

ORIGINAL *T*

7-15-2004

Public Service Commission

Ms Leticia Callard  
7860 Sw 18<sup>th</sup> Terrace  
Miami, Fl. 33155

RECEIVED-PPSC  
04 JUL 20 AM 10:43  
COMMISSION  
CLERK

Re: Docket # 040208-E1 Consumer  
complaint against Fla Power & Light Co.  
by L. Callard.

As so stated by FPL that a  
noticeable and substantial drop  
in consumption began from Jan 2, 1997  
thru July 24, 2002. They alleged  
that we owe the amount of  
\$ 9279.18 back billing.

I have enclosed copies of bills  
from 1989 thru 1996 so you  
can see my consumption and  
see that there has been no  
change in use except for the  
months the air conditioner was  
used. This increase will show  
during summer months and  
not every year.

You can also review copies  
of bills from 1998-2004.  
Please note I was not able to

- CMP \_\_\_\_\_
- COM \_\_\_\_\_
- CTR \_\_\_\_\_
- ECR \_\_\_\_\_
- GCL \_\_\_\_\_
- OPC \_\_\_\_\_
- MMS \_\_\_\_\_
- RCA \_\_\_\_\_
- SCR \_\_\_\_\_
- SEC   1
- OTH \_\_\_\_\_

DOCUMENT NUMBER-DATE

07869 JUL 20 09

II  
provide prior 1989.

Meter # 5C 35233  
(24 years old)

Oct 1978 - July 2002  
(2 neighbor bills  
enclosed)

Meter # 5C 46714 - Aug 2002 - Dec 2002  
(4 months old)

Meter # 5C 46714 -  
(5 months old)

Jan 2003 - May 2003

Meter # 5C 20746  
(13 months old)

June 2003 - Dec 2003  
Jan 2003 - current.  
(2 neighbor bills)  
enclosed

### Facts.

1. Florida Power & Light have not shown prior to 1989 that they changed my meter as so stated by them.
2. Statements enclosed show variation from month to month regardless of year due to usage.
3. Difference in consumption is normally due to amount of

usage. (not what FPL wants customers to use.)

4. EXHIBIT #1 - shows 4 claims presented in power surge's that caused damage to various appliances due to broken transformers. (one of many times reported to FPL.)

5. FPL was forced to repair a faulty cable ~~hanging~~ ~~and~~ wheel layed on my roof in years) by the Florida Pub Inc Comm - Ernest Rencarrell. (engineer) (2 pictures enclosed) Bureau of Safety

6. Violation presented to FPL for not adhering to Fla code. (letter s/p on file)

7. Project for meter was done at a costly amount by FPL as so enforced by Fla Publ Comm ok. After various issues were agreed upon.

8. Meter access has always been available to FPL Representative in their billing statement, indicate 5.

date for meter reading.

9.- On various occasions SPL visited with no prior notice. (impossible to know when to leave gate open). These are ~~the~~ the reasons for no access to the <sup>meter</sup> according to them.

10.- Where is the regression reading according to my bills? (E/a Power & Light alleges.)  
~~E~~

I hope that upon your review you can clearly see I have not consumed what I'm being accused of by SPL. There is no evidence of any misuse as so shown.

Thank you, for all your assistance and cooperation

L. O. O'Connell

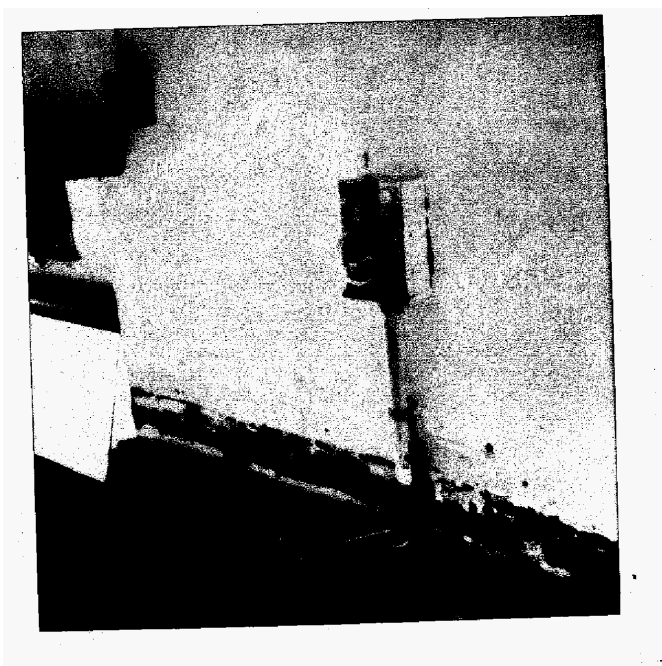




EXHIBIT 1

May 6, 2002

Claims for Power surge damage

Leticia Callard  
7860 SW 18 Ter.  
Miami, FL 33155

RE: Claim No. CG - 2475

Dear Customer:

If FPL is found to be liable for your damage, follow the requested criteria for timely processing of your request. Please complete the attached "Statement of Claimant" and return it in the self-addressed envelope with the required documentation.

**\*\* Any items that are repairable will be covered when proper original documentation is provided, invoices signed and dated showing all materials used for repairs.**

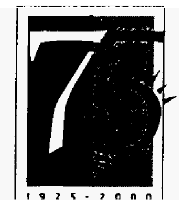
**\*\* Any items that have been determined non-repairable and attested to by a recognized repair service and proper original documentation provided, replacement cost will be made based on depreciation of the non-repairable item.**

If you have any questions, please feel free to contact me at 1-877-552-5383, or I can be reached at (561) 616-1670.

SIGNATURE L. Callard  
DATE 5/13/2002  
SOCIAL SECURITY #: 081 401246

Sincerely,

Mark Sherwood  
Claims Specialist





STATEMENT OF CLAIMANT

OWNER OF PROPERTY Leticia Callard D/A 5-2-02

ADDRESS 7860 SW 18<sup>th</sup> Terrace CASE# CG-2475

WORK# 305-5945707 HOME# 305-2646804 TCMS# N/A

PLACE OF INCIDENT Home - ~~early morning - Westchester Area~~

DATE AND TIME OF OCCURRENCE Power out - 8:00 PM - 12:00 PM

DESCRIBE DAMAGE FOR WHICH CLAIM IS BEING MADE nothing -

DESCRIPTION OF DAMAGED EQUIPMENT, IF ANY Daughter was on computer when the power went out but

MAKE SERIAL# MODEL# TYPE AGE/COST Compag Presario 2266 - 3 yrs / ~~1000~~ <sup>working</sup> retail

OPTIMUS Professional Audio/Video unit - ~~1000~~

3. Channel Receiver 6/99

4. CA# 31-3045

5. STAV 3780

HOW DID INCIDENT HAPPEN? (GIVE FULL ACCOUNT) Power went out all of a

sudden, my daughter was on computer not working

Power Down 4 Home 5-2-02 ~~1000~~

AMOUNT FOR WHICH CLAIM IS BEING MADE ~~1000~~

Transformer  
? Able  
broken

ATTACH ALL REPAIR ESTIMATES AND/OR OTHER PROOF OF LOSS FOR ABOVE.

NAME OF HOMEOWNERS/BUSINESS/AUTO INSURANCE COMPANY USAA Capacity

ADDRESS San Antonio Texas Insurance

POLICY# 27410360 PHONE# 18005318111

SIGNATURE Leticia DATE 5/13/2002

SOCIAL SECURITY #: 081401246

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO INJURE, DEFRAUD OR DECEIVE ANY INSURANCE COMPANY FILES A STATEMENT OF CLAIM CONTAINING ANY FALSE, INCOMPLETE OR MISLEADING INFORMATION IS GUILTY OF A FELONY OF THE THIRD DEGREE. FLORIDA STATUTE 817.234



STATE OF FLORIDA

COMMISSIONERS:  
BRAULIO L. BAEZ, CHAIRMAN  
J. TERRY DEASON  
LILA A. JABER  
RUDOLPH "RUDY" BRADLEY  
CHARLES M. DAVIDSON



OFFICE OF THE GENERAL COUNSEL  
RICHARD D. MELSON  
GENERAL COUNSEL  
(850) 413-6199

## Public Service Commission

July 8, 2004

Ms. Leticia Callard  
7860 S. W. 18<sup>th</sup> Terrace  
Miami, Florida 33155

**Re:** Docket No. 040208-EI - Consumer complaint against Florida Power & Light Company by Leticia Callard.

Dear Ms. Callard:

Enclosed is a copy of the Staff Recommendation filed in this matter on July 8, 2004. The Commission is expected to consider this Recommendation at its July 20, 2004, Agenda Conference which will be held in Room 148, Betty Easley Conference Center, in Tallahassee beginning at 9:30 a.m.

If you wish to attend, please arrive promptly at the beginning of the Agenda Conference, as we cannot state the exact time at which this item will be heard. You are welcome to come to this Agenda Conference and observe and/or participate in the discussion of this item. Please call me at (850) 413-6224 as soon as possible if you have any questions or to advise if you are interested in participating at the agenda conference by telephone.

Sincerely,

A handwritten signature in cursive script, appearing to read "Rosanne Gervasi".

Rosanne Gervasi  
Senior Attorney

RG/jb

Enclosure



State of 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-**

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**DATE:** July 8, 2004

**TO:** Director, Division of the Commission Clerk & Administrative Services (Bayó)

**FROM:** Office of the General Counsel (Gervasi) *PG* *NGH*  
Division of Economic Regulation (Kummer) *se* *192*

**RE:** Docket No. 040208-EI – Consumer complaint against Florida Power & Light Company by Leticia Callard.

**AGENDA:** 07/02/04 – Regular Agenda – Interested Persons May Participate

**CRITICAL DATES:** None

**SPECIAL INSTRUCTIONS:** None

**FILE NAME AND LOCATION:** S:\PSC\GCL\WP\040208.RCM.DOC

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### Case Background

On October 4, 2002, Mr. Jorge Callard filed a complaint with the Commission's Division of Consumer Affairs (CAF) on behalf of his wife, Mrs. Leticia Callard (customer of record) against Florida Power & Light Company (FPL or utility). According to Mr. Callard, FPL has inappropriately backbilled the Callard residence at 7860 SW 18th Terrace, Miami, Florida, in the amount of \$9,398 for alleged unbilled energy, when the Callards had not diverted or otherwise tampered with the meter. In response to the complaint, FPL stated that upon finding physical evidence of meter tampering, it backbilled Mrs. Callard's account from January 2, 1997, when a noticeable and sustained drop in consumption began, until July 24, 2002, when a new meter was installed. The original billing for this period, totaling \$8,660.82, was canceled and rebilled at \$17,591.79, showing a difference of \$8,930.97, plus investigation charges of \$348.21. The total backbilled amount in dispute is \$9,279.18 (\$8,930.97 + \$348.21).

Upon review of the complaint and FPL's documentation and calculations provided in response thereto, by letter dated December 24, 2002, CAF advised Mrs. Callard that it appeared that FPL had backbilled her account in compliance with Commission rules, and that no adjustment was appropriate. An informal conference was requested, and was held on June 25,

### Discussion of Issues

**Issue 1:** Should the late-filed request for formal hearing on PAA Order No. PSC-04-0397-PAA-EI be granted?

**Recommendation:** Yes, the doctrine of equitable tolling should be invoked to grant the late-filed request for hearing. Moreover, the request substantially complies with the requirements of Rule 28-106.201(2), Florida Administrative Code. (Gervasi, Kummer)

**Staff Analysis:** As stated in the case background, the deadline for the filing of a petition for a formal proceeding in protest of the PAA Order was May 7, 2004. On May 5, 2004, Mrs. Callard faxed a letter of protest to the Division of the Commission Clerk and Administrative Services. Although the facsimile was received within the protest period, the Commission does not accept filings by facsimile.<sup>1</sup> Staff telephoned the Callard residence on May 5, 2004, to advise of same, but was told that Mrs. Callard is generally not available during the work day and that she returns home at approximately 8 p.m. The staff attorney telephoned the residence at 9 p.m. that same evening, but there was no answer. Therefore, a detailed voice mail was left advising that the protest period would end on May 7, 2004, and suggesting that Mrs. Callard should send her letter of protest via overnight mail. On May 11, 2004, Mrs. Callard telephoned the staff attorney to advise that she did not access her voice mail until that day and that she would place her letter of protest in overnight mail immediately. The next day, on May 12, 2004, five days after the protest period expired, a copy of the letter of protest was filed in the docket file. FPL has not filed any type of responsive pleading to the request for hearing.

This matter is governed by Section 120.569(2)(c), Florida Statutes, which covers administrative decisions affecting substantial interests, and provides, in pertinent part, that a petition or request for hearing shall be dismissed if it has been untimely filed.<sup>2</sup> Additionally, Rule 28-106.111(4), Florida Administrative Code, states that “[a]ny person who receives written notice of an agency decision and who fails to file a written request for a hearing or mediation within 21 days waives the right to request a hearing or mediation on such matters.”

#### Equitable Tolling

Florida courts have consistently held that the late filing of a request for an administrative hearing is not a jurisdictional defect.<sup>3</sup> Failure to comply with a protest filing deadline is not an absolute bar to a hearing, but is more analogous to statutes of limitation, which are subject to

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<sup>1</sup> See Rule 25-22.028(1), Florida Administrative Code. The Commission also accepts electronic filings, but not filings by facsimile.

<sup>2</sup> This language, requiring the dismissal of an untimely request, was added to the statute by Chapter 98-200, Section 4, at 1831, Laws of Florida. In Patz v. Department of Health, Florida Board of Medicine, 864 So. 2d 79, 81, (Fla. 3<sup>rd</sup> DCA 2003), the court concluded that this amendment overruled two prior district court of appeal decisions to the extent those cases held that an untimely administrative appeal could proceed if the delay was a result of excusable neglect.

<sup>3</sup> Patz v. Department of Health, Florida Board of Medicine, 864 So. 2d at 81.

equitable considerations such as tolling.<sup>4</sup> “The doctrine [of equitable tolling] serves to ameliorate harsh results that sometimes flow from a strict, literalistic construction and application of administrative time limits contained in statutes and rules.”<sup>5</sup> The doctrine “is used in the interests of justice to accommodate . . . a plaintiff’s right to assert a meritorious claim when equitable circumstances have prevented a timely filing.”<sup>6</sup> “Generally, the tolling doctrine has been applied when the plaintiff has been misled or lulled into inaction, has in some extraordinary way been prevented from asserting his rights, or has timely asserted his rights mistakenly in the wrong **forum**.”<sup>7</sup> The application of the doctrine is dependent, in part, upon a showing that the litigant has not “slept on its rights.”<sup>8</sup>

The Commission has invoked the doctrine of equitable tolling in the past to allow a late-filed objection to stand,<sup>9</sup> and staff believes that the doctrine should be invoked to allow the late-filed protest to stand in this case. Mrs. Callard attempted to timely file her letter of protest by way of facsimile transmission. She placed her letter of protest in overnight mail on the same day that she learned that the Commission does not accept filings by facsimile. Therefore, she cannot be said to have “slept on her rights.” Moreover, although the Notice of Further Proceedings or Judicial Review” attached to the PAA Order did not contain misleading language concerning her right to request a hearing, it also did not advise her of the Commission’s policy of not accepting filings by facsimile.

Finally, staff notes that in prior cases, the Commission has accepted other late-filed protests when good cause has been demonstrated as to why the protest was untimely.<sup>10</sup> An

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<sup>4</sup> Machules v. Department of Administration, 523 So. 2d 1132, 1133 n2 (Fla. 1988). “The doctrine of equitable tolling was developed to permit under certain circumstances the filing of a lawsuit that otherwise would be barred by a limitations period.” Id. at 1133.

<sup>5</sup> Id. at 1134 (citation omitted).

<sup>6</sup> Id.

<sup>7</sup> Id.

<sup>8</sup> Jancyn Mfg. Corp. v. State of Florida, Dept. of Health, 742 So. 2d 473, 476 (Fla. 1<sup>st</sup> DCA 1999) (citing Machules, 523 So. 2d at 1135).

<sup>9</sup> See Order No. 961530-WU, issued July 1, 1997, in Docket No. 961531-WU, In Re: Application for amendment of Certificate No. 347-W to add territory in Marion County by Marion Utilities, Inc. (allowing objection to stand which was filed one day late); Order No. PSC-00-1649-PCO-WS, issued September 15, 2000, in Docket No. 000277-WS, In Re: Application for transfer of facilities and Certificates Nos. 353-W and 309-S in Lee County from MHC Systems, Inc. d/b/a FFEC-Six to North Fort Myers Utility, Inc., holder of Certificate No. 247-S; amendment of Certificate No. 247-S; and cancellation of Certificate No. 309-S (allowing objection to stand which was filed 42 days late, when customer attempted to timely file the objection by e-mail. The Commission did not permit electronic filings at that time.)

<sup>10</sup> See Order No. PSC-98-0513-FOF-WS, issued April 15, 1999, in Docket No. 970696-WS, In Re: Application by Florida Cities Water Company for extension of water service in Lee County, amendment of Certificates 27-W and 24-S to include territory in Lee County, and deletion of a portion of territory in Certificate No. 72-W by Gulf Utility Company in Lee County. See also Order No. PSC-95-1386-FOF-WS, issued November 8, 1995, in Docket No. 950695-WS, In Re: Application for Transfer of Certificates Nos. 374-W and 323-S in Volusia County from Terra Mar Village (River Park) to Terra Mar Village Utilities, Inc. (denying the utility’s motion to dismiss untimely filed

Docket No. 040208-EI  
Date: July 8, 2004

example most on point is contained in Order No. PSC-95-0630-FOF-TC.<sup>11</sup> In that case, Vocal Motion attempted to file a petition for a formal proceeding via facsimile transmission on the due date. After learning that Commission Rules do not allow for such filings, Vocal Motion sent its pleading to the Commission via overnight mail. In allowing the protest, the Commission stated that it was fair and appropriate to exercise its discretion in granting Vocal Motion's petition.

Rule 28-106.201(2), Florida Administrative Code

Rule 28-106.201(2), Florida Administrative Code, requires petitions to contain, in pertinent part::

(b) The . . . telephone number of the petitioner . . .;

\* \* \*

(d) A statement of all disputed issues of material fact. If there are none, the petition must so indicate;

(e) A concise statement of the ultimate facts alleged as well as the rules and statutes which entitle the petitioner to relief; . . .

Although the request for hearing does not contain the petitioner's phone number, Mrs. Callard has been contacted by Commission staff on numerous occasions and her phone number is on record at the Commission. The request contains numerous statements of disputed issues of material fact. Although there is not a concise statement of the ultimate facts alleged, or of the rules and statutes which entitle the petitioner to relief, it is obvious from the face of the petition that Mrs. Callard ultimately does not agree that she owes any backbilled amount. Moreover, the rules and statutes which govern the proceeding and which would entitle Mrs. Callard to relief if she prevails are the same rules and statutes which vested the Commission with the jurisdiction to preliminarily rule on her complaint; namely Sections 366.03 and 366.05(1), Florida Statutes, and 25-6.104, Florida Administrative Code.

Summary

For the foregoing reasons, staff recommends that the doctrine of equitable tolling should be invoked to grant the late-filed request for hearing, and that the late-filed request for hearing is in substantial compliance with Rule 28-106.201(2), Florida Administrative Code.

Staff notes that general denials and nonspecific allegations contained in petitions are no longer sufficient, and that "agencies are to review petitions for completeness before forwarding

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objection to transfer application when the objection was filed five days late); and Order No. PSC-96-1184-FOF-WS, issued September 20, 1996, in Docket No. 950966-WS, In Re: Application for staff assisted rate case in Highlands County by Sebring Ridge Utilities, Inc. (granting an untimely petition for formal proceeding which was two days late).

<sup>11</sup>Issued May 23, 1995, in Docket No. 940719-TC, In Re: Initiation of show cause proceedings against VOCAL MOTION, INC. for violation of Rule 25-24.510, F.A.C., Certificate of Public Convenience and Necessity Required, and Commission Order 24101.

Docket No. 040208-EI

Date: July 8, 2004

them on to DOAH.”<sup>12</sup> If the Commission concludes that the request for hearing in this case is not in substantial compliance with the rule, it should dismiss the request without prejudice to petitioner’s filing a timely amended petition curing the defect, pursuant to Rule 28-106.201(4), Florida Administrative Code. Staff further notes that Rule 28-106.201(5), Florida Administrative Code, requires the Commission to promptly give written notice to all parties of the action taken on the petition, state with particularity its reasons if the petition is not granted, and state the deadline for filing an amended petition if applicable. Therefore, if the Commission finds that the request for hearing does not substantially comply with Rule 28-106.201, staff suggests that Mrs. Callard be given 21 days from the date of the Order to amend her petition to comply with Rule 28-106.201(2)(b), (d), and (e), Florida Administrative Code.

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<sup>12</sup> Brookwood Extended Care Center of Homestead, LLP v. Agency for Health Care Administration, 870 So. 2d 834 (Fla. 3d DCA 2003).

Docket No. 040208-EI

Date: July 8, 2004

**Issue 2:** Should Docket No. 040208-EI be closed?

**Recommendation:** No, Docket No. 040208-EI should be kept open pending resolution of the protest to PAA Order No. PSC-04-0397-PAA-EI. (Gervasi)

**Staff Analysis:** Docket No. 040208-EI should be kept open pending resolution of the protest to PAA Order No. PSC-04-0397-PAA-EI.

Public In. Comm.

This is to follow up on a fax request for an appeal for case #

P SC ing 494 349E.

Docket 040208-E1

PSC - 04-0397-Pa91.

RECEIVED-FPSC  
MAY 12 PM 1:11  
COMMISSION CLERK

As per your recorded message we are requesting by mail for we were notified the fax was not acceptable after the fax.

Thank you,  
J. C. [Signature]

- CMP \_\_\_\_\_
- COM \_\_\_\_\_
- CTR \_\_\_\_\_
- ECR \_\_\_\_\_
- GCL \_\_\_\_\_
- OPC \_\_\_\_\_
- AMS \_\_\_\_\_
- RCA \_\_\_\_\_
- SCR \_\_\_\_\_
- SEC 1
- OTH Kim

04 MAY 12 AM 11:35  
DISTRIBUTION CENTER

DATE: JULY 8, 2004

Leticia and Jorge Callard  
7860 S.W 18 terr.  
Miami Dade County  
33155 Florida

Docket:040208-EI  
PSC-04-0397-PAAI  
Issued: April 16, 2004

RE: PSC INQUIRY 494349E

Petition of Appeal

The following commissioners participated in the disposition of this matter:

Braulio Baez  
J. Terry Deason  
Lila A. Jaber  
Rudolph "Rudy" Bradley  
Charles M.

We are appealing the decision that the commission has made because we believe that it was unjustly and a paralyzed decision.

FPL has not found valid facts in none of their evidence, evidence that has been made up and manipulated.

FPL has not demonstrated that the meter was changed November 1, 1979, it is solely they did.

The commission has not been impartial, because the evidence that was presented by FPL, a lot of it has been false, and there's proof that they have invented such evidence.

In the final resume the Commission hasn't documented nothing that can perjure FPL and that have been proven.

In responsibly they put us at risk of an accident of incalculable dimensions.

The commission has not manifested in what is our electronic equipment losts due to technicians when they did not connect the neutral.

The commission has not manifested in what is penetration of your personnel in my property against our will.

When they did this act they destroyed the door that gave us access to the backyard and they left mud all over the deck to our pool.

They did this to change the meter, using a method that is used in other countries such as Cuba and Iraq, where there's no rights, and is totalitarian.

The commission has given that right that is unconstitutional, and you have misrepresented my position giving the understanding that I am a violent man.

I refused to let him in because I wanted in writing, what he was going to be working on and I don't find anything wrong with that.

I ask myself, why did they have to change the meter that day?

Could the meter have put FPL at risk?

I had already complained to Carmen Peña that I could see that the meter was moving pretty fast, even though we turned off most of the lights in the house.

I would like the opportunity for an appeal, and be represented by a lawyer because we know that it is difficult to accuse somebody without evidence.





NO. 040208-EI  
DATE: JULY 8, 2004

ATTACHMENT A



MAIL BOXES ETC.

Westchester Shopping Center  
Tel: 305.261.9091 Fax: 305.2619432

FAX TRANSMITTAL

To:

DIRECTOR, DIVISION OF THE COMMISSION  
CLERK AND ADMINISTRATIVE

Fax number:

1800 511 0809

From:

LETICIA & JORGE L. CALLARD

Date:

5/5/04

Regarding:

PSC INQUIRY 494349E  
DOCKET: 040208-EI  
PSC 04-0397-PAA1

Pages:

2

(Including this page)

**CUSTOMER STATEMENT**

Statement Date: JAN 07 2004  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18TH TER

**Account Number: 21928-67477**

Service Dates: DEC 04 03 to JAN 07 04  
 Service Days: 34

NEXT SCHEDULED READ DATE: FEB 06 2004

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 127.51                     | 127.51 CR    | 0.00                         | 0.00                           | 140.10          | JAN 28 2004          | \$140.10          |

**Meter Reading** - Meter 5C20746

Current Reading 16956  
 Previous Reading - 15447  
 KWH Used 1509

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 1864      | 1509      |
| Service Days   | 33        | 34        |
| KWH/Day        | 56        | 44        |

**\*\*Amt includes the following charges:**

Customer Charge: \$5.25 per Month  
 Non-Fuel Energy Charge:  
 First 750 KWH \$0.040470 per KWH  
 Over 750 KWH \$0.049770 per KWH  
 Fuel Charge: \$0.037500 per KWH

**Account Activity**

Previous Statement Balance 127.51  
 Payment Received - THANK YOU 127.51CR  
**Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE**  
 Electric Service Amount 129.97\*\*  
 On Call Credit 5.00CR  
 Gross Receipts Tax Increase 1.28  
 Franchise Charge 5.29  
 Utility Tax 8.56  
**Current Electric Charges 140.10**

|                       |                 |
|-----------------------|-----------------|
| <b>TOTAL NOW DUE:</b> | <b>\$140.10</b> |
|-----------------------|-----------------|

**Messages**

- A late payment charge of 1.5% will apply if not paid by JAN 26, 2004, and your account may be subject to being billed an additional deposit
- CONGRATULATIONS! By participating in On Call, you have saved approximately \$1,281.00 to date.
- The cost of heating your home can be up to three times higher than cooling. To better control your heating costs, set your thermostat at 6 degrees or cooler.

2004

Please have your account number ready when calling FPL.



