

FLORIDA PUBLIC SERVICE COMMISSION
Capital Circle Office Center • 2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

M E M O R A N D U M

DECEMBER 5, 1996

TO: DIRECTOR, DIVISION OF RECORDS AND REPORTING (BAYO)

FROM: DIVISION OF LEGAL SERVICES (JOHNSON) *RUE*
DIVISION OF ELECTRIC & GAS (GOAD) *JDJ*
DIVISION OF CONSUMER AFFAIRS (DEMELLO) *JDJ*

RE: DOCKET NO. 961381-EI - COMPLAINT OF MR. JORGE MORALES
AGAINST FLORIDA POWER & LIGHT COMPANY REGARDING ALLEGED
CURRENT DIVERSION/METER TAMPERING REBILLING FOR ESTIMATED
USAGE OF ELECTRICITY

AGENDA: 12/17/96 - REGULAR AGENDA - PROPOSED AGENCY ACTION -
INTERESTED PERSONS MAY PARTICIPATE

CRITICAL DATES: NONE

SPECIAL INSTRUCTIONS: S:\PSC\LEG\WP\961381EI.RCM
ATTACHMENTS NOT AVAILABLE

CASE BACKGROUND

On April 30, 1996, Ms. Elia Morales, on behalf of her husband, Jorge, contacted the Division of Consumer Affairs and complained of his being unjustifiably charged with current diversion by Florida Power & Light Company (FPL). Mr. Morales questioned a bill received from FPL resulting from a meter tampering condition found at 6550 SW 17 Street, Miami, Florida, 33155. An inquiry was taken and sent to FPL for a full report. On May 15, 1996, a report was received from the company. A summary of the events described in FPL's report and other documents is shown below.

- 1) This case is one of four accounts that were billed by FPL for dial tampering at the same time which involve individuals who are family members.
- 2) Electric service at 6550 SW 17 Street, Miami, Florida 33155, was established in the name of Jorge Morales on December 6, 1985.

DOCUMENT NUMBER-DATE

13003 DEC-5

FPSC-RECORDS/REPORTING

- 3) On August 31, 1994, FPL installed a new factory-direct meter, No. 5C67708, at 6550 SW 17th Street. FPL did not document any particular reason for the meter change-out.
- 4) On February 6, 1996, a FPL revenue protection investigator reported dial tampering on Meter 5C67708. FPL then started conducting meter check readings. On January 12, 1996, the meter read 26374. On February 6, the reading was 28707. At this rate of kilowatt hour (kwh) consumption, FPL projected that the customer would use 2800 kilowatt hours for the month.
- 5) For the regular monthly meter reading done on February 13, 1996, the reading showed 27479, which was lower than the reading taken on February 6, showing 28707. Mr. Morales was billed for 1105 kwh. A check reading was taken on February 14, 1996, and it showed a usage of 89 kwh in one day.
- 6) On February 29, 1996, FPL removed meter number 5C67708 and replaced it with meter number 5C69683.
- 7) When meter number 5C67708 was removed, FPL's revenue protection meterman documented 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.
- 8) On March 12, 1996, meter number 5C67708 was tested. Test results indicated that the meter registered 100.21% under a full load and 100.16 under a light load. The weighted average is 100.20%. Documentation at the time of the test also indicate a broken inner seal, an off-scale registration, and apparent dial tampering.
- 9) Examination of the meter indicated that the calibration of the meter was not affected. The meter tested within PSC toleration. In this type of meter dial tampering, the calibration of the meter is not affected because the meter dials are manually turned back before the meter read date. Consequently, the utility has no way to measure the actual percentage lost in order to rebill the account. Therefore, FPL used the seasonal percentage of usage formula which provides a reasonable estimation of electricity used but not paid for.

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- 10) Based upon the pattern of low monthly usage from the inception of the account, which sharply contrasted with check readings of kwh usage, FPL established that the meter serving this residence had been tampered with since at least November, 1994. Thus, on April 4, 1996, the account was rebilled using the seasonal average percentage of usage calculation. Mr. Morales' account was 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 total amount rebilled was \$2,060.59, which includes \$264.96 for investigative costs.

By letter dated July 26, 1996, staff advised Mr. Morales that FPL's rebilling of this account in the sum of \$2,060.59 appeared to be proper. On August 8, 1996, the customer sent a letter requesting an informal conference. The conference, originally scheduled for September 6, 1996, was cancelled by Mr. Morales. After several attempts were made to reschedule, an informal conference was held on Friday, October 25, 1996. In attendance were Mr. Morales, FPL representatives, and Consumer Affairs staff. The parties have been unable to reach a settlement.

