13/94	11:05	01554	2103	32	A	B	H2	
08/31/94	00:00	00000	0	0	C	B		

NEXT _____ TYPE A FIND _____ 044 80

03-TOP LIST 07-PAGE UP 08-PAGE DOWN 15-BILL HIST 16-BY SERVICE NEW FACT

KWH: METER READING HISTORY
 95149-00207 81 12 194 ELE ACI
 JORGE MORALES
 6550 SW 17TH ST
 MIAMI

PREMISE READINGS
 12/06/85 170447 5089683
 PH (305)266-5287 S
 S/1# 266-97-3144

03/14/96 14:47:04

FL 33155 P 0L08A:31-12-194-11570-4

KWH CONSTANT 1

PAGE 1 OF 4

READ DATE	TIME	RDG	USAGE	DAYS	TYPE	STATUS
03/13/96	15:59	00546	1911	29	A	B
02/29/96	00:00	00000	0	0	C	M
02/29/96	00:00	28844	1365	16	D	M
02/29/96	09:00	00000	0	0	J	M
02/29/96	09:00	28844	0	0	J	M
02/13/96	14:57	27479	1105	32	A	B
01/12/96	15:05	26374	1217	31	A	B
12/12/95	13:30	25157	1234	33	A	B
11/09/95	08:55	23923	1323	29	A	B
10/11/95	13:13	22600	1962	29	A	B
09/12/95	15:14	20630	2741	32	A	B
09/11/95	11:25	17897	1475	29	A	B

RPT SEAL COND
 H2

NEXT TYPE A FIND

GWA 30

TOP OF LIST

03-PAGE DOWN 15-BILL HIST 15-BY BA/PREM

NEW
 FACT

METER READING HISTORY
 95149-00267 81 12 194 ELE ACT
 JUAN ROALES
 6550 SW 17TH ST
 MIAMI

PREMISE READINGS
 12/06/85 1/0447 5069683
 PH (305)266-6797 S
 S/TH 266-97-3144

03/14/96 14:51:26

FL 33155 P OLD8A:81-12-194-11570-4

KWH CONSTANT 1

PAGE 3 OF 4

RPT SEAL
 CD COND

READ DATE	TIME	RDG	USAGE	DAYS	TYPE	STATUS	CD	COND
08/31/94	00:00	06843	539	19	D	M		
08/31/94	09:00	00000	0	0	J	M		
08/31/94	09:00	81133	0	0	J	M		
08/19/94	00:00	89695	0	0	V	M		
08/19/94	15:05	89695	0	0	J	M		
08/12/94	00:00	06304	1436	29	E	B	H3	
08/12/94	10:39	88696	83828	29	A	N	H3	
07/14/94	11:50	04368	1876	30	A	B		
06/14/94	10:57	02992	1771	32	A	B		
05/13/94	12:23	01221	1988	29	A	B	H1	
04/14/94	11:51	09233	1064	29	L	B		
04/14/94	11:51	09233	1064	29	A	C		

ORA 30

NEXT TYPE A FIND

00-100 LIST 02-PAGE UP 08-PAGE DOWN 15-BILL HIST 16-BY DATESEN NEMO FACT

BIRTH BILLING HISTORY

03/14/96 14:47:59

95149-66257 81 12 194 ELE ACT 12/06/85 1/0447 5069683
 JUDGE MORALES PH (305)266-6797 S
 5550 SW 17TH ST S/TH 266-97-3144
 MIAMI FL 33155 P OLDOR:81-12-194-11570-4

PAGE 1 OF 2

CC	N (Y/N)	RQST	BY												
S	SVC	DT	RM	DYS	T	S	KWH	KWD	ELE	AMT	BB	AMT	TOT	BILL	AMT
-	03/13/96	3	29	A	B		1911	0	167.25		0.00		167.25		
-	02/13/96	2	32	A	B		1105	0	95.67		0.00		95.67		
-	01/12/96	1	31	A	B		1217	0	105.62		0.00		105.62		
-	12/12/95	12	33	A	B		1234	0	107.12		0.00		107.12		
-	11/09/95	11	29	A	B		1323	0	115.02		0.00		115.02		
-	10/11/95	10	29	A	B		1962	0	171.77		0.00		171.77		
-	09/12/95	9	32	A	B		2741	0	230.96		0.00		230.96		
-	08/11/95	8	29	A	B		1475	0	123.14		0.00		123.14		
-	07/13/95	7	30	A	B		1844	0	154.55		0.00		154.55		
-	06/13/95	6	32	A	B		1661	0	138.98		0.00		138.98		
-	05/12/95	5	29	A	B		1262	0	105.02		0.00		105.02		
-	04/13/95	4	29	A	B		1088	0	90.20		0.00		90.20		
-	03/15/95	3	29	A	B		1024	0	84.00		0.00		84.00		

GW4 80

NEXT TYPE A FIND

TOP OF LIST

13-PAGE DOWN 13-NOG HIST 16-DUS BRNOWN 17-NE BILL 18-READ/VERIFY NEW

FACT

9141 BILLING HISTORY

03/14/95 14:47:50

95149-66267 81 12 194 ELE ACT 12/06/85 1/044/ 5009083
 JORGE ROFALES PH (305)266-6787 S
 6550 SW 17TH ST S/TW 266-97-3144
 MIAMI FL 33155 P 0L09A:01-12-194-11570-4

CC N (Y/N)	RQST BY	S	SVC DT	RM	DYS	T	S	KWH	KWD	ELE AMT	BR AMT	TOT BILL AMT
—		02/14/95	2	32	A	B		843	0	68.73	0.00	68.73
—		01/13/95	1	30	A	B		901	0	73.62	0.00	73.62
—		12/14/94	12	30	A	B		1450	0	120.50	0.00	120.50
—		11/14/94	11	33	A	B		1830	0	152.06	0.00	152.06
—		10/12/94	10	29	A	B		2949	0	246.53	0.00	246.53
—		09/13/94	9	32	A	B		2103	0	174.50	0.00	292.89
—		08/12/94	8	29	E	B		1436	0	118.39	0.00	118.39
—		07/14/94	7	30	H	B		1876	0	155.42	0.00	155.42
—		06/14/94	6	32	A	B		1771	0	146.58	0.00	146.50
—		05/13/94	5	29	A	B		1988	0	164.84	0.00	166.08 *
—		04/14/94	4	29	L	B		1054	0	87.09	0.00	0.00

NEXT _____ TYPE A FIND _____ GWA 80
 BOTTOM OF LIST
 02-TOP LIST 07-PAGE UP 13-PROD HIST 16-BUS BKOWN 17-NE BILL NEW
 18-REAR/VERIFY FACT

From: Leroy Rasberry
To: Eyvonne Estelle
Subject: Morales informal conference

===NOTE=====8/20/96==9:02am==

CC:
Bev DeMello, Carmen Pena, Kate
Smith

.....
E. On the Email that I sent you
yesterday I said to let Mike and the
customer know that it is set for 4 PM.

Well FPL called and said that their
people go home at 4 PM, so I have reset
it for 3 PM on 9/6.

Please let the customer know in the
letter that we are not able to hold the
conference at 4 PM, and have had to
change to 3 PM.

KATE:

Please call Debbie Self and let her
know that we are changing the
conference to 3 PM.