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

**FPL****USEFUL TELEPHONE NUMBERS**

Customer Service: (305) 442-8770  
 Outside Florida: 1-800-226-3545  
 To Report Power Outages: 1-800-4OUTAGE (468-82)  
 Hearing/Speech Impaired: 1-800-432-6554 (TTY/TC)  
 Visit FPL's Web Site at <http://www.fpl.com>

**CUSTOMER STATEMENT**

Statement Date: FEB 06 2004  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18TH TER

**Account Number: 21928-67477**

Service Dates: JAN 07 04 to FEB 06 C  
 Service Days: 30

NEXT SCHEDULED READ DATE: **MAR 09 2004**

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 140.10                     | 140.10 CR    | 0.96 CR                      | 0.96 CR                        | 122.65          | FEB 27 2004          | \$121.69          |

**Meter Reading** - Meter 5C20746

|                   |         |
|-------------------|---------|
| Estimated Reading | 18287   |
| Previous Reading  | - 16956 |
| KWH Used          | 1331    |

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 1383      | 1331      |
| Service Days   | 30        | 30        |
| KWH/Day        | 46        | 44        |

**\*\*Amt includes the following charges:**

|                                |                    |
|--------------------------------|--------------------|
| Customer Charge:               | \$5.25 per Month   |
| <b>Non-Fuel Energy Charge:</b> |                    |
| First 750 KWH                  | \$0.040470 per KWH |
| Over 750 KWH                   | \$0.049770 per KWH |
| Fuel Charge:                   | \$0.037500 per KWH |

**Account Activity** \*ESTIMATED BIL

|   |                 |
|---|-----------------|
| Previous Statement Balance  | 140.10          |
| Payment Received - THANK YOU                                      | 140.10CR        |
| Additional Activity:  |                 |
| Revenue Rebate  | 0.96CR          |
| <b>BALANCE BEFORE NEW CHARGES</b>                                 | <b>0.96CI</b>   |
| <b>Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE</b> |                 |
| Electric Service Amount   | 114.43**        |
| On Call Credit  | 5.00CR          |
| Gross Receipts Tax Increase                                       | 1.12            |
| Franchise Charge  | 4.63            |
| Utility Tax   | 7.47            |
| <b>Current Electric Charges</b>                                   | <b>122.65</b>   |
| <b>TOTAL NEW CHARGES:</b>   | <b>122.65</b>   |
| <b>TOTAL NOW DUE:</b>   | <b>\$121.69</b> |

**Messages**

- A late payment charge of 1.5% will apply if not paid by **FEB 27, 2004** and your account may be subject to being billed an additional deposit.
- Heating your home may cost more than cooling, so recent cooler weather may have added to this bill. Help control winter bills by heating to 68 or lower.
- This bill is estimated, a fence prevented access to your meter. Differences between estimated and actual use will be adjusted when we next read your meter. Call the number on this bill and ask for the Call Ahead program, and we'll remind you when FPL is coming.

Please have your account number ready when calling FPL



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

**FPL**



**USEFUL TELEPHONE NUMBERS**

Customer Service: (305) 442-8770  
 Outside Florida: 1-800-226-3545  
 To Report Power Outages: 1-800-4OUTAGE (468-8)  
 Hearing/Speech Impaired: 1-800-432-6554 (TTY/T)  
 Visit FPL's Web Site at <http://www.fpl.com>

**CUSTOMER STATEMENT**

Statement Date: MAR 09 2004  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18TH TER

**Account Number: 21928-67477**

Service Dates: FEB 06 04 to MAR 09 04  
 Service Days: 32

NEXT SCHEDULED READ DATE: APR 07 2004

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 121.69                     | 121.69 CR    | 0.00                         | 0.00                           | 154.61          | MAR 30 2004          | \$154.61          |

**Meter Reading**-Meter 5C20746

|                   |         |
|-------------------|---------|
| Estimated Reading | 19944   |
| Previous Reading  | - 18287 |
| KWH Used          | 1657    |

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 1591      | 1657      |
| Service Days   | 30        | 32        |
| KWH/Day        | 53        | 52        |

**Account Activity** \*ESTIMATED BILL

Previous Statement Balance 121.69  
 Payment Received - THANK YOU 121.69CR

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

Electric Service Amount 142.89\*\*  
 On Call Credit 5.00CR  
 Gross Receipts Tax Increase 1.41  
 Franchise Charge 5.84  
 Utility Tax 9.47

**Current Electric Charges 154.61**

**TOTAL NOW DUE: \$154.61**

**\*\*Amt includes the following charges:**

|                         |                    |
|-------------------------|--------------------|
| Customer Charge:        | \$5.25 per Month   |
| Non-Fuel Energy Charge: |                    |
| First 750 KWH           | \$0.040470 per KWH |
| Over 750 KWH            | \$0.049770 per KWH |
| Fuel Charge:            | \$0.037500 per KWH |

**Messages**

Please have your account number ready when calling FPL.



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



**USEFUL TELEPHONE NUMBERS**

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 Visit FPL's Web Site at <http://www.fpl.com>

**CUSTOMER STATEMENT**

Statement Date: APR 07 2004  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18TH TER

Account Number: 21928-67477

Service Dates: MAR 09 04 to APR 07 04  
 Service Days: 29

NEXT SCHEDULED READ DATE: MAY 06 2004

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 154.61                     | 154.61 CR    | 0.00                         | 0.00                           | 102.35          | APR 28 2004          | \$102.35          |

**Meter Reading** - Meter 5C20746

Current Reading 21115  
 Previous Reading - 19944  
 KWH Used 1171

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 1697      | 1171      |
| Service Days   | 31        | 29        |
| KWH/Day        | 61        | 40        |

**Account Activity**

Previous Statement Balance 154.61  
 Payment Received - THANK YOU 154.61CR  
**Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE**  
 Electric Service Amount 100.47\*\*  
 On Call Credit 9.00CR  
 Gross Receipts Tax Increase 0.94  
 Franchise Charge 3.87  
 Utility Tax 6.07

**\*\*Amt includes the following charges:**

|                         |                    |
|-------------------------|--------------------|
| Customer Charge:        | \$5.25 per Month   |
| Non-Fuel Energy Charge: |                    |
| First 750 KWH           | \$0.040470 per KWH |
| Over 750 KWH            | \$0.049770 per KWH |
| Fuel Charge:            | \$0.037500 per KWH |

**TOTAL NOW DUE: \$102.35**

**Messages**

- A late payment charge of 1.5% will apply if not paid by **APR 28, 2004**, and your account may be subject to being billed an additional deposit.
- **CONGRATULATIONS!** By participating in On Call, you have saved approximately **\$1,322.00** to date.
- Please note: your On Call Credit may change due to the summer rate schedule now in effect - April 1 through October 31.
- Help support cleaner energy for a fee of \$9.75 per month. Enroll in our Sunshine Energy Program at [www.FPL.com/sunshine](http://www.FPL.com/sunshine) or call 1-888-FPL-GREEN.
- Transactions involving connects, disconnects, name changes and payment extensions may require positive identification.
- This bill adjusts any difference between last month's estimated bill and your actual use. Your previous bill was estimated because a fence prevented access to the meter.

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 Miami, FL 33102



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 To Report Power Outages: 1-800-4OUTAGE (468-82)  
 Hearing/Speech Impaired: 1-800-432-6554 (TTY/TD)  
 Visit FPL's Web Site at <http://www.fpl.com>

**CUSTOMER STATEMENT**

**Account Number: 21928-67477**

Statement Date: MAY 06 2004  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18TH TER

Service Dates: APR 07 04 to MAY 06 04  
 Service Days: 29  
 NEXT SCHEDULED READ DATE: JUN 07 2004

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 102.35                     | 102.35 CR    | 0.00                         | 0.00                           | 101.57          | MAY 27 2004          | \$101.57          |

**Meter Reading**-Meter 5C20746

|                  |         |
|------------------|---------|
| Current Reading  | 22280   |
| Previous Reading | - 21115 |
| KWH Used         | 1165    |

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 1650      | 1165      |
| Service Days   | 29        | 29        |
| KWH/Day        | 57        | 40        |

**Account Activity**

|   |               |
|---|---------------|
| Previous Statement Balance  | 102.35        |
| Payment Received - THANK YOU                                      | 102.35CR      |
| <b>Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE</b> |               |
| Electric Service Amount   | 99.95**       |
| On Call Credit  | 9.00CR        |
| Gross Receipts Tax Increase                                       | 0.93          |
| Franchise Charge  | 3.68          |
| Utility Tax   | 6.01          |
| <b>Current Electric Charges</b>                                   | <b>101.57</b> |

**\*\*Amt includes the following charges:**

|                         |                    |
|-------------------------|--------------------|
| Customer Charge:        | \$5.25 per Month   |
| Non-Fuel Energy Charge: |                    |
| First 750 KWH           | \$0.040470 per KWH |
| Over 750 KWH            | \$0.049770 per KWH |
| Fuel Charge:            | \$0.037500 per KWH |

**TOTAL NOW DUE: \$101.57**

**Messages**

- A late payment charge of 1.5% will apply if not paid by **MAY 27, 2004**, and your account may be subject to being billed an additional deposit.
- Make bill paying easier. Get your bill via e-mail & pay online with the FPL E-Mail Bill & FPL Pay Online programs. Visit [www.fpl.com](http://www.fpl.com), click "Pay My Bill."



**FPL**

Visit FPL's Web Site at <http://www.fpl.com>

**CUSTOMER STATEMENT**

Statement Date: JUL 07 2004  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18TH TER

**Account Number: 21928-67477**

Service Dates: JUN 07 04 to JUL 07 04  
 Service Days: 30

NEXT SCHEDULED READ DATE: **AUG 05 2004**

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 195.19                     | 195.19 CR    | 0.00                         | 0.00                           | 246.72          | JUL 28 2004          | \$246.72          |

**Meter Reading**-Meter 5C20746

Current Reading **27051**  
 Previous Reading - **24402**  
 KWH Used **2649**

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 2851      | 2649      |
| Service Days   | 32        | 30        |
| KWH/Day        | 89        | 88        |

**Account Activity**

|   |               |
|---|---------------|
| Previous Statement Balance  | 195.19        |
| Payment Received - THANK YOU                                      | 195.19CR      |
| <b>Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE</b> |               |
| Electric Service Amount   | 229.45**      |
| On Call Credit  | 9.00CR        |
| Gross Receipts Tax Increase                                       | 2.26          |
| Franchise Charge  | 8.91          |
| Utility Tax   | 15.10         |
| <b>Current Electric Charges</b>                                   | <b>246.72</b> |

**\*Amt includes the following charges:**

|                         |                    |
|-------------------------|--------------------|
| Customer Charge:        | \$5.25 per Month   |
| Non-Fuel Energy Charge: |                    |
| First 750 KWH           | \$0.040470 per KWH |
| Over 750 KWH            | \$0.049770 per KWH |
| Fuel Charge:            | \$0.037500 per KWH |

**TOTAL NOW DUE: \$246.72**

**Messages**

-- A late payment charge of 1.5% will apply if not paid by **JUL 28, 2004**, and your account may be subject to being billed an additional deposit

Please have your account number ready when calling FPL



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 Miami, FL 33102



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 Visit FPL's Web Site at <http://www.fpl.com>



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 PO Box 025576  
 Miami, FL 33102

FPL

/ 3\* FPL AUTOMATIC BILL PAY - DO NOT PAY \*

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. (Fill in  or other amount)

|||

B 4,7 8106 4

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

---

#BWNDJNQ \*\*\* AUTO \*\*CO 5530  
 #8101243BQ145964# 077930

\$ \_\_\_\_\_

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VIVIAN ROBLES  
 7850 SW 18TH TER  
 MIAMI FL 33155-1339

PLEASE ENTER TOTAL AMOUNT PA

Make check payable to FPL in U.S. 1  
 and mail along with this coupon to:

|||



FPL  
 GENERAL MAIL FACILITY  
 MIAMI FL 33188-0001

*2 neighbors  
 bills -*

|                      |            |
|----------------------|------------|
| NEW Charges Past Due | DO NOT PAY |
| JAN 27 2003          | \$102.21   |

CUSTOMER  
 Statement  
 Custom  
 Service

*Comparison*

INFORMATION BEFORE TEARING

Account Number: 21918-69441  
 Service Dates: DEC 04 02 to JAN 0  
 Service Days: 33  
 NEXT SCHEDULED READ DATE: FEB 05 2003

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | DO NOT PAY (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|----------------|
| 126.58                     | 126.58 CR    | 0.00                         | 0.00                           | 102.21          | JAN 27 2003          | \$102.21       |

**Meter Reading** - Meter 2C87667  
 Current Reading 04392  
 Previous Reading - 03205  
 KWH Used 1187

**Energy Usage**

|  |           |           |
|--|-----------|-----------|
|  | Last Year | This Year |
|  |           |           |

**Account Activity**

Previous Statement Balance 126.58  
 Payment Received - THANK YOU 126.58CR

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

Electric Service Amount 90.62\*\*  
 Gross Receipts Tax Increase 0.93  
 3.54  
 7.12

102.21

\*\*Amt includes the following charges:

Customer Charge: \$5.25 per Month

First 750 KWH \$0.041160 per KWH  
 Over 750 KWH \$0.054400 per KWH

**TOTAL NOW DUE: \$102.2**

FPL Automatic Bill Pay - DO NOT

Messages

*Neighbors  
 bill*



FOLD ON PERFORATION BEFORE TEARING

**CUSTOMER STATEMENT**

Statement Date: JAN 06 2003  
 Customer Name: CLARIVEL PAEZ  
 Service Address: 7835 SW 18TH TER

**Account Number: 21788-63409**

Service Dates: DEC 04 02 to JAN 06 03  
 Service Days: 33

NEXT SCHEDULED READ DATE: FEB 05 2003

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 140.61                     | 140.61 CR    | 0.00                         | 0.00                           | 94.05           | JAN 27 2003          | \$94.05           |

**Meter Reading-Meter 5C94431**

Current Reading **81380**  
 Previous Reading **- 80288**  
 KWH Used **1094**

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 1455      | 1094      |
| Service Days   | 34        | 33        |
| KWH/Day        | 43        | 33        |

**Account Activity**

Previous Statement Balance 140.61  
 Payment Received - THANK YOU 140.61CR

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

Electric Service Amount 83.38\*\*  
 Gross Receipts Tax Increase 0.86  
 Franchise Charge 3.26  
 Utility Tax 6.55

**Current Electric Charges 94.05**

**TOTAL NOW DUE: \$94.05**

**\*\*Amt includes the following charges:**

Customer Charge: \$5.25 per Month  
 Non-Fuel Energy Charge:  
 First 750 KWH \$0.041160 per KWH  
 Over 750 KWH \$0.050480 per KWH  
 Fuel Charge: \$0.027330 per KWH

**Messages**

- A late payment charge of 1.5% will apply if not paid by JAN 27, 2003, and your account may be subject to being billed an additional deposit.
- Due to our price reduction in April 2002, you saved approximately \$3.34 this month and \$54.51 to date. These savings do not include franchise fees and taxes that vary according to your location.
- Heating can cost three times as much as cooling. To keep your electric bill under control this winter, set your thermostat at 68 degrees or cooler.

*Neisbo  
 neighbors  
 bill*

**CUSTOMER STATEMENT**

Statement Date: JAN 06 2003  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18TH TER

**Account Number: 21928-67477**

Service Dates: DEC 04 02 to JAN 06 03  
 Service Days: 33

NEXT SCHEDULED READ DATE: FEB 05 2003

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 176.32                     | 176.32 CR    | 9,279.18                     | 9,279.18                       | 155.86          | JAN 27 2003          | \$9,435.04        |

**Meter Reading-Meter 5C46714**

|                  |         |
|------------------|---------|
| Current Reading  | 16667   |
| Previous Reading | - 14803 |
| KWH Used         | 1864    |

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 2736      | 1864      |
| Service Days   | 34        | 33        |
| KWH/Day        | 80        | 56        |

**\*\*Amt includes the following charges:**

|                                |                    |
|--------------------------------|--------------------|
| Customer Charge:               | \$5.25 per Month   |
| <b>Non-Fuel Energy Charge:</b> |                    |
| First 750 KWH                  | \$0.041160 per KWH |
| Over 750 KWH                   | \$0.050460 per KWH |
| Fuel Charge:                   | \$0.027330 per KWH |

**Account Activity**

|   |               |
|---|---------------|
| Previous Statement Balance  | 176.32        |
| Payment Received - THANK YOU                                      | 176.32CR      |
| <b>Additional Activity:</b>                                       |               |
| Adjustment/Temporary Extension                                    | 9,279.18      |
| <b>BALANCE BEFORE NEW CHARGES</b>                                 | 9,279.18      |
| <b>Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE</b> |               |
| Electric Service Amount   | 143.27**      |
| On Call Credit  | 5.00CR        |
| Gross Receipts Tax Increase                                       | 1.42          |
| Franchise Charge  | 5.41          |
| Utility Tax   | 10.76         |
| <b>Current Electric Charges</b>                                   | <b>155.86</b> |
| <b>TOTAL NEW CHARGES:</b>   | <b>155.86</b> |

**TOTAL NOW DUE: \$9,435.04**

**Messages**

- A late payment charge of 1.5% will apply if not paid by JAN 27, 2003 and your account may be subject to being billed an additional deposit
- Due to our price reduction in April 2002, you saved approximately \$5.78 this month and \$91.13 to date. These savings do not include franchise fees and taxes that vary according to your location.
- CONGRATULATIONS! By participating in On Call, you have saved approximately \$1,103.00 to date.
- Heating can cost three times as much as cooling. To keep your electric bill under control this winter, set your thermostat at 68 degrees or cooler.

Please have your account number ready when calling FPL.



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 Hearing/Speech Impaired: 1-800-432-6554 (TTY/TDI)  
 Visit FPL's Web Site at <http://www.fpl.com>

*2003*

*Meter change*

*Jan. 2003 - May 2003 - Meter # 5C46714  
 June 2003 - ~~Dec~~ 2003 # 5C20746  
 Note: Everytime they change the meter the months to follow are exceedingly high bills*

**CUSTOMER STATEMENT**

Statement Date: FEB 05 2003  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18TH TER

**Account Number: 21928-67477**

Service Dates: JAN 06 03 to FEB 05 03  
 Service Days: 30

NEXT SCHEDULED READ DATE: **MAR 07 2003**

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|

**Meter Reading**-Meter 5C46714

|                  |         |  |
|------------------|---------|--|
| Current Reading  | 18050   |  |
| Previous Reading | - 16667 |  |
| KWH Used         | 1383    |  |

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 2386      | 1383      |
| Service Days   | 30        | 30        |
| KWH/Day        | 80        | 46        |

**\*Amt includes the following charges:**

|                         |                    |
|-------------------------|--------------------|
| Customer Charge:        | \$5.25 per Month   |
| Non-Fuel Energy Charge: |                    |
| First 750 KWH           | \$0.041160 per KWH |
| Over 750 KWH            | \$0.050460 per KWH |
| Fuel Charge:            | \$0.027330 per KWH |

**Account Activity**

|   |               |
|---|---------------|
| Previous Statement Balance  | 9,435.04      |
| Payment Received - THANK YOU                                      | 155.86CR      |
| Additional Activity:  |               |
| Revenue Rebate  | 5.53CR        |
| Adjustment/Temporary Extension                                    | 9,279.18CR    |
| <b>BALANCE BEFORE NEW CHARGES</b>                                 | <b>5.53CR</b> |
| <b>Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE</b> |               |
| Electric Service Amount   | 105.86**      |
| On Call Credit  | 5.00CR        |
| Gross Receipts Tax Increase                                       | 1.03          |
| Franchise Charge  | 3.94          |
| Utility Tax   | 7.80          |
| <b>Current Electric Charges</b>                                   | <b>113.63</b> |
| <b>TOTAL NEW CHARGES:</b>   | <b>113.63</b> |

**TOTAL NOW DUE: \$108.10**

**Messages**

- A late payment charge of 1.5% will apply if not paid by FEB 26, 2003, and your account may be subject to being billed an additional deposit.
- **Due to our price reduction in April 2002, you saved approximately \$4.26 this month and \$95.39 to date. These savings do not include franchise fees and taxes that vary according to your location.**
- CONGRATULATIONS! By participating in On Call, you have saved approximately \$1,116.00 to date.
- Home heating costs twice as much as cooling. So recent cold snaps may have added to this bill. To control winter bills, heat to 68 degree or cooler.

Please have your account number ready when calling FPL.



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 Hearing/Speech Impaired: 1-800-432-6554 (TTY/TD)  
 Visit FPL's Web Site at <http://www.fpl.com>

**CUSTOMER STATEMENT**

**Account Number: 21928-67477**

Statement Date: APR 07 2003  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18TH TER

Service Dates: MAR 07 03 to APR 07 03  
 Service Days: 31  
 NEXT SCHEDULED READ DATE: **MAY 06 2003**

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (-) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 131.89                     | 131.89 CR    | 0.00                         | 0.00                           | 163.52          | APR 28 2003          | \$163.52          |

**Meter Reading**-Meter 5C46714

|                  |         |
|------------------|---------|
| Current Reading  | 21538   |
| Previous Reading | - 19641 |
| KWH Used         | 1897    |

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 2607      | 1897      |
| Service Days   | 29        | 31        |
| KWH/Day        | 90        | 61        |

We are proud to support the courageous men and women of our armed forces during these extraordinary times. We join with the rest of a grateful nation in the hope that they return home safely and quickly.

**\*\*Amt includes the following charges:**

|                         |                    |
|-------------------------|--------------------|
| Customer Charge:        | \$5.25 per Month   |
| Non-Fuel Energy Charge: |                    |
| First 750 KWH           | \$0.041160 per KWH |
| Over 750 KWH            | \$0.050460 per KWH |
| Fuel Charge:            | \$0.032030 per KWH |

**Account Activity**

|   |               |
|---|---------------|
| Previous Statement Balance  | 131.89        |
| Payment Received - THANK YOU                                      | 131.89CR      |
| <b>Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE</b> |               |
| Electric Service Amount   | 154.76**      |
| On Call Credit  | 9.00CR        |
| Gross Receipts Tax Increase                                       | 1.49          |
| Franchise Charge  | 5.70          |
| Utility Tax   | 10.57         |
| <b>Current Electric Charges</b>                                   | <b>163.52</b> |

**TOTAL NOW DUE: \$163.52**

**Messages**

- A late payment charge of 1.5% will apply if not paid by **APR 28, 2003**, and your account may be subject to being billed an additional deposit.
- Please note: your On Call Credit may change due to the summer rate schedule now in effect - April 1 through October 31.
- Transactions involving connects, disconnects, name changes and payment extensions may require positive identification.



**FPL**

Hearing/Speech Impaired: 1-800-432-6554 (TTY/TD)  
 Visit FPL's Web Site at <http://www.fpl.com>

**CUSTOMER STATEMENT**

Statement Date: MAY 06 2003  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18TH TER

**Account Number: 21928-67477**

Service Dates: APR 07 03 to MAY 06 03  
 Service Days: 29

NEXT SCHEDULED READ DATE: JUN 05 2003

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 163.52                     | 163.52 CR    | 0.00                         | 0.00                           | 139.87          | MAY 27 2003          | \$139.87          |

**Meter Reading**-Meter 5C46714

|                  |         |
|------------------|---------|
| Current Reading  | 23188   |
| Previous Reading | - 21538 |
| KWH Used         | 1650    |

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 2673      | 1650      |
| Service Days   | 31        | 29        |
| KWH/Day        | 86        | 57        |

**Account Activity**

|   |               |
|---|---------------|
| Previous Statement Balance  | 163.52        |
| Payment Received - THANK YOU                                      | 163.52CR      |
| <b>Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE</b> |               |
| Electric Service Amount   | 134.38**      |
| On Call Credit  | 9.00CR        |
| Gross Receipts Tax Increase                                       | 1.29          |
| Franchise Charge  | 4.22          |
| Utility Tax   | 8.98          |
| <b>Current Electric Charges</b>                                   | <b>139.87</b> |

**\*Amt includes the following charges:**

|                         |                    |
|-------------------------|--------------------|
| Customer Charge:        | \$5.25 per Month   |
| Non-Fuel Energy Charge: |                    |
| First 750 KWH           | \$0.041160 per KWH |
| Over 750 KWH            | \$0.050460 per KWH |
| Fuel Charge:            | \$0.032030 per KWH |

**TOTAL NOW DUE: \$139.87**

**Messages**

- A late payment charge of 1.5% will apply if not paid by **MAY 27, 2003** and your account may be subject to being billed an additional deposit
- To help manage your electric bills, go to [www.FPL.com](http://www.FPL.com) and click on "Energy Advisor." You'll find facts, tools and tips to help you save energy.

Please have your account number ready when calling FPL



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



**USEFUL TELEPHONE NUMBERS**

Customer Service: (305) 442-8770  
 Outside Florida: 1-800-226-3545  
 To Report Power Outages: 1-800-4OUTAGE (468-82)  
 Hearing/Speech Impaired: 1-800-432-6554 (TTY/TD)  
 Visit FPL's Web Site at <http://www.fpl.com>

**CUSTOMER STATEMENT**

Statement Date: JUN 06 2003  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18TH TER

Account Number: 21928-67477

Service Dates: MAY 06 03 to JUN 05 03  
 Service Days: 30

NEXT SCHEDULED READ DATE: JUL 07 2003

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 139.87                     | 139.87 CR    | 0.00                         | 0.00                           | 162.66          | JUN 27 2003          | \$162.66          |

**Meter Reading**-Meter 5C20746

Current Reading **01293**

\*\*METER CHANGE\*\*

KWH Used **1897**

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 3402      | 1897      |
| Service Days   | 30        | 30        |
| KWH/Day        | 113       | 63        |

When the lights go out, seconds count. Get faster service by making sure FPL has your phone number. If (305)264-6804 is not your current number, just call Customer Service at the number below. Press 3 then 4 to update your phone number with our automated system.

