ORIGINAL

7-15-2004

Public Se Commission MS Leticia Callard 7860 Sw 18th Terrace MIGMI, A. 33155 AM 10: Re: Docket # 040208-Ei Consumer Complaint against Fig Power a Light Co. by L. Callard. US SO GTATED by FR that a nonceable and Substancial drap in consumption began from Jan 2, 1997 That we owe the amount of \$ 9279.18 back billing. I have enclosed copies of bills PROM 1989 THE 1996 So you Can see my consumption and see that there has been no change in use lifeget th He GCL norths the air conditione with OPC MMS used. This mease here show RCA during summer months and SCR net every year you can give revue copies SEC | OTH blue from 1998- 2024. I Please note proper able 70

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prinde prior 1989. Oct 1978 - July 2002 (2 neighbor bills endine Metat 5C 35233 (24 years ord) Metert 5C46714 - Aug 2002 - Dec 2002 (4 mons ord) Jan 2003 - May 2003 Metert 5C 46714 -(5 mons or d) Metatt 5C 20746 June 2003 - Dec 2003 (Brosthe old) Jan 2003 - ament. (2 neighbor bills) encend Facers. 1. Ronida Power & bight have not Shown price TO 1989 that Hey Changed my meter 95 50 stated by them. 2. Statements evelored Show Variation from month to month regardless of year due To Usage. 3. Difference in consumption is normally due to amount of

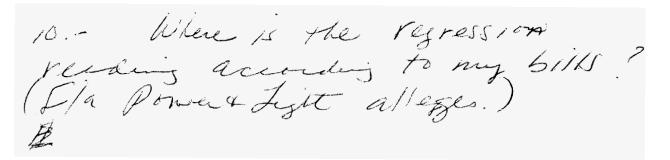
Usage. (hot what for wants Customeis To use.) + EXMIDITEI - Shows aclaim presented In power Surge's that caused damaged to Various appliance Due To broken TRansformed. (one of many Times - reported TO (PL.) 5. FPAL. Was forced to repaired a faury cubic ktogics and which layed on my roof in years) by the Aoride Pub Sre Comm -ERNEST RENCHTVEIL. (engineer) (2 pictures envira) Bernea of Safety 6. Violation presented to SPL for not adhering To Placede. (letter s/B on file) 7. Phoyet For meter was Done at a costy amount by FPC as

So ensonced by fla Publicomm ok. After Vanions Issues were agued

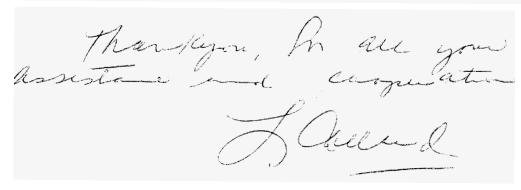
8. Meter access his always been available To SPL Representant in there billing station in Dicetes

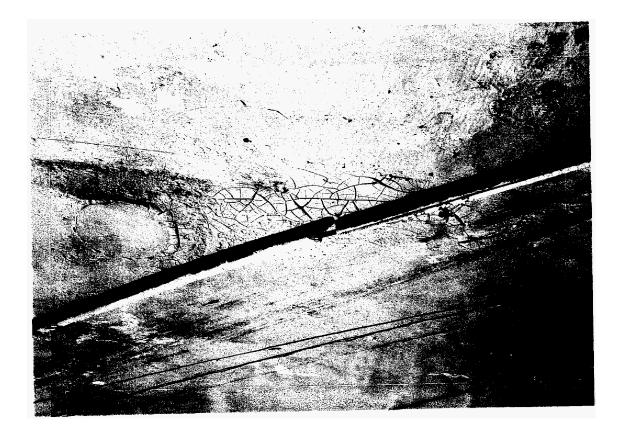
date In neta reading.

9. - One Various occessions FPC visted with no prior herice. (Impossible to know when To searce gete you). These are the reasons for mo access to the meter according To them.



you can clearly see I have not accurd of D by SPL. Here is no endere of any misure as so show of





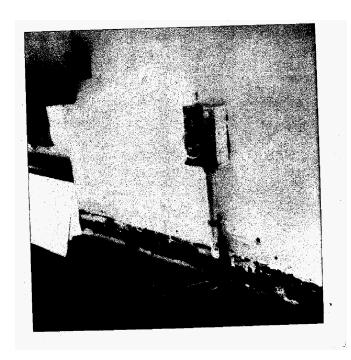


EXHIBIT. 1



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 <u>with the required documentation</u>.

** 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 3 2002 DATE 081401246 **SOCIAL SECURITY #:**

Sincerely,

Mark Sherwood Į Claims Specialist





ş,

STATEMENT OF CLAIMANT

OWNER OF PROPERTY Leticia Callard D/A 52.02 ADDRESS 7860 SW 18th TERRACE CASE# CG-2475 WORK# 30 J - J9 X170 7 HOME# 30 J - 2646 80 4 TCMS# N/A PLACE OF INCIDENT _____ Power out - 8:00 pur - 12:00 pur = DATE AND TIME OF OCCURRENCE DESCRIBE DAMAGE FOR WHICH CLAIM IS BEING MADE OPTIMUS PROFESSION al Subio/VIDED UNIT Grannel Received =31-3045 STAU 3780 HOW DID INCIDENT HAPPEN? (GIVE FULL ACCOUNT) POWER Want out All Of redde, My daugth was on conpute hot We Power Down 4 House 2-02 Thansform & Mount FOR WHICH CLAIM IS BEING MADE 2061e ATTACH ALL REPAIR ESTIMATES AND/OR OTHER PROOF OF LOSS FOR ABOVE. broken NAME OF HOMEOWNERS/BUSINESS/AUTO INSURANCE COMPANY USGG Calfunct ADDRESS San Cinronio Texas POLICY# 2741036C PHONE# 18005318/11 und DATE 5/13/2002 SIGNATURE Z 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**



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

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

Hublic Service Commission

July 8, 2004

Ms. Leticia Callard 7860 S. W. 18th 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,

Rosanne Gervasi Senior Attorney

RG/jb

Enclosure



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Hublic Serbice Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD TALLAHASSEE, FLORIDA 32399-0850 12.

"..." ·

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

DATE: July 8, 2004

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

FROM: Office of the General Counsel (Gervasi)

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

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 latefiled 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.¹ 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.² 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.³ 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

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

² 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 <u>Patz v. Department of Health, Florida Board of Medicine</u>, 864 So. 2d 79, 81, (Fla. 3rd 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.

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

equitable considerations such as tolling.⁴ "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."⁵ 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."⁶ "Generally, the tolling doctrine has been applied when the plaintiff has been misled or hulled into inaction, has in some extraordinary way been prevented from asserting his rights, or has timely asserted his rights mistakenly in the wrong forum."⁷ The application of the doctrine is dependent, in part, upon a showing that the litigant has not "slept on its rights."⁸

The Commission has invoked the doctrine of equitable tolling in the past to allow a latefiled objection to stand,⁹ and staff believes that the doctrine should be invoked to allow the latefiled 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.¹⁰ An

⁵ Id. at 1134 (citation omitted).

⁶ Id.

7 <u>Id</u>.

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

⁴ <u>Machules v. Department of Administration</u>, 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." <u>Id</u>. at 1133.

⁹ See Order No. 961530-WU, issued July 1, 1997, in Docket No. 961531-WU, <u>In Re: Application for amendment of Certificate No. 347-W to add territory in Marion County by Marion Utilities, Inc.</u> (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, <u>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 <u>Certificate No. 247-S</u>; 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.)</u>

¹⁰See Order No. PSC-98-0513-FOF-WS, issued April 15, 1999, in Docket No. 970696-WS, <u>In Re: Application by</u> 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, <u>In Re: Application for Transfer of Certificates Nos. 374-W and 323-S in Volusia County from Terra</u> Mar Village (River Park) to Terra Mar Village Utilities, Inc. (denying the utility's motion to dismiss untimely filed

example most on point is contained in Order No. PSC-95-0630-FOF-TC.¹¹ 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

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, <u>In Re: Application for staff assisted rate case in Highlands</u> <u>County by Sebring Ridge Utilities</u>. Inc. (granting an untimely petition for formal proceeding which was two days late).

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

them on to DOAH."¹² 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.

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

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

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

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

DOCKET NO. 040208-EI ORIGINAL ATTACHMENT A DATE: JULY, 8, 2004 Which he Comm: This is To followip on a fix Request for an append for case # P 5C ing. 494 349E. Docket. 040208-E1 -04-0397-Pagi PSC AS per your recorded message We are requesting by more hi we were notica the fact was Juceptable after the fact. Ann you, A Querd CMP COM CTR _____ ECR ____ GCL OPC _____ MANS RCA _____ 00 W/ 15 W/ 11:32 SCR _____ 9311130 1:0:1081115:0 SEC DOCUMENT NUMPER-DATE OTH Kin 05514 MAY 12 5

FPSC-COMMISSION CLERK

DOCKET NO. 040208-EI 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

Petiton 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 unjustlyand a paralized decision. FPL has not found vaild 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 soley they did. The commission has not been impartial, because the evidence that was presented by FPL, alot of it has been false, and theres proof that they have invented such evidence. In the final resume the Commission hasn't documented nothing that can perjer FPL and that have been proven. Inresponsibly they put as at risk of an accident of incapeable 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 penitration of your personel in my property against our will. When they did this act they destroyed the door that gave us access to the backgard 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 theres 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 turn 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.

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ATTACHMENT A

NO. 040208-EI DATE: JULY 8, 2004



ATTACHMENT A Westchester Shopping Center Tel: 305.261.9091 Fax: 305.2619432

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FAX TRANSMITTAL

То:	DIRECTOR DIVISION OF THE COMMISSION CLERK AND ADMINISTRATIVE
Fax number:	1800 511 0809
From:	LETICIA & JORGE L. CALLARD
Date:	5/5/04 PSC INQUIRY 494349E
Regarding:	DOCKET: 040208- EI PSC 04-0397-PAAI
Pages:	(Including this page)

8567 Coral Way

CUSTOMER STATEMENT

Statement Date: JAN 07 2004 Customer Name: LETICIA CALLARD

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Account Number: 21928-67477

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

Service Address:	7860 SW 18TH TE	R	NEXT	EAD 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 Current Reading Previous Reading KWH Used Energy Usag KWH This Month Service Days KWH/Day	16956 - <u>15447</u> 1509	 Previous S Payment R Billing for Electric Se On Call Cross Reco Gross Reco Franchise Utility Tax 	tatement Balanc Received - THANH Electric Use on R rvice Amount edit eipts Tax Increas Charge	K YOU Rate: RS-1 RE 1 se	127.51 127.51CR ESIDENTIAL SERVICE 129.97** 5.00CR 1.28 5.29 8.56		
Amt includes the	following charges		Lieune charges	•	140	. 10	
Customer Charge: Non-Fuel Energy Cha First 750 KWH	\$5.25 per Month arge: \$0.040470 per KWI		OW DUE:			\$140.10	
Over 750 KWH Fuel Charge:	\$0.049770 per KW \$0.037500 per KW	н Messages	i vment charge of	1.5% will apr	olv if not paid by	/ JAN 26, 2004.	

- A late payment charge of 1.5% will apply it not paid by value 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.



Please have your account number ready when calling FPL.