Done

CARMEN:

We will need you to be available to
translate for us.

From: Bev DeMello
To: Leroy Rasberry
Subject: fwd: FYI

====NOTE=====8/19/96==4:23pm==
Sandy Morales called and said her
father has agreed to:

4 p.m., Friday, Sept. 6th, by
video-teleconferencing.

She can be reached at 305/262-6663

Fwd-by:=Leroy=Rasberr=8/19/96==6:33pm==
Fwd to: Bev DeMello
CC: Eyvonne Estelle, Kate Smith

.....
This is fine. I already spoke with
Mike and we have the teleconference
time available from 4 to 5 PM on Friday
to be held in room #234.

We will need to get a letter out to
them and fill out the teleconferencing
form for Mike asap.

EYVONNE:

Kate Smith (Carmen will translate) will
handle this informal video
teleconference set for Friday Sept. 6,
at 4 pm. I already spoke with Mike
Staden and he has reserved this time
for us. Please fill out one of the
"video teleconference request" forms so
I can sign off on it and get it over to
Mike for his records.

Also, please prepare a letter for Mr. &
Mrs. Morales telling them that the
conference has been set for the above
date and time. Please let them know
the address of the Miami office with
the telephone number and the contact
person there. And let them know that,
as they have requested, a PSC
translator will participate in this
conference. Unless told differently
prepare the letter for Bev's signature
but bring it to me first for review.

KATE:

Fyi, we had to change the conference
date. Please call Debbie Self and let
her know about the date and time of the
conference.

Thanks.

From: Kate Smith
To: Leroy Rasberry
Subject: fwd: Morales Informal Conferen

===NOTE=====8/20/96=10:00am==

No me recuerdes pero no estare aqui. El seis de septiembre estare en mi vaccion.

traduciado:

I did not remember before, but I will not be here. The sixth of September I will be on vacation.

Fwd=by:=Leroy=Rasberr=====

Fwd to: Kate Smith

CC:

Eyvonne Estelle, Shirley Stokes, Bev DeMello

.....
KATE:

Please take the file that you have on Morales to Shirley so she can review it.

EYVONNE:

Please put Shirley's name down to handle the conference for this customer on 9/6/96 at 3 PM and proceed with the appropriate paperwork.

Carmen called and left a message on the Morales' answering machine that we had no choice but to go with the 3 PM time. The conference will be from 3 to 4 PM.

Thanks.

From: Leroy Fasberry
To: Eyvonne Estelle
Subject: Morales informal conference

===NOTE=====

CC: Carmen Pena, Bev DeMello, Kate Smi

.....
E. On the Email that I sent you yesterday
I said to let Mike and the customer know
that it is set for 4 PM.

Well FPL called and said that their people
go home at 4 PM, so I have reset it for 3
PM on 9/6.

Please let the customer know in the letter
that we are not able to hold the
conference at 4 PM, and have had to change
to 3 PM.

KATE:

Please call Debbie Self and let her know
that we are changing the conference to 3
PM.

CARMEN:

We will need you to be available to
translate for us.



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

DATE: August 15, 1996

TO: Kate E. Smith - Consumer Complaint Analyst

FROM: Leroy A. Rasberry - Bureau Chief of Complaint Resolutions

RE: Informal Conference for Mr. and Mrs. Jorge Morales vs. Florida Power & Light Co.

This is to inform you that the informal conference request for Mr. and Mrs. Jorge Morales vs. Florida Power and Light Company has been assigned to you. If at all possible, please try to settle this without the informal conference. If it can't be done, please handle this as a video teleconference.

LAR:ewe

BIRTH BILLING HISTORY

03/14/95 14:47:59

95149-00257 81 12 194 ELE ACT 12/06/85 1/0447 5069683
 JUDGE HARRLES PH (305)286-6797 S
 5550 SW 17TH ST S/TH 266-97-3144
 MIAMI FL 33155 P OLDOR:81-12-194-11570-4

PAGE 1 OF 2

CC N (Y/N)	RQST BY	S	SVC DT	RM	DYS	T	S	KMH	KWD	ELE AMT	BB AMT	TOT BILL AMT
-			03/13/95	3	29	A	B	1911	0	167.25	0.00	167.25
-			02/13/95	2	32	A	B	1105	0	95.67	0.00	95.67
-			01/12/95	1	31	A	B	1217	0	105.62	0.00	105.62
-			12/12/95	12	33	A	B	1234	0	107.12	0.00	107.12
-			11/09/95	11	29	A	B	1323	0	115.02	0.00	115.02
-			10/11/95	10	29	A	B	1962	0	171.77	0.00	171.77
-			09/12/95	9	32	A	B	2741	0	230.96	0.00	230.96
-			08/11/95	8	29	A	B	1475	0	123.14	0.00	123.14
-			07/13/95	7	30	A	B	1844	0	154.55	0.00	154.55
-			06/13/95	6	32	A	B	1661	0	138.98	0.00	138.98
-			05/12/95	5	29	A	B	1262	0	105.02	0.00	105.02
-			04/13/95	4	29	A	B	1000	0	90.00	0.00	90.00
-			03/15/95	3	29	A	B	1024	0	84.00	0.00	84.00

GM4 80

NEXT TYPE A FIND

TOP OF LIST

13-PAGE DOWN 13-NOV HIST 16-BUS BROWN 17-RT BILL 18-REAC/VERIFY NEW FACI

From: Bev DeMello
To: Leroy Rasberry
Subject: fwd: FYI

====NOTE===== 8/19/96 4:23pm=
Sandy Morales called and said her
father has agreed to:

4 p.m., Friday, Sept. 6th, by
video-teleconferencing.

She can be reached at 305/262-6663

=Fwd by: Leroy Rasberr= 8/19/96 6:33pm=
Fwd to: Bev DeMello
CC: Eyvonne Estelle, Kate Smith

This is fine. I already spoke with
Mike and we have the teleconference
time available from 4 to 5 PM on Friday
to be held in room #234.

We will need to get a letter out to
them and fill out the teleconferencing
form for Mike asap.

EYVONNE:

Kate Smith (Carmen will translate) will
handle this informal video
teleconference set for Friday Sept. 6,
at 4 pm. I already spoke with Mike
Staden and he has reserved this time
for us. Please fill out one of the
"video teleconference request" forms so
I can sign off on it and get it over to
Mike for his records.

Also, please prepare a letter for Mr. &
Mrs. Morales telling them that the
conference has been set for the above
date and time. Please let them know
the address of the Miami office with
the telephone number and the contact
person there. And let them know that,
as they have requested, a PSC
translator will participate in this
conference. Unless told differently
prepare the letter for Bev's signature
but bring it to me first for review.

KATE:

Fyi, we had to change the conference
date. Please call Debbie Self and let
her know about the date and time of the
conference.