**Account Activity**

Previous Statement Balance 139.87  
 Payment Received - THANK YOU 139.87CR

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

Electric Service Amount 154.76\*\*  
 On Call Credit 9.00CR  
 Gross Receipts Tax Increase 1.49  
 Franchise Charge 4.91  
 Utility Tax 10.50  
**Current Electric Charges 162.66**

**\*\*Amt includes the following charges:**

Customer Charge: \$5.25 per Month  
 Non-Fuel Energy Charge:  
     First 750 KWH \$0.041160 per KWH  
     Over 750 KWH \$0.050460 per KWH  
 Fuel Charge: \$0.032030 per KWH

**TOTAL NOW DUE: \$162.66**

**Messages**

-- A late payment charge of 1.5% will apply if not paid by JUN 27, 2003 and your account may be subject to being billed an additional deposi

*June 2003  
 Changed meter # 5C20746*

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 PO Box 025576  
 Miami, FL 33102

**FPL**



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 Hearing/Speech Impaired: 1-800-432-6554 (TTY/TC)  
 Visit FPL's Web Site at <http://www.fpl.com>

**CUSTOMER STATEMENT**

**Account Number: 21928-67477**

Statement Date: JUL 07 2003  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18TH TER

Service Dates: JUN 05 03 to JUL 07 03  
 Service Days: 32  
 NEXT SCHEDULED READ DATE: AUG 05 2003

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 162.66                     | 162.66 CR    | 0.00                         | 0.00                           | 250.66          | JUL 28 2003          | \$250.66          |

**Meter Reading**-Meter 5C20746

|                  |         |
|------------------|---------|
| Current Reading  | 04144   |
| Previous Reading | - 01293 |
| KWH Used         | 2851    |

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 3734      | 2851      |
| Service Days   | 30        | 32        |
| KWH/Day        | 124       | 89        |

**Account Activity**

|   |               |
|---|---------------|
| Previous Statement Balance  | 162.66        |
| Payment Received - THANK YOU                                      | 162.66CR      |
| <b>Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE</b> |               |
| Electric Service Amount   | 233.46**      |
| On Call Credit  | 9.00CR        |
| Gross Receipts Tax Increase                                       | 2.30          |
| Franchise Charge  | 7.56          |
| Utility Tax   | 16.34         |
| <b>Current Electric Charges</b>                                   | <b>250.66</b> |

**\*\*Amt includes the following charges:**

|                         |                    |
|-------------------------|--------------------|
| Customer Charge:        | \$5.25 per Month   |
| Non-Fuel Energy Charge: |                    |
| First 750 KWH           | \$0.041160 per KWH |
| Over 750 KWH            | \$0.050460 per KWH |
| Fuel Charge:            | \$0.032030 per KWH |

**TOTAL NOW DUE: \$250.66**

**Messages**

- A late payment charge of 1.5% will apply if not paid by JUL 28, 2003, and your account may be subject to being billed an additional deposit
- Combine FPL Budget Billing and FPL Automatic Bill Pay programs. You'll know what to expect each month and your bill will always be paid on time.

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 Miami, FL 33102

**FPL**



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 Visit FPL's Web Site at <http://www.fpl.com>

**CUSTOMER STATEMENT**

Statement Date: AUG 05 2003  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18TH TER

**Account Number: 21928-67477**

Service Dates: JUL 07 03 to AUG 05 03  
 Service Days: 29

**NEXT SCHEDULED READ DATE: SEP 04 2003**

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 250.66                     | 250.66 CR    | 0.00                         | 0.00                           | 254.20          | AUG 26 2003          | \$254.20          |

**Meter Reading** - Meter 5C20746

Current Reading **06876**  
 Previous Reading **- 04144**  
 KWH Used **2732**

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 4404      | 2732      |
| Service Days   | 31        | 29        |
| KWH/Day        | 142       | 94        |

**Account Activity**

|   |               |
|---|---------------|
| Previous Statement Balance  | 250.66        |
| Payment Received - THANK YOU                                      | 250.66CR      |
| <b>Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE</b> |               |
| Electric Service Amount   | 237.52**      |
| On Call Credit  | 9.00CR        |
| Gross Receipts Tax Increase                                       | 2.34          |
| Franchise Charge  | 7.69          |
| Utility Tax   | 15.65         |
| <b>Current Electric Charges</b>                                   | <b>254.20</b> |

**\*\*Amt includes the following charges:**

|                         |                    |
|-------------------------|--------------------|
| Customer Charge:        | \$5.25 per Month   |
| Non-Fuel Energy Charge: |                    |
| First 750 KWH           | \$0.041160 per KWH |
| Over 750 KWH            | \$0.050460 per KWH |
| Fuel Charge:            | \$0.037110 per KWH |

**TOTAL NOW DUE: \$254.20**

**Messages**

- A late payment charge of 1.5% will apply if not paid by **AUG 26, 2003**, and your account may be subject to being billed an additional deposit.
- To help control your bill in the heat of summer, set your thermostat to 78 degrees or warmer. For more tips, visit [www.fpl.com](http://www.fpl.com), click on "For Your Home."

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 Hearing/Speech Impaired: 1-800-432-6554 (TTY/TD)  
 Visit FPL's Web Site at <http://www.fpl.com>



**CUSTOMER STATEMENT**

**Account Number: 21928-67477**

Statement Date: SEP 04 2003  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18TH TER

Service Dates: AUG 05 03 to SEP 04  
 Service Days: 30  
 NEXT SCHEDULED READ DATE: OCT 03 2003

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (-) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 254.20                     | 254.20 CR    | 0.00                         | 0.00                           | 248.84          | SEP 25 2003          | \$248.84          |

**Meter Reading** - Meter 5C20746

Current Reading **09553**  
 Previous Reading - **06876**  
 KWH Used **2677**

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 2378      | 2677      |
| Service Days   | 30        | 30        |
| KWH/Day        | 79        | 89        |

**Account Activity**

|   |               |
|---|---------------|
| Previous Statement Balance  | 254.20        |
| Payment Received - THANK YOU                                      | 254.20CR      |
| <b>Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE</b> |               |
| Electric Service Amount   | 232.70**      |
| On Call Credit  | 9.00CR        |
| Gross Receipts Tax Increase                                       | 2.29          |
| Franchise Charge  | 7.53          |
| Utility Tax   | 15.32         |
| <b>Current Electric Charges</b>                                   | <b>248.84</b> |

**\*Amt includes the following charges:**

|                         |                    |
|-------------------------|--------------------|
| Customer Charge:        | \$5.25 per Month   |
| Non-Fuel Energy Charge: |                    |
| First 750 KWH           | \$0.041160 per KWH |
| Over 750 KWH            | \$0.050460 per KWH |
| Fuel Charge:            | \$0.037110 per KWH |

**TOTAL NOW DUE: \$248.84**

**Messages**

- A late payment charge of 1.5% will apply if not paid by **SEP 25, 2003** and your account may be subject to being billed an additional deposit
- For tips to help control your electric bill and to understand what drives it up, visit [www.FPL.com](http://www.FPL.com). Click on "Home Energy Advisor."

11860  
 09553  
 -----  
 02307 = 10/3/03

Please have your account number ready when calling FPL.



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



**USEFUL TELEPHONE NUMBERS**

Customer Service: (305) 442-8770  
 Outside Florida: 1-800-226-3545  
 To Report Power Outages: 1-800-4OUTAGE (468-8)  
 Hearing/Speech Impaired: 1-800-432-6554 (TTY/TT)  
 Visit FPL's Web Site at <http://www.fpl.com>

**CUSTOMER STATEMENT**

**Account Number: 21928-67477**

Statement Date: OCT 03 2003  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18TH TER

Service Dates: SEP 04 03 to OCT 03 03  
 Service Days: 29  
 NEXT SCHEDULED READ DATE: **NOV 03 2003**

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 248.84                     | 248.84 CR    | 0.00                         | 0.00                           | 212.73          | OCT 24 2003          | \$212.73          |

**Meter Reading**-Meter 5C20746

|                  |                |
|------------------|----------------|
| Current Reading  | <b>11860</b>   |
| Previous Reading | - <b>09553</b> |
| KWH Used         | <b>2307</b>    |

**Energy Usage**

|                | Last Year   | This Year   |
|----------------|-------------|-------------|
| KWH This Month | <b>3025</b> | <b>2307</b> |
| Service Days   | <b>29</b>   | <b>29</b>   |
| KWH/Day        | <b>104</b>  | <b>80</b>   |

**Account Activity**

|   |               |
|---|---------------|
| Previous Statement Balance  | 248.84        |
| Payment Received - THANK YOU                                      | 248.84CR      |
| <b>Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE</b> |               |
| Electric Service Amount   | 200.29**      |
| On Call Credit  | 9.00CR        |
| Gross Receipts Tax Increase                                       | 1.96          |
| Franchise Charge  | <b>6.44</b>   |
| Utility Tax   | 13.04         |
| <b>Current Electric Charges</b>                                   | <b>212.73</b> |

**\*\*Amt includes the following charges:**

|                         |                    |
|-------------------------|--------------------|
| Customer Charge:        | \$5.25 per Month   |
| Non-Fuel Energy Charge: |                    |
| First 750 KWH           | \$0.041160 per KWH |
| Over 750 KWH            | \$0.050460 per KWH |
| Fuel Charge:            | \$0.037110 per KWH |

**TOTAL NOW DUE: \$212.73**

**Messages**

- A late payment charge of 1.5% will apply if not paid by **OCT 24, 2003** and your account may be subject to being billed an additional deposit.
- Take our Online Home Energy Survey. Get a personalized, expert analysis of your home's energy use and specific ways to save. Try it [www.FPL.com](http://www.FPL.com).
- Transactions involving connects, disconnects, name changes and payment extensions may require positive identification.

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 PO Box 025576  
 Miami, FL 33102



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 Hearing/Speech Impaired: 1-800-432-6554 (TTY/TT)  
 Visit FPL's Web Site at <http://www.fpl.com>

**CUSTOMER STATEMENT**

**Account Number: 21928-67477**

Statement Date: NOV 03 2003  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18TH TER

Service Dates: OCT 03 03 to NOV 03  
 Service Days: 31  
 NEXT SCHEDULED READ DATE: DEC 04 2003

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 212.73                     | 212.73 CR    | 0.00                         | 0.00                           | 208.08          | NOV 24 2003          | \$208.08          |

**Meter Reading** - Meter 5C20746

|                  |         |
|------------------|---------|
| Current Reading  | 14072   |
| Previous Reading | - 11860 |
| KWH Used         | 2212    |

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 5514      | 2212      |
| Service Days   | 29        | 31        |
| KWH/Day        | 190       | 71        |

**Account Activity**

|   |               |
|---|---------------|
| Previous Statement Balance  | 212.73        |
| Payment Received - THANK YOU                                      | 212.73CR      |
| <b>Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE</b> |               |
| Electric Service Amount   | 191.98**      |
| On Call Credit  | 5.00CR        |
| Gross Receipts Tax Increase                                       | 1.92          |
| Franchise Charge  | 6.30          |
| Utility Tax   | 12.88         |
| <b>Current Electric Charges</b>                                   | <b>208.08</b> |

**\*\*Amt includes the following charges:**

|                         |                    |
|-------------------------|--------------------|
| Customer Charge:        | \$5.25 per Month   |
| Non-Fuel Energy Charge: |                    |
| First 750 KWH           | \$0.041160 per KWH |
| Over 750 KWH            | \$0.050460 per KWH |
| Fuel Charge:            | \$0.037110 per KWH |

**TOTAL NOW DUE: \$208.08**

**Messages**

-- A late payment charge of 1.5% will apply if not paid by NOV 24, 2003

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 Miami, FL 33102

**FPL**



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 Hearing/Speech Impaired: 1-800-432-6554 (TTY/T)  
 Visit FPL's Web Site at <http://www.fpl.com>

**CUSTOMER STATEMENT**

Statement Date: DEC 04 2003  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18TH TER

Account Number: 21928-6/4//

Service Dates: NOV 03 03 to DEC 04 03  
 Service Days: 31

NEXT SCHEDULED READ DATE: JAN 07 2004

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 208.08                     | 208.08 CR    | 0.00                         | 0.00                           | 127.51          | DEC 26 2003          | \$127.51          |

**Meter Reading**-Meter 5C20746

|                  |         |
|------------------|---------|
| Current Reading  | 15447   |
| Previous Reading | - 14072 |
| KWH Used         | 1375    |

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 2112      | 1375      |
| Service Days   | 33        | 31        |
| KWH/Day        | 64        | 44        |

**Account Activity**

|   |          |
|---|----------|
| Previous Statement Balance  | 208.08   |
| Payment Received - THANK YOU                                      | 208.08CR |
| <b>Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE</b> |          |
| Electric Service Amount   | 118.69** |
| On Call Credit  | 5.00CR   |
| Gross Receipts Tax Increase                                       | 1.17     |
| Franchise Charge  | 4.81     |
| Utility Tax   | 7.84     |

**\*\*Amt includes the following charges:**

|                         |                    |
|-------------------------|--------------------|
| Customer Charge:        | \$5.25 per Month   |
| Non-Fuel Energy Charge: |                    |
| Over 750 KWH            | \$0.050460 per KWH |
| Fuel Charge:            | \$0.037110 per KWH |

**TOTAL NOW DUE:**

**Messages**

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 Visit FPL's Web Site at <http://www.fpl.com>

**CUSTOMER STATEMENT**

**Account Number: 21928-67477**

Statement Date: JAN 07 2002  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18TH TER

Service Dates: DEC 04 01 to JAN 07  
 Service Days: 34

NEXT SCHEDULED READ DATE: FEB 06 2002

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 95.88                      | 95.88 CR     | 0.00                         | 0.00                           | 82.93           | JAN 28 2002          | \$82.93           |

**Meter Reading**-Meter 5C35633

Current Reading **13921**  
 Previous Reading - **12949**  
 KWH Used **972**

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 2579      | 972       |
| Service Days   | 31        | 34        |
| KWH/Day        | 83        | 29        |

**Account Activity**

Previous Statement Balance 95.88  
 Payment Received - THANK YOU 95.88CR

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

Electric Service Amount 78.48\*\*  
 On Call Credit 5.00CR  
 Gross Receipts Tax Increase 0.75  
 Franchise Charge 3.06  
 Utility Tax 5.64

**Current Electric Charges 82.93**

**TOTAL NOW DUE: \$82.93**

**\*\*Amt includes the following charges:**

Customer Charge: \$5.65 per Month  
 Non-Fuel Energy Charge:  
 First 750 KWH \$0.043990 per KWH  
 Over 750 KWH \$0.053990 per KWH  
 Fuel Charge: \$0.028660 per KWH

**Messages**

- A late payment charge of 1.5% will apply if not paid by JAN 28, 2002.
- CONGRATULATIONS! By participating in On Call, you have saved approximately \$657.00 to date.
- Try our new FPL E-Mail Bill option. Receive and view your electric bill via e-mail and pay it online. Visit [www.fpl.com](http://www.fpl.com) and click on "Pay My Bill."

*2002  
 2 Different  
 meter #s*

*January 2002 - July 2002*

*Meter # 5C 35633*

*2002*

Please have your account number ready when calling FPL.



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**USEFUL TELEPHONE NUMBERS**

Customer Service: (305) 442-8770  
 Outside Florida: 1-800-226-3545  
 To Report Power Outages: 1-800-4OUTAGE (468-824)  
 Hearing/Speech Impaired: 1-800-432-6554 (TTY/TDD)  
 Visit FPL's Web Site at <http://www.fpl.com>

*Neighbors  
 Bills  
 Attached*

**CUSTOMER STATEMENT**

Statement Date: FEB 06 2002  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18TH TER

**Account Number: 21928-67477**

Service Dates: JAN 07 02 to FEB 06  
 Service Days: 30

NEXT SCHEDULED READ DATE: **MAR 07 2002**

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now D (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-----------------|
| 82.93                      | 82.93 CR     | 0.00                         | 0.00                           | 83.32           | FEB 27 2002          | \$83.32         |

**Meter Reading** - Meter 5C35633

|                  |         |
|------------------|---------|
| Current Reading  | 14897   |
| Previous Reading | - 13921 |
| KWH Used         | 976     |

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 8         | 976       |
| Service Days   | 32        | 30        |
| KWH/Day        | 0         | 33        |

**Account Activity**

|   |              |
|---|--------------|
| Previous Statement Balance  | 82.93        |
| Payment Received - THANK YOU                                      | 82.93CR      |
| <b>Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE</b> |              |
| Electric Service Amount   | 78.81**      |
| On Call Credit  | 5.00CR       |
| Gross Receipts Tax Increase                                       | 0.76         |
| Franchise Charge  | 3.08         |
| Utility Tax   | 5.67         |
| <b>Current Electric Charges</b>                                   | <b>83.32</b> |

**\*Amt includes the following charges:**

|                         |                    |
|-------------------------|--------------------|
| Customer Charge:        | \$5.65 per Month   |
| Non-Fuel Energy Charge: |                    |
| First 750 KWH           | \$0.043990 per KWH |
| Over 750 KWH            | \$0.053990 per KWH |
| Fuel Charge:            | \$0.028660 per KWH |

**TOTAL NOW DUE: \$83.32**

**Messages**

- A late payment charge of 1.5% will apply if not paid by **FEB 27, 2002**
- CONGRATULATIONS! By participating in On Call, you have saved approximately **\$659.00** to date.
- If you haven't tried FPL's Online Home Energy Survey, go to [www.fpl.com](http://www.fpl.com). It offers tips on how to control your energy costs. And it's fun and easy!

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**FPL**



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 Hearing/Speech Impaired: 1-800-432-6554 (TTY/TD)  
 Visit FPL's Web Site at <http://www.fpl.com>

**CUSTOMER STATEMENT**

Statement Date: MAR 07 2002  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18TH TER

**Account Number: 21928-67477**

Service Dates: FEB 06 02 to MAR 07 02  
 Service Days: 29

NEXT SCHEDULED READ DATE: **APR 05 2002**

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 83.32                      | 83.32 CR     | 0.00                         | 0.00                           | 75.18           | MAR 28 2002          | \$75.18           |

**Meter Reading**-Meter 5C35633

Current Reading **15786**  
 Previous Reading - **14897**  
 KWH Used **889**

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 1450      | 889       |
| Service Days   | 29        | 29        |
| KWH/Day        | 50        | 31        |

**Account Activity**

|   |              |
|---|--------------|
| Previous Statement Balance  | 83.32        |
| Payment Received - THANK YOU                                      | 83.32CR      |
| <b>Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE</b> |              |
| Electric Service Amount   | 71.62**      |
| On Call Credit  | 5.00CR       |
| Gross Receipts Tax Increase                                       | 0.68         |
| Franchise Charge  | 2.78         |
| Utility Tax   | 5.10         |
| <b>Current Electric Charges</b>                                   | <b>75.18</b> |

**\*\*Amt includes the following charges:**

|                                |                    |
|--------------------------------|--------------------|
| Customer Charge:               | \$5.65 per Month   |
| <b>Non-Fuel Energy Charge:</b> |                    |
| First 750 KWH                  | \$0.043990 per KWH |
| Over 750 KWH                   | \$0.053990 per KWH |
| Fuel Charge:                   | \$0.028660 per KWH |

**TOTAL NOW DUE: \$75.18**

**Messages**

- A late payment charge of 1.5% will apply if not paid by **MAR 28, 2002**
- **CONGRATULATIONS!** By participating in On Call, you have saved approximately **\$672.00** to date.
- FPL can help you prepare for summer by checking for A/C duct leaks and helping pay for repairs. Call 1-800-DIAL-FPL, ref6113 or visit [www.fpl.com](http://www.fpl.com) for info.

Please have your account number ready when calling FPL.



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



**USEFUL TELEPHONE NUMBERS**

Customer Service: (305) 442-8770  
 Outside Florida: 1-800-226-3545  
 To Report Power Outages: 1-800-4OUTAGE (468-82)  
 Hearing/Speech Impaired: 1-800-432-6554 (TTY/TC)  
 Visit FPL's Web Site at <http://www.fpl.com>

**CUSTOMER STATEMENT**

Statement Date: APR 05 2002  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18TH TER

**Account Number: 21928-67477**

Service Dates: MAR 07 02 to APR 05 02  
 Service Days: 29

NEXT SCHEDULED READ DATE: **MAY 06 2002**

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
|                            |              |                              |                                |                 |                      |                   |

**Meter Reading**-Meter 5C35633

|                  |         |
|------------------|---------|
| Current Reading  | 17162   |
| Previous Reading | - 15786 |
| KWH Used         | 1376    |

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 970       | 1376      |
| Service Days   | 29        | 29        |
| KWH/Day        | 33        | 47        |

**Account Activity**

|   |               |
|---|---------------|
| Previous Statement Balance  | 75.18         |
| Payment Received - THANK YOU                                      | 75.18CR       |
| <b>Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE</b> |               |
| Electric Service Amount   | 111.88**      |
| On Call Credit  | 9.00CR        |
| Gross Receipts Tax Increase                                       | 1.06          |
| Franchise Charge  | 4.29          |
| Utility Tax   | 7.87          |
| <b>Current Electric Charges</b>                                   | <b>116.10</b> |

**\*Amt includes the following charges:**

|                         |                    |
|-------------------------|--------------------|
| Customer Charge:        | \$5.65 per Month   |
| Non-Fuel Energy Charge: |                    |
| First 750 KWH           | \$0.043990 per KWH |
| Over 750 KWH            | \$0.053990 per KWH |
| Fuel Charge:            | \$0.028660 per KWH |

**TOTAL NOW DUE: \$116.10**

**Messages**

- A late payment charge of 1.5% will apply if not paid by **APR 26, 2002**.
- **CONGRATULATIONS!** By participating in On Call, you have saved approximately **\$683.00** to date.
- Please note: your On Call Credit may change due to the summer rate schedule now in effect - April 1 through October 31.
- Ceiling fans help keep you cool, but remember to turn fans off when you leave the room. A fan that runs constantly can cost \$7 per month
- Transactions involving connects, disconnects, name changes and payment extensions may require positive identification.

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Florida Power & Light Company  
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 Miami, FL 33102

**FPL**



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Customer Service: (305) 442-8770  
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 To Report Power Outages: 1-800-4OUTAGE (468-82)  
 Hearing/Speech Impaired: 1-800-432-6554 (TTY/TD)  
 Visit FPL's Web Site at <http://www.fpl.com>



**CUSTOMER STATEMENT**

**Account Number: 21928-67477**

Statement Date: JUL 05 2002  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18TH TER

Service Dates: JUN 05 02 to JUL 05  
 Service Days: 30  
 NEXT SCHEDULED READ DATE: **AUG 05 2002**

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 102.55                     | 102.55 CR    | 0.00                         | 0.00                           | 90.66           | JUL 26 2002          | \$90.66           |

**Meter Reading** - Meter 5C35633

Estimated Reading **21344**  
 Previous Reading - **20162**  
 KWH Used **1182**

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 572       | 1182      |
| Service Days   | 30        | 30        |
| KWH/Day        | 19        | 39        |

**\*\*Amt includes the following charges:**

|                         |                    |
|-------------------------|--------------------|
| Customer Charge:        | \$5.25 per Month   |
| Non-Fuel Energy Charge: |                    |
| First 750 KWH           | \$0.041520 per KWH |
| Over 750 KWH            | \$0.050820 per KWH |
| Fuel Charge:            | \$0.026350 per KWH |

**Account Activity**

Previous Statement Balance 102.55  
 Payment Received - THANK YOU 102.55CR

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

Electric Service Amount 89.50\*\*  
 On Call Credit 9.00CR  
 Gross Receipts Tax Increase 0.83  
 Franchise Charge 3.15  
 Utility Tax 6.18

**Current Electric Charges 90.66**

**\*ESTIMATED BILL**

**TOTAL NOW DUE: \$90.66**

**Messages**

- A late payment charge of 1.5% will apply if not paid by **JUL 26, 2002** and your account may be subject to being billed an additional deposit.
- **Due to our price reduction in April 2002, you saved approximately \$3.62 this month and \$12.87 to date. These savings do not include franchise fees and taxes that vary according to your location.**
- **CONGRATULATIONS!** By participating in On Call, you have saved approximately **\$705.00** to date.
- FPL Budget Billing and FPL Automatic Bill Pay (formerly AFT)... A great way to plan and pay this summer! Check out the insert in this month's bill.
- We were unable to read your meter because of a locked fence. Please call Customer Service to make arrangements for us to obtain access to the premise.

Please have your account number ready when calling FPL.



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



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 To Report Power Outages: 1-800-4OUTAGE (468-82)  
 Hearing/Speech Impaired: 1-800-432-6554 (TTY/TC)  
 Visit FPL's Web Site at <http://www.fpl.com>

**CUSTOMER STATEMENT**

Statement Date: AUG 08 2002  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18TH TER

**Account Number: 21928-67477**

Service Dates: JUL 05 02 to AUG 05 02  
 Service Days: 31

NEXT SCHEDULED READ DATE: **SEP 04 2002**

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 90.66                      | 90.66 CR     | 0.00                         | 0.00                           | 371.49          | AUG 29 2002          | \$371.49          |

**Meter Reading**-Meter 5C46714

Current Reading **01774**

**\*\*METER CHANGE\*\***

KWH Used **4404**

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 1653      | 4404      |
| Service Days   | 29        | 31        |
| KWH/Day        | 57        | 142       |

**Account Activity**

|   |               |
|---|---------------|
| Previous Statement Balance  | 90.66         |
| Payment Received - THANK YOU                                      | 90.66CR       |
| <b>Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE</b> |               |
| Electric Service Amount   | 338.14**      |
| On Call Credit  | 9.00CR        |
| Gross Receipts Tax Increase                                       | 3.38          |
| Franchise Charge  | 12.87         |
| Utility Tax   | 26.10         |
| <b>Current Electric Charges</b>                                   | <b>371.49</b> |

**\*\*Amt includes the following charges:**

|                         |                    |
|-------------------------|--------------------|
| Customer Charge:        | \$5.25 per Month   |
| Non-Fuel Energy Charge: |                    |
| First 750 KWH           | \$0.041520 per KWH |
| Over 750 KWH            | \$0.050820 per KWH |
| Fuel Charge:            | \$0.026350 per KWH |

**TOTAL NOW DUE: \$371.49****Messages**

- A late payment charge of 1.5% will apply if not paid by **AUG 29, 2002** and your account may be subject to being billed an additional deposit.
- **Due to our price reduction in April 2002, you saved approximately \$13.84 this month and \$26.71 to date. These savings do not include franchise fees and taxes that vary according to your location.**
- **CONGRATULATIONS!** By participating in On Call, you have saved approximately \$704.00 to date.
- New names, many ways to pay! Visit [www.fpl.com](http://www.fpl.com) to learn more about the billing and payment options that are right for you.

*August 2002 -  
 New Meter # Dec 2000  
 5C46714*

Please have your account number ready when calling FPL.