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

USEFUL TELEPHONE NUMBERS

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

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CUSTOMER STATEMENT

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

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FPL

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	Payme (~)	nts	Additional Activity (+ or -)	Balance Before NEW Charges (=)	NEW Charges (+)	NEW Charges Past Due	Total Now Du (=)
140.10	140.10	CR	0.96 CR	0.96 CR	122.65	FEB 27 2004	\$121.69
Meter Readin Estimated Reading Previous Reading KWH Used Energy Usag KWH This Month Service Days KWH/Day	g	C20746 18287 - <u>16956</u> 1331 This <u>Year</u> 1331 30 44	Payment R Additional Revenu BALANCE Billing for Electric Se On Call Cru	tatement Balanc leceived - THAN Activity: e Rebate BEFORE NEW C Electric Use on rvice Amount edit	K YOU HARGES Rate: RS-1 RI	140 140 0 ESIDENTIAL SEI 14.43** 5.00CR	ESTIMATED BIL 0.10 0.10CR 0.96CR 0.96CI RVICE
Amt includes the Customer Charge: Non-Fuel Energy Ch First 750 KWH Over 750 KWH Fuel Charge:	\$5.25 per	Month per KWH per KWH	Franchise Utility Tax Current	eipts Tax Increa Charge Electric Charge W CHARGES:		1.12 4.63 7.47 122	2 .65 122.65
			TOTAL NO	DW DUE:			\$121.69

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 deposi
- -- 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



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

FOLD ON PERFORATION BEFORE TEAKING

Account Number: 21928-67477

Service Dates: FEB 06 04 to MAR 09 0 Service Days: 32

Service Address:	7860 SW 18TH TE	SCHEDULED RE	AD 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 Readi	ng-Meter 5C20746	Account A	ctivity		*	STIMATED BILL
Estimated Readin Previous Reading	ig 19944 1 - <u>18287</u>	Payment F	itatement Baland Received - THAN	K YOU	121	.69 .69CR
KWH Used Energy Usag	1657 Last This Year Year	Electric Se On Call Cr		14	12.89** 5.00CR	RVICE
KWH This Month Service Days	1591 1657 30 32	En en elsiere	eipts Tax Increa Charge	se	1.41 5.84	
KWH/Day	53 52	· ·		_	9.47	C 4
Amt includes the	following charges:		Electric Charge	5	154	.01
Customer Charge: Non-Fuel Energy Ch	\$5.25 per Month arge:	TOTAL N	OW DUE:			\$154.61
First 750 KWH Over 750 KWH Fuel Charge:	\$0.040470 per KWH \$0.049770 per KWH \$0.037500 per KWH	Messages				

Please have your account number ready when calling FPL.

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

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CUSTOMER STATEMENT

Customer Name: LETICIA CALLARD

Statement Date: MAR 09 2004

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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 (468-82 Hearing/Speech Impaired: 1-800-432-6554 (TTY/TD Visit FPL's Web Site at http://www.fpl.com

CUSTOMER STATEMENT

Over 750 KWH

Fuei Charge:

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 0 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 Readi Current Reading Previous Reading KWH Used Energy Usag KWH This Month Service Days KWH/Day	117	Previous Payment I Billing for Electric Sc On Call Co Gross Rec Franchise	Statement Balance Received - THANK Electric Use on R ervice Amount redit ceipts Tax Increas Charge	YOU ate: RS-1 RI 1		.61CR
*Amt includes the Customer Charge: Non-Fuel Energy Ch First 750 KWH	\$5.25 per Month	TOTAL N	OW DUE:			\$102.35

Messages

FULL UN PERIVANIAN

- -- 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 ou Sunshine Energy Program at 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 an your actual use. Your previous bill was estimated because a fence prevented access to the meter.

Please have your account number ready when calling FPL

\$0,049770 per KWH

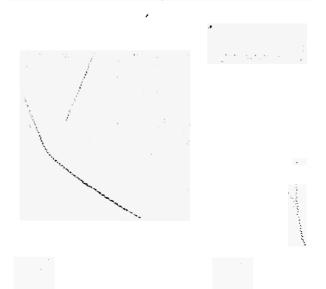
\$0.037500 per KWH



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



Account Number: 21928-67477 Service Dates: APR 07 04 to MAY 06 04

Service Days: 29 FD RFAD DATE: JU 07 2004 JUN

Service Address:	7860 SW 18TH TE	R	NEXT	SCHEDULED RE	AD DATE: JUN	07 2004
Previous Statement Balance	Payments (-)	Addilional 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
Current Reading Previous Reading KWH Used Energy Usag KWH This Month Service Days KWH/Day	116	Previous S Payment F Billing for Electric Se On Call Cr Gross Rec Franchise Utility Tax	eipts Tax Increa Charge	K YOU Rate: RS-1 RE se	102 SIDENTIAL SE 99.95** 9.00CR 0.93 3.68 6.01	
*Amt includes the	following charges	Current	Electric Charge	5	101 	.57
Customer Charge: Non-Fuel Energy Ch First 750 KWH Over 750 KWH	\$0.040470 per KW \$0.049770 per KW	н Message:		<i>h</i> .		\$101.57
Fuel Charge:	\$0.037500 per KW	HI. A late na	wment charge o	f 1.5% will app	ly if not paid b	v MAY 27, 2004

FOLD ON PERFURATION DELVICE

CUSTOMER STATEMENT Statement Date: MAY 06 2004 Customer Name: LETICIA CALLARD

FPL

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-- 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, click •• "Pay My Bill."



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

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CUSTOMER S Statement Date: Customer Name: Service Address:	JUL 07 200 LETICIA C/	04 ALLARD	l	NEXT	Serv	lumber: 219 vice Dates: JUN vice Days: 30 EAD DATE: AUG	07 04 to JUL
Previous Statement Balance	Paymer (-)	ıts	Additional Activity (+ or -)	Balance Before NEW Charges (=)	NEW Charges (+)	NEW Charges Past Due	Total Now (=)
195.19	195.19	CR	0.00	0,00	246.72	JUL 28 2004	\$246.7
Meter Reading Current Reading Previous Reading KWH Used Energy Usag KWH This Month Service Days KWH/Day	e Last Year 2851 32 89 following c	27051 - 24402 2649 This Year 2649 30 88 :harges:	Payment I Billing for Electric Se On Call Ci Gross Rec Franchise Utility Tax Curren	eipts Tax Increas Charge t Electric Charges	〈YOU late: RS-1 RE 2: e	195	.72
Customer Charge: Non-Fuel Energy Cha	\$5.25 per i arge:	Month	TOTAL N	OW DUE:			\$246.7
First 750 KWH Over 750 KWH Fuel Charge:	\$0.040470 \$0.049770 \$0.037500	per KWH	Message	s ayment charge of	1.5% will app	bly if not naid b	v JUL 28 2i

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

or "Thus or







Florida Power & Light Company PO Box 025576 Miami, FL 33102 3* FPL AUTOMATIC BILL PAY - DO NOT PAY * 1 I added my donation for the Care to Share Energy Fun Please request changes on the back. to help those in need. (Fill in
or other amount) Notes on the front will not be detected. \bigcirc \bigcirc Ο Ο О 8106 4 \$1 \$2 **\$**5 \$10 Other В 4,7 AUTO **CO 5530 #BWNDJNQ *** \$ 077930 #8101243BQ145964# PLEASE ENTER TOTAL AMOUNT PA VIVIAN ROBLES 7850 SW 18TH TER MIAMI FL 33155-1339 Make check payable to FPL in U.S. 1 and mail along with this coupon to: **FPL GENERAL MAIL FACILITY** կոլեստենությեններին հայկերին հայկերին հետևունելի MIAM1 FL 33188-0001 neishbors **NEW Charges Past Due** DO NOT PAY **JAN 27 2003** \$102.21 REORATION BEFORE TEARING Account Number: 21918-69441 Datis $-\delta \mathcal{V}$ CUS1 Service Dates: DEC 04 02 to JAN (Statem Service Days: 33 Custom NEXT SCHEDULED READ DATE: FEB 05 2003 Service Balance NEW Previous Charges Additional Before NEW Statement DO NOT P Activity (+ or -) **NEW Charges** Charges Past Due Payments Balance (=) (+) (=)[+) \$102.21 0.00 102.21 **JAN 27 2003** 126.58 126.58 CR 0.00 Account Activity Meter Reading-Meter 2C87667 126.58 **Previous Statement Balance** 04392 Current Reading Payment Received - THANK YOU 126.58CR - 03205 Previous Reading 1187 Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE KWH Used **Energy Usage Electric Service Amount** 90.62** Last This 0.93 Gross Receipts Tax Increase Year Year 3.54

a.

722 102.21 **Amt includes the following charges: TOTAL NOW DUE: **Customer Charge:** \$5.25 per Month FPL Automatic Bill Pay - DO NOT \$0.041160 per KWH First 750 KWH Messanes NAME TEA MAN 1e18hbors

\$102.2

and replacements in the

CUSTOMER Statement Dato; Customer Name: Service Address:	JAN 06 2 CLARIVE	MENT 003 L PAEZ		ION BEFORE TEARIN	Account N Serv	umber: 217 Vice Dates: DEC Vice Days: 33 GAD DATE: FEB	04 02 to JAN	06 03	
Previous Statement Balance	2340		Additional Activity H or 1	Balance Before NEW Charges	Charges	NEW Charges Past Due	Total Now (=)		in aich o
140.61	140.61	CR	0.00	0.00	94.05	JAN 27 2003	\$94.05	5/	INPS ICT
Meter Readi Current Reading Previous Reading KWH Used Energy Usag KWH This Month Service Days KWH/Day	9	5C94431 81380 - <u>80285</u> 1094 This Year 1094 33 33	Payment R Billing for Electric Se Gross Rec Franchise Utility Tax	tatement Balan leceived - THAN Electric Use on rvice Amount eipts Tax Increa	K YOU Rate: RS-1 RE	140 SIDENTIAL SEI 83.38** 0.86 3.26 6.55	9.61 9.61CR RVICE		heighbur
*Amt includes the			TOTAL NO	DW DUE:			\$94.0	05	
Customer Charge: Non-Fuel Energy Ct First 750 KWH Over 750 KWH Fuel Charge:	\$0.04116 \$0.05048	r Month 10 per KWH 10 per KWH 10 per KWH	Messages A late pa and your Due to o approxim savings		e subject to bei tion in April 2 is month and franchise fee	ng billed an ac 2002, you save \$54.51 to date	y JAN 27, 2 Iditional dep ed e. These	2003,	

-- 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.

CUSTOMER S Statement Date: Customer Name: I Service Address: 3	JAN 06 20 LETICIA C	IENT 03 ALLARD		ION BEFORE TEARIN	Account I Ser Se	Number: 21 rvice Dates: DEC ervice Days: 33 EAD DATE: FEE	04 02 to JAN (
Previous Statement Balance	Paymei (-)	nts	Additional Activity (+ or -)	Balance Before NEW Charges (=)	NEW Charges	NEW Charges Past Due	Total Now i (=)
176.32	176.32	CR	9,279.18	9,279.18	155.86) JAN 27 2003	\$9,435. 0 4
Meter Reading Current Reading Previous Reading KWH Used Energy Usage KWH This Month Service Days KWH/Day	e Last Year 2736 34 80	16667 - <u>14803</u> 1864 This Year 1864 33 56	Payment F Additional Adjustn BALANCE Billing for Electric Se On Call Cr	tatement Balance Received - THAN Activity: nent/Temporary BEFORE NEW C Electric Use on I ervice Amount	17 9,27	6.32 6.32CR 9.18 9,279.18 RVICE	
**Amt includes the I			Franchise	Charge		5.41	
Customer Charge: Non-Fuel Energy Cha First 750 KWH Over 750 KWH Fuel Charge:	\$5.25 per arge: \$0.041160 \$0.050460 \$0.027330	per KWH per KWH		Electric Charge W CHARGES:	s	10.76 15	5.86 155.86
	2		TOTAL N	OW DUE:			\$9,435.04

ON DEDEODATION REFORE TEADING

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 deposi
- -- 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 electr 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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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/TDI Visit FPL's Web Site at http://www.fpl.com

Jan. 2003 - May 2003 Meter#SC46714 June 2003 - Deep 2003#SC20746 Note: EveryTime they attack the meter the Months To fillow are exceedingly high 61115

TON DELONE LEMMANY Account Number: 21928-67477 CUSTOMER STATEMENT Service Dates: JAN 06 03 to FEB 05 (Statement Date: FEB 05 2003 Service Days: 30 Customer Name: LETICIA CALLARD

NEXT SCHEDULED READ DATE: MAR 07 2003

Service Address:	7860 SW 18TH TE	ER	NEXT	SCHEDULED RE	AD DATE: MAR	07 2003
Previous Statement Balance	Payments (-)	Addilional Activity (+ or -)	Balance Before NEW Charges (=)	NEW Charges (+)	NEW Charges Past Due	Total Now Du (≕)

Meter Readin	g -Meter 5	C46714
Current Reading		18050
Previous Reading		- 16667
KWH Used		1383
Energy Usage	2	
	Last	This
	Year	<u>Year</u>
KWH This Month	2386	1383
Service Days	30	30
KWH/Day	80	46
Amt includes the f	ollowing	charges:
Customer Charge:	\$5.25 per	Month
Non-Fuel Energy Cha	rge:	
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 Extensior	9,279	.18CR
BALANCE BEFORE NEW CHARGES		5.53CI
Billing for Electric Use on Rate: RS	1 RESIDENTIAL SEP	RVICE
Electric Service Amount	105.86**	
On Call Credit	5.00CR	
Gross Receipts Tax Increase	1.03	
Franchise Charge	3.94	
Utility Tax	7.80	
Current Electric Charges	113	.63
TOTAL NEW CHARGES:		113.63
TOTAL NOW DUE:	. <u> </u>	\$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.