9141 BILLING HISTORY
 95149-66267 81 12 194 ELE ACT
 JUDGE ROBBINS
 6550 SW 17TH ST
 MIAMI

12/06/85 1/0447 5009683
 PH (305)266-6787 S
 S/TH 266-97-3144

03/14/96 14:47:58

FL 33155 P OLD9A:91-12-194-11570-4

PAGE 2 OF 2

CC	N	(Y/N)	RQST	BY											
S	SVC	DT	RM	DYS	T	S	KWH	KWD	ELE	AMT	BB	AMT	TOT	BILL	AMT
-	02/14/95	2	32	A	B		843	0	68.73		0.00		68.73		
-	01/13/95	1	30	A	B		901	0	73.62		0.00		73.62		
-	12/14/94	12	30	A	B		1456	0	120.50		0.00		120.50		
-	11/14/94	11	33	A	B		1830	0	152.06		0.00		152.06		
-	10/12/94	10	29	A	B		2949	0	246.53		0.00		246.53		
-	09/13/94	9	32	A	B		2103	0	174.50		0.00		292.89		
-	08/12/94	8	29	C	B		1436	0	118.39		0.00		118.39		
-	07/14/94	7	30	A	B		1876	0	155.42		0.00		155.42		
-	06/14/94	6	32	A	B		1771	0	146.58		0.00		146.58		
-	05/13/94	5	29	A	B		1988	0	164.84		0.00		166.08	*	
-	04/14/94	4	29	L	B		1054	0	87.09		0.00		0.00		

NEXT TYPE & FIND

GWA 80

BOTTOM OF LIST

10-109 LIST 02-PAGE UP 13-8908 HIST 16-8908 BKDOWN 17-81 BILL NEXT PAGE

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



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

Public Service Commission

August 15, 1996

Mr. and Mrs. Jorge Morales
6550 Southwest 17th Street
Miami, FL 33155

Dear Mr. and Mrs. Morales:

This is to inform you that your request for an informal conference has been assigned to Consumer Complaint Analyst, Mrs. Kate Smith. She will contact you soon to discuss the case and a date for informal conference.

If you need to discuss your case with her, please contact her at the toll-free number 1-800-342-3552 or at her direct number 1-904-413-6105.

Sincerely,

A handwritten signature in cursive script that reads "Leroy A. Rasberry".

Leroy A. Rasberry, Chief
Bureau of Complaint Resolutions
Division of Consumer Affairs

LAR:ewe

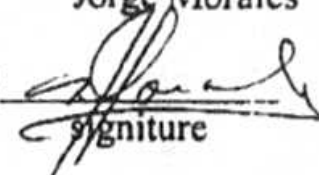
August 8, 1996

Dear Mrs. Beverlee DeMello:

I am Jorge Morales from 6550 S.w. 17 St.
Acct. Number is 95149-66267. I want a Informal
Confrence with Public Service because if I don't
pay a bill of 2,060,59 FPL will cut our light on
August 12, 1996. We would prefer the confrence
with a troductor to translate spanish.

Sincerely,

Jorge Morales

* 
signature

phone# 305/262-6663
or
578-7440, x. 54

**** Transmit Conf. Report ****

Aug 8 '96 14:25

FL PUBLIC SERVICE COMM--> 613055523849	
No.	0016
Mode	NORMAL
Time	1'13"
Pages	2 Page(s)
Result	O K

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

FACSIMILE TRANSMITTAL COVER SHEET

DATE: August 8, 1996

TO: Debbie Self

OFFICE/BUSINESS: Florida Power & Light Company

FAX NUMBER: (305) 552-3849

FROM: **DIVISION OF CONSUMER AFFAIRS**

FAX NO. (904) 413-6362 TELEPHONE NO. (904) 413-6100

COMMENTS: _____

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 2

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

July 26, 1996

Mr. Jorge Morales
6550 S.W. 17th Street
Miami, FL 33155

Dear Mr. Morales:

This is in response to your inquiry concerning Florida Power and Light Company (FPL).

Documents provided to the Public Service Commission (PSC) by FPL indicate that the reading was 26374, taken on your meter on January 12, 1996. On February 6, 1996, the reading was 28707. At this rate of kilowatt hour (kwh) consumption, you would use 2800 kilowatt hours for the month.

On your regular reading date, February 13, 1996, the reading was 27479, which was lower than the reading taken one week before. You were billed for 1105 kwh. A check reading was taken on February 14, 1996 and it was found that you had used 89 kwh in one day.

On February 29, 1996, your meter was removed and taken for testing and inspection. A new meter was installed at that time. The revenue protection meterman reported that the external seal of the meter had been rigged to appear intact, the inner seal was broken and the dial had been tampered with. Upon testing, it was found that the meter was off scale.

Rule No. 25-6.104, Florida Administrative Code, authorizes electric utilities to backbill the customer of record for a reasonable estimate of the electricity consumed but not metered due to meter tampering or fraudulent use. It is not necessary for the utility to demonstrate who tampered with the meter, only that it was tampered with and that you, as the customer of record, benefitted from that tampering by paying less for electricity than you would have had the meter not been tampered with. The company may also recover the cost of its investigation.

Your account has been backbilled from November 14, 1994, when a noticeable and sustained drop in consumption began until February 29, 1996, when the new meter was installed. The backbilled amount of \$2,060.59, which includes \$264.96 investigative costs, was calculated by applying your kilowatt hour consumption, prior to the meter tampering, to seasonal average percentage of use charts. This method takes into consideration the variations in heating and cooling demands due to the weather in your area.

FPL

JORGE MORALES
6550 SW 17TH ST
MIAMI, FL 33155

DATE: 5-14-96
TO: Stella Malloy Public
FID: 123749
NEXT: D/A

FINAL

PLEASE SEE ATTACHED HARD COPY.

IT APPEARS FPL IS IN COMPLIANCE WITH FAC# 25-6.104.

FPSC RECEIVED: 4/30/96-RESPONSE SUBMITTED: 5/14/96

MARIA RODRIGUEZ

RP SUPERVISOR

----- 05/08/96

FLORIDA POWER & LIGHT CO.

CUSTOMER RESPONSE

FPSC No.: 96F1291 REPORT STATUS: FINAL DATE: MAY 6, 1996

1. CUSTOMER NAME: JORGE MORALES
2. SERVICE ADDRESS: 6550 SW 17TH STREET
3. CITY:MIAMI STATE: FL ZIP: 33155
4. ACCT NO.: 95149-66267 CASE NO.: 96A868292034
5. INVESTIGATION INITIATED BY: REV. PROTECTION DATE: 02/06/96
6. METER SEAL STATUS: RIGGED METER NO.: 5C67708
INITIAL OBSERVATION: DIAL TAMPERING
7. METERMAN INSPECTION DATE: 02/29/96 NEW METER SET: YES
PRETESTED: NO, NEW FROM FACTORY.
8. OBSERVATIONS: RIGGED OUTER SEAL, BROKEN INNER SEAL, DIAL
TAMPERING
9. TEST RESULTS: FL 100.21 LL 100.16 W/A 100.20 VB 10/10
DATE: 03/13/96
10. OBSERVATIONS: BROKEN INNER SEAL, OFF SCALE, DIAL TAMPERING
11. CUSTOMER CONNECT DATE: 12/06/85 METER SET DATE: 08/31/94
12. ADDITIONAL BILLING TIME FRAME FR: 11/14/94 TO: 02/13/96
13. REASON FOR START DATE: OBVIOUS DROP IN CONSUMPTION AFTER NEW
METER SET ON AUGUST 31, 1994
14. METHOD USED IN ADDITIONAL BILLING: SEASONAL AVERAGE
PERCENTAGE OF USAGE
15. REASON WHY OTHER METHODS WERE NOT USED:
 - A. TEST RESULTS: NOT APPLICABLE/MANUAL DIVERSION
 - B. FOLLOW-UP READINGS: NONE TAKEN AFTER NEW METER SET
16. PREVIOUS HISTORY: AFFECTED BY DIVERSION
17. PERCENTAGE OF USAGE: METHOD USED
18. BILLING IN ACCORDANCE WITH:25-6.104 FLA. ADMINISTRATIVE CODE.
19. TOTAL KWH ADDITIONAL BILLED: 20,864 DOLLAR AMT. \$1795.63
20. INVESTIGATIVE COSTS BILLED: YES AMOUNT: \$264.96
REASON: TENANT ONE ON METER/RECOVER COSTS INCURRED
21. TOTAL ADDITIONAL BILLED AMT: \$ 2060.59