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 Hearing/Speech Impaired: 1-800-432-6554 (TTY/TC)  
 Visit FPL's Web Site at <http://www.fpl.com>

*Note: Bill for December 2002  
 Shows regression reading due to  
 corrected billing - (4 estimated  
 bills)*

**CUSTOMER STATEMENT**

Statement Date: SEP 04 2002  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18TH TER

Account Number: 21928-67477

Service Dates: AUG 05 02 to SEP 04  
 Service Days: 30

NEXT SCHEDULED READ DATE: OCT 03 2002

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now D (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-----------------|
| 371.49                     | 200.00 CR    | 0.00                         | 171.49                         | 197.47          | SEP 25 2002          | \$368.96        |

**Meter Reading**-Meter 5C46714

|                   |         |
|-------------------|---------|
| Estimated Reading | 04152   |
| Previous Reading  | - 01774 |
| KWH Used          | 2378    |

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 1367      | 2378      |
| Service Days   | 32        | 30        |
| KWH/Day        | 43        | 79        |

**Account Activity**

|   |               |               |
|---|---------------|---------------|
| Previous Statement Balance  | 371.49        | *ESTIMATED BI |
| Payment Received - THANK YOU                                      | 200.00CR      |               |
| <b>BALANCE BEFORE NEW CHARGES</b>                                 | 171.49        |               |
| <b>Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE</b> |               |               |
| Electric Service Amount   | 181.79**      |               |
| On Call Credit  | 9.00CR        |               |
| Gross Receipts Tax Increase                                       | 1.77          |               |
| Franchise Charge  | 6.76          |               |
| Utility Tax   | 13.58         |               |
| Late Payment Charge   | 2.57          |               |
| <b>Current Electric Charges</b>                                   | <b>197.47</b> |               |
| <b>TOTAL NEW CHARGES:</b>   | 197.47        |               |

**\*\*Amt includes the following charges:**

|                         |                     |
|-------------------------|---------------------|
| Customer Charge:        | \$5.25 per Month    |
| Non-Fuel Energy Charge: |                     |
| First 750 KWH           | \$0.041520 per KWH  |
| Over 750 KWH            | \$0.050820 per KWH  |
| Fuel Charge:            | \$0.026350 per KWH. |

**TOTAL NOW DUE: \$368.96**

**Messages**

- Did you forget? \$171.49 of this bill is past due. If payment has been made, we thank you and apologize for this reminder.
- A late payment charge of 1.5% will apply if not paid by **SEP 25, 2002** and your account may be subject to being billed an additional deposit.
- **Due to our price reduction in April 2002, you saved approximately \$7.41 this month and \$34.12 to date. These savings do not include franchise fees and taxes that vary according to your location.**
- CONGRATULATIONS! By participating in On Call, you have saved approximately \$720.00 to date.
- The TOTAL NOW DUE includes an amount covered by a short-term payment arrangement. Please pay by the agreed upon date.
- Receive, review and pay your FPL bill online. No more forgotten bill check writing or stamps. Go to [www.fpl.com](http://www.fpl.com) and/or read our insert to learn more.

Please have your account number ready when calling FPL.

**USEFUL TELEPHONE NUMBERS**

Customer Service: (305) 442-8770  
 Outside Florida: 1-800-226-3545  
 To Report Power Outages: 1-800-4OUTAGE (468-8)  
 Hearing/Speech Impaired: 1-800-432-6554 (TTY/T)  
 Visit FPL's Web Site at <http://www.fpl.com>



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



*Estimated*

**CUSTOMER STATEMENT**

Statement Date: OCT 03 2002  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18TH TER

Account Number: 21928-67477

Service Dates: SEP 04 02 to OCT 03  
 Service Days: 29

NEXT SCHEDULED READ DATE: NOV 01 2002

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now D (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-----------------|
| 9,398.14                   | 0.00         | 0.00                         | 9,398.14                       | 251.29          | OCT 24 2002          | \$9,649.43      |

**Meter Reading** - Meter 5C46714

Estimated Reading **07177**  
 Previous Reading **04152**  
 KWH Used **3025**

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 3369      | 3025      |
| Service Days   | 29        | 29        |
| KWH/Day        | 116       | 104       |

**Account Activity**

**\*ESTIMATED BI**

|   |               |
|---|---------------|
| Previous Statement Balance  | 9,398.14      |
| <b>BALANCE BEFORE NEW CHARGES</b>                                 | 9,398.14      |
| <b>Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE</b> |               |
| Electric Service Amount   | 231.72**      |
| On Call Credit  | 9.00CR        |
| Gross Receipts Tax Increase                                       | 2.28          |
| Franchise Charge  | 8.71          |
| Utility Tax   | 17.58         |
|   | <b>251.29</b> |
|   | 251.29        |

**\*\*Amt includes the following charges:**

|                  |                    |
|------------------|--------------------|
| Customer Charge: | \$5.25 per Month   |
| First 750 KWH    | \$0.041520 per KWH |
| Over 750 KWH     | \$0.050820 per KWH |
| Fuel Charge:     | \$0.026350 per KWH |

**TOTAL NOW DUE: \$9,649.43**

**Messages**

- A late payment charge of 1.5% will apply if not paid by **OCT 24, 2002**; and your account may be subject to being billed an additional deposit.
- **Due to our price reduction in April 2002, you saved approximately \$9.46 this month and \$61.42 to date. These savings do not include franchise fees and taxes that vary according to your location.**
- CONGRATULATIONS! By participating in On Call, you have saved approximately **\$1,066.00** to date.
- Sign up for the FPL E-Mail Bill program to receive and review your bill then pay it using the FPL Pay Online program at [www.fpl.com](http://www.fpl.com). Both are free.
- Transactions involving connects, disconnects, name changes and payment extensions may require positive identification.
- We were unable to read your meter because of a locked fence. Please call Customer Service to make arrangements for us to obtain access to the premise.

Please have your account number ready when calling FPL.



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 Miami, FL 33102

**FPL**



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 Hearing/Speech Impaired: 1-800-432-6554 (TTY/TVI)  
 Visit FPL's Web Site at <http://www.fpl.com>

*EST, metered*

FOLD ON PERFORATION BEFORE TEARING

**CUSTOMER STATEMENT**

Statement Date: NOV 01 2002  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18TH TER

**Account Number: 21928-67477**

Service Dates: OCT 03 02 to NOV 01 02  
 Service Days: 29

NEXT SCHEDULED READ DATE: **DEC 04 2002**

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now D (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-----------------|
| 9,649.43                   | 370.25 CR    | 9,279.18 CR                  | 0.00                           | 472.83          | NOV 22 2002          | \$472.83        |

**Meter Reading** - Meter 5C46714

Current Reading **12691**  
 Previous Reading **07177**  
 KWH Used **5514**

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 2846      | 5514      |
| Service Days   | 29        | 29        |
| KWH/Dav        | 98        | 190       |

**\*\*Amt includes the following charges:**

|                        |                    |
|------------------------|--------------------|
| Customer Charge:       | \$5.25 per Month   |
| Non-Fuel Energy Charge |                    |
| First 750 KWH          | \$0.041520 per KWH |
| Over 750 KWH           | \$0.050820 per KWH |
| Fuel Charge            | \$0.026350 per KWH |

**Account Activity**

|   |               |
|---|---------------|
| Previous Statement Balance  | 9,649.43      |
| Payment Received - THANK YOU                                      | 370.25CR      |
| Additional Activity:  |               |
| Adjustment/Temporary Extension                                    | 9,279.18CR    |
| <b>Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE</b> |               |
| Electric Service Amount   | 423.78**      |
| On Call Credit  | 5.00CR        |
| Gross Receipts Tax Increase                                       | 4.30          |
| Franchise Charge  | 16.37         |
| Utility Tax   | 33.38         |
| <b>Current Electric Charges</b>                                   | <b>472.83</b> |

**TOTAL NOW DUE: \$472.83**

**Messages**

- A late payment charge of 1.5% will apply if not paid by **NOV 22, 2002** and your account may be subject to being billed an additional deposit.
- **Due to our price reduction in April 2002, you saved approximately \$17.36 this month and \$78.79 to date. These savings do not include franchise fees and taxes that vary according to your location.**
- **CONGRATULATIONS!** By participating in On Call, you have saved approximately **\$1,078.00** to date.
- Please note: your On Call Credit may change due to the winter rate schedule now in effect - November 1 through March 31.
- If your e-mail address has changed, please update it at [www.fpl.com](http://www.fpl.com) will ensure timely receipt of your online FPL bill and other information.

Please have your account number ready when calling FPL.



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 Miami, FL 33102



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 Visit FPL's Web Site at <http://www.fpl.com>



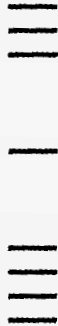
Florida Power & Light Company  
 PO Box 025576  
 Miami, FL 33102

/ 27

8106219286747754309200000

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. (Fill in  or other amount)



B 6,8 8106 5

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

#BWNDJNQ \*\*\* AUTO \*\*\*CO 5530  
 #8201243BQ775764# 072633

\$ \_\_\_\_\_

LETICIA CALLARD  
 C/O LETICI VALENCIA  
 7860 SW 18 TER  
 MIAMI FL 33155-1339

PLEASE ENTER TOTAL AMOUNT PAID

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

FPL  
 GENERAL MAIL FACILITY  
 MIAMI FL 33188-0001



| Account Number | NEW Charges Past Due | Total Now Due |
|----------------|----------------------|---------------|
| 21928-67477    | DEC 26 2002          | \$290.34      |

Statement Date: DEC 26 2002  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18TH TER

Service Days: 33  
 NEXT SCHEDULED READ DATE: JAN 06 2003

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now D (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-----------------|
| 472.83                     | 472.83 CR    | 0.00                         | 0.00                           | 290.34          | DEC 26 2002          | \$290.34        |

**Meter Reading** - Meter 5C46714

Estimated Reading 16111  
 Previous Reading - 12691  
 KWH Used 3420

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 2762      | 3420      |
| Service Days   | 33        | 33        |
| KWH/Day        | 84        | 104       |

**Account Activity** \*ESTIMATED B

|   |               |
|---|---------------|
| Previous Statement Balance  | 472.83        |
| Payment Received - THANK YOU                                      | 472.83CR      |
| <b>Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE</b> |               |
| Electric Service Amount   | 262.20**      |
| On Call Credit  | 5.00CR        |
| Gross Receipts Tax Increase                                       | 2.64          |
| Franchise Charge  | 10.06         |
| Utility Tax   | 20.44         |
| <b>Current Electric Charges</b>                                   | <b>290.34</b> |

**\*Amt includes the following charges:**

|                         |                    |
|-------------------------|--------------------|
| Customer Charge:        | \$5.25 per Month   |
| Non-Fuel Energy Charge: |                    |
| First 750 KWH           | \$0.041520 per KWH |
| Over 750 KWH            | \$0.050820 per KWH |

**TOTAL NOW DUE: \$290.34**

Messages

*Estimated*

**CUSTOMER STATEMENT**

Statement Date: DEC 10 2002  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18TH TER

**Account Number: 21928-67477**

Service Dates: NOV 01 02 to DEC 0  
 Service Days: 33

NEXT SCHEDULED READ DATE: JAN 06 2003

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 290.34                     | 0.00         | 290.34 CR                    | 0.00                           | 176.32          | DEC 31 2002          | \$176.32          |

**Meter Reading-Meter 5C46714**

|                  |         |
|------------------|---------|
| Current Reading  | 14803   |
| Previous Reading | - 12691 |
| KWH Used         | 2112    |

**Energy Usage**

|  | Last Year | This Year |
|--|-----------|-----------|
|  | 2762      | 2112      |
|  | 33        | 33        |
|  | 84        | 64        |

**Account A**

Previous Statement Balance 290.34  
 Additional Activity:  
 Credit 290.34CR

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

Electric Service Amount 161.26\*\*  
 On Call Credit 5.00CR  
 Gross Receipts Tax Increase 1.60  
 Franchise Charge 6.11  
 Utility Tax 12.35

**Current Electric Charges 176.32**

**TOTAL NOW DUE: \$176.32**

**\*Amt includes the following charges:**

|                         |                    |
|-------------------------|--------------------|
| Customer Charge:        | \$5.25 per Month   |
| Non-Fuel Energy Charge: |                    |
| First 750 KWH           | \$0.041520 per KWH |
| Over 750 KWH            | \$0.050820 per KWH |
| Fuel Charge:            | \$0.026350 per KWH |

**Payment Extension Balance**  
 \$9,279.18 is temporarily deferred for a balance on the account of **\$9,455.50**

**Messages**

- A late payment charge of 1.5% will apply if not paid by DEC 31, 2002 and your account may be subject to being billed an additional deposit.
- Due to our price reduction in April 2002, you saved approximately \$6.57 this month and \$85.35 to date. These savings do not include franchise fees and taxes that vary according to your location.
- CONGRATULATIONS! By participating in On Call, you have saved approximately \$1,100.00 to date.
- From all of us at FPL, have a safe and happy holiday season -- and a prosperous new year.

Please have your account number ready when calling FPL.



Florida Power & Light Company  
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 Miami, FL 33102

**FPL**



**USEFUL TELEPHONE NUMBERS**

Customer Service: (305) 442-8770  
 Outside Florida: 1-800-226-3545  
 To Report Power Outages: 1-800-4OUTAGE (468-824)  
 Hearing/Speech Impaired: 1-800-432-6554 (TTY/TDC)  
 Visit FPL's Web Site at <http://www.fpl.com>

*Corrected bill - Request Reversion to correct meter readings*



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

/ 3\* FPL AUTOMATIC BILL PAY - DO NOT PAY

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

I added my donation for the Care to Share Energy FL  
to help those in need. (Fill in  or other amount)

B 6,7 8106 5

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

#BWNDJNQ \*\*\* AUTO \*\*CO 5530  
#8101243BQ145964# 073082

\$ \_\_\_\_\_

VIVIAN ROBLES  
7850 SW 18TH TER  
MIAMI FL 33155-1339

PLEASE ENTER TOTAL AMOUNT PAID

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

FPL  
GENERAL MAIL FACILITY  
MIAMI FL 33188-0001



| Account Number | NEW Charges Past Due | DO NOT PAY |
|----------------|----------------------|------------|
| 21918-69441    | OCT 24 2002          | \$189.16   |

**CUSTOMER**

Statement Date: OCT 03 2002  
Customer Name: VIVIAN ROBLES  
Service Address: 7850 SW 18TH TER

Service Dates: SEP 04 02 to OCT 03 02  
Service Days: 29

NEXT SCHEDULED READ DATE: NOV 01 2002

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | DO NOT PAY (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|----------------|
| 192.22                     | 192.22 CR    | 0.00                         | 0.00                           | 189.16          | OCT 24 2002          | \$189.16       |

**Meter Reading**

Current Reading 89632  
Previous Reading - 87439  
KWH Used 2193

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 1742      | 2193      |
| Service Days   | 29        | 29        |
| KWH/Day        | 60        | 76        |

**Account Activity**

Previous Statement Balance 192.22  
Payment Received - THANK YOU 192.22CR  
Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE  
Electric Service Amount 167.51\*\*  
Gross Receipts Tax Increase 1.72  
Franchise Charge 6.55  
Utility Tax 13.38  
**Current Electric Charges 189.16**

**\*\*Amt includes the following charges:**

Customer Charge: \$5.25 per Month  
Non-Fuel Energy Charge:  
First 750 KWH \$0.041520 per KWH  
Over 750 KWH \$0.050820 per KWH

**Messages**

*Neighborhood*





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

**FPL**

/ 3\* FPL AUTOMATIC BILL PAY - DO NOT PAY \*

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. (Fill in  or other amount)

\_\_\_\_\_ B 6 8106 9  
 #BWNDJNQ \*\*\* AUTO \*\*CO 5530  
 #8101243BQ145964# 076305  
 VIVIAN ROBLES  
 7850 SW 18TH TER  
 MIAMI FL 33155-1339

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

\$ \_\_\_\_\_

**PLEASE ENTER TOTAL AMOUNT PAID**  
 Make check payable to FPL in U.S. fun  
 and mail along with this coupon to:

**FPL  
 GENERAL MAIL FACILITY  
 MIAMI FL 33188-0001**



|                |                      |            |
|----------------|----------------------|------------|
| Account Number | NEW Charges Past Due | DO NOT PAY |
| 21918-69441    | NOV 22 2002          | \$180.87   |

FOLD ON PERFORATION BEFORE TEARING

**CUSTOMER STATEMENT**

Statement Date: NOV 01 2002  
 Customer Name: VIVIAN ROBLES  
 Service Address: 7850 SW 18TH TER

**Account Number: 21918-69441**  
 Service Dates: OCT 03 02 to NOV 01 02  
 Service Days: 29  
 NEXT SCHEDULED READ DATE: DEC 04 2002

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | DO NOT PAY (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|----------------|
| 189.16                     | 189.16 CR    | 0.00                         | 0.00                           | 180.87          | NOV 22 2002          | \$180.87       |

**Meter Reading**-Meter 2C87667

|                  |              |
|------------------|--------------|
| Current Reading  | <b>01730</b> |
| Previous Reading | <b>99632</b> |
| KWH Used         | <b>2098</b>  |

**Energy Usage**

|                | Last Year | This Year   |
|----------------|-----------|-------------|
| KWH This Month | 1494      | <b>2098</b> |
| Service Days   | 29        | <b>29</b>   |
| KWH/Day        | 52        | <b>72</b>   |

**Account Activity**

|   |               |
|---|---------------|
| Previous Statement Balance  | 189.16        |
| Payment Received - THANK YOU                                      | 189.16CR      |
| <b>Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE</b> |               |
| Electric Service Amount   | 160.18**      |
| Gross Receipts Tax Increase                                       | 1.64          |
| Franchise Charge  | 6.26          |
| Utility Tax   | 12.79         |
| <b>Current Electric Charges</b>                                   | <b>180.87</b> |

**\*\*Amt includes the following charges:**

|                  |                    |
|------------------|--------------------|
| Customer Charge: | \$5.25 per Month   |
| Over 750 KWH     | \$0.050820 per KWH |

**Messages**



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

**FPL**

**/ 3\* FPL AUTOMATIC BILL PAY - DO NOT PAY**

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. (Fill in  or other amount)

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

#BWNDJNQ \*\*\* AUTO \*\*CO 5530 072635  
 #8101243BQ145964#

VIVIAN ROBLES  
 7850 SW 18TH TER  
 MIAMI FL 33155-1339

**PLEASE ENTER TOTAL AMOUNT**

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

FPL  
 GENERAL MAIL FACILITY  
 MIAMI FL 33188-0001



|                |                      |            |
|----------------|----------------------|------------|
| Account Number | NEW Charges Past Due | DO NOT PAY |
| 21918-69441    | DEC 26 2002          | \$126.58   |

FOLD ON PERFORATION BEFORE TEARING

**CUSTOMER STATEMENT**

**Account Number: 21918-69441**

Statement Date: DEC 04 2002  
 Customer Name: VIVIAN ROBLES  
 Service Address: 7850 SW 18TH TER

Service Dates: NOV 01 02 to DEC 01 02  
 Service Days: 33  
 NEXT SCHEDULED READ DATE: JAN 06 2003

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (-) | NEW Charges (+) | NEW Charges Past Due | DO NOT (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|------------|
| 180.87                     | 180.87 CR    | 0.00                         | 0.00                           | 126.58          | DEC 26 2002          | \$126.58   |

**Meter Reading** - Meter 2C87667

|                  |              |
|------------------|--------------|
| Current Reading  | <b>03205</b> |
| Previous Reading | - 01730      |
| KWH Used         | <b>1475</b>  |

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 1247      | 1475      |
| Service Days   | 33        | 33        |
| KWH/Day        | 38        | 45        |

**Account Activity**

|   |               |
|---|---------------|
| Previous Statement Balance  | 180.87        |
| Payment Received - THANK YOU                                      | 180.87 CR     |
| <b>Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE</b> |               |
| Electric Service Amount   | 112.11**      |
| Gross Receipts Tax Increase                                       | 1.15          |
| Franchise Charge  | 4.38          |
| Utility Tax   | 8.94          |
| <b>Current Electric Charges</b>                                   | <b>126.58</b> |

**\*\*Amt includes the following charges:**

|                                |                    |
|--------------------------------|--------------------|
| Customer Charge:               | \$5.25 per Month   |
| <b>Non-Fuel Energy Charge:</b> |                    |
| First 750 KWH                  | \$0.041520 per KWH |
| Over 750 KWH                   | \$0.050820 per KWH |

**TOTAL NOW DUE: \$126.58**

FPL Automatic Bill Pay - DO NOT

Messages

**CUSTOMER STATEMENT**

Statement Date: JUL 05 2002  
 Customer Name: HUMBERTO CHECA  
 Service Address: 7885 SW 18TH TER

Account Number: 21698-6847

Service Dates: JUN 05 02 to JUL 05 02  
 Service Days: 30

NEXT SCHEDULED READ DATE: AUG 05 2002

*Humberto*

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=-) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|---------------------------------|-----------------|----------------------|-------------------|
| 96.38                      | 96.38 CR     | 0.00                         | 0.00                            | 103.98          | JUL 26 2002          | \$103.98          |

**Meter Reading**-Meter 2C55366

Current Reading **8623**  
 Previous Reading - **7407**  
 KWH Used **1216**

KWH This Month 1428 **1216**  
 Service Days 30 **30**  
 KWH/Day 48 **41**

**\*\*Amt includes the following charges:**

Customer Charge: \$5.25 per Month  
 Non-Fuel Energy Charge:  
   First 750 KWH \$0.041520 per KWH  
   Over 750 KWH \$0.050820 per KWH  
 Fuel Charge: \$0.026350 per KWH

**Account Activity**

Previous Statement Balance **96.38**  
 Payment Received - THANK YOU **96.38CR**

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

Franchise Charge **3.60**  
 Utility Tax **7.34**  
**Current Electric Charges 103.98**

**TOTAL NOW DUE:****\$103.98****Messages**

- A late payment charge of 1.5% will apply if not paid by **JUL 26, 2002** and your account may be subject to being billed an additional depo.
- **Due to our price reduction in April 2002, you saved approximately \$3.73 this month and \$11.87 to date. These savings do not include franchise fees and taxes that vary according to your location.**
- FPL Budget Billing and FPL Automatic Bill Pay (formerly AFT)... A great way to plan and pay this summer! Check out the insert in this month's bill.

*PAY 7-8-2*



Miami, FL 33102  
**FPL**

Hearing/Speech Impaired: 1-800-432-6554 (TTY/T)  
 Visit FPL's Web Site at <http://www.fpl.com>

**CUSTOMER STATEMENT**

Statement Date: OCT 03 2002  
 Customer Name: HUMBERTO CHECA  
 Service Address: 7885 SW 18TH TER

**Account Number: 21698-68474**

Service Dates: SEP 04 02 to OCT 03 02  
 Service Days: 29

NEXT SCHEDULED READ DATE: **NOV 01 2002**

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 234.25                     | 234.25 CR    | 0.00                         | 0.00                           | 110.53          | OCT 24 2002          | <b>\$110.53</b>   |

**Meter Reading**-Meter 2C55366

|                  |        |
|------------------|--------|
| Current Reading  | 2627   |
| Previous Reading | - 1336 |
| KWH Used         | 1291   |

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 1133      | 1291      |
| Service Days   | --        | --        |
| KWH/Day        | 39        | 45        |

**Account Activity**

|   |               |
|---|---------------|
| Previous Statement Balance  | 234.25        |
| Payment Received - THANK YOU                                      | 234.25CR      |
| <b>Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE</b> |               |
| Electric Service Amount   | 97.90**       |
| Gross Receipts Tax Increase                                       | 1.00          |
| Franchise Charge  | 3.83          |
| Utility Tax   | 7.80          |
| <b>Current Electric Charges</b>                                   | <b>110.53</b> |

**\*\*Amt includes the following charges:**

|                         |                    |
|-------------------------|--------------------|
| Customer Charge:        | \$5.25 per Month   |
| Non-Fuel Energy Charge: |                    |
| First 750 KWH           | \$0.041520 per KWH |
| Over 750 KWH            | \$0.050820 per KWH |
| Fuel Charge:            | \$0.026350 per KWH |

**TOTAL NOW DUE: \$110.53**

**Messages**

- A late payment charge of 1.5% will apply if not paid by **OCT 24, 2002** and your account may be subject to being billed an additional deposit.
- **Due to our price reduction in April 2002, you saved approximately \$3.96 this month and \$24.17 to date. These savings do not include franchise fees and taxes that vary according to your location.**
- Sign up for the FPL E-Mail Bill program to receive and review your bill then pay it using the FPL Pay Online program at [www.fpl.com](http://www.fpl.com). Both are free.
- Transactions involving connects, disconnects, name changes and payment extensions may require positive identification.

*PAID 10-10-02*



**FPL**

Hearing/Speech Impaired: 1-800-432-6554 (TTY/TC)

FOLD ON PERFORATION BEFORE TEARING

**CUSTOMER STATEMENT**

Statement Date: NOV 01 2002  
 Customer Name: HUMBERTO CHECA  
 Service Address: 7885 SW 18TH TER

Account Number: 21698-68474

Service Dates: OCT 03 02 to NOV 01  
 Service Days: 29

NEXT SCHEDULED READ DATE: DEC 04 2002

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
|                            |              |                              |                                |                 |                      |                   |

**Meter Reading**-Meter 2C55366

Current Reading **3854**  
 Previous Reading - **2627**  
 KWH Used **1227**

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 1045      | 1227      |
| Service Days   | 29        | 29        |
| KWH/Day        | 36        | 42        |

**Account Activity**

Previous Statement Balance 110.53  
 Payment Received - THANK YOU **110.53CR**

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

Electric Service Amount 92.96\*\*  
 Gross Receipts Tax Increase 0.95  
 Franchise Charge 3.63  
 Utility Tax 7.40

*PAY 11-10*

**Current Electric Charges**

**104.94**

**\*\*Amt includes the following charges:**

|                  |                    |
|------------------|--------------------|
| Customer Charge: | \$5.25 per Month   |
| First 750 KWH    | \$0.041520 per KWH |
| Fuel Charge:     | \$0.026350 per KWH |

**Messages**

--- A late payment

Please have your account number ready when calling FPL.