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



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FOLD ON PERFORATION BEFORE TEARING

CUSTOMER STATEMENT

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

Account Number: 21928-67477

Service Dates: MAR 07 03 to APR 07 C Service Days: 31

\$163.52

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

leter 5C46714
21538 - <u>19641</u> 1897
ast This bar <u>Year</u> 1607 1897 29 31 90 61
wing charges:
25 per Month
041160 per KWH 050460 per KWH 032030 per KWH

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.

Account Activity

Previous Statement Balance Payment Received - THANK YO	131.89 U 131.89CR
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	5.70
Utility Tax	10.57
Current Electric Charges	163.52

TOTAL NOW DUE:

Messages

i,

-- 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.



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

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FOLD ON PERFORATION BEFORE TEAKING

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 (Service Days: 29

NEXT SCHEDULED READ DATE: JUN 05 2003

Previous Statement Balance	Paym (:)		Additional Activity (+ or -)	Balance Before NEW Charges (=)	NEW Charges (+)	NEW Charges Past Due	Total Now Du
163.52	163.52	2 CR	0.00	0.00	139.87	MAY 27 2003	\$139.87
Meter Reading Current Reading Previous Reading KWH Used Energy Usag KWH This Month Service Days KWH/Day	-	5C46714 23188 - 21538 1650 This Year 1650 29 57	Payment F Billing for Electric Se On Call Cr Gross Rec Franchise Utility Tax	tatement Balanc Received - THAN Electric Use on R rvice Amount edit eipts Tax Increas Charge	(YOU aate: RS-1 RE 1 e	163 SIDENTIAL SEF 34.38** 9.00CR 1.29 4.22 8.98	
*Amt includes the	following	charges:	Current	Electric Charges	1	139	.87
Customer Charge: Non-Fuel Energy Ch	-		TOTAL NO	OW DUE:			\$139.87
First 750 KWH Over 750 KWH Fuel Charge:	\$0.050460	0 per KWH 0 per KWH 0 per KWH	Messages		4.504		

- 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 and click on ---

"Energy Advisor." You'll find facts, tools and tips to help you save energy.





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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 (468-82 Hearing/Speech Impaired: 1-800-432-6554 (TTY/TD Visit FPL's Web Site at http://www.fpl.com



FOLD ON PERFORATION BEFORE TEARING



Statement Date: Customer Name:	STATEMENT)	NEXT S	Serv Serv	umber: 219 ice Dates: MAY vice Days: 30 AD DATE: JUL	06 03 to JUN 05
Previous Statement Balance	Payments (-)	Additional Activity (+ or -)	Balance Before NEW Charges (=)	NEW Charges (+)	NEW Charges Past Due	Total Now Du (=)
139.87	139.87 CR	0.00	0.00	162.66	JUN 27 2003	\$162.66
Current Reading	ng-Meter 5C20746 01293 CHANGE** 1897 ge Last This Year Year 3402 1897 30 30 113 63	sure FPL numbe then 4 Account A Previous S Payment F Billing for	Statement Balance Received - THANK Electric Use on R	number. If (305 ner Service at ione number v ione number v ione number v ione ate: RS-1 RES	5)264-6804 is n the number bo vith our autom 139 139 SIDENTIAL SEF	elow. Press 3 tated system. .87 .87CR
*Amt includes the Customer Charge: Non-Fuel Energy Cl First 750 KWH Over 750 KWH Fuel Charge:	following charges: \$5.25 per Month harge: \$0.041160 per KWH \$0.050460 per KWH \$0.032030 per KWH	On Call Cr Gross Rec Franchise Utility Tax	eipts Tax Increas Charge	e 1	4.76** 9.00CR 1.49 4.91 0.50 162	.66
		TOTAL N	OW 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 Langed meter # 5C20746

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: 1-800-40UTAGE (468-82 Hearing/Speech Impaired: 1-800-432-6554 (TTY/TE Visit FPL's Web Site at http://www.fpl.com_

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Previous Statement BalancePaymentsAddifional ActivityBalance Before NEW ChargesNEW Charges Past DueNew Charges Past Due162.66162.66 CR0.000.00250.66JUL 28 2003\$250.66Meter Reading-Meter 5C20746 Current Reading Previous Reading WH Used04144 Previous Reading YearOut Activity Previous Statement Balance162.66 Payment Received - THANK YOU162.66CRMeter Reading Previous Reading KWH Used01293 2851Maccount Activity Previous Statement Balance162.66 Payment Received - THANK YOU162.66CRBilling for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE Electric Service Amount233.46** 9.00CR Gross Receipts Tax Increase0.00 2.30KWH This Month Strice Days WH/Day30 12432 8930 32 Utility Tax16.34 Current Electric Charges250.66	ent ce f 6 10 Reading-M ceading	62.66 CR Meter 5C20746	Activity (+ or -) 0.00 Account A	Before NEW Charges (=) 0.00	Charges	Charges Past Due	
Meter Reading-Meter 5C20746Account ActivityCurrent Reading04144Previous Reading- 01293KWH Used2851Energy UsageLast YearThis YearKWH This Month3734Service Days30StWH/Day12412489Current Electric Charges250.66	Reading-N	Meter 5C20746	Account A		250.66	JUL 28 2003	\$250.66
Current Reading 04144 Previous Reading - 01293 KWH Used 2851 Energy Usage Last Year Year Year Year Year Year Service Days 30 KWH/Day 124 Builling for Electric Charges 250.66	eading			Activity			
	Usage Yi Month : /s	- 01293 2851 .ast This <u>ear Year</u> 3734 2851 30 32 124 89 wing charges:	Payment F Billing for Electric Se On Call Cr Gross Rec Franchise Utility Tax Current	Received - THANH Electric Use on F ervice Amount redit reipts Tax Increas Charge	< YOU Rate: RS-1 RE 2 se	162 SIDENTIAL SEF 33.46** 9.00CR 2.30 7.56 16.34	2.66CR RVICE
Customer C Non-Fuel En		L Yonth 's Hes the folio harge: \$5 hergy Charge: XWH \$0 XWH \$0 XWH \$0	Last Inis Year Year Year Year Month 3734 30 32 124 89 Mes the following charges: harge: \$5.25 per Month hergy Charge: XWH \$0.041160 per KWH XWH \$0.050460 per KWH	Usage Last This Year Year fonth 3734 2851 s 30 32 124 89 Lectric Se On Call Cr Gross Rec Franchise Utility Tax Current torsy Charge: KWH \$0.050460 per KWH Current Messages	Usage Last This Year Year fonth 3734 2851 s 30 32 124 89 Last This Year Year fonth 3734 2851 s 30 32 124 89 Last This Gross Receipts Tax Increas Franchise Charge Utility Tax Current Electric Charges TOTAL NOW DUE: Messages	Usage Last This Year Year	Usage Last This File This Year Year Year Year Year On Call Credit 9.00CR Month 3734 2851 Gross Receipts Tax Increase 2.30 Franchise Charge 7.56 124 89 Utility Tax 16.34 Current Electric Charges 250 Herge: \$5.25 per Month \$0.041160 per KWH Messages 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.

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 (468-82 Hearing/Speech Impaired: 1-800-432-6554 (TTY/TD Visit FPL's Web Site at http://www.fpl.com

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FOLD ON PERFORATION DEFORE TEARING

Account Number: 21928-67477

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

Service Address:	7860 SW 18	TH TER		NEXT	SCHEDULED RE	AD DATE: SEP	04 2003
Previous Statement Balance	Payment (-)	s	Additional Activity (+ or -)	Balance Before NEW Charges (=)	NEW Charges (+)	NEW Charges Past Due	Total Now Due (=)
250.66	250.66 C	R	0.00	0.00	254.20	AUG 26 2003	\$254.20
Meter Reading Current Reading Previous Reading KWH Used Energy Usag KWH This Month Service Days KWH/Day	Je Last <u>Year</u> 4404 31 142	06876 04144 2732 This Year 2732 29 94	Payment R Billing for I Electric Se On Call Cro Gross Reco Franchise Utility Tax	tatement Balance eceived - THAN Electric Use on I rvice Amount edit eipts Tax Increas	K YOU Rate: RS-1 RE 2: se		.66CR RVICE
Customer Charge: Non-Fuel Energy Ch	\$5.25 per M large:	lonth	TOTAL NO	DW DUE:			\$254.20
First 750 KWH Over 750 KWH Fuel Charge:	\$0.041160 p \$0.050460 p \$0.037110 p	er KWH	Messages	yment charge of			y 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, click on 'For

Please have your account number ready when calling FPL.



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

CUSTOMER STATEMENT

Customer Name: LETICIA CALLARD

Statement Date: AUG 05 2003



Your Home."

USEFUL TELEPHONE NUMBERS 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

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	Payments (-)	Activity (+ or -)	Before NEW Charges (=)	NEW Charges (+)	Charges Past Due	Total Now D
254.20	254.20 CR	0.00	0.00	248.84	SEP 25 2003	\$248.84
Meter Reading Current Reading Previous Reading KWH Used Energy Usag KWH This Month Service Days KWH/Day Amt includes the	09 - 06 - 06 - 06 - 06 - 09 - 09 - 09 - 09 - 09 - 09	9553 6876Previous S Payment R6876 2677Billing for Electric Se On Call Critical Gross Rect 302677 30Gross Rect Franchise Utility Tax	Statement Balance Received - THANK Electric Use on R ervice Amount redit redit reipts Tax Increas Charge	√YOU Rate: RS-1 RE 2 se	ESIDENTIAL SEF 232.70** 9.00CR 2.29 7.53 15.32	.20CR

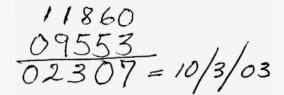
-- A late payment charge of 1.5% will apply if not paid by SEP 25, 2003 and your account may be subject to being billed an additional deposi -- For tips to help control your electric bill and to understand what driv

it up, visit www.FPL.com. Click on "Home Energy Advisor."



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 Outside Florida: 1-800-226-3545 To Report Power Outages: 1-800-4OUTAGE (468-8 Hearing/Speech Impaired: 1-800-432-6554 (TTY/TI Visit FPL's Web Site at http://www.fpl.com

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FOLD ON PERFORATION BEFORE TEAKING

CUSTOMER STATEMENT

Statement Date: OCT 03 2003

Customer Name: LETICIA CALLARD

Account Number: 21928-67477 Service Dates: SEP 04 03 to OCT 03 0

Service Days: 29

NEXT SCHEDULED READ DATE: NOV 03 2003

Service Address:						EAD DATE: NOV	
Previous Statement Balance	Payments (~)		Additional Activity (+ or -)	Balance Before NEW Charges (=)	NEW Charges (+)	NEW Charges Past Due	Total Now Du (=)
248.84	248.84 CR	2	0.00	0.00	212.73	OCT 24 2003	\$212.73
Meter Readi	ng-Meter 5C20	746	Account A	ctivity			
Current Reading Previous Reading	- 1	1860 9553		tatement Balanc eceived - THAN		248 248	.84 .84CR
KWH Used	-	2307	Billing for	Electric Use on R	ate: RS-1 RE	SIDENTIAL SEP	RVICE
Energy Usag	Year Y	īhis 'ear_	Electric Se On Call Cro	rvice Amount	2	00.29** 9.00CR 1.96	
KWH This Month		2307	Franchise	•	C	6.44	
Service Days (WH/Day	29 104	29 80	Utility Tax	onargo		13.04	
			-	Electric Charges	ł	212	.73
Amt includes the	following char	rges:		•			
Customer Charge: Non-Fuel Energy Ch	\$5.25 per Mor arge:	nth	TOTAL NO	DW DUE:			\$212.73
First 750 KWH Over 750 KWH	\$0.041160 per \$0.050460 per		Messages				
Fuel Charge:	\$0.037110 per	кмн	- Allate na	vment charge of	1.5% will app	ly if not naid by	OCT 24 2003

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.

- Transactions involving connects, disconnects, name changes and payment extensions may require positive identification.