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ISSUE 1: Is there sufficient evidence to believe that electricity was diverted to the residence of Mr. Jorge Morales at 6550 Southwest 17th Street, Miami, Florida 33155?

RECOMMENDATION: Yes. Prima facie evidence of meter tampering outlined in FPL's reports makes it reasonable to believe that meter tampering occurred at Mr. Morales' residence. As the customer of record during the entire period, Mr. Morales should be held responsible for a reasonable amount of backbilling.

STAFF ANALYSIS: FPL's Revenue Protection investigator reported dial tampering on meter number 5C67708, which served the residence of Jorge Morales and documented this finding with check readings. The results of FPL's investigation, including documentation of one regressive meter reading, are set forth below.

- 1) The regular monthly reading on January 12, 1996 showed 26374. A check reading taken on February 6, 1996 showed 28707. The customer had used 2333 kwh in 25 days, projecting out to 2800 kwh per month.
- 2) A check reading taken on February 6, 1996, showed 28707 kwh; the regular monthly reading taken on February 13th showed 27479. Note that the amount of kwh recorded by the meter regressed by 1,228.
- 3) A check reading taken on February 14, 1996 showed 27568. Consumption used was 89 kwh in one day projecting out to 2670 kwh per month.

Due to the cumulative nature of the meter, readings should not regress. This indicates a physical tampering with the meter dial for the purpose of evading the responsibility of paying the full amount for service received. That meter tampering occurred is further supported by the broken inner seal.

One of the simplest and most accurate ways to rebill an account for meter failure or tampering is to conduct tests to determine the actual percentage of power not properly measured by the meter. This type of calibration measurement allows the utility to rebill the account by applying the percentage lost to the amount of kwh's actually recorded. This method, however, cannot be used in meter dial tampering cases such as this case where the meter dials are manually turned back before the regular read date. This manual manipulation of the meter dial gives the impression that less kwh's were used.

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FPL provided projections based upon the check readings that showed potential usage by this customer during the period of the investigation. Based upon these projections and the events discussed in the case background, it is reasonable to believe that electricity was consumed at 6550 SW 17th Street, the home of Jorge Morales, but was not billed to him.

Mr. Morales has been the customer of record for this account since December 6, 1985. As the customer of record during the period in which meter tampering occurred, Mr. Morales is responsible for a reasonable estimate of the energy used.

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ISSUE 2: Is Florida Power & Light Company's calculation of a backbilled amount of \$1,795.63 for unmetered electric usage, plus a \$264.96 investigative charge, reasonable?

RECOMMENDATION: Yes. The amounts of \$1,795.63 for electric usage and the \$264.96 investigative charge, totalling \$2,060.59.

STAFF ANALYSIS: On March 12, 1996, meter number 5C67708 was tested. Test results indicated that the meter registered 100.21% under full load and 100.16% under a light load, with a weighted average of 100.20%. Under normal circumstances, this would be considered an accurate meter. In this case, the meter remained within proper calibration limits, but the dials were manually tampered with (turned back). This manual manipulation of the meter dials occurred before the monthly read date to make it appear as though less electricity was used.

FPL documented one instance of a regressed meter reading as a result of dial tampering. Even though a certain amount of kwh usage was billed every month, the setting back of the meter dial register prevented FPL from billing and receiving full payment for services given. During the entire period of the investigation, FPL billed the customer based on actual meter readings, not the projected greater kwh usage.

Due to the nature of this diversion, the rebilling of this account was based on a seasonal average percentage of usage chart. This chart takes into consideration seasonal variations in heating and cooling demands in the customer's area. The chart is a useful estimating tool for rebilling cases like this one where the meter is registering within acceptable tolerance, but the dials have been manually manipulated.

FPL applied the seasonal average percentage of usage method, for rebilling purposes, to Mr. Morales' account from the November 14, 1994 billing period to the February 13, 1996 billing period. FPL cited a noticeable drop in consumption in November of '94. FPL chose three separate meter readings that it believed to be accurate in order to determine a fair average usage. These readings were performed on October 12, 1994, September 12, 1995 (The meterman alleged that he was seen prior to this reading and therefore dial tampering did not occur), and February 13, 1996 (A new meter was set in February '96). The consumption for each reading was divided by the percentage of usage and a percentage of the annual total for the month each reading was taken. This yielded three separate estimates for annual usage. These three estimates were then summed and divided. The product was an estimated annual kwh usage of 34,604. This estimate was then multiplied by each month's

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percentage usage from November '94 to February '96. This provided FPL with monthly kwh usage estimates which were then compared to each month's billed amount. Attachment B shows the kwh rebilled for Mr. Morales' account. The rates applicable during each of the corresponding months was applied appropriately. The cumulative amount resulted in a total of \$1,795.63, plus the investigative costs of \$264.96, equaling \$2,060.59.