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



**USEFUL TELEPHONE NUMBERS**

Customer Service: (305) 442-8770  
 Outside Florida: 1-800-226-3545  
 To Report Power Outages: 1-800-4OUTAGE (468-  
 Hearing/Speech Impaired: 1-800-432-6554 (TTY/  
 Visit FPL's Web Site at <http://www.fpl.com>

FOLD ON PERFORATION BEFORE TEARING

**CUSTOMER STATEMENT**

Statement Date: DEC 04 2002  
 Customer Name: HUMBERTO CHECA  
 Service Address: 7885 SW 18TH TER

Account Number: 21698-68474

Service Dates: NOV 01 02 to DEC 04 02

Service Days: 33

NEXT SCHEDULED READ DATE: JAN 06 2003

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (-) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 104.94                     | 104.94 CR    | 0.00                         | 0.00                           | 85.08           | DEC 26 2002          | \$85.08           |

**Meter Reading**-Meter 2C55366

|                  |        |
|------------------|--------|
| Current Reading  | 4853   |
| Previous Reading | - 3854 |
| KWH Used         | 999    |

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 1093      | 999       |
| Service Days   | 33        | 33        |
| KWH/Day        | 33        | 30        |

**Account Activity**

|   |              |
|---|--------------|
| Previous Statement Balance  | 104.94       |
| Payment Received - THANK YOU                                      | 104.94CR     |
| <b>Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE</b> |              |
| Electric Service Amount   | 75.36**      |
| Gross Receipts Tax Increase                                       | 0.77         |
| Franchise Charge  | 2.95         |
| Utility Tax   | 6.00         |
| <b>Current Electric Charges</b>                                   | <b>85.08</b> |

**\*\*Amt includes the following charges:**

|                         |                    |
|-------------------------|--------------------|
| Customer Charge:        | \$5.25 per Month   |
| Non-Fuel Energy Charge: |                    |
| First 750 KWH           | \$0.041520 per KWH |
| Over 750 KWH            | \$0.050820 per KWH |
| Fuel Charge:            | \$0.026350 per KWH |

**TOTAL NOW DUE:**

**\$85.08**

**Messages**

- A late payment charge of 1.5% will apply if not paid by DEC 26, 2002 and your account may be subject to being billed an additional deposit
- Due to our price reduction in April 2002, you saved approximately \$3.04 this month and \$30.98 to date. These savings do not include franchise fees and taxes that vary according to your location.
- From all of us at FPL, have a safe and happy holiday season -- and a prosperous new year.

*PAY. LATE  
12-26-02*

Please have your account number ready when calling FPL.



**FPL**

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



**USEFUL TELEPHONE NUMBERS**

Customer Service: (305) 442-8770  
 Outside Florida: 1-800-226-3545  
 To Report Power Outages: 1-800-4-OUTAGE (468-8)  
 Hearing/Speech Impaired: 1-800-432-6554 (TTY/T)  
 Visit FPL's Web Site at <http://www.fpl.com>

**CUSTOMER STATEMENT**

**Account Number: 21928-67477**

Statement Date: APR 05 2001  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18TH TER

Service Dates: MAR 07 01 to APR  
 Service Days: 29  
 NEXT SCHEDULED READ DATE: MAY 04 2001

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|---------------|
| 125.62                     | 125.62 CR    | 0.00                         | 0.00                           | 84.33           | APR 26 2001          | \$84.33       |

**Meter Reading**-Meter 5C35633

Current Reading **03822**  
 Previous Reading **-02852**  
 KWH Used **970**

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 705       | 970       |
| Service Days   | 29        | 29        |
| KWH/Day        | 24        | 33        |

**\*\*Amt includes the following charges:**

|                         |                    |
|-------------------------|--------------------|
| Customer Charge:        | \$5.65 per Month   |
| Non-Fuel Energy Charge: |                    |
| First 750 KWH           | \$0.042270 per KWH |
| Over 750 KWH            | \$0.052270 per KWH |
| Fuel Charge:            | \$0.036670 per KWH |

**Account Activity**

Previous Statement Balance 125.62  
 Payment Received - THANK YOU 125.62CR

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

Electric Service Amount 84.42\*\*  
 On Call Credit 9.00CR  
 Gross Receipts Tax Increase 0.77  
 Franchise Charge 3.08  
 Utility Tax 5.06

**Current Electric Charges 84.33**

**TOTAL NOW DUE:**

**\$84.33**

**Messages**

- A late payment charge of 1.5% will apply if not paid by APR 26, 2001
- Your On Call savings for the last 24 months are \$180.11.
- Please note: your On Call Credit may change due to the summer rate schedule now in effect - April 1 through October 31.
- Avoid higher summer bills when A/C use rises. Sign up for Budget Billing at [www.fpl.com](http://www.fpl.com) and you can pay about the same amount every month.
- Transactions involving connects, disconnects, name changes and payment extensions may require positive identification.

*2001*



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

**FPL**



**USEFUL TELEPHONE NUMBERS**

Customer Service: (305) 442-8770  
 Outside Florida: 1-800-226-3545  
 To Report Power Outages: 1-800-4OUTAGE (468-8284)  
 Hearing/Speech Impaired: 1-800-432-6554 (TTY/TDD)  
 Visit FPL's Web Site at <http://www.fpl.com>

**CUSTOMER STATEMENT**

Statement Date: MAY 04 2001  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18TH TER

Account Number: 21928-67477

Service Dates: APR 05 01 to MAY 04  
 Service Days: 29

NEXT SCHEDULED READ DATE: JUN 05 2001

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 84.33                      | 84.33 CR     | 0.00                         | 0.00                           | 74.91           | MAY 25 2001          | \$74.91           |

**Meter Reading**-Meter 5C35633

|                  |               |
|------------------|---------------|
| Current Reading  | <b>04697</b>  |
| Previous Reading | <b>-03822</b> |
| KWH Used         | <b>875</b>    |

**Energy Usage**

|                | Last Year | This Year  |
|----------------|-----------|------------|
| KWH This Month | 831       | <b>875</b> |
| Service Days   | 29        | <b>29</b>  |
| KWH/Day        | 29        | <b>30</b>  |

**Account Activity**

|   |                |
|---|----------------|
| Previous Statement Balance  | 84.33          |
| Payment Received - THANK YOU                                      | 84.33CR        |
| <b>Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE</b> |                |
| Electric Service Amount   | <b>75.97**</b> |
| On Call Credit  | 9.00CR         |
| Gross Receipts Tax Increase                                       | 0.69           |
| Franchise Charge  | 2.79           |
| Utility Tax   | 4.46           |

**Current Electric Charges** 74.91

**TOTAL NOW DUE:**

**\$74.91**

**\*\*Amt includes the following charges:**

|                         |                    |
|-------------------------|--------------------|
| Customer Charge:        | \$5.65 per Month   |
| Non-Fuel Energy Charge: |                    |
| First 750 KWH           | \$0.042270 per KWH |
| Over 750 KWH            | \$0.052270 per KWH |
| Fuel Charge:            | \$0.036670 per KWH |

**Messages**

- Your On Call savings for the last 24 months are **\$180.11**.
- By following a few simple tips, you can lower the largest part of your electric bill--A/C use. See our insert for help with reducing your cooling costs.



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



**USEFUL TELEPHONE NUMBERS**

Customer Service: (305) 442-8770  
 Outside Florida: 1-800-226-3545  
 To Report Power Outages: 1-800-4OUTAGE (468-824)  
 Hearing/Speech Impaired: 1-800-432-6554 (TTY/TDD)  
 Visit FPL's Web Site at <http://www.fpl.com>



**CUSTOMER STATEMENT**

Statement Date: JUL 17 2001  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18TH TER

**Account Number: 21928-67477**

Service Dates: JUN 05 01 to JUL 05 01  
 Service Days: 30  
 NEXT SCHEDULED READ DATE: **AUG 03 2001**

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 66.42                      | 66.42 CR     | 0.00                         | 0.00                           | 47.81           | AUG 07 2001          | \$47.81           |

**Meter Reading-Meter 5C35633**

Current Reading **06305**  
 Previous Reading **-05733**  
 KWH Used **572**

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 1770      | 572       |
| Service Days   | 30        | 30        |
| KWH/Day        | 59        | 19        |

**\*\*Amt includes the following charges:**

Customer Charge: \$5.65 per Month  
 Non-Fuel Energy Charge:  
     First 750 KWH \$0.042270 per KWH  
     Over 750 KWH \$0.052270 per KWH  
 Fuel Charge: \$0.036670 per KWH

**Account Activity**

Previous Statement Balance 66.42  
 Payment Received - THANK YOU 66.42CR  
**Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE**  
 Electric Service Amount 50.81\*\*  
 On Call Credit 8.03CR  
 Gross Receipts Tax Increase 0.44  
 Franchise Charge 1.78  
 Utility Tax 2.81

Current Electric Charges 47.81

**TOTAL NOW DUE:**

**\$47.81**

**Messages**

- A late payment charge of 1.5% will apply if not paid by **AUG 07, 2001**
- CONGRATULATIONS! By participating in On Call, you have saved approximately **\$610.00** to date.
- Your On Call Credit has been prorated, either as a result of low monthly consumption or because the billing period is not a full month



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



**USEFUL TELEPHONE NUMBERS**

Customer Service: (305) 442-8770  
 Outside Florida: 1-800-226-3545  
 To Report Power Outages: 1-800-4OUTAGE (468-82)  
 Hearing/Speech Impaired: 1-800-432-6554 (TTY/TC)  
 Visit FPL's Web Site at <http://www.fpl.com>

**CUSTOMER STATEMENT**

Statement Date: AUG 03 2001  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18TH TER

**Account Number: 21928-67477**

Service Dates: JUL 05 01 to AUG 03 01  
 Service Days: 29

NEXT SCHEDULED READ DATE: **SEP 04 2001**

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 47.81                      | 47.81 CR     | 0.00                         | 0.00                           | 152.67          | AUG 24 2001          | \$152.67          |

**Meter Reading**-Meter 5C35633

|                  |        |
|------------------|--------|
| Current Reading  | 07958  |
| Previous Reading | -06305 |
| KWH Used         | 1653   |

**Energy Usage**

|                | Last | This |
|----------------|------|------|
| KWH This Month | 1249 | 1653 |
| Service Days   | 29   | 29   |
| KWH/Day        | 43   | 57   |

**\*Amt includes the following charges:**

|                         |                    |
|-------------------------|--------------------|
| Customer Charge:        | \$5.65 per Month   |
| Non-Fuel Energy Charge: |                    |
| First 750 KWH           | \$0.042270 per KWH |
| Over 750 KWH            | \$0.052270 per KWH |
| Fuel Charge:            | \$0.036670 per KWH |

**Account Activity**

Previous Statement Balance 47.81  
 Payment Received - THANK YOU 47.81CR

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

Electric Service Amount 145.16\*\*  
 On Call Credit 9.00CR  
 Gross Receipts Tax Increase 1.40  
 Franchise Charge 5.68  
 Utility Tax 9.43

Current Electric Charges

152.67

**TOTAL NOW DUE:**

**\$152.67**

**Messages**

- A late payment charge of 1.5% will apply if not paid by **AUG 24, 2001**.
- **CONGRATULATIONS!** By participating in On Call, you have saved approximately **\$623.00** to date.



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

**FPL**



**USEFUL TELEPHONE NUMBERS**

Customer Service: (305) 442-8770  
 Outside Florida: 1-800-226-3545  
 To Report Power Outages: 1-800-4OUTAGE (468-824)  
 Hearing/Speech Impaired: 1-800-432-6554 (TTY/TDI)  
 Visit FPL's Web Site at <http://www.fpl.com>

**CUSTOMER STATEMENT**

Statement Date: SEP 04 2001  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18TH TER

**Account Number: 21928-67477**

Service Dates: AUG 03 01 to SEP 04 01  
 Service Days: 32

NEXT SCHEDULED READ DATE: **OCT 03 2001**

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=-) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|---------------------------------|-----------------|----------------------|-------------------|
|                            |              |                              |                                 |                 |                      |                   |

**Meter Reading**-Meter 5C35633

Current Reading **09325**  
 Previous Reading **-07958**  
 KWH Used **1367**

**Energy Usage**

|                | Last Year | This Year   |
|----------------|-----------|-------------|
| KWH This Month | 3426      | <b>1367</b> |
| Service Days   | 33        | <b>32</b>   |
| KWH/Day        | 104       | <b>43</b>   |

**\*Amt includes the following charges:**

Customer Charge: \$5.65 per Month  
 Non-Fuel Energy Charge:  
   First 750 KWH \$0.042270 per KWH  
   Over 750 KWH \$0.052270 per KWH  
 Fuel Charge: \$0.036670 per KWH

**Account Activity**

Previous Statement Balance 152.67  
 Payment Received - THANK YOU 152.67CR

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

Electric Service Amount 119.72\*\*  
 On Call Credit 9.00CR  
 Gross Receipts Tax Increase 1.14  
 Franchise Charge 4.62  
 Utility Tax 7.60

**Current Electric Charges 124.08****TOTAL NOW DUE:****\$124.08****Messages**

- A late payment charge of 1.5% will apply if not paid by **SEP 25, 2001**.
- **CONGRATULATIONS!** By participating in On Call, you have saved approximately **\$630.00** to date.
- No more checks, envelopes or stamps. Try one of our fast and flexible online bill payment options. Simply click on "Pay My Bill" at [www.fpl.com](http://www.fpl.com).



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

**USEFUL TELEPHONE NUMBERS**

Customer Service: (305) 442-8770  
 Outside Florida: 1-800-226-3545  
 To Report Power Outages: 1-800-4OUTAGE (468-8)  
 Hearing/Speech Impaired: 1-800-432-6554 (TTY/TT)  
 Visit FPL's Web Site at <http://www.fpl.com>

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 124.08                     | 124.08 CR    | 0.00                         | 0.00                           | 105.90          | OCT 24 2001          | \$105.90          |

**Meter Reading**-Meter 5C35633

|                   |        |
|-------------------|--------|
| Estimated Reading | 10594  |
| Previous Reading  | -09325 |
| KWH Used          | 1269   |

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 1508      | 1269      |
| Service Days   | 29        | 29        |
| KWH/Day        | 52        | 44        |

**\*\*Amt includes the following charges:**

|                         |                    |
|-------------------------|--------------------|
| Customer Charge:        | \$5.65 per Month   |
| Non-Fuel Energy Charge: |                    |
| First 750 KWH           | \$0.042270 per KWH |
| Over 750 KWH            | \$0.052270 per KWH |
| Fuel Charge:            | \$0.030410 per KWH |

FPL joins Americans as we grieve the recent terrorist attacks and begin to heal. Our thoughts and prayers are with the victims and their loved ones.

**Account Activity**

|                              |          |
|------------------------------|----------|
| Previous Statement Balance   | 124.08   |
| Payment Received - THANK YOU | 124.08CR |

**\*ESTIMATED BILL**

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

|                                 |               |
|---------------------------------|---------------|
| Electric Service Amount         | 103.07**      |
| On Call Credit                  | 9.00CR        |
| Gross Receipts Tax Increase     | 0.96          |
| Franchise Charge                | 3.92          |
| Utility Tax                     | 6.95          |
| <b>Current Electric Charges</b> | <b>105.90</b> |

**TOTAL NOW DUE:**

**\$105.90**

**Messages**

- A late payment charge of 1.5% will apply if not paid by **OCT 24, 2001**.
- CONGRATULATIONS! By participating in On Call, you have saved approximately **\$638.00** to date.
- Transactions involving connects, disconnects, name changes and payment extensions may require positive identification.
- We were unable to read your meter because of a locked fence. Please call Customer Service to make arrangements for us to obtain access to the premise.



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Miami, FL 33102



**USEFUL TELEPHONE NUMBERS**

Customer Service: (305) 442-8770  
Outside Florida: 1-800-226-3545  
To Report Power Outages: 1-800-4OUTAGE (468-824)  
Hearing/Speech Impaired: 1-800-432-6554 (TTY/TD)  
Visit FPL's Web Site at <http://www.fpl.com>

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | (=)             |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-----------------|
| 105.90                     | 105.90 CR    | 0.00                         | 0.00                           | 108.10          | NOV 26 2001          | <b>\$108.10</b> |

**Meter Reading** - Meter 5C35633

|                     |           |           |
|---------------------|-----------|-----------|
| Current Reading     | 11837     |           |
| Previous Reading    | -10594    |           |
| KWH Used            | 1243      |           |
| <b>Energy Usage</b> |           |           |
|                     | Last Year | This Year |
| KWH This Month      | 1179      | 1243      |
| Service Days        | 29        | 29        |
| KWH/Day             | 41        | 43        |

**Account Activity**

|   |          |
|---|----------|
| Previous Statement Balance  | 105.90   |
| Payment Received - THANK YOU                                      | 105.90CR |
| <b>Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE</b> |          |
| Electric Service Amount   | 100.92** |
| On Call Credit  | 5.00CR   |
| Gross Receipts Tax Increase                                       | 0.98     |
| Franchise Charge  | 4.00     |
| Utility Tax   | 7.20     |

**\*\*Amt includes the following charges:**

|                         |                    |
|-------------------------|--------------------|
| Customer Charge:        | \$5.65 per Month   |
| Non-Fuel Energy Charge: |                    |
| First 750 KWH           | \$0.042270 per KWH |
| Over 750 KWH            | \$0.052270 per KWH |
| Fuel Charge:            | \$0.030410 per KWH |

**\$108.10**

**Messages**



Miami, FL 33102

Hearing/Speech Impaired: 1-800-432-6554 (TTY/TDD)  
Visit FPL's Web Site at <http://www.fpl.com>

FOLD ON PERFORATION BEFORE TEARING

**CUSTOMER STATEMENT**

Statement Date: DEC 04 2001  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18TH TER

**Account Number: 21928-67477**

Service Dates: NOV 01 01 to DEC  
 Service Days: 33

NEXT SCHEDULED READ DATE: JAN 07 2002

| Previous Statement Balance | Payments (+) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|---------------|
|                            |              |                              |                                |                 |                      |               |

**Meter Reading**-Meter 5C35633

Current Reading **12949**  
 Previous Reading - **11837**  
 KWH Used **1112**

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 941       | 1112      |
| Service Days   | 33        | 33        |
| KWH/Day        | 29        | 34        |

**Account Activity**

|   |          |
|---|----------|
| Previous Statement Balance  | 108.10   |
| Payment Received - THANK YOU                                      | 108.10CR |
| <b>Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE</b> |          |
| Electric Service Amount   | 90.09**  |
| On Call Credit  | 5.00CR   |
| Gross Receipts Tax Increase                                       | 0.87     |
| Franchise Charge  | 3.55     |
| Utility Tax   | 6.37     |

Please have your account number ready when calling FPL.



Florida Power & Light Company  
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 Miami, FL 33102



**USEFUL TELEPHONE NUMBERS**

Customer Service: (305) 442-8770  
 Outside Florida: 1-800-226-3545  
 To Report Power Outages: 1-800-4-OUTAGE (468-824)  
 Hearing/Speech Impaired: 1-800-432-6554 (TTY/TD)  
 Visit FPL's Web Site at <http://www.fpl.com>

**CUSTOMER STATEMENT**

Statement Date: JAN 06 1998  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18 TER

**Account Number: 21928-67477**

Service Dates: DEC 03 97 to JAN 06 98  
 Service Days: 34  
 Next Scheduled Read Date: FEB 04 1998

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 90.12                      | 90.12CR      | 0.00                         | 0.00                           | 116.38          | JAN 27 1998          | \$116.38          |

|                     |           |           |
|---------------------|-----------|-----------|
| Current Reading     | 44558     |           |
| Previous Reading    | -43109    |           |
| KWH Used            | 1449      |           |
| <b>Energy Usage</b> |           |           |
|                     | Last Year | This Year |
| KWH This Month      | 1220      | 1449      |
| Service Days        | 31        | 34        |
| KWH/Day             | 39        | 43        |

**\*\*Amt includes the following charges:**

|                         |                   |
|-------------------------|-------------------|
| Customer Charge:        | \$5.65 per Month  |
| Non-Fuel Energy Charge: |                   |
| First 750 KWH           | \$0.04897 per KWH |
| Over 750 KWH            | \$0.05897 per KWH |
| Fuel Charge:            | \$0.01646 per KWH |

**Account**

|   |               |
|---|---------------|
| Previous Statement Balance  | 90.12         |
| Payment Received - THANK YOU                                      | 90.12CR       |
| <b>Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE</b> |               |
| Electric Service Amount   | 107.45**      |
| Load Control Credit   | 5.00CR        |
| Gross Receipts Tax Increase                                       | 1.05          |
| Franchise Charge  | 3.51          |
| Utility Tax   | 9.37          |
| <b>Current Electric Charges</b>                                   | <b>116.38</b> |

**TOTAL NOW DUE:**

**\$116.38**

**Messages**

-- If power is interrupted due to severe cold weather, please turn off all major appliances until power is restored. Then turn them back on gradually. This could help reduce outage time.

1998



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/TDD)  
 Visit FPL's Web Site at <http://www.fpl.com>

**CUSTOMER STATEMENT**

Statement Date: MAR 06 1998  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18 TER

Account Number: 21928-67477

Service Dates: FEB 04 98 to MAR 06 98  
 Service Days: 30

Next Scheduled Read Date: APR 06 1998

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=)                   |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------------------------|
| 67.83                      | 0.00         | 0.00                         | 67.83                          | 78.04           | MAR 27 1998          | <del>67.83</del><br><b>\$145.87</b> |

**Meter Reading**-Meter 5C35633

|                   |        |
|-------------------|--------|
| Estimated Reading | 46431  |
| Previous Reading  | -45441 |
| KWH Used          | 990    |

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 1010      | 990       |
| Service Days   | 30        | 30        |
| KWH/Day        | 34        | 33        |

**\*\*Amt includes the following charges:**

|                                |                   |
|--------------------------------|-------------------|
| Customer Charge:               | \$5.65 per Month  |
| <b>Non-Fuel Energy Charge:</b> |                   |
| First 750 KWH                  | \$0.04897 per KWH |
| Over 750 KWH                   | \$0.05897 per KWH |
| Fuel Charge:                   | \$0.01646 per KWH |

**Account Activity**

|   |              |                        |
|---|--------------|------------------------|
| Previous Statement Balance  | 67.83        | <b>*ESTIMATED BILL</b> |
| <b>BALANCE BEFORE NEW CHARGES</b>                                 | 67.83        |                        |
| <b>Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE</b> |              |                        |
| Electric Service Amount   | 72.82**      |                        |
| Load Control Credit   | 5.00CR       |                        |
| Gross Receipts Tax Increase                                       | 0.70         |                        |
| Franchise Charge  | 2.32         |                        |
| Utility Tax   | 6.18         |                        |
| Late Payment Charge   | 1.02         |                        |
| <b>Current Electric Charges</b>                                   | <b>78.04</b> |                        |
| <b>TOTAL NEW CHARGES:</b>   | 78.04        |                        |
| <b>TOTAL NOW DUE:</b>   |              | <b>\$145.87</b>        |

**Messages**

- Did you forget? \$67.83 of this bill is past due. If payment has been made, we thank you and apologize for this reminder.
- A late payment charge of 1.5% will apply if not paid by MAR 27.
- We were unable to read your meter because of a locked fence. Please call Customer Service to make arrangements for us to obtain access to the premise.
- You may notice an increase in your bill this month. Cooler winter temperatures cause increased use of heating. Electric heating may cost 60% more than summer A/C costs.



Florida Power & Light Company  
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 Miami, FL 33102



**USEFUL TELEPHONE NUMBERS**

Customer Service: (305) 442-8770  
 Hearing/Speech Impaired: 1-800-432-6554 (TTY/TDD)  
 Visit FPL's Web Site at <http://www.fpl.com>



**CUSTOMER STATEMENT**

Statement Date: APR 06 1998  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18 TER

**Account Number: 21920-01411**

Service Dates: MAR 06 98 to APR 06 98  
 Service Days: 31  
 Next Scheduled Read Date: **MAY 05 1998**

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 145.87                     | 145.87 CR    | 0.00                         | 0.00                           | 73.16           | APR 27 1998          | \$73.16           |

Current Reading **47421**  
 Previous Reading **-46431**  
 KWH Used **990**

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 989       | 990       |
| Service Days   | 29        | 31        |
| KWH/Day        | 34        | 32        |

Previous Statement Balance 145.87  
 Payments Received - THANK YOU 145.87CR

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

Electric Service Amount 73.59\*\*  
 Load Control Credit 9.00CR  
 Gross Receipts Tax Increase 0.66  
 Franchise Charge 2.38  
 Utility Tax 5.53

**\*\*Amt includes the following charges:**

|                  |                   |
|------------------|-------------------|
| Customer Charge: | \$5.65 per Month  |
| Over 750 KWH     | \$0.05645 per KWH |
| Fuel Charge:     | \$0.01976 per KWH |

**\$73.16**

**Messages**



Florida Power & Light Company  
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 Miami, FL 33102

**FPL**



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 Customer Service: (305) 442-8770  
 Hearing/Speech Impaired: 1-800-432-6554 (TTY/TDD)  
 Visit FPL's Web Site at <http://www.fpl.com>

**CUSTOMER STATEMENT**

Statement Date: JAN 02 1997  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18 TER

**Account Number: 21928-67477**

Service Dates: DEC 02 96 to JAN 02 97  
 Service Days: 31  
 Next Scheduled Read Date: FEB 03 1997

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 76.85                      | 76.85CR      | 0.00                         | 0.00                           | 101.71          | JAN 23 1997          | <b>\$101.71</b>   |

**Meter Reading**-Meter 5C35633

|                  |        |  |
|------------------|--------|--|
| Current Reading  | 20430  |  |
| Previous Reading | -19210 |  |
| KWH Used         | 1220   |  |

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 1552      | 1220      |
| Service Days   | 32        | 31        |
| KWH/Day        | 49        | 39        |

**Account Activity**

|   |               |
|---|---------------|
| Previous Statement Balance  | 76.85         |
| Payment Received - THANK YOU                                      | 76.85CR       |
| <b>Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE</b> |               |
| Electric Service Amount   | 95.60**       |
| Load Control Credit   | 5.00CR        |
| Gross Receipts Tax Increase                                       | 0.93          |
| Franchise Charge  | 2.58          |
| Utility Tax   | 7.60          |
| <b>Current Electric Charges</b>                                   | <b>101.71</b> |

**\*Amt includes the following charges:**

|                         |                   |
|-------------------------|-------------------|
| Customer Charge:        | \$5.65 per Month  |
| Non-Fuel Energy Charge: |                   |
| First 750 KWH           | \$0.04778 per KWH |
| Over 750 KWH            | \$0.05778 per KWH |


**TOTAL NOW DUE:**

**\$101.71**

**Messages**

- A late payment charge of 1.5% will apply if not paid by JAN 23.
- Transactions involving connects, disconnects, name changes and payment extensions may require positive identification.
- From all of us at FPL, thank you for your business in 1996. Have a safe and happy holiday season.