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



FOLD ON PERFORATION DEFURE TEARING CUSTOMER STATEMENT

Account Number: 21928-67477 Service Dates: OCT 03 03 to NOV 03

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

Service Days: 31 NEXT SCHEDULED READ DATE: DEC 04 2003

doi 1100 11001 0001							
Previous Statement Balance	Payme (*)		Additional Activity (+ or -)	Balance Before NEW Charges (=)	NEW Charges (+)	NEW Charges Past Due	Total Now Du
212.73	212.73	CR	0.00	0.00	208.08	NOV 24 2003	\$208.08
Meter Readi Current Reading Previous Reading KWH Used Energy Usag KWH This Month Service Days KWH/Day		5C20745 14072 - <u>11860</u> 2212 This Year 2212 31 71	Payment F Billing for Electric Se On Call Cr	tatement Balance Received - THAN Electric Use on F rvice Amount edit eipts Tax Increas Charge	K YOU Rate: RS-1 RE 1: se	212	2.73 2.73CR RVICE
*Amt includes the		charges:	+	Electric Charge	5	208	8.08
Customer Charge: Non-Fuel Energy Ch First 750 KWH		Month) per KWH	TOTAL N	OW DUE:	· · · · · · · · · · · · · · · · · · ·		\$208.08
Over 750 KWH Fuel Charge:	\$0.050460) per KWH) per KWH	Messages	wment charge of	1.5% will app	lv if not paid b	v NOV 24, 200;

\$0.037110 per KWH -- A late payment charge of 1.5% will apply if not paid by NOV 24, 200:





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USEFUL TELEPHONE NUMBERS Customer Service: (305) 442-8770 Outside Florida: 1-800-226-3545 To Report Power Outages: 1-800-40UTAGE (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: DEC 04 2003 Customer Name: LETICIA CALLARD Service Address: 7860 SW 18TH TER

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Account Number: 21928-6/4//

Service Dates: NOV 03 03 to DEC 04 C 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 Du (=)
208.08	208.08 CR	0.00	0.00	127.51	DEC 26 2003	\$127.51
Meter Reading Current Reading Previous Reading KWH Used Energy Usag KWH This Month Service Days KWH/Day	1544 - <u>1407</u> 137 18 Last This <u>Year Year</u> 2112 137 33 3 64 4	Previous S Payment I Billing for Electric Se On Call Cl Gross Rec Franchise Utility Tax	Statement Balanc Received - THANI Electric Use on F ervice Amount redit ceipts Tax Increas Charge	K YOU Rate: RS-1 RI 1	208	9.08 9.08CR RVICE
*Amt includes the Customer Charge: Non-Fuel Energy Ch Over 750 KWH Fuel Charge:	\$5.25 per Month	H Message	OW DUE:			

Please have your account number ready when calling FPL.

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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 Date: Customer Name: Service Address:	JAN 07 20 LETICIA C	NENT 202 CALLARD		ION BEFORE TEARING	Account N Servi	vice Days: 34	04 01 to JAN 07
	Previous Statement Balance	Payme (-)	nts	Additional Activity (+ or -)	Balance Before NEW Charges (=)	NEW Charges (+)	NEW Charges Past Due	Total Now Du (=)
	95.88	95.88	CR	0.00	0.00	82.93	JAN 28 2002	\$82.93
	Meter Readi Current Reading Previous Reading KWH Used Energy Usag KWH This Month Service Days KWH/Day	e Last Year 2579 31 83	13921 - <u>12949</u> 972 This <u>Year</u> 972 34 29	Payment R Billing for I Electric Ser On Call Cre Gross Rece Franchise (Utility Tax	tatement Balanc leceived - THANA Electric Use on R rvice Amount edit eipts Tax Increas Charge	< YOU Sate: RS-1 RES 7 e	95 SIDENTIAL SEF 78.48** 5.00CR 0.75 3.06 5.64	.88 .88CR RVICE
2002	Customer Charge: Non-Fuel Energy Ch	\$5.65 per		TOTAL NO	OW DUE:	· · · · · · · · · · · · · · · · · · ·		\$82.93
2002 2 Different meter #5	First 750 KWH Over 750 KWH Fuel Charge:	\$0.043990 \$0.053990 \$0.028660	per KWH		yment charge of TULATIONS! By j			

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 and click on "Pay My Bill."

Janu July 2002

Metter# 5C 35633

Please have your account number ready when calling FPL.

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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

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FOLD ON PERFORATION BEFORE ILARING

Account Number: 21928-67477 Service Dates: JAN 07 02 to FEB 06

Service Address:	7860 599 18			NEXI	SCHEDULED RE	AD DATE: MAR	07 2002
Previous Statement Balance	Paymeni (-)	ts	Additional Activity (+ or -)	Balance Before NEW Charges (=)	NEW Charges (+)	NEW Charges Past Due	Total Now D
82.93	82.93 C	R	0.00	0.00	83.32	FEB 27 2002	\$83.32
Meter Readi	ng-Meter 5C:	35633	Account A	ctivity			
Current Reading Previous Reading	-	14897 13921	Previous Statement Balance Payment Received - THANK YOU				.93 .93CR
KWH Used		976	Billing for E	Electric Use on R	late: RS-1 RES	SIDENTIAL SEF	RVICE
Energy Usag	e Last Year	This Year	On Call Cre			'8.81** 5.00CR	
KWH This Month	8	976		eipts Tax Increas	e	0.76	
Service Days	32	30	Franchise C	Charge		3.08	
KWH/Day	0	33	Utility Tax			5.67	
*Amt includes the	following ch	arges:	Current	Electric Charges	ł	83	.32
Customer Charge: Non-Fuel Energy Cha	\$5.65 per Mi arge:	onth	TOTAL NO	W DUE:	· · · · · · · · · · · · · · · · · · ·		\$83.32
First 750 KWH Over 750 KWH Fuel Charge:	\$0.043990 pr \$0.053990 pr \$0.028660 pr	er KWH 🛛	Messages A late pay				

-- 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. It offers tips on how to control your energy costs. And it's fun and easy!

Please have your account number ready when calling FPL.



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

CUSTOMER STATEMENT

Statement Date: FEB 06 2002 or Nomer JETICIA CAL

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USEFUL TELEPHONE NUMBERS Customer Service: (305) 442-8770 Outside Florida: 1-800-226-3545 To Report Power Outages: 1-800-40UTAGE (468-824 Hearing/Speech Impaired: 1-800-432-6554 (TTY/TD) Visit FPL's Web Site at http://www.fpl.com

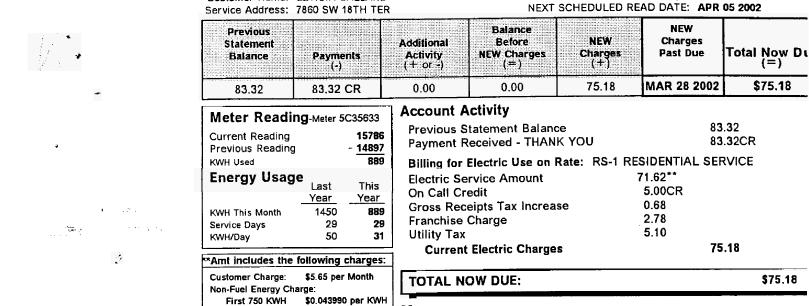
	FOLD	ON	PERFORATION	BEFORE	TEARING	
CUSTOMER STATEMENT						ł

Account Number: 21928-67477

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

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\$75.18



Statement Date: MAR 07 2002

Over 750 KWH

Fuel Charge:

Customer Name: LETICIA CALLARD

Messages

www.fpl.com for info.

-- A late payment charge of 1.5% will apply if not paid by MAR 28, 200: - 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

Please have your account number ready when calling FPL.

\$0.053990 per KWH \$0.028660 per KWH



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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 (468-8; Hearing/Speech Impaired: 1-800-432-6554 (TTY/TE Visit FPL's Web Site at http://www.fpl.com



Previous Statement			Additional	Balance Before	NEW	NEW Charges	
Balance	Payme (-)	nts	Activity (+ or -)	NEW Charges (=)	Charges (+)	Past Due	Total Now D (=)
							· ·
Meter Readin	g -Meter 5	C35633	Account A	=			- 40
Current Reading		17162		Statement Baland Received - THAN			5.18 5.18CR
Previous Reading		- <u>15786</u> 1376	-				
KWH Used		13/6		Electric Use on		1.88**	NVICE
Energy Usage	Last	This	Electric Se On Call Cr	ervice Amount		9.00CR	
	Year	Year		eipts Tax Increa		1.06	
KWH This Month Service Days	970 29	1376 29	Franchise			4.29	
KWH/Day	33	47	Utility Tax			7.87	
			Current	t Electric Charge	s	110	5.10
Amt includes the f							
-	\$5.65 per	Month	TOTAL N	OW DUE:			\$116.10
Amt includes the f Customer Charge: Non-Fuel Energy Cha First 750 KWH	ollowing (\$5.65 per rge:	charges:	Current	t Electric Charge	S	110	5.10
		•	Massage	-			
Over 750 KWH	\$0.053990) per KWH) per KWH		5			

- 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.

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 (468-82 Hearing/Speech Impaired: 1-800-432-6554 (TTY/TD

Florida Power & Light Company PO Box 025576 Miami, FL 33102 Visit FPL's Web Site at http://www.fpl.com FPL an POND in

	FOLD	ON	PERFORATION	BEFORE	TEARING	
NUCTOMED CTATEMENT						

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

Account Number: 21928-67477 Service Dates: JUN 05 02 to JUL 05

Service Days: 30

NEXT SCHEDULED READ DATE: AUG 05 2002

Previous Statement Balance	Payme (-)	nts	Additional Activity (+ or +)	Balance Before NEW Charges (=)	NEW Charges (+)	NEW Charges Past Due	Total Now Di (=)
102.55	102.55	CR	0.00	0.00	90.66	JUL 26 2002	\$90.66
Meter Readi Estimated Readin Previous Readin KWH Used Energy Usag KWH This Month Service Days KWH/Day	ng g	C35633 21344 - <u>20162</u> 1182 This <u>Year</u> 1182 30 39	Payment I Billing for Electric So On Call Co Gross Rec Franchise Utility Tax	Statement Balanc Received - THAN Electric Use on I ervice Amount redit ceipts Tax Increa Charge	K YOU Rate: RS-1 RE	102 102 SIDENTIAL SEF 89.50** 9.00CR 0.83 3.15 6.18	
Amt includes the	following	charges:		t Electric Charge	S	90),66
Customer Charge: Non-Fuel Energy Cl First 750 KWH Over 759 KWH Fuel Charge:	\$0.041520 \$0.050820	per KWH	Message	OW DUE: s	· · · · · · · · · · · · · · · · · · ·		\$90.66

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- -- 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 deposi
- 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 gre way to plan and pay this summer! Check out the insert in this month bill.
- -- We were unable to read your meter because of a locked fence. Pleas 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



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 (1TY/TE Visit FPL's Web Site at http://www.fpl.com

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,	CUSTOMER Statement Date: Customer Name: Service Address:	AUG 08 2002 LETICIA CALLAR		NEXT	Serv Ser	lumber: 219 vice Dates: JUL vice Days: 31 EAD DATE: SEP	05 02 to AUG 05 1
•	Previous Statement Balance	Payments (-)	Additional Activity (+ or -)	Balance Before NEW Charges (≡)	NEW Charges (+)	NEW Charges Past Due	Total Now Du (≕)
	90.66	90.66 CR	0.00	0.00	371.49	AUG 29 2002	\$371.49
New Met 5C	Current Reading **METER KWH Used Energy Usag KWH This Month Service Days KWH/Day **Amt includes the Customer Charge: Non-Fuel Energy Ch First 750 KWH Over 750 KWH Fuel Charge:	CHANGE** 4404 10 Last This Year Year 1653 4404 29 31 57 142 following charges \$5.25 per Month arge: \$0.041520 per KWI \$0.050820 per KWI \$0.026350 per KWI	 Previous S Payment R Billing for Electric Se On Call Cro Gross Reco Franchise Utility Tax Current TOTAL NO Messages A late par and your 	tatement Balance eceived - THAN Electric Use on I rvice Amount edit eipts Tax Increas Charge Electric Charge OW DUE:	K YOU Rate: RS-1 RE 3 se s f 1.5% will app subject to bei tion in April 2 his month and franchise fee llon. participating in date. to pay! Visit wy	90 SIDENTIAL SEF 38.14** 9.00CR 3.38 12.87 26.10 371 4 371 371 371 371 371 371 371 371 371 371	.49 \$371.49 AUG 29, 2002 ditional deposi d e. These hat vary nave saved

Please have your account number ready when calling FPL.