Attachment A is FPL's customer usage chart for Mr. Morales' account. The chart indicates a very low level of kwh usage since April, 1994. It appears to indicate that the meter has been manipulated over an extended period of time, particularly since the residence served by the meter has approximately 1500 square feet. In addition, Mr. Morales stated that the house has central air-conditioning, a washer and dryer, electric refrigerator, electric stove, an electric water heater, and a swimming pool.

During the informal conference, Mr. Morales explained that his usage is low because he "saves as much electric power as I can and, simply, I don't look for power consumption." He also said fluctuations in usage were due to his level of income. In previous years, he did not have as high of an income as he has now, so his electric usage depended on his salary.

Staff maintains that there is prima facie evidence that meter tampering occurred and electricity was manually diverted at 6550 SW 17th Street, Miami, Florida 33155. As the customer of record, Mr. Morales is responsible for all electric consumption at this address. Staff also agrees that FPL's calculation of the rebilled amount is proper and in accordance with Rule 25-6.104, Florida Administrative Code. The inclusion of investigative charges in the rebilling is in accordance with the Company's tariff no. 6.061. Thus, staff agrees that Mr. Morales should be required to pay the rebilled amount of \$2,060.59.

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ISSUE 3: Should this docket be closed?

RECOMMENDATION: Yes. If no person whose substantial interests are affected by the Commission's proposed agency action timely files a protest within twenty-one days, this docket should be closed.

STAFF ANALYSIS: If no person whose substantial interests are affected files a timely request for a Section 120.569, Florida Statutes, hearing within twenty-one days, no further action will be required and this docket should be closed.

KWH HISTORY SUMMARY

NAME: JORGE MORALES

METER SET DATE: 8/31/94

METER NO.: 5C67708

ADDRESS: 6550 SW 17 ST

CUSTOMER CONNECT DATE: 12/6/85

ACCT. NO.: 95149-86267 (CURRENT)

CASE NUMBER: 96A868292034

ACCT. NO.: 81-12-194-11570-4 (PREVIOUS)

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MONTH	1996	1995	1994	1993	1992	1991	1990
JANUARY	1217	901	1180	1164	1257	3285	1853
FEBRUARY	1105	843	1339	845	1038	2482	1682
MARCH	1911B	1024	1224	1416	1385	2443	1623
APRIL	1537	1088	1064	1130	1577	2950	1858
MAY	1961	1262	1088	1148	1537	2290	2690
JUNE	2379	1661	1771	1266	1459	258	2772
JULY	2785	1844	1876	1566	1964	1477	3378
AUGUST	3442	1475	1436	1391	1708	1014	3353
SEPTEMBER	2967	2741	2103A	1287	1482	1564	3516
OCTOBER	3000	1962	2948	1854	1693	1753	3938
NOVEMBER	2846	1323	1830	1452	1308	1681	3119
DECEMBER		1234	1456	1354	1051	494	2575

A: NEW METER 5C67708 INSTALLED

B: CONDITION DISCOVERED (NEW METER SET 2/29/96)

PREPARED BY: _____

[Signature]
O. L. MACVICAR

ATTACHMENT A

A *Annual Billing Worksheet - South /*

Customer Information

95149-66267 81 12 194 ELE ACT 12/8/85 1/044/ 5C69883 Case # 95A66829
 JORGE MORALES PH (305)266-8787 S Meter # 5C67708
 8550 SW 17TH ST S/T# 266-97-3144 Set Date 8/31/94
 MIAMI FL 33155 P OLDBA:81-12-194-11570-4 Svc To Date 10/12/94
 QMAD ADDITIONAL 27966
 REBILL 42783
 19817

#	Month	Year	KWH	%	Yearly
1	Oct	94	2949	9.2	32064
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	2162		
Jan	01/12/96	31	26374	1217		6.47	2239		

Service To - 95

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	2162		
Jan	01/13/95	30	8700	901		6.47	2239		