*LOAN*

 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/TDD)  
 Visit FPL's Web Site at <http://www.fpl.com>

**CUSTOMER STATEMENT**  
 Statement Date: FEB 03 1997  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18 TER

**ACCOUNT NUMBER: 2122 0717**  
 Service Dates: JAN 02 97 to FEB 03 1997  
 Service Days: 32  
 Next Scheduled Read Date: MAR 05 1997

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 101.71                     | 101.71CR     | 0.00                         | 0.00                           | 100.35          | FEB 24 1997          | \$100.35          |

**Meter Reading**-Meter SC35633

|                  |               |
|------------------|---------------|
| Current Reading  | <b>21635</b>  |
| Previous Reading | <b>-20430</b> |
| KWH Used         | <b>1205</b>   |

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 1197      | 1205      |
| Service Days   | 31        | 32        |
| KWH/Day        | 39        | 38        |

**Account Activity**

|   |               |
|---|---------------|
| Previous Statement Balance  | 101.71        |
| Payment Received - THANK YOU                                      | 101.71CR      |
| <b>Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE</b> |               |
| Electric Service Amount   | 94.39**       |
| Load Control Credit   | 5.00CR        |
| Gross Receipts Tax Increase                                       | 0.92          |
| Franchise Charge  | 2.54          |
| Utility Tax   | 7.50          |
| <b>Current Electric Charges</b>                                   | <b>100.35</b> |

**\*Amt includes the following charges:**

|                         |                   |
|-------------------------|-------------------|
| Customer Charge:        | \$5.65 per Month  |
| Non-Fuel Energy Charge: |                   |
| First 750 KWH           | \$0.04778 per KWH |
| Over 750 KWH            | \$0.05778 per KWH |
| Fuel Charge:            | \$0.02209 per KWH |

**TOTAL NOW DUE:**

**\$100.35**

**Messages**

- A late payment charge of 1.5% will apply if not paid by FEB 24.
- Transactions involving connects, disconnects, name changes and payment extensions may require positive identification.
- If power is interrupted due to severe cold weather, please turn off all major appliances until power is restored. Then turn them back on gradually. This could reduce outage time.



Florida Power & Light Company  
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 Miami, FL 33102

**FPL**



**USEFUL TELEPHONE NUMBERS**

Customer Service: (305) 442-8770  
 Hearing/Speech Impaired: 1-800-432-6554 (TTY/TDD)  
 Visit FPL's Web Site at <http://www.fpl.com>

**CUSTOMER STATEMENT**

Statement Date: MAR 05 1997  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18 TER

Account Number: 21928-6/411

Service Dates: FEB 03 97 to MAR 05 97  
 Service Days: 30  
 Next Scheduled Read Date: APR 03 1997

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 100.35                     | 0.00         | 0.00                         | 100.35                         | 84.35           | MAR 26 1997          | \$184.70          |

**Meter Reading**-Meter 5C35633

|                  |        |
|------------------|--------|
| Current Reading  | 22645  |
| Previous Reading | -21635 |
| KWH Used         | 1010   |

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 997       | 1010      |
| Service Days   | 29        | 30        |
| KWH/Day        | 34        | 34        |

**\*\*Amt includes the following charges:**

|                         |                   |
|-------------------------|-------------------|
| Customer Charge:        | \$5.65 per Month  |
| Non-Fuel Energy Charge: |                   |
| First 750 KWH           | \$0.04778 per KWH |
| Over 750 KWH            | \$0.05778 per KWH |
| Fuel Charge:            | \$0.02209 per KWH |

**Account Activity**

|   |                 |
|---|-----------------|
| Previous Statement Balance  | 100.35          |
| <b>BALANCE BEFORE NEW CHARGES</b>                                 | 100.35          |
| <b>Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE</b> |                 |
| Electric Service Amount   | 78.81**         |
| Load Control Credit   | 5.00CR          |
| Gross Receipts Tax Increase                                       | 0.76            |
| Franchise Charge  | 2.10            |
| Utility Tax   | 6.17            |
| Late Payment Charge   | 1.51            |
| <b>Current Electric Charges</b>                                   | <b>84.35</b>    |
| <b>TOTAL NEW CHARGES:</b>   | <b>84.35</b>    |
| <b>TOTAL NOW DUE:</b>   | <b>\$184.70</b> |

**Messages**

- Did you forget? \$100.35 of this bill is past due. If payment has been made, we thank you and apologize for this reminder.
- A late payment charge of 1.5% will apply if not paid by MAR 26.
- Want to save energy and money? Call 1-800-DIAL-FPL ext 6110, for a free home energy survey. When you qualify, FPL cash incentives can help you make energy-saving improvements to your home.



Florida Power & Light Company  
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 Miami, FL 33102



**USEFUL TELEPHONE NUMBERS**

Customer Service: (305) 442-8770  
 Hearing/Speech Impaired: 1-800-432-6554 (TTY/TDD)  
 Visit FPL's Web Site at <http://www.fpl.com>

**CUSTOMER STATEMENT**

Statement Date: APR 03 1997  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18 TER

Account Number: 21928-6/477

Service Dates: MAR 05 97 to APR 03 97

Service Days: 29

Next Scheduled Read Date: MAY 02 1997

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 184.70                     | 184.70CR     | 0.00                         | 0.00                           | 75.95           | APR 24 1997          | \$75.95           |

**Meter Reading**-Meter 5C35633

Current Reading **23634**  
 Previous Reading **-22645**  
 KWH Used **989**

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 1160      | 989       |
| Service Days   | 29        | 29        |
| KWH/Day        | 40        |           |

**Account Activity**

Previous Statement Balance 184.70  
 Payments Received - THANK YOU 184.70CR

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

Electric Service Amount 76.37\*\*  
 Load Control Credit 9.00CR  
 Gross Receipts Tax Increase 0.69  
 Franchise Charge 2.31  
 Utility Tax 5.58

75.95

**\*\*Amt includes the following charges:**

Customer Charge: \$5.65 per Month  
  
 Over 750 KWH \$0.05713 per KWH  
 Fuel Charge: \$0.02196 per KWH

**\$75.95**

**Messages**



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



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 Visit FPL's Web Site at <http://www.fpl.com>

**CUSTOMER STATEMENT**

Statement Date: MAY 02 1997  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18 TER

Account Number: 21928-6/477

Service Dates: APR 03 97 to MAY 02 9  
 Service Days: 29  
 Next Scheduled Read Date: JUN 03 1997

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=)   |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|---------------------|
| 75.95                      | 0.00         | 0.00                         | 75.95                          | 84.24           | MAY 23 1997          | <del>\$160.19</del> |

**Meter Reading**-Meter 5C35633

|                  |        |  |
|------------------|--------|--|
| Current Reading  | 24703  |  |
| Previous Reading | -23634 |  |
| KWH Used         | 1069   |  |

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 1051      | 1069      |
| Service Days   | 29        | 29        |
| KWH/Day        | 36        | 37        |

**\*\*Amt includes the following charges:**


|                  |                   |
|------------------|-------------------|
| Customer Charge: | \$5.65 per Month  |
| Fuel Charge:     | \$0.02196 per KWH |

**Account Activity**

|   |         |                 |
|---|---------|-----------------|
| Previous Statement Balance  | 75.95   |                 |
| <b>BALANCE BEFORE NEW CHARGES</b>                                 |         | 75.95           |
| <b>Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE</b> |         |                 |
| Electric Service Amount   | 82.70** |                 |
| Load Control Credit   | 9.00CR  |                 |
| Gross Receipts Tax Increase                                       | 0.76    |                 |
| Franchise Charge  | 2.52    |                 |
| Utility Tax   | 6.12    |                 |
| Late Payment Charge   | 1.14    |                 |
| <b>Current Electric Charges</b>                                   |         | 84.24           |
| <b>TOTAL NEW CHARGES:</b>   |         | 84.24           |
| <b>TOTAL NOW DUE:</b>   |         | <b>\$160.19</b> |

**Messages**

- Did you forget? \$75.95 of this bill is past due. If payment has been made, we thank you and apologize for this reminder.
- A late payment charge of 1.5% will apply if not paid by MAY 23.
- With Automatic Funds Transfer (AFT), your FPL bill can be paid automatically without writing a check. For more information, or to receive an application, call 1-800-DIAL FPL.

 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/TDD)  
 Visit FPL's Web Site at <http://www.fpl.com>

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 160.19                     | 160.19CR     | 11.97CR                      | 11.97CR                        | 222.64          | JUN 24 1997          | \$210.67          |

|  |                   |           |
|--|-------------------|-----------|
| <b>Meter Reading</b> - Meter 5C35633         |                   |           |
| Current Reading                              |                   | 27333     |
| Previous Reading                             |                   | -24703    |
| KWH Used                                     |                   | 2630      |
| <b>Energy Usage</b>                          |                   |           |
|  | Last Year         | This Year |
| KWH This Month                               | 2436              | 2630      |
| Service Days                                 | 32                | 32        |
| KWH/Day                                      | 76                | 82        |
| <b>**Amt includes the following charges:</b> |                   |           |
| Customer Charge:                             | \$5.65 per Month  |           |
|  | \$0.02196 per KWH |           |

### Account Activity

|   |          |         |
|---|----------|---------|
| Previous Statement Balance  | 160.19   |         |
| Payments Received - THANK YOU                                     | 160.19CR |         |
| Additional Activity:  |          |         |
| Deposit Interest  | 11.97CR  |         |
| <b>BALANCE BEFORE NEW CHARGES</b>                                 |          | 11.97CR |
| <b>Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE</b> |          |         |
| Electric Service Amount   | 206.15** |         |
| Load Control Credit   | 9.00CR   |         |

222.64

**\$210.67**

### Messages

- A late payment charge of 1.5% will apply if not paid by JUN 24.
- Instead of having the Post Office forward your electric bill, let us know and we will send it directly to you. Please put your new address on the back of your bill.



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/TDD)  
Visit FPL's Web Site at <http://www.fpl.com>

**CUSTOMER STATEMENT**

Statement Date: JUL 02 1997  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18 TER

**Account Number: 21928-67477**

Service Dates: JUN 03 97 to JUL 02 97  
 Service Days: 29  
 Next Scheduled Read Date: AUG 01 1997

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 210.67                     | 0.00         | 0.00                         | 210.67                         | 298.31          | JUL 23 1997          | <del>508.98</del> |

**Meter Reading** - Meter 5C35633

|                  |        |
|------------------|--------|
| Current Reading  | 30774  |
| Previous Reading | -27333 |
| KWH Used         | 3441   |

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 2373      | 3441      |
| Service Days   | 29        | 29        |
| KWH/Day        | 82        | 119       |

|                                |                   |
|--------------------------------|-------------------|
| Customer Charge:               | \$5.65 per Month  |
| <b>Non-Fuel Energy Charge:</b> |                   |
| First 750 KWH                  | \$0.04713 per KWH |
| Over 750 KWH                   | \$0.05713 per KWH |
| Fuel Charge:                   | \$0.02196 per KWH |

**Account Activity**

|   |               |
|---|---------------|
| Previous Statement Balance  | 210.67        |
| <b>BALANCE BEFORE NEW CHARGES</b>                                 | 210.67        |
| <b>Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE</b> |               |
| Electric Service Amount   | 270.29**      |
| Load Control Credit   | 9.00CR        |
| Gross Receipts Tax Increase                                       | 2.68          |
| Franchise Charge  | 8.95          |
| Utility Tax   | 22.23         |
|   | 3.16          |
| <b>Current Electric Charges</b>                                   | <b>298.31</b> |
| <b>TOTAL NEW CHARGES:</b>   | 298.31        |
| <b>TOTAL NOW DUE:</b>   | <b>508.98</b> |

298.31

**Messages**

- Did you forget? \$210.67 of this bill is past due. If payment has been made, we thank you and apologize for this reminder.
- A late payment charge of 1.5% will apply if not paid by JUL 23.
- Work safely outdoors. Stay clear of power lines when trimming trees or using ladders or other equipment. If you cannot avoid a power line, do not do the work!



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/TDD)  
 Visit FPL's Web Site at <http://www.fpl.com>





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

FPL

/ 27

17331 8106219286747708587400000

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

D 8 8106 0

073637 AUTO \*\*CO 5530

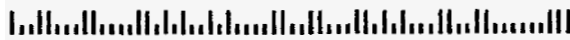
PLEASE FILL IN TOTAL AMOUNT PAID

\$

LETICIA CALLARD  
C/O LETICIA VALENCIA  
7860 SW 18 TER  
MIAMI FL 33155-1339

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

FPL  
GENERAL MAIL FACILITY  
MIAMI FL 33188-0001



| Account Number | Total Now Due | NEW Charges Past Due |
|----------------|---------------|----------------------|
| 21928-67477    | \$478.58      | AUG 22 1997          |

FOLD ON PERFORATION BEFORE TEARING

**CUSTOMER STATEMENT**

Statement Date: AUG 01 1997  
Customer Name: LETICIA CALLARD  
Service Address: 7860 SW 18 TER

Account Number: 21928-67477

Service Dates: JUL 02 97 to AUG 01 97  
Service Days: 30  
Next Scheduled Read Date: SEP 02 1997

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
|                            |              |                              |                                |                 |                      |                   |

**Meter Reading-Meter 5C35633**

Current Reading 34299  
Previous Reading -30774  
KWH Used 3525

|                | Energy Usage |           |
|----------------|--------------|-----------|
|                | Last Year    | This Year |
| KWH This Month | 3354         | 3525      |
| Service Days   | 30           | 30        |
| KWH/Day        | 112          | 118       |

**\*Amt includes the following charges:**

|                        |                   |
|------------------------|-------------------|
| Customer Charge:       | \$5.65 per Month  |
| Non-Fuel Energy Charge |                   |
| First 750 KWH          | \$0.04713 per KWH |
| Over 750 KWH           | \$0.05713 per KWH |
| Fuel Charge:           | \$0.02196 per KWH |

**Account Activity**

Previous Statement Balance  
Payments Received - THANK YOU  
**BALANCE BEFORE NEW CHARGES**

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

|                             |          |
|-----------------------------|----------|
| Electric Service Amount     | 276.95** |
| Load Control Credit         | 9.00CR   |
| Gross Receipts Tax Increase | 2.75     |
| Franchise Charge            | 9.17     |
| Utility Tax                 | 22.80    |
| Late Payment Charge         | 2.60     |

**Current Electric Charges 305.27**

**TOTAL NEW CHARGES: 305.27**

**TOTAL NOW DUE: \$478.58**

335.27

**Messages**

- Did you forget? \$173.31 of this bill is past due. If payment has been made, we thank you and apologize for this reminder.
- A late payment charge of 1.5% will apply if not paid by AUG 22.
- When reporting a street or outdoor light outage, please try to provide the 11-digit number mounted at eye level on the pole and call the number at the bottom of your bill for servicing.



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/TDD)  
Visit FPL's Web Site at <http://www.fpl.com>

**CUSTOMER STATEMENT**

Statement Date: SEP 02 1997  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18 TER

**Account Number: 21928-61411**

Service Dates: AUG 01 97 to SEP 02 97  
 Service Days: 32  
 Next Scheduled Read Date: OCT 02 1997

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 478.58                     | 478.58CR     | 0.00                         | 0.00                           | 313.38          | SEP 23 1997          | \$313.38          |

**Meter Reading-Meter 5C35633**

Current Reading **37944**  
 Previous Reading **-34298**  
 KWH Used **3645**

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 2754      | 3645      |
| Service Days   | 29        | 32        |
| KWH/Day        | 95        | 114       |

**\*Amt includes the following charges:**

Customer Charge: \$5.65 per Month  
 Non-Fuel Energy Charge:  
     First 750 KWH \$0.04713 per KWH  
     Over 750 KWH \$0.05713 per KWH  
 Fuel Charge: \$0.02158 per KWH

**Account Activity**

Previous Statement Balance 478.58  
 Payments Received - THANK YOU 478.58CR

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

Electric Service Amount 286.42\*\*  
 Load Control Credit 9.00CR  
 Gross Receipts Tax Increase 2.85  
 Franchise Charge 9.50  
 Utility Tax 23.61

**Current Electric Charges 313.38**

**TOTAL NOW DUE:**

**\$313.38**

**Messages**

- A late payment charge of 1.5% will apply if not paid by SEP 23.
- You can receive and send your FPL bill free over the internet. Save postage and trees with our new E-bill through CheckFree. Details at [www.fpl.com](http://www.fpl.com) in "Your Home"--"Your Electric Service."



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



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 Visit FPL's Web Site at <http://www.fpl.com>

**CUSTOMER STATEMENT**

Statement Date: OCT 02 1997  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18 TER

ACCOUNT NUMBER: 21020 0177  
 Service Dates: SEP 02 97 to OCT 02 97  
 Service Days: 30  
 Next Scheduled Read Date: OCT 31 1997

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=)   |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|---------------------|
| 313.38                     | 150.00CR     | 0.00                         | <del>163.38</del>              | 199.88          | OCT 23 1997          | <del>\$363.26</del> |

199.88

**Meter Reading** - Meter 5C35633

|                  |                   |
|------------------|-------------------|
| Current Reading  | 40392             |
| Previous Reading | <del>-37944</del> |
| KWH Used         | 2448              |

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 2723      | 2448      |
| Service Days   | 32        | 30        |
| KWH/Day        | 85        | 82        |

**Account Activity**

|   |          |
|---|----------|
| Previous Statement Balance  | 313.38   |
| Payment Received - THANK YOU                                      | 150.00CR |
| <b>BALANCE BEFORE NEW CHARGES</b>                                 | 163.38   |
| <b>Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE</b> |          |
| Electric Service Amount   | 182.79** |
| Load Control Credit   | 9.00CR   |
| Gross Receipts Tax Increase                                       | 1.78     |
| Franchise Charge  | 5.95     |
| Utility Tax   | 15.91    |
| Late Payment Charge   | 2.45     |
| <b>Current Electric Charges</b>                                   | 199.88   |
| <b>TOTAL NEW CHARGES:</b>   | 199.88   |


**\*\*Amt includes the following charges:**

|                         |                   |
|-------------------------|-------------------|
| Customer Charge:        | \$5.65 per Month  |
| Non-Fuel Energy Charge: |                   |
| First 750 KWH           | \$0.04897 per KWH |
| Over 750 KWH            | \$0.05897 per KWH |
| Fuel Charge:            | \$0.01646 per KWH |

**TOTAL NOW DUE:** \$363.26

**Messages**

- Did you forget? \$163.38 of this bill is past due. If payment has been made, we thank you and apologize for this reminder.
- A late payment charge of 1.5% will apply if not paid by OCT 23.
- The FPSC has approved new fuel and non-fuel energy charges effective September 26. A typical 1,000 kwh residential bill will be \$74.33, a decrease of \$3.70.
- The TOTAL NOW DUE includes an amount covered by a short-term payment arrangement. Please pay by the agreed-upon date.
- Transactions involving connects, disconnects, name changes and payment extensions may require positive identification.

 Florida Power & Light Company  
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 Miami, FL 33102

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 Hearing/Speech Impaired: 1-800-432-6554 (TTY/TDD)  
 Visit FPL's Web Site at <http://www.fpl.com>

**CUSTOMER STATEMENT**

Statement Date: OCT 31 1997  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18 TER

**Account Number: 21928-67477**

Service Dates: OCT 02 97 to OCT 31 97  
 Service Days: 29  
 Next Scheduled Read Date: DEC 03 1997

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|

**Meter Reading**-Meter 5C35633

|                  |        |
|------------------|--------|
| Current Reading  | 41966  |
| Previous Reading | -40392 |
| KWH Used         | 1574   |

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 1244      | 1574      |
| Service Days   | 29        | 29        |
| KWH/Day        | 43        | 54        |

**\*\*Amt includes the following charges:**

|                         |                   |
|-------------------------|-------------------|
| Customer Charge:        | \$5.65 per Month  |
| Non-Fuel Energy Charge: |                   |
| First 750 KWH           | \$0.04897 per KWH |
| Over 750 KWH            | \$0.05897 per KWH |
| Fuel Charge:            | \$0.01646 per KWH |

**Account Activity**

|   |          |                 |
|---|----------|-----------------|
| Previous Statement Balance  | 363.26   |                 |
| Payments Received - THANK YOU                                     | 263.26CR |                 |
| <b>BALANCE BEFORE NEW CHARGES</b>                                 |          | 100.00          |
| <b>Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE</b> |          |                 |
| Electric Service Amount   | 116.87** |                 |
| Load Control Credit   | 5.00CR   |                 |
| Gross Receipts Tax Increase                                       | 1.15     |                 |
| Franchise Charge  | 3.83     |                 |
| Utility Tax   | 10.24    |                 |
| Late Payment Charge   | 1.50     |                 |
| <b>Current Electric Charges</b>                                   |          | 128.59          |
| <b>TOTAL NEW CHARGES:</b>   |          | 128.59          |
| <b>TOTAL NOW DUE:</b>   |          | <b>\$228.59</b> |

**Messages**

- Did you forget? \$100.00 of this bill is past due. If payment has been made, we thank you and apologize for this reminder.
- A late payment charge of 1.5% will apply if not paid by NOV 21.
- The TOTAL NOW DUE includes an amount covered by a short-term payment arrangement. Please pay by the agreed-upon date.
- To ensure that equipment repair and maintenance is done in a safe and timely manner, please do not install items obstructing FPL access. Contact us at the number on your bill for guidance.



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/TDD)  
 Visit FPL's Web Site at <http://www.fpl.com>

**CUSTOMER STATEMENT**

Statement Date: DEC 03 1997  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18 TER

**Account Number: 21928-67477**

Service Dates: OCT 31 97 to DEC 03 97  
 Service Days: 33  
 Next Scheduled Read Date: JAN 06 1998

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 228.59                     | 228.59CR     | 0.00                         | 0.00                           | 90.12           | DEC 26 1997          | <b>\$90.12</b>    |

**Meter Reading**-Meter 5C35633

Current Reading **43109**  
 Previous Reading **-41966**  
 KWH Used **1143**

**Energy Usage**

|                | Last Year | This Year   |
|----------------|-----------|-------------|
| KWH This Month | 942       | <b>1143</b> |
| Service Days   | 33        | <b>33</b>   |
| KWH/Day        | 29        | <b>35</b>   |

**Account Activity**

|   |              |
|---|--------------|
| Previous Statement Balance  | 228.59       |
| Payments Received - THANK YOU                                     | 228.59CR     |
| <b>Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE</b> |              |
| Electric Service Amount   | 84.35**      |
| Load Control Credit   | 5.00CR       |
| Gross Receipts Tax Increase                                       | 0.81         |
| Franchise Charge  | 2.72         |
| Utility Tax   | 7.24         |
| <b>Current Electric Charges</b>                                   | <b>90.12</b> |

**\*\*Amt includes the following charges:**

|                         |                   |
|-------------------------|-------------------|
| Customer Charge:        | \$5.65 per Month  |
| Non-Fuel Energy Charge: |                   |
| First 750 KWH           | \$0.04897 per KWH |
| Over 750 KWH            | \$0.05897 per KWH |
| Fuel Charge:            | \$0.01646 per KWH |

**TOTAL NOW DUE:**

**\$90.12**

**Messages**

-- A late payment charge of 1.5% will apply if not paid by DEC 26.



**USEFUL TELEPHONE NUMBERS**  
 Customer Service: (305) 442-8770  
 Hearing/Speech Impaired: 1-800-432-6554 (TTY/TDD)  
 Visit FPL's Web Site at <http://www.fpl.com>

ACCOUNT NUMBER: 21920-01411

Service Dates: DEC 04 95 to JAN 05 96

Service Days: 32

Next Scheduled Read Date: FEB 05 1996

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=-) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|---------------------------------|-----------------|----------------------|-------------------|
| 165.95                     | 165.95CR     | 0.00                         | 0.00                            | 126.65          | JAN 26 1996          | \$126.65          |

Current Reading **98979**  
 Previous Reading **-97427**  
 KWH Used **1552**

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 1124      | 1552      |
| Service Days   | 31        | 32        |
| KWH/Day        | 36        | 49        |

Previous Statement Balance 165.95  
 Payment Received - THANK YOU 165.95CR

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

Electric Service Amount 117.23\*\*  
 Load Control Credit 5.00CR  
 Gross Receipts Tax Increase 1.15  
 Franchise Charge 3.23  
 Utility Tax 10.04

Current Electric Charges 126.65

TOTAL NOW DUE:

\$126.65

\*\*Amt includes the following charges:

Customer Charge: \$5.65 per Month  
 Non-Fuel Energy Charge:  
   First 750 KWH \$0.04899 per KWH  
   Over 750 KWH \$0.05899 per KWH  
 Fuel Charge: \$0.01773 per KWH

Messages

1996



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

FPL



USEFUL TELEPHONE NUMBERS

Customer Service: (305) 442-8770

Hearing/Speech Impaired: 1-800-432-6554 (TTY/TDD)

ACCOUNT NUMBER: 21920-01411

Service Dates: JAN 05 96 to FEB 05 96

Service Days: 31

Next Scheduled Read Date: MAR 05 1996

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 126.65                     | 126.65CR     | 0.00                         | 0.00                           | 95.88           | FEB 26 1996          | \$95.88           |

|                     |           |           |
|---------------------|-----------|-----------|
| Current Reading     | 00176     |           |
| Previous Reading    | -98979    |           |
| KWH Used            | 1197      |           |
| <b>Energy Usage</b> | Last Year | This Year |
| KWH This Month      | 1151      | 1197      |
| Service Days        | 31        | 31        |
| KWH/Day             | 37        | 39        |

**\*\*Amt includes the following charges:**

|                                |                   |
|--------------------------------|-------------------|
| Customer Charge:               | \$5.65 per Month  |
| <b>Non-Fuel Energy Charge:</b> |                   |
| First 750 KWH                  | \$0.04899 per KWH |
| Over 750 KWH                   | \$0.05899 per KWH |
| Fuel Charge:                   | \$0.01773 per KWH |

|   |              |
|---|--------------|
| Previous Statement Balance  | 126.65       |
| Payment Received - THANK YOU                                      | 126.65CR     |
| <b>Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE</b> |              |
| Electric Service Amount   | 89.98**      |
| Load Control Credit   | 5.00CR       |
| Gross Receipts Tax Increase                                       | 0.87         |
| Franchise Charge  | 2.45         |
| Utility Tax   | 7.58         |
| <b>Current Electric Charges</b>                                   | <b>95.88</b> |

**TOTAL NOW DUE:** \$95.88

**Messages**

- A late payment charge of 1.5% will apply if not paid by FEB 26.
- Transactions involving connects, disconnects, name changes and payment extensions may require positive identification.
- Contributing to Care to Share provides energy assistance to the less fortunate. Please check the appropriate box in the upper right-hand corner, then add the amount to your FPL bill payment.