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

L. 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/TE Visit FPL's Web Site at http://www.fpl.com

NoTe: BILL for Decembar 2002 Shows regression reading due To Corrected billing - (Yestimatic

FULD UN PERFURATION DEFUNE TENNING

Account Number: 21928-67477 Service Dates: AUG 05 02 to SEP 04

Service Days: 30

	7860 SW 18TH T			SCHEDULED RE	EAD 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 Readi	ing-Meter 5C46714	Account A	Activity		*1	ESTIMATED B	
Estimated Readin Previous Reading KWH Used	· · · ·	Payment F	Statement Balanc Received - THAN BEFORE NEW CI	K YOU		1,49 D.00CR 171.49	
Energy Usag	je Last This	Billing for	Electric Use on F	Rate: RS-1 RE	SIDENTIAL SEI	RVICE	
KWH This Month Service Days KWH/Day	<u>Year Year</u> 1367 237 32 3	r Electric Se 78 On Call Cr 30 Gross Rec 79 Franchise	Electric Service Amount181.79**On Call Credit9.00CRGross Receipts Tax Increase1.77Franchise Charge6.76				
Amt includes the	following charge	Utility Tax			13.58 2.57	\frown	
Customer Charge: Non-Fuel Energy Ch First 750 KWH Over 750 KWH	\$0.041520 per KW \$0.050820 per KW	Current VH TOTAL NE	Late Payment Charge Current Electric Charges TOTAL NEW CHARGES:			1.47	
Fuel Charge:	\$0.026350 per KW	TOTAL NO		54		\$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, 2001 and your account may be subject to being billed an additional depos
- -- 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 and/or read our insert t learn more.

Please have your account number ready when calling FPL.



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

CUSTOMER STATEMENT

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Statement Date: SEP 04 2002

USEFUL TELEPHONE NUMBERS Page 1 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

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FOLD ON PERFORATION BEFORE TEARING

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

Service Address:	ess: 7860 SW 18TH TER NEXT SCHEDULED READ						01 2002	
Previous Statement Balance	Paymer (*)	ıts	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 Readi	ng-Meter 50	46714	Account A	Activity		*	STIMATED BI	
1	-		C Previous S	tatement Balanc	e	9.398.14		
Estimated Readin		07177	BALANCE BEFORE NEW CHARGES					
Previous Reading		- 04152						
KWH Used		3025	Billing for	Electric Use on F	Rate: RS-1 RI	ESIDENTIAL SEP	RVICE	
Energy Usag	e		Electric Se	rvice Amount	2	31.72**		
	Last	This Year	On Call Cr	edit		9.00CR		
10481 71 1 14 44	<u>Year</u>			eipts Tax Increas	.e	2.28		
KWH This Month Service Days	3369 29	3025 29	Franchise			8.71		
KWH/Day	116	104		-		17.58		
KWH/Day		104	Utility Tax					
**Amt includes the	following c	harges:	1			251	.29	
Customer Charge:	\$5.25 per 1	Month					251.29	
First 750 KWH	\$0.041520	•	TOTAL N				£0 640 42	
Over 750 KWH	\$0.050820	•	IUTAL N				\$9,649.43	
Fuel Charge:	\$0.026350	per KWH			-	and the second	and the second	

Messages

- -- A late payment charge of 1.5% will apply if not paid by OCT 24, 200: and your account may be subject to being billed an additional depos
- -- 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 t then pay it using the FPL Pay Online program at www.fpl.com. Both a 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. Pleas 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



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

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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 O

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

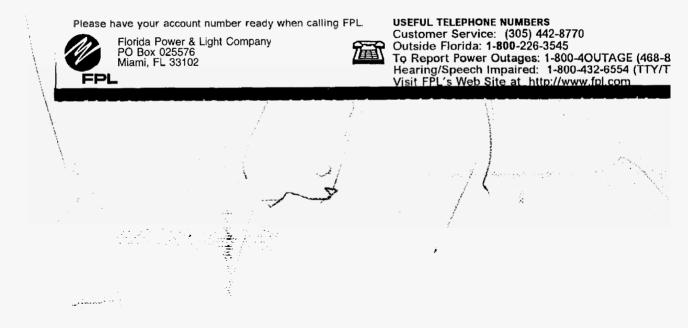
- -- -

Meter Readin	g -Meter 5	C46714						
Current Reading Previous Reading KWH Used	I	- <u>07177</u> 5514						
Energy Usage								
	Last	This						
	<u>Year</u>	Year						
KWH This Month	2846	5514						
Service Days	29	29						
KWH/Dav	98	190						
Amt includes the f	ollowing c	harges:						
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							

TOTAL NOW DUE:	\$472.83
Current Electric Charges	472.83
Utility Tax	33.38
Franchise Charge	16.37
Gross Receipts Tax Increase	4.30
On Call Credit	5.00CR
Electric Service Amount	423.78**
Billing for Electric Use on Rate:	RS-1 RESIDENTIAL SERVICE
Adjustment/Temporary Extens	sion 9,279.18CR
Additional Activity:	
Payment Received - THANK YOL	370.25CR
Previous Statement Balance	9.649.43
Account Activity	

Messages

- -- A late payment charge of 1.5% will apply if not paid by NOV 22, 200 and your account may be subject to being billed an additional depos
- -- 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 will ensure timely receipt of your online FPL bill and other informatic



Miami, F		/	27		810P518	28674	+77543	000005601
	lease request lotes on the fro			i adde i. to help	d my donation those in nee	n for the (d. (Fill in	Care to Sh	are Energy Fund ter amount)
	B 6,8		8106 5		O \$1	⊖ \$2	0 (\$5 \$1	0 0 10 Other
	JNQ *** 243BQ77576		**C0 553	0 072633			\$	
C/0 LI 7860 S	IA CALLARD ETICI VALEI SW 18 TER FL 33155-				M ar	ake check	k payable	to FPL in U.S. fur his coupon to:
		landladh		l	G	ENERAL	MAIL FA	
Statement Date.	21	ount Num 928-674		V Charges Past I DEC 26 2002		1 Now Di 290.34	ue	
Statement Date. Customer Name: Service Address: Previous Statement Balance	LETICIA CAL 7860 SW 18T Payments	928-674 LARD H TER	ddifional Activity	DEC 26 2002 NEXT Balance Before NEW Charges	S SCHEDULED NEW Charges	ervice Da READ DA	ays: 33	Total Now D
Customer Name: Service Address: Previous Statement	LETICIA CAL 7860 SW 181	928-674	dditional	DEC 26 2002 NEXT Balance Before	S SCHEDULED	ervice Da READ DA	ays: 33 NTE: JAN NEW narges	
Customer Name: Service Address: Statement Balance 472.83 Meter Read Estimated Readi Previous Readin	21 LETICIA CAL 7860 SW 18T Payments (-) 472.83 CF ing-Meter 5C46 ng	928-674 LARD H TER Ac (3714 16111 12691	dditional Activity + or -) 0.00 Account A Previous S Payment R	NEXT Balance Before NEW Charges (=) 0.00 Activity Statement Balance Received - THAN	SSCHEDULED NEW Charges (+) 290.34	Service Da READ DA	ays: 33 NTE: JAN NEW harges st Due 26 2002 *E 472 472	Total Now D (=) \$290.34 STIMATED E .83 .83CR
Customer Name: Service Address: Statement Balance 472.83 Meter Read Estimated Readi	21 LETICIA CAL 7860 SW 18T Payments (-) 472.83 CF ing-Meter 5C46 ng	928-674 LARD H TER Ac 3714 6111 3420 This (car	dditional Activity + or -) 0.00 Account A Previous S Payment R Billing for Electric Se On Call Cro	NEXT Balance Before NEW Charges (=) 0.00 Activity Statement Balance Received - THAN Electric Use on F ervice Amount edit	SSCHEDULED NEW Charges (+) 290.34 290.34 290.34 K YOU Rate: RS-1 F	Service Da READ DA	ays: 33 NTE: JAN NEW harges st Due 26 2002 *E 472 472 TIAL SEF	Total Now D (=) \$290.34 STIMATED E .83 .83CR
Customer Name: Service Address: Statement Balance 472.83 Meter Read Estimated Readi Previous Readin KWH Used	21 LETICIA CAL 7860 SW 18T Payments (-) 472.83 CF ing-Meter 5C40 ing ge Last Year	928-674 LARD H TER Ac 7714 6111 3420 3420 33	dditional Activity + or -) 0.00 Account A Previous S Payment R Billing for Electric Se On Call Cro	NEXT Balance Before NEW Charges (=) 0.00 Activity Statement Balance Received - THAN Electric Use on F prvice Amount edit eipts Tax Increas Charge	SSCHEDULED NEW Charges (+) 290.34 290.34 290.34 K YOU Rate: RS-1 F	ervice Da READ DA Ch Pa: DEC RESIDEN 262.20**	ays: 33 NTE: JAN NEW harges st Due 26 2002 *E 472 472 TIAL SEF	Total Now D (=) \$290.34 STIMATED E .83 .83CR
Customer Name: Service Address: Statement Balance 472.83 Meter Read Estimated Readi Previous Readin KWH Used Energy Usa KWH This Month Service Days	21 LETICIA CAL 7860 SW 18T Payments (-) 472.83 CF ing-Meter 5C46 ing ge Last Year 2762 33 84	928-674 LARD H TER Ac 7714 6111 2591 3420 33 104	dditional Activity + or -) 0.00 Account A Previous S Payment R Billing for Electric Se On Call Cri Gross Rec Franchise Utility Tax	NEXT Balance Before NEW Charges (=) 0.00 Activity Statement Balance Received - THAN Electric Use on F prvice Amount edit eipts Tax Increas Charge	S SCHEDULED NEW Charges (+) 290.34 290.34 290.34 290.34 K YOU Rate: RS-1 F se	290.34 Service Da READ DA Ch Pa: DEC 262.20** 5.00C 2.64 10.06	ays: 33 NTE: JAN NEW harges st Due 26 2002 *E 472 472 TIAL SEF	Total Now D (=) \$290.34 STIMATED E .83 .83CR RVICE

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	Statement Date: Customer Name:	STATEMENT	OLD ON PERFORATION BEFORE TEARING 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 C (=)
	290.34	0.00	290.34 CR	0.00	176.32	DEC 31 2002	\$176.32
	Current Reading Previous Reading KWH Used Energy Usag *Amt includes the Customer Charge: Non-Fuel Energy Ch First 750 KWH Over 750 KWH Fuel Charge: Payment Exter \$9,279.18 is tem for a balance of	2112 Pe Last This <u>Year</u> Year 2762 2112 33 33 84 64 following charges: \$5.25 per Month	Additional Credit Billing for I Electric Ser On Call Cro Gross Reco Franchise O Utility Tax Current TOTAL NO Messages A late pay and your Due to o approxim savings o accordin CONGRA	tatement Balan Activity: Electric Use on rvice Amount edit eipts Tax Increa Charge Electric Charge DW DUE: yment charge o account may be ur price reduc hately \$6.57 th do not include g to your loca FULATIONS! By ately \$1,100.00	Rate: RS-1 RE 16 18 18 18 19 19 19 19 19 19 19 19 19 19 19 19 19	290 290 SIDENTIAL SE 5.00CR 1.60 6.11 12.35 176 y if not paid b ng billed an ad 002, you save \$85.35 to date s and taxes the On Call, you lab	5.32 \$176.32 y DEC 31, 2002 Iditional deposited b. These that vary have saved
			prosperou dy when calling	FPL. EPL. USEFU Custor Outsid To Re Hearin	L TELEPHONE NU ner Service: (3 le Florida: 1-800 port Power Out;	MBERS 05) 442-8770 -226-3545 ages: 1-800-40 ired: 1-800-43	UTAGE (468-824 2-6554 (TTY/TDC fpl.com