22. NUMBER MONTHS BILLED: 15 DATE BILL MAILED: 4/8/96
23. NAME/DATE OF CUSTOMER CONTACT: MR. MORALES 4/11/96, MRS.
MORALES 4/18/96, MR. MORALES 05/01/96
24. DETAILS OF BILLING SENT TO CUSTOMER:NO
IF NOT, WHY? NOT REQUESTED.
25. CUSTOMER CONTACT INFORMATION: SEE ATTACHMENT
26. PAYMENT ARRANGEMENTS MADE:
INITIAL PAYMENT OF: \$
BALANCE IN EQUAL PAYMENTS OF \$ PER MONTH.

Alfonso Rodriguez

REVENUE PROTECTION SUPV.

SYSTEM REVENUE PROTECTION
MANAGER

5/2/96

DATE

DATE

ON APRIL 11, 1996, MR. MORALES WAS CONTACTED TO MAKE AN APPOINTMENT TO DISCUSS REVENUE PROTECTION INVESTIGATION AND BILLING. AN APPOINTMENT WAS SCHEDULED FOR APRIL 18, 1996 AT 2:30 P.M. AT JORGE MORALES RESIDENCE.

ON APRIL 18, 1996, AT 12:30 P.M., MRS. MORALES CONTACTED THIS OFFICE TO CANCEL THE APPOINTMENT STATING HER HUSBAND WOULD NOT BE ABLE TO LEAVE WORK EARLY. AN ATTEMPT WAS MADE AT THIS TIME TO RESCHEDULE BUT SHE SAID HE WOULD CALL BACK WITH A CONVENIENT TIME.

ON MAY 1, 1995, MR. MORALES WAS CONTACTED TO ACKNOWLEDGE THAT FPL HAD RECEIVED NOTICE OF HIS COMPLAINT TO THE FPSC. AT THIS TIME, THE INVESTIGATION CONDUCTED WAS EXPLAINED TO HIM. HE STATED HE HAD NO KNOWLEDGE OF DIAL TAMPERING AND WOULD WAIT FOR FPSC RESPONSE.

CASE SUMMARY

JORGE MORALES
6550 SW 17TH STREET
MIAMI, FL
FPSC NO. 96F1291

FEBRUARY 6, 1996 - REVENUE PROTECTION INVESTIGATOR REPORTS DIAL TAMPERING ON METER 5C67708. INVESTIGATOR BEGINS TO OBTAIN CHECK READINGS. READING TAKEN R28707 - PREVIOUS READING TAKEN ON RRD 1/12/96 WAS R26374. CUSTOMER HAS USED 2333 KWH IN 25 DAYS PROJECTING OUT TO 2800 KWH/MONTH.

FEBRUARY 13, 1996 - REGULAR READ DATE: R27479 - READING HAS REGRESSED. CUSTOMER BILLED FOR 1105 KWH.

FEBRUARY 14, 1996 - CHECK READING TAKEN - R27568. CONSUMPTION USED IS 89 KWH IN 1 DAY PROJECTING OUT TO 2670 KWH/MONTH.

FEBRUARY 29, 1996 - REVENUE PROTECTION METERMAN INSPECTS METER AND REPORTS A RIGGED OUT SEAL, BROKEN INNER SEAL, AND DIAL TAMPERING. METER IS REPLACED AND TRANSPORTED TO FPL'S METER TEST CENTER FOR TESTING. NEW METER INSTALLED IS 5C69683.

MARCH 12, 1996 - METER 5C67708 IS TESTED. TEST RESULTS INDICATE FF: 100.21 SL: 100.16 WA: 100.20. VERIBOARD RESULTS ARE 10/10. REMARKS: BROKEN INNER SEAL, OFF SCALE, AND DIAL TAMPERING.

APRIL 4, 1996 - ACCOUNT IS BILLED USING THE AVERAGE PERCENTAGE OF USAGE FORMULA. REBILLING IS BASED ON KWH USAGE PRIOR TO THE DROP IN CONSUMPTION; SEPTEMBER, 1995 KWH CONSUMPTION (INVESTIGATOR FEELS HE WAS SEEN BY THE CUSTOMER BETWEEN RRD 8/11/95 AND 9/12/95 THEREFORE DIAL TAMPERING DID NOT OCCUR THIS MONTH; AND PROJECTION OBTAINED BY AVERAGING READING TAKEN FEBRUARY 6, 1996. THE TOTAL DOLLAR AMOUNT OF KWH BILLED WAS \$1,795.63. INVESTIGATION CHARGES WERE ALSO BILLED AMOUNTING TO \$264.96. TOTAL BILL AMOUNT WAS \$2060.59.

APRIL 11, 1996 - MR. MORALES WAS CONTACTED BY THIS DEPARTMENT SO AN APPOINTMENT COULD BE SCHEDULED TO DISCUSS INVESTIGATION AND BILLING. APPOINTMENT MADE FOR 2:30 ON APRIL 18, 1996.

APRIL 18, 1996 - MRS. MORALES CALLED TO CANCEL THE APPOINTMENT AND STATED THEY WOULD CALL BACK TO RESCHEDULE.

MAY 1, 1996 - MR. MORALES WAS CONTACTED TO ADVISED HIS COMPLAINT TO THE FPSC HAD BEEN RECEIVED AND A FULL REPORT WOULD BE SUBMITTED TO FPSC.

NOTE: THIS CASE IS ONE OF FOUR THAT WERE BILLED FOR DIAL TAMPERING. THE OTHER (3) ADDRESSES ARE AS FOLLOWS:

NAME	ADDRESS	RELATION TO MORALES
JUAN RODRIGUEZ	3151 SW 84 CT.	BROTHER-IN-LAW
FRANCISCO MESA	7863 SW 5TH ST.	BROTHER-IN-LAW
BENERNDA TORRES	3250 SW 24 TER.	MOTHER-IN-LAW

WHILE INTERVIEWING MR. JUAN RODRIGUEZ AND HIS WIFE BLANCA, IT WAS DISCOVERED THAT THE OTHER (3) ADDRESSES ARE ALL BLOOD RELATIVES. MRS. MORALES IS HIS SISTER. MRS. RODRIGUEZ STATED THAT SHE HAD CALLED THE FPSC SO SHE WOULDN'T HAVE TO PAY THE BILL RIGHT AWAY OR AT ALL BECAUSE IT TOOK THE FPSC A LONG TIME TO RULE ON THIS CASES.

IT APPEARS FPL IS IN COMPLIANCE WITH FAC# 25-6.104.