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/TDD)

**CUSTOMER STATEMENT**

Statement Date: MAR 05 1996  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18 TER

Service Dates: FEB 05 96 to MAR 05 96  
 Service Days: 29  
 Next Scheduled Read Date: APR 03 1996

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 95.88                      | 95.88CR      | 0.00                         | 0.00                           | 78.54           | MAR 26 1996          | \$78.54           |

**Meter Reading**-Meter 5C35633

Current Reading **01173**  
 Previous Reading **-00176**  
 KWH Used **997**

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 975       | 997       |
| Service Days   | 29        | 29        |
| KWH/Day        | 34        | 34        |

**Account Activity**

Previous Statement Balance 95.88  
 Payment Received - THANK YOU 95.88CR

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

Electric Service Amount 74.64\*\*  
 Load Control Credit 5.00CR  
 Gross Receipts Tax Increase 0.71  
 Franchise Charge 2.00  
 Utility Tax 6.19

Current Electric Charges 78.54

**TOTAL NOW DUE:**

**\$78.54**

**\*\*Amt includes the following charges:**

Customer Charge: \$5.65 per Month  
 Non-Fuel Energy Charge:  
     First 750 KWH \$0.04899 per KWH  
     Over 750 KWH \$0.05899 per KWH  
 Fuel Charge: \$0.01773 per KWH

**Messages**

- Transactions involving connects, disconnects, name changes and payment extensions may require positive identification.
- Work safely outdoors. Stay clear of power lines when trimming trees or using ladders or other equipment. If you cannot avoid a power line do not do the work.



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

**FPL**

**USEFUL TELEPHONE NUMBERS**

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



| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 78.54                      | 78.54CR      | 0.00                         | 0.00                           | 87.71           | APR 24 1996          | <b>\$87.71</b>    |

| Meter Reading-Meter 5C35633 |           |               |
|-----------------------------|-----------|---------------|
| Estimated Reading           |           | <b>02333</b>  |
| Previous Reading            |           | <b>-01173</b> |
| KWH Used                    |           | <b>1160</b>   |
| Energy Usage                |           |               |
|                             | Last Year | This Year     |
| KWH This Month              | 827       | <b>1160</b>   |
| Service Days                | 29        | <b>29</b>     |
| KWH/Day                     | 29        | <b>40</b>     |

| *Amt includes the following charges: |                   |
|--------------------------------------|-------------------|
| Customer Charge:                     | \$5.65 per Month  |
| <b>Non-Fuel Energy Charge:</b>       |                   |
| First 750 KWH                        | \$0.04597 per KWH |
| Over 750 KWH                         | \$0.05597 per KWH |
| Fuel Charge:                         | \$0.02075 per KWH |

### Account Activity

|   |              |
|---|--------------|
| Previous Statement Balance  | 78.54        |
| Payment Received - THANK YOU                                      | 78.54CR      |
| <b>Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE</b> |              |
| Electric Service Amount   | 87.14**      |
| Load Control Credit   | 9.00CR       |
| Gross Receipts Tax Increase                                       | 0.80         |
| Franchise Charge  | 2.22         |
| Utility Tax   | 6.55         |
| <b>Current Electric Charges</b>                                   | <b>87.71</b> |

\*ESTIMATED BILL

**TOTAL NOW DUE:**

**\$87.71**

### Messages

- A late payment charge of 1.5% will apply if not paid by APR 24.
- Please note: your Load Control Credit may change due to the summer rate schedule now in effect--April 1 through October 31.
- Transactions involving connects, disconnects, name changes and payment extensions may require positive identification.
- We were unable to read your meter because of a locked premise. Please call Customer Service to make arrangements for us to obtain access.
- 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/TDD)

**CUSTOMER STATEMENT**

Statement Date: MAY 02 1996  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18 TER

**Account Number: 21928-67477**

Service Dates: APR 03 96 to MAY 02 96  
 Service Days: 29  
 Next Scheduled Read Date: JUN 03 1996

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 87.71                      | 87.71CR      | 0.00                         | 0.00                           | 78.33           | MAY 23 1996          | \$78.33           |

**Meter Reading-Meter 5C35633**

Current Reading **03384**  
 Previous Reading **-02333**  
 KWH Used **1051**

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 1677      | 1051      |
| Service Days   | 29        | 29        |
| KWH/Day        | 58        | 36        |

**\*\*Amt includes the following charges:**

Customer Charge: \$5.65 per Month  
 Non-Fuel Energy Charge  
     First 750 KWH \$0.04899 per KWH  
     Over 750 KWH \$0.05899 per KWH  
 Fuel Charge: \$0.01773 per KWH

**Account Activity**

Previous Statement Balance 87.71  
 Payment Received - THANK YOU 87.71CR

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

Electric Service Amount 78.79\*\*  
 Load Control Credit 9.00CR  
 Gross Receipts Tax Increase 0.72  
 Franchise Charge 1.99  
 Utility Tax 5.83

**Current Electric Charges 78.33**

**TOTAL NOW DUE:**

**\$78.33**

**Messages**

- A late payment charge of 1.5% will apply if not paid by MAY 23.
- Transactions involving connects, disconnects, name changes and payment extensions may require positive identification.
- When reporting a street or outdoor light outage, please try to obtain the 11-digit number mounted at eye level on the pole; then call the number at the bottom of your bill for servicing.



Florida Power & Light Company  
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 Miami, FL 33102

**FPL**



**USEFUL TELEPHONE NUMBERS**

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

**CUSTOMER STATEMENT**

**Account Number: 21928-67477**

Statement Date: JUN 03 1996  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18 TER

Service Dates: MAY 02 96 to JUN 03 96  
 Service Days: 32  
 Next Scheduled Read Date: JUL 02 1996

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 78.33                      | 78.33CR      | 11.97CR                      | 11.97CR                        | 197.87          | JUN 24 1996          | <b>\$185.90</b>   |

**Meter Reading-Meter 5C35633**

|                  |               |  |
|------------------|---------------|--|
| Current Reading  | <b>05820</b>  |  |
| Previous Reading | <b>-03384</b> |  |
| KWH Used         | <b>2436</b>   |  |

**Energy Usage**

|                | Last Year | This Year   |
|----------------|-----------|-------------|
| KWH This Month | 1920      | <b>2436</b> |
| Service Days   | 32        | <b>32</b>   |
| KWH/Day        | 60        | <b>76</b>   |

**\*\*Amt includes the following charges:**

|                         |                   |
|-------------------------|-------------------|
| Customer Charge:        | \$5.65 per Month  |
| Non-Fuel Energy Charge: |                   |
| First 750 KWH           | \$0.04597 per KWH |
| Over 750 KWH            | \$0.05597 per KWH |
| Fuel Charge:            | \$0.02075 per KWH |

**Account Activity**


|   |               |                |
|---|---------------|----------------|
| Previous Statement Balance  | 78.33         |                |
| Payment Received - THANK YOU                                      | 78.33CR       |                |
| Additional Activity:  |               |                |
| Deposit Interest  | 11.97CR       |                |
| <b>BALANCE BEFORE NEW CHARGES</b>                                 |               | <b>11.97CR</b> |
| <b>Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE</b> |               |                |
| Electric Service Amount   | 185.05**      |                |
| Load Control Credit   | 9.00CR        |                |
| Gross Receipts Tax Increase                                       | 1.81          |                |
| Franchise Charge  | 5.01          |                |
| Utility Tax   | 15.00         |                |
| <b>Current Electric Charges</b>                                   | <b>197.87</b> |                |
| <b>TOTAL NEW CHARGES:</b>   |               | <b>197.87</b>  |

**TOTAL NOW DUE:**

**\$185.90**

**Messages**

- A late payment charge of 1.5% will apply if not paid by JUN 24.
- Transactions involving connects, disconnects, name changes and payment extensions may require positive identification.
- **Work safely outdoors. Stay clear of power lines when trimming trees or using ladders or other equipment. If you cannot avoid a power line do not do the work.**

 Florida Power & Light Company  
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**USEFUL TELEPHONE NUMBERS**  
 Customer Service: (305) 442-8770  
 Hearing/Speech Impaired: 1-800-432-6554 (TTY/TDD)

**CUSTOMER STATEMENT**

Statement Date: JUL 02 1996  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18 TER

**ACCOUNT NUMBER: 21520 9771**

Service Dates: JUN 03 96 to JUL 02 96  
 Service Days: 29  
 Next Scheduled Read Date: AUG 01 1996

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 185.90                     | 185.90CR     | 0.00                         | 0.00                           | 195.63          | JUL 23 1996          | <b>\$195.63</b>   |

**Meter Reading-Meter 5C35633**

Current Reading **08193**  
 Previous Reading **-05820**  
 KWH Used **2373**

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 4207      | 2373      |
| Service Days   | 30        | 29        |
| KWH/Day        | 140       | 82        |

**Account Activity**

Previous Statement Balance 185.90  
 Payment Received - THANK YOU 185.90CR  
**Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE**  
 Electric Service Amount 183.29\*\*  
 Load Control Credit 9.00CR  
 Gross Receipts Tax Increase 1.79  
 Franchise Charge 4.96  
 Utility Tax 14.59  
**Current Electric Charges 195.63**

**\*\*Amt includes the following charges:**

Customer Charge: \$5.65 per Month  
 Non-Fuel Energy Charge:  
     First 750 KWH \$0.04597 per KWH  
     Over 750 KWH \$0.05597 per KWH  
 Fuel Charge: \$0.02205 per KWH

**TOTAL NOW DUE:**

**\$195.63**

**Messages**



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

**FPL**



**USEFUL TELEPHONE NUMBERS**

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

**CUSTOMER STATEMENT**

Statement Date: AUG 01 1996  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18 TER

**Account Number: 21928-b/411**

Service Dates: JUL 02 96 to AUG 01 96  
 Service Days: 30  
 Next Scheduled Read Date: AUG 30 1996

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (-) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 195.63                     | 0.00         | 0.00                         | <del>195.63</del>              | 284.55          | AUG 22 1996          | \$480.18          |

**Meter Reading** - Meter 5C35633

Current Reading **11547**  
 Previous Reading **-08193**  
 KWH Used **3354**

**Energy Usage**

|                | Last Year | This Year   |
|----------------|-----------|-------------|
| KWH This Month | 2552      | <b>3354</b> |
| Service Days   | 29        | <b>30</b>   |
| KWH/Day        | 88        | <b>112</b>  |

**\*\*Amt includes the following charges:**

|                        |                   |
|------------------------|-------------------|
| Customer Charge:       | \$5.65 per Month  |
| Non-Fuel Energy Charge |                   |
| First 750 KWH          | \$0.04597 per KWH |
| Over 750 KWH           | \$0.05597 per KWH |
| Fuel Charge:           | \$0.02205 per KWH |

**Account Activity**

|   |                 |
|---|-----------------|
| Previous Statement Balance  | 195.63          |
| <b>BALANCE BEFORE NEW CHARGES</b>                                 | <b>195.63</b>   |
| <b>Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE</b> |                 |
| Electric Service Amount   | <b>259.82**</b> |
| Load Control Credit   | 9.00CR          |
| Gross Receipts Tax Increase                                       | 2.57            |
| Franchise Charge  | 7.14            |
| Utility Tax   | 21.09           |
| Late Payment Charge   | 2.93            |
| <b>Current Electric Charges</b>                                   | <b>284.55</b>   |
| <b>TOTAL NEW CHARGES:</b>   | <b>284.55</b>   |
| <b>TOTAL NOW DUE:</b>   | <b>\$480.18</b> |

**Messages**

- Did you forget? \$195.63 of this bill is past due. If payment has been made, we thank you and apologize for this reminder.
- A late payment charge of 1.5% will apply if not paid by AUG 22.
- Transactions involving connects, disconnects, name changes and payment extensions may require positive identification.
- **When reporting a street or outdoor light outage, please try to provide the 11-digit number mounted at eye-level on the pole and call the number at the bottom of your bill for servicing.**



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

**FPL**



**USEFUL TELEPHONE NUMBERS**

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

**CUSTOMER STATEMENT**

Statement Date: AUG 30 1996  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18 TER

**Account Number: 21928-67477**

Service Dates: AUG 01 96 to AUG 30  
 Service Days: 29  
 Next Scheduled Read Date: OCT 01 1996

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (++) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|------------------|----------------------|-------------------|
| 480.18                     | 150.63CR     | 0.00                         | 329.55                         | 233.97           | SEP 20 1996          | <del>563.52</del> |

**Meter Reading**-Meter 5C35633

Current Reading **14301**  
 Previous Reading **-11547**  
 KWH Used **2754**

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 2797      | 2754      |
| Service Days   | 29        | 29        |
| KWH/Day        | 96        | 95        |

**\*Amt includes the following charges:**

|                        |                   |
|------------------------|-------------------|
| Customer Charge:       | \$5.65 per Month  |
| Non-Fuel Energy Charge |                   |
| First 750 KWH          | \$0.04597 per KWH |
| Over 750 KWH           | \$0.05597 per KWH |
| Fuel Charge:           | \$0.02205 per KWH |

**Account Activity**

Previous Statement Balance 480.18  
 Payment Received - THANK YOU 150.63CR  
**BALANCE BEFORE NEW CHARGES 329.55\***

**\*This \$329.55 is PAST DUE -- PLEASE PAY IMMEDIATELY**

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

Electric Service Amount 213.02\*\*  
 Load Control Credit 9.00CR  
 Gross Receipts Tax Increase 2.09  
 Franchise Charge 5.81  
 Utility Tax 17.11  
 Late Payment Charge 4.94  
**Current Electric Charges 233.97**

**TOTAL NEW CHARGES: 233.97**

**TOTAL NOW DUE: \$563.52**

**Messages**

- A late payment charge of 1.5% will apply if not paid by SEP 20.
- Transactions involving connects, disconnects, name changes and payment extensions may require positive identification.
- Work safely outdoors. Stay clear of power lines when trimming trees or using ladders or other equipment. If you cannot avoid a power line do not do the work.



Florida Power & Light Company  
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 Miami, FL 33102



**USEFUL TELEPHONE NUMBERS**

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

**CUSTOMER STATEMENT**

Statement Date: OCT 01 1996  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18 TER

**Account Number: 21928-67477**

Service Dates: AUG 30 96 to OCT 01 96  
 Service Days: 32  
 Next Scheduled Read Date: OCT 30 1996

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|

|                     |           |           |
|---------------------|-----------|-----------|
| Current Reading     | 17024     |           |
| Previous Reading    | -14301    |           |
| KWH Used            | 2723      |           |
| <b>Energy Usage</b> |           |           |
|                     | Last Year | This Year |
| KWH This Month      | 3140      | 2723      |
| Service Days        | 32        | 32        |
| KWH/Day             | 98        | 85        |


**\*Amt includes the following charges:**


|                         |                   |
|-------------------------|-------------------|
| Customer Charge:        | \$5.65 per Month  |
| Non-Fuel Energy Charge: |                   |
| First 750 KWH           | \$0.04778 per KWH |
| Over 750 KWH            | \$0.05778 per KWH |
| Fuel Charge:            | \$0.02209 per KWH |

|   |                 |
|---|-----------------|
| Previous Statement Balance  | 563.52          |
| Payment Received - THANK YOU                                      | 329.55CR        |
| <b>BALANCE BEFORE NEW CHARGES</b>                                 | 233.97          |
| <b>Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE</b> |                 |
| Electric Service Amount   | 215.63**        |
| Load Control Credit   | 9.00CR          |
| Gross Receipts Tax Increase                                       | 2.12            |
| Franchise Charge  | 5.88            |
| Utility Tax   | 17.42           |
| Late Payment Charge   | 3.51            |
| <b>Current Electric Charges</b>                                   | 235.56          |
| <b>TOTAL NEW CHARGES:</b>   | 235.56          |
| <b>TOTAL NOW DUE:</b>   | <b>\$469.53</b> |

**Messages**

- Did you forget? \$233.97 of this bill is past due. If payment has been made, we thank you and apologize for this reminder.
- A late payment charge of 1.5% will apply if not paid by OCT 22.
- The FPL Liberty City bill payment center will close on Oct. 18. Bill payments may be made by mail or at authorized pay agents. Call 442-8770 for more information.
- Transactions involving connects, disconnects, name changes and payment extensions may require positive identification.
- Effective October 1, 1996, the Public Service Commission has approved an increase in the FPL returned check charge, to \$25 or 5 percent of the check amount, whichever is greater.

 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/TDD)  
 Visit FPL's Web Site at <http://www.fpl.com>

**CUSTOMER STATEMENT**

Statement Date: OCT 30 1996  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18 TER

**Account Number: 21928-67477**

Service Dates: OCT 01 96 to OCT 30  
 Service Days: 29  
 Next Scheduled Read Date: DEC 02 1996

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=)    |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|----------------------|
| 469.53                     | 200.97CR     | 0.00                         | 268.56                         | 107.88          | NOV 20 1996          | <del>-\$376.44</del> |

157.78

**Meter Reading**-Meter 5C35633

|                  |       |
|------------------|-------|
| Current Reading  | 18268 |
| Previous Reading | 17024 |
| KWH Used         | 1244  |

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 2391      | 1244      |
| Service Days   | 29        | 29        |
| KWH/Day        | 82        | 43        |

**Account Activity**

Previous Statement Balance 469.53  
 Payment Received - THANK YOU 200.97CR  
**BALANCE BEFORE NEW CHARGES 268.56'**

**\*This \$268.56 is PAST DUE -- PLEASE PAY IMMEDIATELY**

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

|                                 |               |
|---------------------------------|---------------|
| Electric Service Amount         | 97.51**       |
| Load Control Credit             | 5.00CR        |
| Gross Receipts Tax Increase     | 0.95          |
| Franchise Charge                | 2.63          |
| Utility Tax                     | 7.76          |
| Late Payment Charge             | 4.03          |
| <b>Current Electric Charges</b> | <b>107.88</b> |

**TOTAL NEW CHARGES: 107.88**

**TOTAL NOW DUE: \$376.44**

157.78

**Messages**

- A late payment charge of 1.5% will apply if not paid by NOV 20.
- As of Sept. 26, 1996 fuel and non-fuel energy charges changed as approved by the FPSC. A typical 1,000 kwh residential bill will be \$78.82 through the March 1997 billing period.
- Transactions involving connects, disconnects, name changes and payment extensions may require positive identification.



**USEFUL TELEPHONE NUMBERS**

Customer Service: (305) 442-8770  
 Hearing/Speech Impaired: 1-800-432-6554 (TTY/TDD)  
 Visit FPL's Web Site at <http://www.fpl.com>



**CUSTOMER STATEMENT**

Statement Date: DEC 02 1996  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18 TER

**Account Number: 21928-67477**

Service Dates: OCT 30 96 to DEC 02  
 Service Days: 33  
 Next Scheduled Read Date: JAN 02 1997

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now D (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-----------------|
| 376.44                     | 376.34CR     | 0.00                         | 0.10                           | 76.75           | DEC 23 1996          | \$76.85         |

**Meter Reading**-Meter 5C35633

|                  |        |
|------------------|--------|
| Current Reading  | 19210  |
| Previous Reading | -18268 |
| KWH Used         | 942    |

**Energy Usage**

|                | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 1420      | 942       |
| Service Days   | 33        | 33        |
| KWH/Day        | 43        | 29        |

**\*\*Amt includes the following charges:**

|                         |                   |
|-------------------------|-------------------|
| Customer Charge:        | \$5.65 per Month  |
| Non-Fuel Energy Charge: |                   |
| First 750 KWH           | \$0.04778 per KWH |
| Over 750 KWH            | \$0.05778 per KWH |
| Fuel Charge:            | \$0.02269 per KWH |

**Account Activity**

|   |                |
|---|----------------|
| Previous Statement Balance  | 376.44         |
| Payments Received - THANK YOU                                     | 376.34CR       |
| <b>BALANCE BEFORE NEW CHARGES</b>                                 | 0.10           |
| <b>Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE</b> |                |
| Electric Service Amount   | 73.39**        |
| Load Control Credit   | 5.00CR         |
| Gross Receipts Tax Increase                                       | 0.70           |
| Franchise Charge  | 1.95           |
| Utility Tax   | 5.71           |
| <b>Current Electric Charges</b>                                   | 76.75          |
| <b>NEW CHARGES:</b>   | 76.75          |
| <b>TOTAL NOW DUE:</b>   | <b>\$76.85</b> |

**Messages**

- A late payment charge of 1.5% will apply if not paid by DEC 23.
- Transactions involving connects, disconnects, name changes and payment extensions may require positive identification.
- Contributing to Care to Share provides energy assistance to the less fortunate. Check the appropriate box in the upper right-hand corner, then add the amount to your FPL bill payment.



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/TDD)  
 Visit FPL's Web Site at <http://www.fpl.com>

**CUSTOMER STATEMENT**

Statement Date: NOV 01 1995  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18 TER

**Account Number: 21928-67477**

Service Dates: OCT 03 95 to NOV 0  
 Service Days: 29  
 Next Scheduled Read Date: DEC 04 1995

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now D (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-----------------|
| 259.64                     | 259.64CR     | 0.00                         | 0.00                           | 199.32          | NOV 22 1995          | <b>\$199.32</b> |

**Meter Reading**-Meter 5C35633

Current Reading **96007**  
 Previous Reading **-93616**  
 KWH Used **2391**

**Energy Usage**

|                | Last Year | This Year   |
|----------------|-----------|-------------|
| KWH This Month | 1416      | <b>2391</b> |
| Service Days   | 30        | <b>29</b>   |
| KWH/Day        | 47        | <b>82</b>   |

**\*\*Amt includes the following charges:**

|                         |                   |
|-------------------------|-------------------|
| Customer Charge:        | \$5.65 per Month  |
| Non-Fuel Energy Charge: |                   |
| First 750 KWH           | \$0.04899 per KWH |
| Over 750 KWH            | \$0.05899 per KWH |
| Fuel Charge:            | \$0.01773 per KWH |

**Account Activity**

Previous Statement Balance 259.64  
 Payment Received - THANK YOU 259.64CR

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

Electric Service Amount 181.58\*\*  
 Load Control Credit 5.00CR  
 Gross Receipts Tax Increase 1.81  
 Franchise Charge 5.08  
 Utility Tax 15.85

**Current Electric Charges 199.32**

**TOTAL NOW DUE:**

**\$199.32**

**Messages**

- A late payment charge of 1.5% will apply if not paid by NOV 22.
- Please note: your Load Control Credit may change due to the winter rate schedule now in effect--November 1 through March 31.
- Save a stamp and the effort of going to the Post Office; E-Mail us at [FPLCorrespondence@email.fpl.com](mailto:FPLCorrespondence@email.fpl.com)
- Contributing to Care to Share provides energy assistance to the less fortunate. Check the appropriate box in the upper right-hand corner, then add the amount to your FPL bill payment.



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 PO Box 025576  
 Miami, FL 33102



**USEFUL TELEPHONE NUMBERS**

**Customer Service: (305) 442-8770**

Hearing/Speech Impaired: 1-800-432-6554 (TTY/TDD)

**CUSTOMER STATEMENT**

Statement Date: DEC 04 1995  
 Customer Name: LETICIA CALLARD  
 Service Address: 7860 SW 18 TER

**Account Number: 21928-67477**

Service Dates: NOV 01 95 to DEC 04  
 Service Days: 33  
 Next Scheduled Read Date: JAN 05 1996

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 199.32                     | 149.32CR     | 0.00                         | 50.00                          | 115.95          | DEC 27 1995          | <del>95</del>     |

**Meter Reading**-Meter 5C35633

|                  |                  |
|------------------|------------------|
| Current Reading  | <b>97427</b>     |
| Previous Reading | <del>96007</del> |
| KWH Used         | <b>1420</b>      |

**Energy Usage**

|                | Last Year | This Year   |
|----------------|-----------|-------------|
| KWH This Month | 1254      | <b>1420</b> |
| Service Days   | 33        | <b>33</b>   |
| KWH/Day        | 38        | <b>43</b>   |

**\*Amt includes the following charges:**

|                         |                   |
|-------------------------|-------------------|
| Customer Charge:        | \$5.65 per Month  |
| Non-Fuel Energy Charge: |                   |
| First 750 KWH           | \$0.04899 per KWH |
| Over 750 KWH            | \$0.05899 per KWH |
| Fuel Charge:            | \$0.01773 per KWH |

**Account Activity**

|   |                 |
|---|-----------------|
| Previous Statement Balance  | 199.32          |
| Payment Received - THANK YOU                                      | 149.32CR        |
| <b>BALANCE BEFORE NEW CHARGES</b>                                 | 50.00           |
| <b>Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE</b> |                 |
| Electric Service Amount   | <b>107.09**</b> |
| Load Control Credit   | 5.00CR          |
| Gross Receipts Tax Increase                                       | 1.05            |
| Franchise Charge  | 2.94            |
| Utility Tax   | 9.12            |
| Late Payment Charge   | 0.75            |
| <b>Current Electric Charges</b>                                   | <b>115.95</b>   |
| <b>TOTAL NEW CHARGES:</b>   | 115.95          |
| <b>TOTAL NOW DUE:</b>   | <b>\$165.95</b> |

**Messages**

- Did you forget? \$50.00 of this bill is past due. If payment has been made, we thank you and apologize for this reminder.
- A late payment charge of 1.5% will apply if not paid by DEC 27.
- From all of us at FPL, thank you for your business in 1995. Have a bright and happy holiday season and a safe new year.



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/TDD)



# Customer Copy

Fold On Perforation Before Tearing

Please notify FPL of any changes in the customer name or rate class type of usage (Example: Residential VS. Non-Residential).

| Date Of This Statement | New Charges Past Due After | Total Amount Now Due |
|------------------------|----------------------------|----------------------|
| G JAN 7 91             | JAN 28 91                  | 13699                |

|  |                  |  |       |           |  |                           |                     |        |
|--|------------------|--|-------|-----------|--|---------------------------|---------------------|--------|
| Customer Name<br><b>VALENCIA LETICIA</b> |                  | Service Address<br><b>7860 SW 18 TER</b> |       |           | Account Number<br><b>8106213026302</b> | Meter No.<br><b>5C356</b> |                     |        |
| Rate Schedule                            | Class Of Service | Service Used From                        | To    | # Of Days | Meter Readings Previous                | Current                   | Kilowatt Hours Used | Amount |
| RS-1                                     | RESIDENTIAL      | DEC                                      | 6 JAN | 732       | 029200                                 | 04008                     | 1088                | 8898*  |

|                      |      |
|----------------------|------|
| ***TAX SAVINGS REF   | 1590 |
| GROSS RCPTS TAX INCR | 45   |
| FRANCHISE CHARGE     | 257  |
| UTILITY TAX          | 682  |
| TAX SAVINGS INTEREST | 240  |

THE FPSC HAS APPROVED AN INCREASE IN FUEL CHARGES AS OF JAN. 3 DUE TO HIGHER COST TO FPL OF OIL USED TO GENERATE ELECTRICITY. EFFECT ON A 1000 KILOWATT HOUR BILL IS AN INCREASE OF \$4.52.