CDIC CHARGES ~~2303.98~~
 \$ 2496 Billed By: H. LUBERT
 DATE 4/3/96

A Seasonal Billing Worksheet - South

Customer Information

95149-88287 81 12 194 ELE ACT 12/6/85 1/044/ 5C8**** Case # 96A88829
 JORGE MORALES PH (305)286-6787 S Meter # 5C67708
 8550 SW 17TH ST S/T# 266-97-3144 Set Date 34577
 MIAMI FL 33185 P OLDBA:81-12-194-11570-4 Svc To Date 34619
 GMAD
 ASBILL
 REBILL
 ADDITIONAL

#	Month	Year	KWH	%	Yearly
1	Oct	94	2949	9.2	32054
2	Sep	95	2741	10.25	26741
3	Feb	96	2800	8.22	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 - 94

Month	Days	KWH Reading	KWD Rding	KWH AsBilled	KWD	% Usage	KWH ReBilled	KWD	Remarks
Dec	12/14/94	30	7799	1456		7.76	2685		
Nov	11/14/94	33	6343	1830		8.54	2955		
Oct						9.20			
Sep						10.14			
Aug						10.20			
Jul						10.72			
Jun						9.48			
May						8.25			
Apr						7.20			
Mar						6.29			
Feb						6.06			
Jan						6.18			

Service To - 93

Dec						7.83			
Nov						8.61			
Oct						9.74			
Sep						10.83			
Aug						11.38			
Jul						10.84			
Jun						9.02			
May						7.01			
Apr						6.85			
Mar						5.78			
Feb						5.90			
Jan						6.83			

Billed By:

DATE 4/3/96

ADJUSTMENT BILLING BREAKDOWN

DATE: 04-04-96

PAGE: 1

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CUSTOMER NAME AND SERVICE ADDRESS
JORGE MORALES

BILL ACCT
9514966267

REASON FOR ADJUSTMENT
NON-INHER CURR-DIVER CR*

REGULATORY AFFAIRS

- 12 -

30555523848

12/05/1996 10:25

-- AS BILLED -----		RE-BILLED--	AS BILLED -----		RE-BILLED	-- AS BILLED-----		RE-BILLED
SERVICE TO	11/14/94	11/14/94	SERVICE TO	12/14/94	12/14/94	SERVICE TO	01/13/95	01/13/95
SERVICE FROM	10/12/94	10/12/94	SERVICE FROM	11/14/94	11/14/94	SERVICE FROM	12/14/94	12/14/94
RATE SCHED	RS-1	RS-1	RATE SCHED	RS-1	RS-1	RATE SCHED	RS-1	RS-1
SERVICE DAYS	33	33	SERVICE DAYS	30	30	SERVICE DAYS	30	30
LNIS CRT DAYS			LNIS CRT DAYS			LNIS CRT DAYS		
KWH RDC	6343	6343	KWH RDC	7799	7799	KWH RDC	8700	8700
DEMAND RDC			DEMAND RDC			DEMAND RDC		
ON KWH RDC			ON-PK KWH RDC			ON-PK KWH RDC		
ON--A DEN RDC			ON-PK DEN RDC			ON-PK DEN RDC		
TOT KWH USED	1830	2955	TOT KWH USED	1456	2685	TOT KWH USED	901	2239
DEN USED			DEN USED			DEN 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	131.25	213.08	SERV AMT	104.06	193.43	SERV AMT	63.69	161.00
LD CNTL CR	0.00	0.00	LD CNTL CR	0.00	0.00	LD CNTL CR	0.00	0.00
GR RCT TAX	1.35	2.19	GR RCT TAX	1.07	1.98	GR RCT TAX	.65	1.65
FRANC CHG	7.30	11.85	FRANC CHG	5.79	10.75	FRANC CHG	3.54	8.95
UTILITY TX	12.16	19.94	UTILITY TX	9.54	18.07	UTILITY TX	5.74	14.99
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	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	