RPI DETAIL INFO RPI DETAIL INFO 02/06/96 07:14:34
45149-00257 81 12 194 ELC ACT 12/06/95 170447 5067708
30700 RUFALIS PH 10051265-8787 S
6550 SW 12TH ST S/F# 266-97-3144
MIAMI FL 33155 / 01284:01-12-194-11570-4 50
RPI NUMBER 000292934 DATE CREATED 02/06/96 SOURCE 014 TYPE KA STATUS FMS

DATE FOUND 02/06/96 TIME FOUND 1053 (MILITARY TIME) PAGE 1 OF 1
METER AS FOUND: TYPE 05 KIT NUMBER 5C 67708 SNO 20177
METER SEALED (Y/N) Y SEAL COND SEAL NO. COLOR Y/N
METER TURNING (Y/N) Y TURNS SEAL INTACT (Y/N) METER ACCESS CODE AS

DOOR ON (X) CENTRAL A/C WALL A/C WASHER DRYER COOL PUMP UNKNOWN Y
INSIDE LIGHTS OUTSIDE LIGHTS OTHER
INITIAL CONDITION OBSERVED (CODE) 21 DIAL TAMPERING
ACQUISITION LOSS DIAL TAMPERING

SEARCHED _____ INDEXED _____
SERIALIZED _____ FILED _____
FBI MIAMI FL 33155
MAR 1 1996
COMPLETE LIST _____
SEARCHED _____ INDEXED _____
SERIALIZED _____ FILED _____
FBI MIAMI FL 33155
MAR 1 1996

03/14/96 14:48:15
 METER MAINTENANCE/SELECT
 05149-55267 81 12 194 ELE ACT
 JORGE MORALES
 6550 SW 17TH ST
 MIAMI

12/06/85 1/044/ 5069693
 PH (305)266-6787 S
 S/TH 266-97-3144

FL 33155 P OLDBA:81-12-194-11570-4

ACTION	CD	MTR NUMBER	KWH CONST	KWD CONST	MFG	SERIAL#	CHN	SET DATE
(X/C)	35	5C 69693	1	0000.0000				02/29/96
		MTR TYP	HOW LEFT	NO DIAL	PULSE	LOCK	DIGITAL METER #	REMV DATE
		ELE	ON	5		N		
ACTION	CD	MTR NUMBER	KWH CONST	KWD CONST	MFG	SERIAL#	CHN	SET DATE
(X/C)	34	5C 67708	1	0000.0000				02/31/94
		MTR TYP	HOW LEFT	NO DIAL	PULSE	LOCK	DIGITAL METER #	REMV DATE
		ELE	ON	5		N		02/29/96

-----SSDR RECORDER INFORMATION-----

MANUFACTURER: SERIAL NUMBER: TYPE:

NEXT TYPE 4 FIND _____ GWA 80
 TOP OF LIST
 10-PAGE DOWN 12-RUG MAINT 18-TEST HSTPY NEWS
 FACT

16

F P L M E T E R T E S T R E P O R T

FPL SYMBOL.....: 5C
 COMPANY NUMBER: 67708
 SERIAL NUMBER.: G092967708
 TYPE_CODE.....: 34
 DATE OF TEST...: 03/13/1996
 DISTRICT.....: 81
 ADDRESS.....: 6550 SW.17 ST.
 AS FOUND TEST RESULTS: SF: 100.21 SP: SL: 100.16 WA: 100.20
 AS LEFT TEST RESULTS.: SF: 100.21 SP: SL: 100.16 WA: 100.20
 REGISTER TEST (VERIBOARD) RESULTS: 10/10
 DIAL READING IN.: 28844
 DIAL READING OUT: 28854
 TEST REASON....: RPT
 CREEP (YES/NO)....: N
 OPERATOR.....: EBC
 KWH BOARD #.....: 08
 DEMAND BOARD #....:
 KWD FULL SCALE....:
 KWD % ERROR AF....: + .
 KWD % ERROR AL....: + .
 TRANSMITTAL NUMBER:
 TRANSMITTAL DATE..: / /
 GENERAL REMARKS...: 55,21(OFF SCALE)

COMMENTS: _____

SIGNATURE _____ DATE _____

Name : JORGE MORALES
 Address : 6550 SW 17TH ST MIAMI
 Bill Account : 95149-66267
 OLBA : OLDBA:81-12-194-11570-4

Meter Set Date : 08/31/94
 Meter Number : 5C67708
 Customer Connect Date: 12/6/85
 Case Number : 96A868292034

MONTH	1996	1995	1994	1993	1992	1991	1990
JAN	1217 1/12/96 A	901 1/13/95 A					
FEB	1105 2/13/96 A	843 2/14/95 A					
MAR	1911 3/13/96 A	1024 3/15/95 A					
APR	1537 4/13/96 A	1088 4/13/95 A	1064 4/14/94 L				
MAY	1961 5/12/95 A	1262 5/12/95 A	1988 5/13/94 A				
JUN	2379 6/13/95 A	1661 6/13/95 A	1771 6/14/94 A				
JUL	2795 7/13/95 A	1844 7/13/95 A	1876 7/14/94 A				
AUG	3442 8/11/95 A	1475 8/11/95 A	1436 8/12/94 E				
SEP	2967 9/12/95 A	2741 ✓ 9/12/95 A	2103 9/13/94 A	← NMS 8/31/94			
OCT	3000 10/11/95 A	1962 10/11/95 A	2949 10/12/94 A				
NOV		1323 11/9/95 A	1830 11/14/94 A				
DEC		1234 12/12/95 A	1456 12/14/94 A				
TOTAL	4233	17358	16473				

* = Current Diversion Documented and New Meter Installation

Prepared By: _____

A tional Billing Worksheet - South / 1

Customer Information

95149-66267 81 12 194 ELE ACT 12/6/85 1/044/ 5C69683
 JORGE MORALES PH (305)266-6787 S
 6550 SW 17TH ST S/T# 266-97-3144
 MIAMI FL 33155 P OLDBA:81-12-194-11570-4
 GMAD

Case # 96A86829
 Meter # 5C67708
 Set Date 8/31/94
 Svc To Date 10/12/94
 ASBILL 22966
 REBILL 42783
 ADDITIONAL 19817

#	Month	Year	KWH	%	Yearly
1	Oct	94	2949	9.2	32054
2	Sep	95	2741	10.25	26741
3	Feb	96	2800	6.22	45016
4					

Average of Total Yearly Usage == > **34604**

Statements

Account Rebilled From 10/12/94 To NMS, 02/13/96 . Using Seasonal Average Percentage.