CORRected 6/11- Regue Regression on 6/11. due Ti correct heter Ready (



Florida Power & Light Company PO Box 025576 Miami, FL 33102 **3* FPL AUTOMATIC BILL PAY - DO NOT PAY** 1 Please request changes on the back. I added my donation for the Care to Share Energy FL Notes on the front will not be detected. to help those in need. (Fill in O or other amount) Ο О О Ο \bigcirc В 8106 5 \$1 6,7 \$2 \$10 \$5 Other #BWNDJNQ ### AUTO **CO 5530 \$ #8101243BQ145964# 073082 PLEASE ENTER TOTAL AMOUNT PAI VIVIAN ROBLES 7850 SW 18TH TER MIAMI FL 33155-1339 Make check payable to FPL in U.S. fu and mail along with this coupon to: FPL GENERAL MAIL FACILITY MIAMI FL 33188-0001 Account Number NEW Charges Past Due DO NOT PAY OCT 24 2002 21918-69441 \$189,16 -----CUSTOMER Statement Date: OCT 03 2002 Service Dates: SEP 04 02 to OCT 03 02 Customer Name: VIVIAN ROBLES Service Days: 29 Service Address: 7850 SW 18TH TER NEXT SCHEDULED READ DATE: NOV 01 2002 Previous Balance NEW Statement Additional NEW Before Charges DO NOT PAY Balance Payments Charges (+) Activity **NEW Charges** Past Due (+ or -) (=) (-) 192.22 192.22 CR 0.00 0.00 189.16 OCT 24 2002 \$189.16 Account Activity Meter Reading 0002007 「いたないないないない」と **Previous Statement Balance** 192.22 Current Reading 99632 Payment Received - THANK YOU 192.22CR Previous Reading 97439 KWH Used 2193 Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE **Energy Usage Electric Service Amount** 167.51** Last This **Gross Receipts Tax Increase** 1.72 Year Year Franchise Charge 6.55 KWH This Month 1742 2193 **Utility Tax** 13.38 Service Days 29 29 KWH/Day 76 60 **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 Messages Over 750 KWH \$0.050820 per KWH

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3* FPL AUTOMATIC BILL PAY - DO NOT PAY *

I added my donation for the Care to Share Energy Fund Please request changes on the back. to help those in need. (Fill in or other amount) Notes on the front will not be detected. \bigcirc О О \bigcirc Ο 8106 9 в \$1 \$2 \$5 \$10 6 Other #BWNDJNQ *** AUTO **CO 5530 \$ 076305 #8101243BQ145964# PLEASE ENTER TOTAL AMOUNT PAID VIVIAN ROBLES 7850 SW 18TH TER Make check payable to FPL in U.S. fun and mail along with this coupon to: MIAMI FL 33155-1339 FPL GENERAL MAIL FACILITY Lallerdleralleldalahahlandladlerdladalahlandlel MIAMI FL 33188-0001 **NEW Charges Past Due** DO NOT PAY Account Number NOV 22 2002 \$180.87 21918-69441 FOLD ON PERFORATION BEFORE TEARING CUSTOMER STATEMENT Account Number: 21918-69441 Service Dates: OCT 03 02 to NOV 01 1 Statement Date: NOV 01 2002 Customer Name: VIVIAN ROBLES Service Days: 29 NEXT SCHEDULED READ DATE: DEC 04 2002 ۱I Service Address: 7850 SW 18TH TER Balance NEW Previous Statement Additional Before NEW Charges DO NOT PAY Activity **NEW Charges** Charges (+) Balance Past Due Payments (=) (=) (+ or -) (-) 0.00 0.00 180.87 NOV 22 2002 \$180.87 189.16 189.16 CR **Account Activity** Meter Reading-Meter 2C87667 **Previous Statement Balance** 189.16 Current Reading 01730 Payment Received - THANK YOU 189.16CR Previous Reading ~ 99632 2098 KWH Used Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE Energy Usage **Electric Service Amount** 160.18** Last This **Gross Receipts Tax Increase** 1.64 Year Year Franchise Charge 6.26 1494 2098 KWH This Month Utility Tax 12.79 Service Days 29 29 72 **Current Electric Charges** 180.87 KWH/Day 52 *Amt includes the following charges: Customer Charge: \$5.25 per Month Messages \$0.050820 per KWH Over 750 KWH

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	Florida Po PO Box 02 Miami, FL		-	L AUTOMATI	C BILL P	AY - DO M	IOT PAY
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-		в 6	8106 1		⊖ \$1	0 0 (\$2 \$5 \$) () 10 Other _
-		IQ *** A I3BQ145964# ROBLES	UTO **CO 55	30 072635	PLE	\$	
-	7850 SV	(18TH TER L 33155-133	9		Mal and F P L	ke check payable mail along with t	to FPL in U.S his coupon to
-	— Ialladi		Kalfadida	hhilmahdi	GE	NERAL MAIL FA Ami fl 33188-	
1			t Number NE 3-69441	W Charges Past DEC 26 2002		OT PAY 26.58	
	CUSTOMER Statement Date: Customer Name: Service Address:	DEC 04 2002 VIVIAN ROBLES		NTION BEFORE TEARIN	Account I Ser Se	Number: 219 vice Dates: NOV rvice Days: 33 EAD DATE: JAN	'01 02 to DE(
	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.
	Meter Readi Current Reading Previous Reading	- 0320	5 Previous	Activity Statement Balan Received - THAN).87).87CR
	KWH Used Energy Usag	147 Last This Year Year	Electric S Gross Re	r Electric Use on ervice Amount eccipts Tax Increa		ESIDENTIAL SE 112.11** 1.15 4.38	RVICE
	KWH This Month Service Days KWH/Day		13 Utility Ta	-	:5	8.94	5.58
	**Amt includes the		S: TOTAL I	NOW DUE:			\$126.
	Customer Charge: Non-Fuel Energy Ch First 750 KWH Over 750 KWH	\$5.25 per Month arge: \$0.041520 per KV \$0.050820 per KV	1 1	es	FPL Auto	matic Bill Pay	- DO NO'

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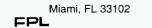
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Previous Statement Balance	Payments	Additional Activity (+ or -)	Balance Before NEW Charges	NEW Charges	NEW Charges Past Due	Totai Now (≓)
96.38	96.38 CR	0.00	0.00	103.98	JUL 26 2002	\$103.98
Current Reading Previous Reading KWH Used	86 g - <u>74</u> 12	Payment F	Statement Balanc Received - THANI Electric Use on F	< YOU	96	38 38CR RVICE
KWH This Month Service Days KWH/Day		30 Utility Tax		1	3.60 7.34 103	.98
*Amt includes the	following charge \$5.25 per Month		OW DUE:			\$103.9
monadod une			OW DUE:			\$10

- A late payment charge of 1.5% will apply if not paid by JUL 25, 200 and your account may be subject to being billed an additional deposed
 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 gr way to plan and pay this summer! Check out the insert in this month bill.

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

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CUSTOMER Statement Date: Customer Name: Service Address:	OCT 03 2 HUMBER	AENT 002 TO CHEC	CA	ION BEFORE TEARIN	Account N	lumber: 216 vice Dates: SEP vice Days: 29 AD DATE: NOV	04 02 to OCT 0
Previous Statement Balance	Payme (*)	mts	Additional Activity (+ or +)	Balance Before NEW Charges (≡)	NEW Charges	NEW Charges Past Due	Total Now ((=)
234.25	234.25	CR	0.00	0.00	110.53	OCT 24 2002	\$110.53
Meter Readi Current Reading Previous Reading KWH Used Energy Usag KWH This Month Service Days KWH/Day	e Last <u>Year</u> 1133 39	2627 - <u>1336</u> 1291 This Year 1291 25	Payment R Billing for I Electric Ser Gross Rece Franchise (Utility Tax	tatement Balanc eceived - THAN Electric Use on F rvice Amount eipts Tax Increas	K YOU Rate: RS-1 RES se		.25CR RVICE
Customer Charge: Non-Fuel Energy Ch First 750 KWH Over 750 KWH Fuel Charge:	\$5.25 per	Month per KWH per KWH	Messages	W DUE:	1.5% will apply	y if not paid by	\$110.53 OCT 24, 200

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- -- 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 t then pay it using the FPL Pay Online program at www.fpl.com. Both a free.
- -- Transactions involving connects, disconnects, name changes and payment extensions may require positive identification.

NAID 10-10-02



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

			NEXT	Serv	umber: 210 vice Dates: OCT vice Days: 29 AD DATE: DEC	r 03 02 to NO
Previous Statement Balance	Payments (-)	Additional Activity (+ or -)	Balance Before NEW Charges [=]	NEW Charges (+)	NEW Charges Past Due	Total Nov (=)
Current Reading Previous Reading KWH Used Energy Usag KWH This Month Service Days	1227	Payment F Billing for Electric Se Gross Rec Franchise Utility Tax	-	〈YOU Rate: RS-1 RE se	11 SIDENTIAL SE 92.96** 0.95 3.63 7.40	0.53 0.53CR RVICE PAY 11 4.94
KWH/Day	following charges	1				
·	following charges \$5.25 per Month \$0.041520 per KWł		5		, <u> </u>	

Please have your account number ready when calling FPL.

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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

Statement Date: Customer Name: Service Address:	HUMBERT	TO CHEC		NEXT		vice Days: 33 AD DATE: JAN	06 2003
Previous Statement Balance	Payme		Additional Activity (+ or -)	Balance Before NEW Charges (=)	NEW Charges (+)	NEW Charges Past Due	Total Now Du (=)
104.94	104.94	CR	0.00	0.00	85.08	DEC 26 2002	\$85.08
Current Reading Previous Reading KWH Used Energy Usag KWH This Month Service Days KWH/Day	9	4853 - <u>3854</u> 999 This Year 999 33 30	Payment R Billing for Electric Se Gross Rec Franchise Utility Tax		Rate: RS-1 RE	SIDENTIAL SEF 75.36** 0.77 2.95 6.00	.94CR RVICE
Amet includes the	following	charges:	TOTAL	OW DUE:			\$85.08

- -- 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.

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Please have your account number ready when calling FPL.

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

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USEFUL TELEPHONE NUMBERS Customer Service: (305) 442-8770 Outside Florida: 1-800-226-3545 To Report Power Outages: 1-800-40UTAGE (468-8 Hearing/Speech Impaired: 1-800-432-6554 (TTY/T Visit FPL's Web Site at http://www.fpl.com

FOLD ON PERFORATION BEFORE TEARING

Account Number: 21928-67477

Service Dates: MAR 07 01 to APR

125.62CR

84.33

\$84.:

JASAAAA

Service Days: 29

84.42** 9.00CR

0.77

3.08

5.06

Service Address:	7860 SW 18TH TI	ER	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 Readi	ng-Meter 5C3563 0382	Drawiewa C	tatement Balance	ce	125	5.62		

Payment Received - THANK YOU

Electric Service Amount

Gross Receipts Tax Increase

Current Electric Charges

• •	

Meter Readin	I g -Meter :	5C35633
Current Reading Previous Reading		03822 - 02852
KWH Used		970
Energy Usage	e Last	This
	Year	Year
KWH This Month	705	970
Service Days	29	29
KWH/Day	24	33
*Amt includes the f	following (harges:
Customer Charge:	\$5.65 per	Month
Non-Fuel Energy Cha	irge;	
First 750 KWH	\$0.042270	per KWH
- 7	*	•

CUSTOMER STATEMENT

Statement Date: APR 05 2001 Customer Name: LETICIA CALLARD

N	le	S	sa	a	e	S	
	•••	~	~ ~	23	-	~	

On Call Credit

Franchise Charge Utility Tax

TOTAL NOW DUE:

-- A late payment charge of 1.5% will apply if not paid by APR 26, 20

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

- -- Your On Call savings for the last 24 months are \$180.11.
- -- Please note: your On Call Credit may change due to the summer raschedule 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 and you can pay about the same amount eve month.
- -- Transactions involving connects, disconnects, name changes and payment extensions may require positive identification.



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

TULD UN PERFURAIIUN DEFURE (CARING

Account Number: 21928-67477

Service Dates: APR 05 01 to MAY 04

Previous Statement Balance	Paymen (-)	ts	Additional Activity (+ or -)	Balance Before NEW Charges (=)	NEW Charges (+)	NEW Charges Past Due	Total Now D (=)
84.33	84.33 C	R	0.00	0.00	74.91	MAY 25 2001	\$74.91
Meter Reading Current Reading Previous Reading KWH Used Energy Usag KWH This Month Service Days KWH/Day		04697 03822 875 This Year 875 29 30	Payment F Billing for Electric Se On Call Cr Gross Rec Franchise Utility Tax	tatement Balance Received - THANK Electric Use on R ervice Amount edit eipts Tax Increas Charge	(YOU late: RS-1 R e	84 ESIDENTIAL SEF 75.97** 9.00CR 0.69 2.79 4.46	
Amt includes the Customer Charge: Non-Fuel Energy Ch First 750 KWH Over 750 KWH	\$5.65 per N arge:	lonth ber KWH	Current TOTAL N Messages			74	.91 \$74.9 [.]