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ATTACHMENT B

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REGULATORY AFFAIRS

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	02/14/95	02/14/95	SERVICE TO	03/15/95	03/15/95	SERVICE TO	04/13/95	04/13/95
SERVICE FROM	01/13/95	01/13/95	SERVICE FROM	02/14/95	02/14/95	SERVICE FROM	03/15/95	03/15/95
RATE SCHED	RS-1	RS-1	RATE SCHED	RS-1	RS-1	RATE SCHED	RS-1	RS-1
SERVICE DAYS	32	32	SERVICE DAYS	29	29	SERVICE DAYS	29	29
LMIS CREDIT DAYS			LMIS CREDIT DAYS			LMIS CREDIT DAYS		
KWH RDC	9543	9543	KWH RDC	10567	10567	KWH RDC	11655	11655
DEMAND RDC			DEMAND RDC			DEMAND RDC		
OR KWH RDC			OR-PK KWH RDC			OR-PK KWH RDC		
OR DEN RDC			OR-PK DEN RDC			OR-PK DEN RDC		
TOT KWH USED	843	2152	TOT KWH USED	1024	2073	TOT KWH USED	1088	2312
DEN USED			DEN USED			DEN USED		
OR-PK USAGE			OR-PK USAGE			OR-PK USAGE		
ONP DEMAND			ONP DEMAND			ONP DEMAND		
OFFP KWH USED			OFFP KWH USED			OFFP KWH USED		
SERV AMT	59.47	154.69	SERV AMT	72.63	148.94	SERV AMT	78.21	168.24
LD CNTRL CR	0.00	0.00	LD CNTRL CR	0.00	0.00	LD CNTRL CR	0.00	0.00
GR RCT TAX	.61	1.59	GR RCT TAX	.74	1.53	GR RCT TAX	.80	1.73
FRANC CHG	3.31	8.60	FRANC CHG	4.04	8.28	FRANC CHG	4.26	9.17
UTILITY TX	5.34	14.39	UTILITY TX	6.59	13.84	UTILITY TX	6.93	15.27
FL SLS TAX			FL SLS TAX			FL SLS TAX		
PRE CNTRL CR			PRE CNTRL CR			PRE CNTRL CR		
TRANSF CR			TRANSF CR			TRANSF CR		
CURTAIL CR			CURTAIL CR			CURTAIL CR		
ACCESS CHG								
USAGE CHG								
ADM'N CHG								
T1 E ADJ								
REV DIFF								
TOTAL AMT	68.73	179.27	TOTAL AMT	84.00	172.59	TOTAL AMT	90.20	194.41
RECALCULATED AMOUNT	110.54		RECALCULATED AMOUNT	86.59		RECALCULATED AMOUNT	104.21	

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2055523849

12/05/1996 10:25

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ATTACHMENT B

CUSTOMER NAME AND SERVICE ADDRESS
 JORGE MORALES

BILL ACCT
 9514966267

REASON FOR ADJUSTMENT
 NON-INNER CURR-DIVER CR*

PAGE 04

REGULATORY AFFAIRS

305552388

12/08/1996 10:25

-14-

-- 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
LNIS CRDT DAYS			LNIS CRDT DAYS			LNIS CRDT DAYS		
KWH RDG	12917	12917	KWH RDG	14578	14578	KWH RDG	16422	16422
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	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
CR RCT TAX	.93	2.15	CR RCT TAX	1.23	2.63	CR 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	<u>105.02</u>	<u>241.86</u>	TOTAL AMT	<u>138.98</u>	<u>296.34</u>	TOTAL AMT	<u>154.55</u>	<u>298.97</u>
RECALCULATED AMOUNT	<u>136.84</u>		RECALCULATED AMOUNT	<u>157.36</u>		RECALCULATED AMOUNT	<u>144.42</u>	

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ATTACHMENT B

CUSTOMER NAME AND SERVICE ADDRESS
JORGE MORALES

BILL ACCT
9518966267

REASON FOR ADJUSTMENT
NON-TRMR CURR-DIVER CR*

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

AS BILLED ----- RE-BILLED

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

SERVICE TO		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	
LMS CRDT DAYS						LMS CRDT DAYS						LMS CRDT DAYS					
KWH RDC	17897	17897	KWH RDC	20638	20638	KWH RDC	22600	22600									
DEMAND RDC			DEMAND RDC			DEMAND RDC											
CR KWH RDC			CR-PK KWH RDC			CR-PK KWH RDC											
CR- A DEN RDC			CR-PK DEN RDC			CR-PK DEN RDC											
TOT KWH USED	1475	3523	TOT KWH USED	2741	2741	TOT KWH USED	1962	3485									
DEN USED			DEN USED			DEN USED											
CR-PK USAGE			CR-PK USAGE			CR-PK USAGE											
CRP DEMAND			CRP DEMAND			CRP 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									
CR RCT TAX	1.09	2.64	CR RCT TAX	2.05	2.05	CR 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																	
ADM'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										