1105 / 32 = 34.53 Per Day. 34.53 * 32 Days On Old Meter = 1105 .
 1105 + 0 NMS Usage = 1105

Service To - 96

Month	Days	KWH Reading	KWD Rding	KWH Asbilled	KWD	% Usage	KWH Rebilled	KWD	Remarks
Dec						6.76			
Nov						8.72			
Oct						10.07			
Sep						10.25			
Aug						10.18			
Jul						10.23			
Jun						10.14			
May						8.29			
Apr						6.68			
Mar						5.99			
Feb	02/13/96	32	0	1105		6.22	2152		
Jan	01/12/96	31	26374	1217		6.47	2239		

Service To - 95

Month	Days	KWH Reading	KWD Rding	KWH Asbilled	KWD	% Usage	KWH Rebilled	KWD	Remarks
Dec	12/12/95	33	25157	1234		6.76	2339		
Nov	11/09/95	29	23923	1323		8.72	3017		
Oct	10/11/95	29	22600	1962		10.07	3485		
Sep	09/12/95	32	20638	2741		10.25	2741		
Aug	08/11/95	29	17897	1475		10.18	3523		
Jul	07/13/95	30	16422	1844		10.23	3540		
Jun	06/13/95	32	14578	1661		10.14	3509		
May	05/12/95	29	12917	1262		8.29	2869		
Apr	04/13/95	29	11655	1088		6.68	2312		
Mar	03/15/95	29	10567	1024		5.99	2073		
Feb	02/14/95	32	9543	843		6.22	2152		
Jan	01/13/95	30	8700	901		6.47	2239		

CDIC CHARGES

~~2283.98~~
 \$ 2496

Billed By: H. LUBERT

DATE 4/3/96

BILL ACCT
0414966267

REASON FOR ADJUSTMENT
NON-INHER CURR-DIVER CR*

-- AS BILLED-----RE-BILL

ADJUSTMENT BILLING BREAKDOWN

DATE: 04-04-96

PAGE:

C
CUSTOMER NAME AND SERVICE ADDRESS
JORGE MORALES

-- AS BILLED ----- RE-BILLED--

BILL ACCT
9514966267

REASON FOR ADJUSTMENT
NON-INHER CURR-DIVER CR*

AS BILLED ----- RE-BILLED

-- AS BILLED-----RE-B

SERVICE TO
SERVICE FROM
RATE SCHED
SERVICE DAYS
LMIS CRDT DAYS

11/14/94
10/12/94
RS-1
33

11/14/94 SERVICE TO
10/12/94 SERVICE FROM
RS-1 RATE SCHED
33 SERVICE DAYS
LMIS CRDT DAYS

12/14/94
11/14/94
RS-1
30

12/14/94 SERVICE TO
11/14/94 SERVICE FROM
RS-1 RATE SCHED
30 SERVICE DAYS
LMIS CRDT DAYS

01/13/95
12/14/94
RS-1
30

KWH RDG
DEMAND RDG
ON KWH RDG
ON-TA DEM RDG

6343

6343 KWH RDG
DEMAND RDG
ON-PK KWH RDG
ON-PK DEM RDG

7799

7799 KWH RDG
DEMAND RDG
ON-PK KWH RDG
ON-PK DEM RDG

8700

TOT KWH USED
DEM USED
ON-PK USAGE
ONP DEMAND
OFFP KWH USED

1830

2955 TOT KWH USED
DEM USED
ON-PK USAGE
ONP DEMAND
OFFP KWH USED

1456

2685 TOT KWH USED
DEM USED
ON-PK USAGE
ONP DEMAND
OFFP KWH USED

901

SERV AMT
LD CNTL CR
GR RCT TAX
FRANC CHG
UTILITY TX
FL SLS TAX
PRE CNTL CR
TRANSF CR
CURTAIL CR
ACCESS CHG
USAGE CHG
AD**4 CHG
E ADJ
DIFF

131.25
0.00
1.35
7.30
12.16

213.08 SERV AMT
0.00 LD CNTL CR
2.19 GR RCT TAX
11.85 FRANC CHG
19.94 UTILITY TX
FL SLS TAX
PRE CNTL CR
TRANSF CR
CURTAIL CR

104.06
0.00
1.07
5.79
9.58

193.43 SERV AMT
0.00 LD CNTL CR
1.98 GR RCT TAX
10.75 FRANC CHG
10.07 UTILITY TX
FL SLS TAX
PRE CNTL CR
TRANSF CR
CURTAIL CR

63.69
0.00
.65
3.54
5.74

161.
0.
1.
8.
14.5

TOTAL AMT

152.06

247.06 TOTAL AMT

120.50

224.23 TOTAL AMT

73.62

186.59

RECALCULATED AMOUNT

95.00

RECALCULATED AMOUNT

103.73

RECALCULATED AMOUNT

112.97

CUSTOMER NAME AND SERVICE ADDRESS
 JORGE MORALES

BILL ACCT
 9514966267

REASON FOR ADJUSTMENT
 NON-INHER CURR-DIVER CR*

	-- AS BILLED ----- RE-BILLED--			AS BILLED ----- RE-BILLED			-- AS BILLED-----RE-BILLED	
SERVICE TO SERVICE FROM RATE SCHED SERVICE DAYS LMIS CRDT DAYS	05/12/95 04/13/95 RS-1 29	05/12/95 04/13/95 RS-1 29	SERVICE TO SERVICE FROM RATE SCHED SERVICE DAYS LMIS CRDT DAYS	06/13/95 05/12/95 RS-1 32	06/13/95 05/12/95 RS-1 32	SERVICE TO SERVICE FROM RATE SCHED SERVICE DAYS LMIS CRDT DAYS	07/13/95 06/13/95 RS-1 30	07/13/95 06/13/95 RS-1 30
KWH RDG DEMAND RDG ON) KWH RDG ON- PK DEM RDG	12917	12917	KWH RDG DEMAND RDG ON-PK KWH RDG ON-PK DEM RDG	14578	14578	KWH RDG DEMAND RDG ON-PK KWH RDG ON-PK DEM RDG	16422	16422
TOT KWH USED DEM USED ON-PK USAGE ONP DEMAND OFFP KWH USED	1262	2869	TOT KWH USED DEM USED ON-PK USAGE ONP DEMAND OFFP KWH USED	1661	3509	TOT KWH USED DEM USED ON-PK USAGE ONP DEMAND OFFP KWH USED	1844	3540
SERV AMT LD CNTL CR GR RCT TAX FRANC CHG UTILITY TX FL SLS TAX PRE CNTL CR TRANSF CR CURTAIL CR ACCESS CHG USAGE CHG ADM'N CHG T) E ADJ REV DIFF	91.01 0.00 .93 4.96 8.12	209.23 0.00 2.15 11.41 19.07	SERV AMT LD CNTL CR GR RCT TAX FRANC CHG UTILITY TX FL SLS TAX PRE CNTL CR TRANSF CR CURTAIL CR	120.36 0.00 1.23 6.56 10.83	256.31 0.00 2.63 13.97 23.43	SERV AMT LD CNTL CR GR RCT TAX FRANC CHG UTILITY TX FL SLS TAX PRE CNTL CR TRANSF CR CURTAIL CR	133.81 0.00 1.37 7.29 12.08	258.58 0.00 2.65 14.10 23.64
TOTAL AMT	105.02	241.86	TOTAL AMT	138.98	296.34	TOTAL AMT	154.55	298.97
RECALCULATED AMOUNT	136.84		RECALCULATED AMOUNT	157.36		RECALCULATED AMOUNT	144.42	