- -- 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 coolin costs.



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

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CUSTOMER STATEMENT Statement Date: MAY 04 2001



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

Account Number: 21928-67477

Service Dates: JUN 05 01 to JUL 05 01

Service Days: 30

Service Address:	7860 SW 18TH TI	R	NEXT S	SCHEDULED R	EAD DATE: AUG	03 2001
Previous Statement Balance	Payments (-)	Additional Activity (+ or -)	Balance Before NEW Charges (=)	NEW Charges (+)	NEW Charges Past Due	Total Now Du
66.42	66.42 CR	0.00	0.00	47.81	AUG 07 2001	\$47.81
Meter Readin Current Reading Previous Reading KWH Used	0630	Previous S Payment F	Activity Statement Balanco Received - THANK Electric Use on R	YOU	66).42).42CR RVICE
Energy Usage KWH This Month Service Days KWH/Day	e Last This Year Yea 1770 57 30 30 59 15	Electric Se On Call Cr Gross Rec Franchise	ervice Amount edit eipts Tax Increas Charge		50.81** 8.03CR 0.44 1.78 2.81	
*Amt includes the f Customer Charge: Non-Fuel Energy Cha First 750 KWH	\$5.65 per Month	TOTAL N	Electric Charges		47	⁷ .81 \$47.81
Over 750 KWH Fuel Charge:	\$0.042270 per KW \$0.052270 per KW \$0.036670 per KW	H Messages	s wmont charge of	1.5% will an	ply if not paid b	AUG 07 2001

FULU UN PERFURAILUN DE

CUSTOMER STATEMENT

Statement Date: JUL 17 2001 Customer Name: LETICIA CALLARD

> -- 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

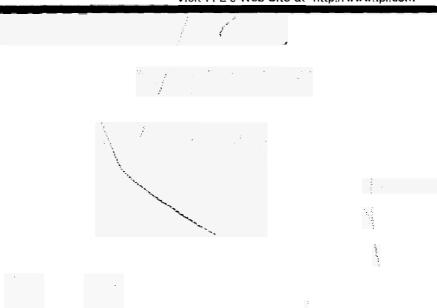


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Florida Power & Light Company PO Box 025576 Miami, FL 33102



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



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

Service Address:	7860 SW	18TH TER		NEXT S	SCHEDULED R	(EAD DATE: SEP	04 2001	
Previous Statement Balance	Paymi (-)		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 Readi	na-Meter	5C35633	Account A	ctivity				
		07958	Previous S	tatement Balance	е	47.81		
Current Reading 07958 Previous Reading ~06305			Payment R	eceived - THANK	47	47.81CR		
KWH Used	,	1653	Billing for	Electric Use on R	ate: RS-1 R	ESIDENTIAL SEL		
Energy Usag	e _{Last}	This	t -	rvice Amount		145.16** 9,00CR	(VICL	
KWH This Month	1249	1653	Gross Rec	eipts Tax Increas	е	1.40		
Service Days	29	29	Franchise	Charge		5.68	-	
KWH/Day	43	57	Utility Tax			9.43		
Amt includes the	following	charges:	Current	Electric Charges		152	2.67	
Customer Charge: Non-Fuel Energy Ch	\$5.65 per		TOTAL NO	OW DUE:			\$152.67	
First 750 KWH Over 750 KWH		0 per KWH 0 per KWH	Massaras			_		
Fuel Charge:		0 per KWH	Messages					
			0.1	wasset alsones of	4 E0/ will an	nly if not noted by	ALC 04 9004	

- → 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.



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

Account Number: 21928-67477

Service Dates: AUG 03 01 to SEP 04 C

Service Days: 32 NEXT SCHEDULED READ DATE: OCT 03 2001

Service Address: 7860 SW 18TH T	ER	NEXT SCHEDUL	ED READ DATE:	OCT 03 2001
Previous Statement Balance Payments (*)	Additional Ba Activity (+ or -)	lance efore NEV Charges (+)	V Chargo jes Past D	es ue Total Now Du (≕)

produces and produces according

CUSTOMER STATEMENT

Customer Name: LETICIA CALLARD

Statement Date: SEP 04 2001

Meter Reading	1-Meter	5C35633	Account Activity			
Current Reading Previous Reading	-	09325 - 07958	Previous Statement Balance Payment Received - THANK YO	U	152.67 152.67CF	2
KWH Used		1367	Billing for Electric Use on Rate:	RS-1 RESIDENTIAL	SERVICE	
Energy Usage	Last Year	This Year	Electric Service Amount On Call Credit	119.72** 9.00CR		
KWH This Month	3426	1367	Gross Receipts Tax Increase	1.14		
Service Days	33	32	Franchise Charge	4.62		
KWH/Day	104	43	Utility Tax	7,60		
*Amt includes the fo	llowing	charges:	Current Electric Charges		124.08	
Non-Fuel Energy Charg	\$5.65 per ge:	Month	TOTAL NOW DUE:		[\$124.08
		per KWH				
) per KWH) per KWH	Messages A late payment charge of 1.5%	will apply if not pa	id by SEP	25, 2001.

-- CONGRATULATIONS! By participating in On Call, you have saved

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approximately \$630.00 to date.
No more checks, envelopes or stamps. Try one of our fast and flexibl online bill payment options. Simply click on "Pay My Bill" at 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: 1-800-40UTAGE (468-8: Hearing/Speech Impaired: 1-800-432-6554 (TTY/TI Visit FPL's Web Site at http://www.fpl.com

The second



Previous Statement Balance	Payme (-)	ints	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 Readin Estimated Reading Previous Reading	g	10594 - 09325			ks and begi	we grieve the ro n to heal. Our th tims and their lo	noughts
KWH Used Energy Usag	e Last Year 1508	1269 This <u>Year</u> 1269		Activity Statement Balance Received - THANK		12	*ESTIMATED BILL 24.08 24.08CR
Service Days KWH/Day	29 52	29 44	Electric Se	Electric Use on R ervice Amount	ate: RS-1 F	103.07**	RVICE
*Amt includes the	following (charges:	On Call Cr			9.00CR	
Customer Charge: Non-Fuel Energy Ch: First 750 KWH Over 750 KWH Fuel Charge:	\$0.042270 \$0.052270	per KWH	Franchise Utility Tax	•		0.96 3.92 6.95 10	5.90
			TOTAL N	OW DUE:		ſ	\$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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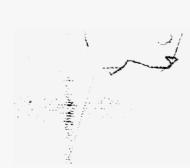
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Florida Power & Light Company PO Box 025576 Miami, FL 33102



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



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Previous Statement Balance	Payme (-)		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	\$108.10
Meter Reading Current Reading Previous Reading KWH Used Energy Usag KWH This Month Service Days KWH/Day	e Last Year	5C35633 11837 -10594 1243 This Year 1243 29 43	Payment F Billing for Electric Se On Call Cr	Statement Balance Received - THANK Electric Use on R ervice Amount edit eipts Tax Increas Charge	TOU ate: RS-1 RI 1	105.9 105.9 ESIDENTIAL SERV 00.92** 5.00CR 0.98 4.00 7.20	OCR
**Amt includes the Customer Charge: Non-Fuel Energy Ch First 750 KWH Over 750 KWH Fuel Charge:	\$5.65 per arge: \$0.042270 \$0.052270		Messages	i			\$108.1

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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

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FOLD ON PERFORATION BEFORE TEARING

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

108.10 108.10CR SERVICE

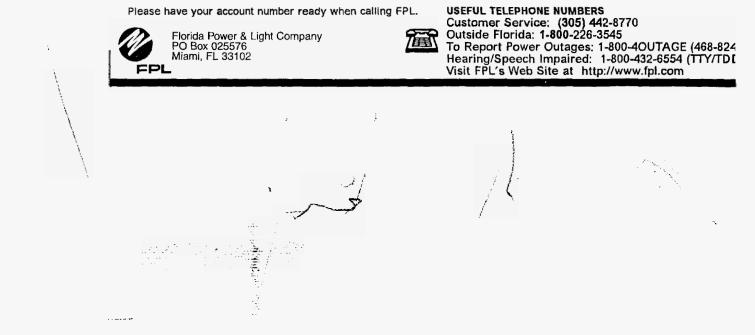
Service Days: 33 NEXT SCHEDULED READ DATE: JAN 07 2002

Previous Statement Balance		NEW Charges (=)	NEW Charges (+)	NEW Charges Past Due	Total Now (=)
	1				

Meter Reading-Meter 5C35633	Account Activity	
Current Reading 12949 Previous Reading - 11837	Previous Statement Balance Payment Received - THANK YOU	J
KWH Used 1112	Billing for Electric Use on Rate:	RS-1 RESIDENTIAL
Energy Usage Last This Year Year	Electric Service Amount On Call Credit	90.09** 5.00CR
KWH This Month 941 1112	Gross Receipts Tax Increase	0.87
Service Days 33 33	Franchise Charge	3.55
KWH/Day 29 34	Utility Tax	6.37

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..... CUSTOMER STATEMENT

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

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Account Number: 21928-67477 Service Datés: DEC 03 97 to JAN 06 98

Service Days: 34

Next Scheduled Read Date: FEB 04 1998

Previous Statement Balance	Payme (-)	nts	Additional Activity (+ or -)	Balance Before NEW Charges (=)	NEW Charges (+)	NEW Charges Past Due	Total Now Due (=)
90.12	90.120	CR	0.00	0.00	116.38	JAN 27 1998	\$116.38
Current Reading Previous Reading KWH Used Energy Usag KWH This Month Service Days KWH/Day	e Last Year 1220 31 39	44558 -43109 1449 This Year 1449 34 43 Charges:	Payment F Billing for Electric Se Load Cont Gross Rec Franchise Utility Tax	eipts Tax Increa Charge	K YOU Rate: RS-1 R se	9 ESIDENTIAL SE 107.45** 5.00CR 1.05 3.51 9.37	0.12 0.12CR RVICE 6.38
Customer Charge. Non-Fuel Energy Ch First 750 KWH Over 750 KWH Fuel Charge:	\$0.04897 \$0.05897	r Month per KWH per KWH per KWH	TOTAL N Messages			[\$116.38

-- 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.

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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

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 5 Service Days: 30

Next Scheduled Read Date: APR 06 1998

Previous Statement Balance	Payme (-)		Additional Activity (+ or -)	Balance Before NEW Charges (≂)	NEW Charges (+)	NEW * Charges Past Due	Total Now Du (=)		
67.83	0.00	0	0.00	67.83	78.04	MAR 27 1998	\$145.87		
Meter Reading-Meter 5C35633 Estimated Reading 46431 Previous Reading -45441 KWH Used 990 Energy Usage Last Year Year KWH This Month 1010 990			Previous S BALANCE Billing for Electric Se Load Cont Gross Rec	Account Activity Previous Statement Balance BALANCE BEFORE NEW CHARGES Billing for Electric Use on Rate: RS-1 F Electric Service Amount Load Control Credit Gross Receipts Tax Increase			*ESTIMATED BIL 67.83 78 67.83 1 RESIDENTIAL SERVICE 72.82** 5.00CR 0.70		
Service Days KWH/Day	30 34	30 33	Franchise Utility Tax	~		2.32 6.18 1.02			
Amt includes the Customer Charge: Non-Fuel Energy Cha First 750 KWH Over 750 KWH	\$5.65 per	Month per KWH	Curren	t Electric Charges		78	78.04		
Fuel Charge:	\$0,01646	per KWH	TOTAL N	OW DUE:		Г	\$145.87		

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.