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ATTACHMENT B

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REGULATORY AFFAIRS

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3055523843

12/06/1995 10:25

CUSTOMER NAME AND SERVICE ADDRESS
JORGE MORALES

BILL ACCT
9514966267

REASON FOR ADJUSTMENT
NON-INMR CURR-DIVER CR*

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

AS BILLED ----- RE-BILLED

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

SERVICE TO		11/09/95		11/09/95		SERVICE TO		12/12/95		12/12/95		SERVICE TO		01/12/96		01/12/96	
SERVICE FROM		10/11/95		10/11/95		SERVICE FROM		11/09/95		11/09/95		SERVICE FROM		12/12/95		12/12/95	
RATE SCHED		RS-1		RS-1		RATE SCHED		RS-1		RS-1		RATE SCHED		RS-1		RS-1	
SERVICE DAYS		29		29		SERVICE DAYS		33		33		SERVICE DAYS		31		31	
LWIS CRDT DAYS						LWIS CRDT DAYS						LWIS CRDT DAYS					
KWH RDG		23923		23923		KWH RDG		25157		25157		KWH RDG		26374		26374	
DEMAND RDG						DEMAND RDG						DEMAND RDG					
OR KWH RDG						OR-PK KWH RDG						OR-PK KWH RDG					
OR- A DEM RDG						OR-PK DEM RDG						OR-PK DEM RDG					
TOT KWH USED		1323		3017		TOT KWH USED		1234		2339		TOT KWH USED		1217		2239	
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		99.64		229.61		SERV AMT		92.82		177.59		SERV AMT		91.52		169.92	
LD CNTRL CR		0.00		0.00		LD CNTRL CR		0.00		0.00		LD CNTRL CR		0.00		0.00	
GR RCT TAX		1.02		2.35		GR RCT TAX		.95		1.82		GR RCT TAX		.98		1.74	
FRANC CHG		5.43		12.52		FRANC CHG		5.06		9.68		FRANC CHG		4.99		9.26	
UTILITY TX		6.93		21.00		UTILITY TX		8.29		16.17		UTILITY TX		8.17		15.45	
FL SLS TAX						FL SLS TAX						FL SLS TAX					
PRE CNTRL CR						PRE CNTRL CR						PRE CNTRL CR					
TRANSF CR						TRANSF CR						TRANSF CR					
CURTAIL CR						CURTAIL CR						CURTAIL CR					
ACCESS CHG																	
USAGE CHG																	
ADJ-M CHG																	
T) E ADJ																	
REV DIFF																	
TOTAL AMT		<u>115.02</u>		<u>265.48</u>		TOTAL AMT		<u>107.12</u>		<u>205.26</u>		TOTAL AMT		<u>105.62</u>		<u>196.37</u>	
RECALCULATED AMOUNT		<u>150.46</u>				RECALCULATED AMOUNT		<u>98.14</u>				RECALCULATED AMOUNT		<u>90.75</u>			

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REGULATORY AFFAIRS

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12/05/1996 10:25

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DECEMBER 5, 1996

ATTACHMENT B

CUSTOMER NAME AND SERVICE ADDRESS
JORGL NORALES

BILL ACCT
9514966267

REASON FOR ADJUSTMENT
NON-FINER 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
LWIS CRBT DAYS		
KWH RDG	27479	27479
DEMAND RDG		
OR KWH RDG		
OR-A DEN RDG		
TOT KWH USED	1105	2152
DEM USED		
OR-PR USAGE		
ORP DEMAND		
OFFP KWH USED		
SERV ANT	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'''V CHG		
T'''E ADJ		
NEV DIFF		
TOTAL AMT	<u>95.67</u>	<u>188.63</u>
RECALCULATED AMOUNT	<u>92.96</u>	

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REGULATORY AFFAIRS

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12/08/1996

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ATTACHMENT B

CDIC CHARGES

Case Number : 96A8829

Meter :
 SC 23.68

Locking Device Cost			
	Number	Cost	Total
Lock Ring			
Front Entry			
Side Entry			
MASP Locking Assembly			
Bracket Locking Assembly			
Barrel Lock (1 1/16" Masp)			
3" Barrel Padlock			
FT Knox Lock			
Lock Pin			
Johnny Bar 24" -34"			
Johnny Bar 31" -50"			
Johnny Bar 36" - 54"			
Johnny Bar 48" - 60"			
Sub Total			

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

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

Miscellaneous

Pictures @ \$1.08 # of
 Other

Lebor

	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

Locking Device

Vehicle Cost

Miscellaneous

Lebor - Sub Total		\$182.07
Meter Test	1	\$26.44
Accounting	18.0	\$18.00
Clerical	15	17.85
Other		
Lebor		\$220.41
Total Amount Of CDIC		\$203.98

\$ 264.96