**TOTAL NEW CHARGES 9699**

**\* PAST DUE BALANCE 4000**  
**Total Amount Now Due 13699**

| Energy Usage Information |        |             | **Electric Service Amount Includes The Following Charges: |                         |          |               |                |
|--------------------------|--------|-------------|---|-------------------------|----------|---------------|----------------|
| KWH Used This Month      | Days   | KWH Per Day | Customer Charge   | Non-Fuel Energy Charges |          | Fuel Charge   | Demand Charge  |
| This Year                | 108832 | 34          | 565   | 4575                    | 1ST 750  | 2773          |                |
| Last Year                | 208931 | 67          |   | 5575                    | OVER 750 |               |                |
|                          |        |             | Dollars Per Month   | Cents Per KWH           |          | Cents Per KWH | Dollars Per KW |

81062130263025 \*\*\*1988/1989 TAX SAVINGS REFUND

FPL Office Location **495 BILTMORE WAY, CORAL GABLES** FPL Phone No. **442-87**  
 If you have any questions or require assistance, call or visit any FPL business office. For Hearing/Speech Impaired  
 Call for other FPL customer service locations. See reverse side for additional information. Call (TTY/TDD) 1-800-432-6554.



Please notify FPL of any changes in the customer name or rate class type of usage (Example: Residential VS. Non-Residential).

Date Of This Statement

New Charges Past Due After

Total Amount Now Due

H MAR 7 91 MAR 28 91 10345

|                  |                 |                |           |
|------------------|-----------------|----------------|-----------|
| Customer Name    | Service Address | Account Number | Meter No. |
| VALENCIA LETICIA | 7860 SW 18 TER  | 8106213026302  | 5C356     |

|      |             |       |       |    |       |       |            |      |       |
|------|-------------|-------|-------|----|-------|-------|------------|------|-------|
| RS-1 | RESIDENTIAL | FEB 5 | MAR 7 | 30 | 04951 | 06110 | Hours Used | 1159 | 9490* |
|------|-------------|-------|-------|----|-------|-------|------------|------|-------|

\*\*\*TAX SAVINGS REF 169C  
 GROSS RCPTS TAX INCR 48  
 FRANCHISE CHARGE 274  
 UTILITY TAX 727  
 TAX SAVINGS INTEREST 25C

SAVE ENERGY DOLLARS THROUGH OUR WINDOW TREATMENT PROGRAM. CALL 1-800-432-6563, EXT.40, ASK FOR A FREE WINDOW TREATMENT BROCHURE.

Total Amount Now Due ► 10345

| Energy Usage Information |        |             | **Electric Service Amount Includes The Following Charges: |                         |          |               |                |
|--------------------------|--------|-------------|---|-------------------------|----------|---------------|----------------|
| KWH Used This Month      | Days   | KWH Per Day | Customer Charge   | Non-Fuel Energy Charges |          | Fuel Charge   | Demand Charge  |
| This Year                | 115930 | 39          | 565   | 4575                    | 1ST 750  | 2773          |                |
| Last Year                | 106529 | 37          |   | 5575                    | OVER 750 |               |                |
|                          |        |             | Dollars Per Month   | Cents Per KWH           |          | Cents Per KWH | Dollars Per KW |

81062130263025 \*\*\*1988/1989 TAX SAVINGS REFUND

FPL Office Location 495 BILTMORE WAY, CORAL GABLES  
 If you have any questions or require assistance, call or visit any FPL business office.  
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FPL Phone No. 442-87  
 For Hearing/Speech Impaired  
 Call (TTY/TDD) 1-800-432-6554.



**FPL**

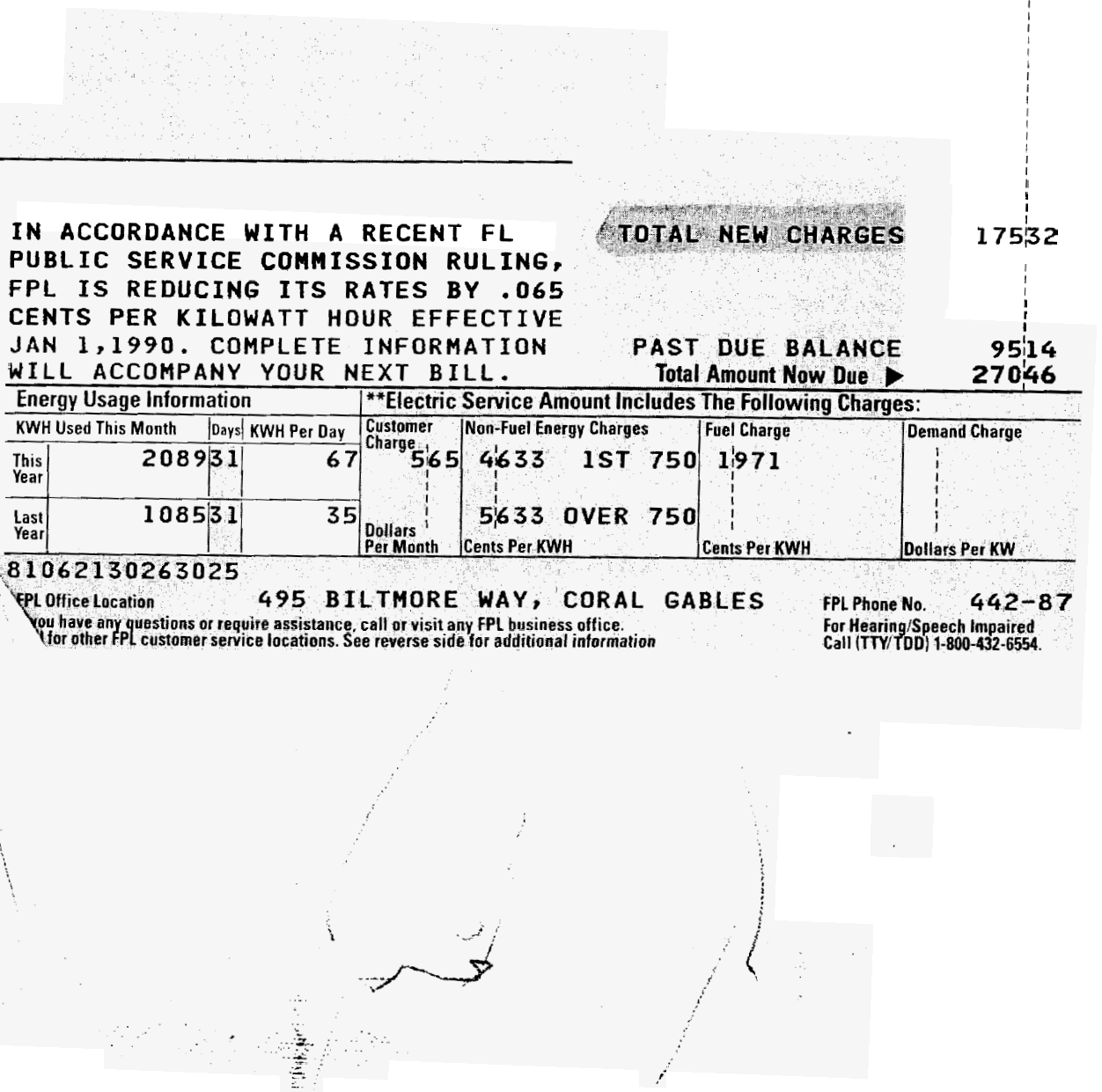
Please notify FPL of any changes in the customer name or rate class/type of usage (Example: Residential VS. Non-Residential).

| Date Of This Statement | New Charges Past Due After | Total Amount Now Due |
|------------------------|----------------------------|----------------------|
| G JAN 6 90             | JAN 28 90                  | 27046                |

| Customer Name    | Service Address | Account Number | Meter No. |
|------------------|-----------------|----------------|-----------|
| VALENCIA LETICIA | 7860 SW 18 TER  |                | 02567     |

| Rate Schedule/Class Of Service | Service Used From | To | # of | Meter Readings | Kilowatt Hour Used | Amount |
|--------------------------------|-------------------|----|------|----------------|--------------------|--------|
|                                |                   |    |      |                |                    |        |

FRANCHISE CHARGE 471  
 UTILITY TAX 1360



IN ACCORDANCE WITH A RECENT FL PUBLIC SERVICE COMMISSION RULING, FPL IS REDUCING ITS RATES BY .065 CENTS PER KILOWATT HOUR EFFECTIVE JAN 1, 1990. COMPLETE INFORMATION WILL ACCOMPANY YOUR NEXT BILL.

**TOTAL NEW CHARGES 17532**

PAST DUE BALANCE 9514  
**Total Amount Now Due 27046**

| Energy Usage Information |      |             | **Electric Service Amount Includes The Following Charges: |                         |               |                |
|--------------------------|------|-------------|---|-------------------------|---------------|----------------|
| KWH Used This Month      | Days | KWH Per Day | Customer Charge   | Non-Fuel Energy Charges | Fuel Charge   | Demand Charge  |
| This Year                | 2089 | 31          | 67  | 565                     | 4633 1ST 750  | 1971           |
| Last Year                | 1085 | 31          | 35  | 5633 OVER 750           |               |                |
|                          |      |             | Dollars Per Month   | Cents Per KWH           | Cents Per KWH | Dollars Per KW |

81062130263025

FPL Office Location 495 BILTMORE WAY, CORAL GABLES  
 you have any questions or require assistance, call or visit any FPL business office.  
 for other FPL customer service locations. See reverse side for additional information

FPL Phone No. 442-87  
 For Hearing/Speech Impaired  
 Call (TTY/TDD) 1-800-432-6554.



FPL

### Customer Copy

Please notify FPL of any changes in the customer name or rate class/type of usage (Example: Residential VS. Non-Residential).

Fold On Perforation Before Tearing

|                                |  |                            |  |                      |  |
|--------------------------------|--|----------------------------|--|----------------------|--|
| Date Of This Statement         |  | New Charges Past Due After |  | Total Amount Now Due |  |
| MAR 7 90                       |  | MAR 28 90                  |  | 25705                |  |
| Customer Name                  |  | Service Address            |  | Account Number       |  |
| VALENCIA LETICIA               |  | 7860 SW 18 TER             |  | 8106213026302        |  |
| Rate Schedule/Class Of Service |  | Service Used               |  | Meter No             |  |
| RS-1 RESIDENTIAL               |  | FEB 6 MAR                  |  | 5C354                |  |

| From  | To  | # Of Days | Meter Readings |         | Kilowatt Hours Used | Amount |
|-------|-----|-----------|----------------|---------|---------------------|--------|
|       |     |           | Previous       | Current |                     |        |
| FEB 6 | MAR | 729       | 88347          | 89412   | 1065                | 7913   |

FRANCHISE CHARGE 237  
 UTILITY TAX 684

**TOTAL NEW CHARGES 8834**

PAST DUE BALANCE 16871  
**Total Amount Now Due 25705**

ENJOY THE BEAUTY AND BENEFITS OF PROPERLY PLANNED LANDSCAPING. FPL OFFERS A GUIDE TO TREE PLANTING TO HELP YOU SAVE ENERGY AND AVOID POWER LINES. FOR YOUR FREE COPY CALL 1-800-432-6563.

| Energy Usage Information |      |             | **Electric Service Amount Includes The Following Charges: |                         |               |                |
|--------------------------|------|-------------|---|-------------------------|---------------|----------------|
| KWH Used This Month      | Days | KWH Per Day | Customer Charge   | Non-Fuel Energy Charges | Fuel Charge   | Demand Charge  |
| This Year                | 1065 | 29          | 37  | 565                     | 4633 1ST 750  | 1971           |
| Last Year                | 983  | 30          | 33  |                         | 5633 OVER 750 |                |
|                          |      |             | Dollars Per Month   | Cents Per KWH           | Cents Per KWH | Dollars Per KW |

81062130263025

FPL Office Location 495 BILTMORE WAY, CORAL GABLES

FPL Phone No. 442-877

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For Hearing/Speech Impaired Call (TTY/TDD) 1-800-432-6554.



# Customer Copy

Please notify FPL of any changes in the customer name or rate class/type of usage (Example: Residential VS. Non-Residential).

Fold On Perforation Before Tearing

|                                |  |                            |  |                      |  |
|--------------------------------|--|----------------------------|--|----------------------|--|
| Date Of This Statement         |  | New Charges Past Due After |  | Total Amount Now Due |  |
| 6 APR 5 90                     |  | APR 26 90                  |  | 23482                |  |
| Customer Name                  |  | Service Address            |  | Account Number       |  |
| VALENCIA LETICIA               |  | 7860 SW 18 TER             |  | 8106213026302        |  |
| Rate Schedule/Class Of Service |  | Service Used               |  | Meter No             |  |
| RS-1 RESIDENTIAL               |  | MAR 7 APR 5                |  | 5C35                 |  |

| Rate Schedule/Class Of Service | Service Used From | To    | # Of Days | Meter Readings |         | Kilowatt Hours Used | Amount |
|--------------------------------|-------------------|-------|-----------|----------------|---------|---------------------|--------|
|                                |                   |       |           | Previous       | Current |                     |        |
| RS-1 RESIDENTIAL               | MAR 7             | APR 5 | 29        | 8941           | 290341  | 929                 | 6995   |

FRANCHISE CHARGE 205  
UTILITY TAX 577

**TOTAL NEW CHARGES 7777**

**PAST DUE BALANCE 15705**

| Energy Usage Information |       |             | **Electric Service Amount Includes The Following Charges: |                         |               |                |
|--------------------------|-------|-------------|---|-------------------------|---------------|----------------|
| KWH Used This Month      | Days  | KWH Per Day | Customer Charge   | Non-Fuel Energy Charges | Fuel Charge   | Demand Charge  |
| This Year                | 92929 | 32          | 565   | 4448 1ST 750            | 2280          |                |
| Last Year                | 81729 | 28          |   | 5448 OVER 750           |               |                |
|                          |       |             | Dollars Per Month   | Cents Per KWH           | Cents Per KWH | Dollars Per KW |





# Customer Copy

Please notify FPL of any changes in the customer name or rate class/type of usage (Example: Residential VS. Non-Residential)

Hold On Perforation Before tearing

|                                |  |                            |  |                            |  |
|--------------------------------|--|----------------------------|--|----------------------------|--|
| Date Of This Statement         |  | New Charges Past Due After |  | Total Amount Now Due       |  |
| 6 JUN 6 90                     |  | JUN 27 90                  |  | 14357                      |  |
| Customer Name                  |  | Service Address            |  | Account Number             |  |
| VALENCIA LETICIA               |  | 7860 SW 18 TER             |  | 8106213026302              |  |
| Meter No.                      |  |                            |  |                            |  |
| 5C3563                         |  |                            |  |                            |  |
| Rate Schedule/Class Of Service |  | Service Used               |  | Meter Readings             |  |
| RS-1 RESIDENTIAL               |  | MAY 7 JUN                  |  | # Of Days Previous Current |  |
|                                |  |                            |  | 6309140592867              |  |
|                                |  |                            |  | Kilowatt Hours Used        |  |
|                                |  |                            |  | 1462                       |  |
|                                |  |                            |  | Amount                     |  |
|                                |  |                            |  | 11113**                    |  |

FRANCHISE CHARGE 325  
 UTILITY TAX 919

IF YOU ARE THINKING OF BUYING OR CURRENTLY LIVING IN A MOBILE HOME, FPL HAS USEFUL ENERGY TIPS. FOR YOUR FREE GUIDE TO ENERGY USE IN A MANUFACTURED HOME, CALL 1-800-432-6563.

TOTAL NEW CHARGES 12357

PAST DUE BALANCE 2000  
 Total Amount Now Due 14357

| Energy Usage Information |        |             | **Electric Service Amount Includes The Following Charges: |                         |               |                |
|--------------------------|--------|-------------|---|-------------------------|---------------|----------------|
| KWH Used This Month      | Days   | KWH Per Day | Customer Charge   | Non-Fuel Energy Charges | Fuel Charge   | Demand Charge  |
| This Year                | 146230 | 49          | 565   | 4448 1ST 750            | 2280          |                |
| Last Year                | 102032 | 32          |   | 5448 OVER 750           |               |                |
|                          |        |             | Dollars Per Month   | Cents Per KWH           | Cents Per KWH | Dollars Per KW |

81062130263025

FPL Office Location

495 BILTMORE WAY, CORAL GABLES

FPL Phone No.

442-87

If you have any questions or require assistance, call or visit any FPL business office. Call for other FPL customer service locations. See reverse side for additional information

For Hearing/Speech Impaired Call (TTY/TDD) 1-800-432-6554.



FPL

### Customer Copy

Please notify FPL of any changes in the customer name or rate class type of usage (Example: Residential VS. Non-Residential).

Hold On Perforation Before tearing

|                        |                            |                      |
|------------------------|----------------------------|----------------------|
| Date Of This Statement | New Charges Past Due After | Total Amount Now Due |
| G AUG 7 90             | AUG 28 90                  | 24854                |
| Customer Name          | Service Address            | Account Number       |
|                        |                            | 8106213026302        |
|                        |                            | Meter No.            |
|                        |                            | 5C3563               |

RS-1

17366\*\*

GROSS RCPTS TAX INCR 89  
 FRANCHISE CHARGE 511  
 UTILITY TAX 1445

**TOTAL NEW CHARGES**

**ALANC**

| KWH Used This Month | Days   | KWH Per Day | Customer Charge   | Non-Fuel Energy Charges | Fuel Charge   | Demand Charge  |
|---------------------|--------|-------------|-------------------|-------------------------|---------------|----------------|
| This Year           | 227132 | 71          | 565               | 4448 1ST 750            | 2280          |                |
| Last Year           | 178932 | 56          |                   | 5448 OVER 750           |               |                |
|                     |        |             | Dollars Per Month | Cents Per KWH           | Cents Per KWH | Dollars Per KW |



FPL

Please notify FPL of any changes in the customer name or rate class type of usage (Example: Residential VS. Non-Residential).

H SEP 6 90 SEP 27 90

| Customer Name    | Service Address | Account Number | Meter No. |
|------------------|-----------------|----------------|-----------|
| VALENCIA LETICIA | 7860 SW 18 TER  | 81062130       |           |

| Service Used From | To    | # Of Days | Meter Readings |         | Kilowatt Hours Used |
|-------------------|-------|-----------|----------------|---------|---------------------|
|                   |       |           | Previous       | Current |                     |
| AUG 7             | SEP 6 | 30        | 96950          | 99158   |                     |

GROSS RCPTS TAX INCR 86  
 FRANCHISE CHARGE 496  
 UTILITY TAX 1404

T L NEW CHARGES

BROWARD 463-9288.

TOTAL AMOUNT DUE

| Energy Usage Information |                     |      | **Electric Service Amount Includes The Following Charges: |                   |                         |               |                |
|--------------------------|---------------------|------|---|-------------------|-------------------------|---------------|----------------|
|                          | KWH Used This Month | Days | KWH Per Day   | Customer Charge   | Non-Fuel Energy Charges | Fuel Charge   | Demand Charge  |
| This Year                | 2208                | 30   | 74  | 565               | 4448 1ST 750            | 2280          |                |
| Last Year                | 2145                | 30   | 72  |                   | 5448 OVER 750           |               |                |
|                          |                     |      |   | Dollars Per Month | Cents Per KWH           | Cents Per KWH | Dollars Per KW |



# Customer Copy

Please notify FPL of any changes in the customer name or rate class type of usage. (Example: Residential VS Non-Residential)

|                        |                            |                      |
|------------------------|----------------------------|----------------------|
| Date Of This Statement | New Charges Past Due After | Total Amount Now Due |
| H DEC 6 90             | DEC 27 90                  | 9378                 |

|                  |                 |                |           |
|------------------|-----------------|----------------|-----------|
| Customer Name    | Service Address | Account Number | Meter No. |
| VALENCIA LETICIA | 7860 SW 18 TER  | 8106213026302  | 5C3563    |

| Rate Schedule/Class Of Service | Service Used |       | # Of Days | Meter Readings |         | Kilowatt Hours Used | Amount |
|--------------------------------|--------------|-------|-----------|----------------|---------|---------------------|--------|
|                                | From         | To    |           | Previous       | Current |                     |        |
| RS-1 RESIDENTIAL               | NOV          | 5 DEC | 631       | 020420         | 2920    | 878                 | 6751*  |

|                      |      |
|----------------------|------|
| ***TAX SAVINGS REF   | 128C |
| GROSS RCPTS TAX INCR | 34   |
| FRANCHISE CHARGE     | 195  |
| UTILITY TAX          | 545  |
| TAX SAVINGS INTEREST | 19C  |

**Help save lives. Please read safety messages in this edition of Current Events and share with others.**

**ayuda a salvar vidas. Lea los mensajes sobre seguridad con la electricidad en esta edición de Para Ti, y compártelos con otras personas.**

TOTAL NEW CHARGES 7378

\* PAST DUE BALANCE 2000  
Total Amount Now Due ▶ 9378

| Energy Usage Information |        |             | **Electric Service Amount Includes The Following Charges: |                         |          |               |                |
|--------------------------|--------|-------------|---|-------------------------|----------|---------------|----------------|
| KWH Used This Month      | Days   | KWH Per Day | Customer Charge   | Non-Fuel Energy Charges |          | Fuel Charge   | Demand Charge  |
| This Year                | 87831  | 28          | 565   | 4575                    | 1ST 750  | 2323          |                |
| Last Year                | 113530 | 38          |   | 5575                    | OVER 750 |               |                |
|                          |        |             | Dollars Per Month   | Cents Per KWH           |          | Cents Per KWH | Dollars Per KW |

81062130263025 \*\*\*1988/1989 TAX SAVINGS REFUND

FPL Office Location 495 BILTMORE WAY, CORAL GABLES  
If you have any questions or require assistance, call or visit any FPL business office.  
Call for other FPL customer service locations. See reverse side for additional information

FPL Phone No. 442-8  
For Hearing/Speech Impaired  
Call (TTY/TDD) 1-800-432-6554



Please notify FPL of any changes in the customer name or rate class/type of usage (Example: Residential VS. Non-Residential).

Date Of This Statement

New Charges Past Due After

Total Amount Now Due

G

NOV 6 89

NOV 27 89

30101

|                  |                 |                |           |
|------------------|-----------------|----------------|-----------|
| Customer Name    | Service Address | Account Number | Meter No. |
| VALENCIA LETICIA | 7860 SW 18 TER  | 8106213026302  | 5C3563    |

|      |             |      |       |      |          |         |      |        |
|------|-------------|------|-------|------|----------|---------|------|--------|
| RS-1 | RESIDENTIAL | FROM | TO    | Days | PREVIOUS | CURRENT |      |        |
|      |             | OCT  | 5 NOV | 63   | 282691   | 183995  | 1304 | 9816** |

FRANCHISE CHARGE 295  
UTILITY TAX 851

SAVE ON HEATING COSTS THIS WINTER. CALL FOR FREE INFORMATION ON HEATING YOUR HOME EFFICIENTLY. 1-800-432-6563 DADE 223-9288 BROWARD 463-9288

**TOTAL NEW CHARGES 10962**

PAST DUE BALANCE 19139  
**Total Amount Now Due 30101**

| Energy Usage Information |        |             | **Electric Service Amount Includes The Following Charges: |                         |               |                |
|--------------------------|--------|-------------|---|-------------------------|---------------|----------------|
| KWH Used This Month      | Days   | KWH Per Day | Customer Charge   | Non-Fuel Energy Charges | Fuel Charge   | Demand Charge  |
| This Year                | 130432 | 41          | 565   | 4698 1ST 750            | 1971          |                |
| Last Year                | 82929  | 29          |   | 5698 OVER 750           |               |                |
|                          |        |             | Dollars Per Month   | Cents Per KWH           | Cents Per KWH | Dollars Per KW |

81062130263025

FPL Office Location

495 BILTMORE WAY, CORAL GABLES

FPL Phone No.

442-877

If you have any questions or require assistance, call or visit any FPL business office. Call for other FPL customer service locations. See reverse side for additional information

For Hearing/Speech Impaired Call (TTY/TDD) 1-800-432-6554.

Meter - 5C35633

1989 - 1991

1989  
7/2002  
5C35633



FPL

Please notify FPL of any changes in the customer name or rate class/type of usage (Example: Residential VS. Non-Residential).

G

Date Of This Statement

DEC 6 89

New Charges Past Due After

DEC 27 89

Total Amount Now Due

12517

|                  |                 |                |           |
|------------------|-----------------|----------------|-----------|
| Customer Name    | Service Address | Account Number | Meter No. |
| VALENCIA LETICIA | 7860 SW 18 TER  | 8106213026302  | 5C3563    |

|                   |       |           |                         |         |                     |
|-------------------|-------|-----------|-------------------------|---------|---------------------|
| Service Used From | To    | # Of Days | Meter Readings Previous | Current | Kilowatt Hours Used |
| NOV 6             | DEC 6 | 30        | 83995                   | 85130   |                     |

FRANCHISE CHARGE  
UTILITY TAX

TOTAL NEW CHARGES 9513

PAST DUE BALANCE 3004  
Total Amount Now Due 12517

OR AROUND ELECTRICAL EQUIPMENT.

| Energy Usage Information |        |             | **Electric Service Amount Includes The Following Charges: |                         |               |                |
|--------------------------|--------|-------------|---|-------------------------|---------------|----------------|
| KWH Used This Month      | Days   | KWH Per Day | Customer Charge   | Non-Fuel Energy Charges | Fuel Charge   | Demand Charge  |
| This Year                | 113530 | 38          | 565   | 4698 1ST 750            | 1971          |                |
| Last Year                | 102932 | 32          |   | 5698 OVER 750           |               |                |
|                          |        |             | Dollars Per Month   | Cents Per KWH           | Cents Per KWH | Dollars Per KW |

81062130263025

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