CUSTOMER NAME AND SERVICE ADDRESS
 JORGE MORALES

BILL ACCT
 9514966267

REASON FOR ADJUSTMENT
 NON-INHER CURR-DIVER CR*

-- AS BILLED ----- RE-BILLED--

AS BILLED ----- RE-BILLED

-- AS BILLED-----RE-BILLED

	08/11/95	08/11/95	SERVICE TO	09/12/95	09/12/95	SERVICE TO	10/11/95	10/11/95
SERVICE FROM	07/13/95	07/13/95	SERVICE FROM	08/11/95	08/11/95	SERVICE FROM	09/12/95	09/12/95
RATE SCHED	RS-1	RS-1	RATE SCHED	RS-1	RS-1	RATE SCHED	RS-1	RS-1
SERVICE DAYS	29	29	SERVICE DAYS	32	32	SERVICE DAYS	29	29
LMIS CRDT DAYS			LMIS CRDT DAYS			LMIS CRDT DAYS		
KWH RDG	17897	17897	KWH RDG	20638	20638	KWH RDG	22600	22600
DEMAND RDG			DEMAND RDG			DEMAND RDG		
ON KWH RDG			ON-PK KWH RDG			ON-PK KWH RDG		
ON- PK DEM RDG			ON-PK DEM RDG			ON-PK DEM RDG		
TOT KWH USED	1475	3523	TOT KWH USED	2741	2741	TOT KWH USED	1962	3485
DEM USED			DEM USED			DEM USED		
ON-PK USAGE			ON-PK USAGE			ON-PK USAGE		
ONP DEMAND			ONP DEMAND			ONP DEMAND		
OFFP KWH USED			OFFP KWH USED			OFFP KWH USED		
SERV AMT	106.67	257.34	SERV AMT	199.82	199.82	SERV AMT	148.67	265.52
LD CNTL CR	0.00	0.00	LD CNTL CR	0.00	0.00	LD CNTL CR	0.00	0.00
GR RCT TAX	1.09	2.64	GR RCT TAX	2.05	2.05	GR RCT TAX	1.52	2.72
FRANC CHG	5.81	14.03	FRANC CHG	10.89	10.89	FRANC CHG	8.10	14.47
UTILITY TX	9.57	23.52	UTILITY TX	18.20	18.20	UTILITY TX	13.48	24.33
FL SLS TAX			FL SLS TAX			FL SLS TAX		
PRE CNTL CR			PRE CNTL CR			PRE CNTL CR		
TRANSF CR			TRANSF CR			TRANSF CR		
CURTAIL CR			CURTAIL CR			CURTAIL CR		
ACCESS CHG								
USAGE CHG								
AD'N CHG								
T> E ADJ								
REV DIFF								
TOTAL AMT	123.14	297.53	TOTAL AMT	230.96	230.96	TOTAL AMT	171.77	307.04
RECALCULATED AMOUNT	174.39		RECALCULATED AMOUNT			RECALCULATED AMOUNT	135.27	

CUSTOMER NAME AND SERVICE ADDRESS
 JORGE MORALES

BILL ACCT
 9514966267

REASON FOR ADJUSTMENT
 NON-INHER CURR-DIVER CR*

	-- AS BILLED ----- RE-BILLED--		AS BILLED ----- RE-BILLED		-- AS BILLED-----RE-BILLED			
SERVICE TO SERVICE FROM RATE SCHED SERVICE DAYS LMIS CRDT DAYS	11/09/95 10/11/95 RS-1 29	11/09/95 10/11/95 RS-1 29	SERVICE TO SERVICE FROM RATE SCHED SERVICE DAYS LMIS CRDT DAYS	12/12/95 11/09/95 RS-1 33	12/12/95 11/09/95 RS-1 33	SERVICE TO SERVICE FROM RATE SCHED SERVICE DAYS LMIS CRDT DAYS	01/12/96 12/12/95 RS-1 31	01/12/96 12/12/95 RS-1 31
KWH RDG DEMAND RDG ON KWH RDG ON- PK DEM RDG	23923	23923	KWH RDG DEMAND RDG ON-PK KWH RDG ON-PK DEM RDG	25157	25157	KWH RDG DEMAND RDG ON-PK KWH RDG ON-PK DEM RDG	26374	26374
TOT KWH USED DEM USED ON-PK USAGE ONP DEMAND OFFP KWH USED	1323	3017	TOT KWH USED DEM USED ON-PK USAGE ONP DEMAND OFFP KWH USED	1234	2339	TOT KWH USED DEM USED ON-PK USAGE ONP DEMAND OFFP KWH USED	1217	2239
SERV AMT LD CNTL CR GR RCT TAX FRANC CHG UTILITY TX FL SLS TAX PRE CNTL CR TRANSF CR CURTAIL CR ACCESS CHG USAGE CHG AD**N CHG T) E ADJ REV DIFF	99.64 0.00 1.02 5.43 8.93	229.61 0.00 2.35 12.52 21.00	SERV AMT LD CNTL CR GR RCT TAX FRANC CHG UTILITY TX FL SLS TAX PRE CNTL CR TRANSF CR CURTAIL CR	92.82 0.00 .95 5.06 8.29	177.59 0.00 1.82 9.68 16.17	SERV AMT LD CNTL CR GR RCT TAX FRANC CHG UTILITY TX FL SLS TAX PRE CNTL CR TRANSF CR CURTAIL CR	91.52 0.00 .94 4.99 8.17	169.92 0.00 1.74 9.26 15.45
TOTAL AMT	115.02	265.48	TOTAL AMT	107.12	205.26	TOTAL AMT	105.62	196.37
RECALCULATED AMOUNT	150.46		RECALCULATED AMOUNT	98.14		RECALCULATED AMOUNT	90.75	

CUSTOMER NAME AND SERVICE ADDRESS
JORGE MORALES

BILL ACCT
9514966267

REASON FOR ADJUSTMENT
NON-INHER CURR-DIVER CR*

-- AS BILLED ----- RE-BILLED--

SERVICE TO	02/13/96	02/13/96
SERVICE FROM	01/12/96	01/12/96
RATE SCHED	RS-1	RS-1
SERVICE DAYS	32	32
LNIS CRDT DAYS		

KWH RDG	27479	27479
DEMAND RDG		
ON KWH RDG		
ON- DEM RDG		

TOT KWH USED	1105	2152
DEM USED		
ON-PK USAGE		
ONP DEMAND		
OFFP KWH USED		

SERV AMT	82.92	163.23
LD CNTL CR	0.00	0.00
GR RCT TAX	.85	1.67
FRANC CHG	4.52	8.90
UTILITY TX	7.38	14.83
FL SLS TAX		
PRE CNTL CR		
TRANSF CR		
CURTAIL CR		
ACCESS CHG		
USAGE CHG		
AD*** CHG		
T) E ADJ		
REV DIFF		

TOTAL AMT	95.67	188.63
	-----	-----

RECALCULATED AMOUNT	92.96

Please request changes on the back. Notes on the front will not be detected.

I added my donation for the Care to Share Energy Fund to help those in need. (Mark 'X' in box)

\$1 \$2 \$5 \$10 Other

PLEASE FILL IN TOTAL AMOUNT PAID

\$

Make check payable to FPL in U.S. and mail along with this coupon to.

