

CAF

11/12/96

Mr. Director Division of Record.
Comisión de Public Service.

ORIGINAL
FILE COPY

Yo Francisco Ornesa residente en
el 7863 SW 5 St Miami Fla
no estoy de acuerdo con la deci-
sion de ustedes ya que las alega-
ciones expuestas por la F.P.L. son
falsas y las investigaciones de usted-
es son insuficientes.

Por tanto pido otra entrevista
con ustedes con un traductor
para nuestro fácil entendimiento.

Esperando su respuesta;
Queda de Ustedes.

Francisco Ornesa

C.C. DOKer # 961179

CAF - 1

EAG - 1

LEG - 1

SEC - 1



DOCUMENT NUMBER-DATE

12665 NOV 26 88

FPSC-RECORDS/REPORTING

Name MESA, FRANCISCO

Company FLORIDA POWER & LIGHT COMPANY

Request No. 1220061

Address 7863 SW 5ST

Attn. DEBBIE SELF 122006

By SCA Time 8:56 AM Date 04/16/96

Consumer's Telephone # (305)-264-7704

To CO Time FAX Date 04/16/96

City/Zip MIAMI 33144 County DADE

Can Be Reached (305)-838-3985

Type B Form Phone

Account Number 8524479519

Note _____

Category GI-06

Company Contact _____

Limited Reponse N

Infraction _____

Closed by JRD Date 04/29/96

Reply Received T

Mr. Mesa states he is being charged with a current diversion unjustifiably. Please provide a detailed report.

4/22: Timely report.

4/29/96 Closed with letter.

05/20 Received request for informal lar

05/22 8:43 AM Calling company speaking with Debbie Self.lar

05/28/96 4:53 PM Called and left message on recorder for customer to call me.lar

06/26 I returned the call from Armando Santana, customer's representative 305/446-3377. He's been dealing with Ms. Mc Vickers who is out until 6/27. She is providing documents and he wants an inspector to look at the meters. Per Mr. Santana's request I sent Mr. Mesa's complete file and a copy of rule 25-6.104 and 25-6.105 for his review.lar

07/22 4:55 PM called Mr. Santana's number and left message with the answering service for him to call me regarding this file.lar

08/08/96 Blanca Rodriguez with her neice translating called and said that Mr. Mesa's service was disconnected last night. Bev called Debbie Self and had service reconnected. I called (305) 227-2907 and left message for Mr. Santana (customer's representative) to call me.lar

08/12 Sending certified letter to Mr. Santang giving him until 8/16 to let me know their intentions for the informal conference or I will consider this matter closed.

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 Allen

DUE: 05/07/96

PAGE: 3

PM calling Mr. Santana at (305) 446-3377, he cleared it up he spoke with Mrs. Mc Vickers, who told him that there was a mix up and they will put it back on tomorrow.lar

Oct. 29, 1996: Mr. Mesa has a new phone number (305)227-0247. Mr. Mesa's case was item number 16 in today's Commission Agenda. Before Bev. DeMello and Leroy Rasberry, Mr. Mesa chose not to appear via phone before the Commission today. He is of opinion that he will wait for the decision taken by the vote of the Commission. Depending on the vote of the Commissioners, Mr. Mesa will decide whether to protest or not said decision. He wants to take his case before the courts where he can present his evidence against FPL.

C.Pena

10/29 This item was taken before the commissioner, the recommendation was that this customer owed the entire bill. The commissioners voted with staff.lar

11/13/96 Received a letter from Mr. Mesa disagreeing with the commission's vote. I called and left a voice mail for the PSC attorney and sent a copy interoffice to Shelia Erstling.lar

PAGE: 2

08/15 11:39 AM Mr. Santana called me in response to my 8/12 certified letter, he just received it. He did receive my messages but he didn't call me because he had not heard from his client. Mr. Santana said that has left several messages for his client but not have been returned. Mr. Santana did review the report (copy) I sent him on 6/26 of the rebilling and spoke with his client Mr. Mesa. He told Mr. Mesa that there are some valid discrepancies they needed to talk about and asked him to come and talk with him but he did not hear back from him. Mr. Santana said that if I don't hear back from him by tomorrow 8/16 (which is the date given on the certified letter), I can go ahead and do what I have to do.lar

08/16 12:53 PM Calling Mr. Santana (305) 446-3377 and left message that I spoke with Blanca Rodriguez, Mr. Mesa's sister (her number is 305/227-2907), and she said that she will contact her brother by beeper and that Mr. Santana can call her to make contact with Mr. Mesa. This is the date I requested to hear back from Mr. Santana and I had the secretary to tell him I need to hear back from him today.lar

08/16 1:33 PM Mr. Santana returned my call and said he did get with Mr. Mesa late yesterday, and he will come by and see Mr. Santana today (Friday) and make a decision on what he wants to do. Mr. Santana will call me on Monday and let me know the status. Mr. Santana's number is 305/446-3377. 2:51 PM calling Mr. Santana to confirm that I received his message and I will expect to hear from him Monday.lar

08/26 Mr. Santana called to tell me that the Mesa account was disconnected today. 4:45 PM Called and spoke with Debbie Self (Carmen) called at 2:15 PM with a courtesy call, and Mrs. Mesa called and asked to have service disconnected. When this happens FPL goes out and disconnects at the meter. About 20 minutes later a call came in and requested that service be connected in the name of Alberto Loreda. FPL will reconnect service in the name of Francisco Mesa. 4:45

From: Sheila Erstling
To: Matilda Sanders
Subject: 961179-EI FP&L -Complaint of Francico Mesa

====NOTE=====12/03/96=10:39am=====

Please change records to remove Mr. Armando C. Santana, 3780 West Flagler Street, Miami, Florida 33134 as the legal representative for Mr. Mesa. We have discovered that he is not an attorney and no longer represents him at all.

11/12/96.

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