172435

JORGE MORALES
6550 SW 17TH ST
MIAMI FL 33155

FPL
GENERAL MAIL FACILITY
MIAMI FL 33188-0001

Account Number	Total Now Due	NEW Charges Past Due
95149-66267	\$2,060.59	APR 25 1996

CUSTOMER STATEMENT

Statement Date: APR 04 1996
Customer Name: JORGE MORALES
Service Address: 6550 SW 17 ST

Account Number: 95149-66267
Service Dates: OCT 12 94 to FEB
Service Days: See message card
Next Scheduled Read Date: APR 11 1996

Previous Statement Balance	Payments (-)	Additional Activity (+ or -)	Balance Before NEW Charges (=)	NEW Charges (+)	NEW Charges Past Due	Total Now (=)
167.25	167.25CR	1,672.00CR	1,672.00CR	3,732.59	APR 25 1996	\$2,060.

Multiple-Month Usage Meter No. 5C67708	
Total KWH	43,830

Account Activity *CORRECTED

Previous Statement Balance	167.25
Payment Received - THANK YOU	167.25CR
Additional Activity:	
Credit	1,936.96CR
Revenue Protection Invest Charge	264.96
BALANCE BEFORE NEW CHARGES	1,672
Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE	
Electric Service Amount	3,226.53
Gross Receipts Tax Increase	33.09
Franchise Charge	176.83
Utility Tax	296.14
Current Electric Charges	3,732.59
TOTAL NEW CHARGES:	3,732
TOTAL NOW DUE:	\$2,060

Messages

- A late payment charge of 1.5% will apply if not paid by APR 25.
- This bill is for multiple (16) billing periods. Details of each period are available on the attached report(s).
- Transactions involving connects, disconnects, name changes and payment extensions may require positive identification.
- Customers paying FPL bills at Authorized Pay Agent locations MUST have a bill statement when paying with a check.

4441 METER READING HISTORY
 95149-00207 91 12 194 ELE ACT
 JUDGE 30-4155
 6550 SW 17TH ST
 MIAMI

PREMISE READINGS
 12/06/95 170447 5069683
 PH 3051266-6797 S
 S/TW 266-97-3144

03/14/96 14:47:44

FL 33155 P OLD8A:81-12-194-11570-4

PAGE 2 OF 4
 RPT SEAL
 CD COND

READ DATE	TIME	RDG	USAGE	DAYS	TYPE	STATUS	CD	COND
07/13/95	13:22	16422	1844	30	A	B		
06/13/95	12:07	14578	1661	32	A	B		
05/12/95	10:47	12917	1262	29	A	B		
04/13/95	09:54	11655	1088	29	A	B		
03/15/95	13:46	10567	1024	29	A	B		
02/14/95	11:26	09543	843	32	A	B		
01/13/95	13:57	08700	901	30	A	B		
12/14/94	09:51	07799	1456	30	A	B		
11/14/94	10:05	06343	1830	33	A	B		
10/12/94	10:09	04513	2949	29	A	B	H1	
09/13/94	11:05	01554	2103	32	A	B	H2	
08/31/94	00:00	00000	0	0	C	M		

GWA 80

NEXT TYPE A FIND
 02-TOP LIST 07-PAGE UP 08-PAGE DOWN 15-BILL HIST 16-BY PA.FRES NEWG
 FACT

KWH: METER READING HISTORY
 95149-00207 81 12 194 ELE AC1
 JOYCE MORALES
 6550 SW 17TH ST
 MIAMI

PREMISE READINGS
 12/06/85 170447 5069683
 PH (305)256-6787 S
 S/IR 266-97-3144

03/14/96 14:47:44

FL 03155 P OLORA:81-12-194-11570-4

PAGE 1 OF 4
 RPT SEAL
 CD COND
 H2

READ DATE	TIME	RDG	USAGE	DAYS	TYPE	STATUS
03/13/96	15:59	00546	1911	29	A	B
02/29/96	00:00	00000	0	0	C	M
02/29/96	00:00	28844	1365	16	D	M
02/29/96	09:00	00000	0	0	J	M
02/29/96	09:00	28844	0	0	J	M
02/13/96	14:57	27479	1105	32	A	B
01/12/96	15:05	26374	1217	31	A	B
12/12/95	13:30	25157	1234	33	A	B
11/09/95	08:55	23923	1323	29	A	B
10/11/95	13:18	22600	1962	29	A	B
09/12/95	15:14	20603	2741	32	A	B
08/11/95	11:26	17897	1475	29	A	B

GWA 80

NEXT TYPE A FIND

TOP OF LIST

03-PAGE 0000 15-BILL HIST 16-BY 84/95LM

NEWS
FACT

MIAMI METER READING HISTORY
 95149-66267 81 12 194 ELE ACT
 JOYCE KORALES
 6550 SW 17TH ST
 MIAMI

PREMISE READINGS
 12/06/85 1/044/ 5069683
 PH (305)266-6787 S
 S/T# 266-97-3144

03/14/96 14:51:26

FL 33155 P 0L08A:81-12-194-11570-4

KWH CONSTANT 1
 KWH

PAGE 3 OF 4
 RPT SEAL
 CD COND

READ DATE	TIME	RDG	USAGE	DAYS	TYPE	STATUS	CD	COND
08/31/94	00:00	06842	539	19	D	M		
08/31/94	09:00	00000	0	0	J	M		
08/31/94	09:00	81133	0	0	J	M		
08/19/94	00:00	89695	0	0	V	M		
08/19/94	15:05	89695	0	0	J	M		
08/12/94	00:00	06304	1436	29	E	B	H3	
08/12/94	10:39	88696	83828	29	A	N	H3	
07/14/94	11:50	04868	1876	30	A	B		
06/14/94	10:57	02992	1771	32	A	B		
05/13/94	12:23	91221	1988	29	A	B	H1	
04/14/94	11:51	99233	1064	29	L	P		
04/14/94	11:51	99233	1064	29	A	C		

OKA 80

NEXT TYPE A FIND

02-100 LIST 07-PAGE UP 08-PAGE DOWN 15-BILL HIST 16-PY BA/PREM NEWS FACT

CDIC CHARGES

Case Number : 96A86829

Meter : 5C 23.68

\$23.68

Locking Device Cost	Number	Cost	Total
Lock Ring			
Front Entry			
Side Entry			
HASP Locking Assembly			
Bracket Locking Assembly			
Barrel Lock (1 1/16" Hasp)			
2" Barrel Padlock			
FT Knox Lock			
Lock Pin			
Johnny Bar 24" - 34"			
Johnny Bar 31" - 50"			
Johnny Bar 35" - 54"			
Johnny Bar 48" - 66"			
Sub Total			

Locking Device

Vehicle	Time	Rate	Total
Meter Truck	0.5	\$4.58	2.29
Trouble Truck			
Line / Trailer Truck			
Underground			
CO. Passenger Car			
Sub Total			\$2.29

\$2.29

Contract Car @ \$0.30 Per Mile, Miles Driven 42

\$12.60

Vehicle Cost

\$14.89

Miscellaneous

Pictures @ \$1.08 # of

Other

Miscellaneous

Labor	Time	Rate	Total
Investigator #1	1.5	\$62.25	\$93.38
Investigator #2	1	\$62.25	\$62.25
Meterman "A"	0.5	\$52.88	\$26.44
Meterman "A"			
Sub Total			\$182.07

Labor - Sub Total

\$182.07

Meter Test

1 \$26.44

Accounting

16.9 ~~\$10.90~~
17.55

Clerical
Other

15

Labor

\$225.41

Total Amount Of CDIC

\$263.98

\$ 264.96