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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

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Year

989

29

34

\$5.65 per Month

\$0.05645 per KWH

\$0.01976 per KWH

**Amt includes the following charges:

<u>Year</u> 990

31

32

Statement Date: APR 06 1998 Customer Name: LETICIA CALLARD

KWH This Month Service Days

Customer Charge:

Fuel Charge:

Over 750 KWH

KWH/Day

Account Numper: 21920-01411

Service Dates: MAR 06 98 to APR 06 § Service Days: 31

\$73.16

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 Du (=)
145.87	145.87 CR	0.00	0.00	73.16	APR 27 1998	\$73.16
Current Reading Previous Reading	474 - 464	Davana	itatement Balanc Received - THAN			5.87 5.87CR
KWH Used		990 Billing for	Electric Use on F rvice Amount		SIDENTIAL SEI	RVICE

i	Electric Service Amount	13.59
	Load Control Credit	9.00CR
	Gross Receipts Tax Increase	0.66
	Franchise Charge	2.38
	Utility Tax	5.53
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Messages



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



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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

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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 \$ 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 Du (=)
76.85	76.85CR	0.00	0.00	101.71	JAN 23 1997	\$101.71

Account Activity Meter Reading-Meter 5C3563

	Meter Reading	-Meter	5C35633	Account Activity			
	Current Reading		20430	Previous Statement Balance		76.85	
	Previous Reading		- 19210	Payment Received - THANK YOU		76.85CR	
1	KWH Used		1220	Billing for Electric Use on Rate: R	S-1 RESIDENTIAL	SERVICE	
j	Energy Usage	Last	This	Electric Service Amount	95.60**		
		Year	Year	Load Control Credit	5.00CR		
	KWH This Month	1552	1220	Gross Receipts Tax Increase	0.93		
!	Service Days	32	31	Franchise Charge	2.58		
1	KWH/Day	49	39	Utility Tax	7.60		
ĺ	*Amt includes the fo	llowing	charges:	Current Electric Charges		101.71	
	•	\$5.65 per	Month	TOTAL NOW DUG		r	¢404 74
	Non-Fuel Energy Charg	-		TOTAL NOW DUE:			\$101.71
1			per KWH				
	Over 750 KWH	\$0.05778	per KWH	Messages			

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.

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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

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

Service Dates: JAN 02 97 to FEB 03 1 Service Days: 32

\$100.35

Service Address: 7				N		Read Date: MAR	05 1997
Previous Statement Balance	Paymen (*)	ts	Additional Activity (+ or -)	Balance Before NEW Charges (=)	NEW Charges (+)	NEW Charges Past Due	Total Now Dι (≕)
101.71	101.710	R	0.00	0.00	100.35	FEB 24 1997	\$100.35
Meter Reading Current Reading Previous Reading KWH Used Energy Usage KWH This Month Service Days KWH/Day	-	C35633 21635 - 20430 1205 This Year 1205 32 38	Payment f Billing for Electric Se Load Cont Gross Rec Franchise Utility Tax	Statement Balanc Received - THANH Electric Use on R ervice Amount rol Credit ceipts Tax Increas Charge	< YOU Rate: RS-1 RE	101 SIDENTIAL SEI 94.39** 5.00CR 0.92 2.54 7.50	
*Amt includes the l	following cl	harges	Curren	t Electric Charges	3	100).35

TOTAL NOW DUE:

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.



Customer Charge:

Fuel Charge:

Non-Fuel Energy Charge: First 750 KWH \$0

Over 750 KWH

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

\$5.65 per Month

\$0.04778 per KWH \$0.05778 per KWH

\$0.02209 per KWH



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

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

Account Number: 21928-6/4//

Service Dates: FEB 03 97 to MAR 05 1

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 Du (=)
100.35	0.00	0.00	100.35	84.35	MAR 26 1997	\$184.70

ng-Meter	5C35633	Account Activity			
·		Previous Statement Balance		100.35	
I	-21635	BALANCE BEFORE NEW CHARG	ES		100.35
	1010	Billing for Electric Use on Rate:	RS-1 RESIDENTIAL	SERVICE	
e Last	This	Electric Service Amount	78.81**		
Year	Year	Load Control Credit	5.00CR		
997	1010	Gross Receipts Tax Increase	0.76		
29	30	Franchise Charge	2.10		
34	34	Utility Tax	6.17		
following	charges:	Late Payment Charge	1.51		
		Current Electric Charges		84.35	\frown
arge: \$0.04778	per KWH	TOTAL NEW CHARGES:			(84.35
-	•	TOTAL NOW DUE:			\$184.70
	e Last <u>Year</u> 997 29 34 following \$5.65 per arge: \$0.04778 \$0.05778	1010 e Last This Year Year Year 997 1010 29 30 34 34 34 following charges: \$5.65 per Month	Previous Statement Balance22645 -21635Previous Statement Balance1010BALANCE BEFORE NEW CHARGBilling for Electric Use on Rate:1010Billing for Electric Use on Rate:1010Electric Service Amount1010Load Control Credit9971010293034341010Franchise Charge1010Utility Tax1010Late Payment Charge1010Current Electric Charges1010TOTAL NEW CHARGES:	Previous Statement Balance22645 -21635 1010Previous Statement BalanceBALANCE BEFORE NEW CHARGESBilling for Electric Use on Rate:RS-1 RESIDENTIALEElectric Service Amount78.81**YearYear997101029303434following charges:5.65 per Month\$5.65 per MonthCurrent Electric Charges\$0.04778 per KWHTOTAL NEW CHARGES:	ING-Meter SC3003322645 -21635Previous Statement Balance100.35BALANCE BEFORE NEW CHARGESBilling for Electric Use on Rate: RS-1 RESIDENTIAL SERVICEElectric Service Amount78.81**YearYearYearYearYear997101029303434Current Electric Charge\$1.65 per Montharge:\$0.04778 per KWH\$0.05778 per KWH

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.



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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

Statement Date: APR 03 1997 Customer Name: LETICIA CALLARD

Customer Charge:

Over 750 KWH

Fuel Charge:

Account Number: 21928-6/4/7

Service Dates: MAR 05 97 to APR 03 § Service Days: 29

\$75.95

Service Address: 7/ Previous Statement Balance	Payme (-)	ents	Additional Activity (+ or -)	Balance Before NEW Charges (=)	NEW Charges	Read Date: MAY NEW: Charges Past Due	Total Now Du
184.70	184.70	DCR	0.00	0.00	75.95	APR 24 1997	\$75.95
Meter Reading Current Reading Previous Reading KWH Used Energy Usage KWH This Month Service Days KWH/Day	-	23634 -22645 989 This <u>Year</u> 989 29	Payments Billing for Electric Se Load Cont Gross Rec Franchise	Statement Balance Received - THAN Electric Use on R ervice Amount trol Credit ceipts Tax Increas Charge	K YOU ate: RS-1 RI	184	1.70 1.70CR RVICE
Amt includes the fo		charges:	Utility Tax				5.95

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

\$5.65 per Month

\$0.05713 per KWH

\$0.02196 per KWH

Messages



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

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Statement Date: MAY 02 1997 Customer Name: LETICIA CALLARD

Account Number: 21928-6/477

Service Dates: APR 03 97 to MAY 02 9 Service Days: 29

111N 03 1997

Service Address:	7860 SW 1	8 TER		1	Next Scheduled R	lead Date: JUN	03 1997
Previous Statement Balance	Payme (-)	nts	Additional Activity (+ or -)	Balance Before NEW Charges (=)	NEW Charges (+)	NEW Charges Past Due	Total Now Du∢ (=)
75.95	0.00		0.00	75.95	84.24	MAY 23 1997	\$160.19
Meter Reading Current Reading Previous Reading KWH Used Energy Usag KWH This Month Service Days KWH/Day]	5C35633 24703 -23634 1069 This Year 1069 29 37	BALANCE Billing for Flectric Se Load Contr Gross Rec Franchise Utility Tax	tatement Baland BEFORE NEW C Electric Use on E rvice Amount rol Credit eipts Tax Increa Charge	HARGES Rate: RS-1 RE	SIDENTIAL SEI 82.70** 9.00CR 0.76 2.52 6.12	5.95 75.95 RVICE
**Amt includes the				ent Charge Electric Charge	s	1.14 84	1.24
Customer Charge:	\$5.65 per	MONU	TOTAL NE	W CHARGES:			84.24
Fuel Charge:	\$0.02196	per KWH	TOTAL N	OW DUE:		Ľ	\$160.19
			Messages	i			

- -- 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.



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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

Meter Reading-Meter 5C35633 Account Activity

\$0.02196 per KWH

Current Reading		27333
Previous Reading		-24703
KWH Used		2630
Energy Usage		
	Last	This
	Year	Year
KWH This Month	2436	2630
Service Days	32	32
KWH/Day	76	82
*Amt includes the fo	llowing o	harges:
Customer Charge:	\$5.65 per	Month

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Previous Statement Balance		160.19	
Payments Received - THANK YC)U	160.19CR	
Additional Activity:			
Deposit Interest		11.97CR	
BALANCE BEFORE NEW CHARG	ES		11.97CI
Billing for Electric Use on Rate:	RS-1 RESIDENTIAL	SERVICE	
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.





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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

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Service Address:		1	Balance		NEW	
Previous Statement Balance	Payments (-)	Additional Activity (+ or -)	Before NEW Charges (#)	NEW Charges (+)	Charges Past Due	Total Now Du (=)
210.67	0.00	0.00	210.67	298.31	JUL 23 1997	\$508.98
Previous Reading KWH Used Energy Usag	344	41 Billing for ar Electric Set Load Cont		tate: RS-1 RE 2	SIDENTIAL SE 70.29** 9.00CR 2.68	210.67 RVICE
KWH This Month Service Days KWH/Day	2373 34 29	Franchise Utility Tax	-		8.95 22.23 3.16 298	24

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.

A fate payment charge of 1.5% will apply if not paid by 502 25.
 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!



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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

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Box 025576	
ami, FL 33102	

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

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

17331 8106219286747708587400000

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

64	\$ 2	\$ 5	640	Other	
 -∳-l	 ₽2	P D	 1010	Uther	

PLEASE FILL IN TOTAL AMOUNT PA

\$

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

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

	Account 21928-	and the second s	stal Now Due \$478.58	NEW Charges AUG 22		
CUSTOMER STA Statement Date: AUG Customer Name: LETIC Service Address: 7860	TEMENT 01 1997 CIA CALLARE		TION BEFORE TEARIN	Account N	vice Days: 30	JL 02 97 to AUG 0
Previous Statement Balance P.	ayments (-)	Additional Activity (+ or -)	Balance Before NEW Charges (≈)	NEW Charges (+)	NEW Charges Past Due	Total Now I
Motor Dooding		Account A	Activity			
<u>Y</u> KWH This Month 3: Service Days	eter 5C35633 34299 -30774 3525 ast This ear Year 354 3525 30 30 112 118	Previous S Payments BALANCE Billing for Electric Se Load Cont Gross Rec	Statement Baland Received - THA BEFORE NEW C Electric Use on ervice Amount rol Credit ceipts Tax Increa Charge	NK YOU HARGES Rate: RS-1 RE 23 se	SIDENTIAL S 76.95** 9.00CR 2.75 9.17 22.80	ERVICE

-- 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.



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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

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

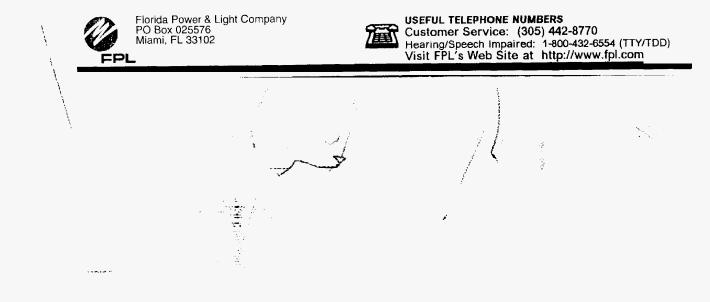
Account Number: 21928-6/4//

Service Dates: AUG 01 97 to SEP 02 9 Service Days: 32

Next Scheduled Read Date: OCT 02 1997

Meter Reading Current Reading Previous Reading	-Meter	5C35633 37944 - 34299	Account Activity Previous Statement Balance Payments Received - THANK YC	JU	478.58 478.58CF	2
KWH Used Energy Usage KWH This Month Service Days KWH/Day	Last <u>Year</u> 2754 29 95	3645 This Year 3645 32 114	Billing for Electric Use on Rate: Electric Service Amount Load Control Credit Gross Receipts Tax Increase Franchise Charge Utility Tax	RS-1 RESIDENTIAL 286.42** 9.00CR 2.85 9.50 23.61	_ SERVICE	
*Amt includes the fo	llowing	charges:	Current Electric Charges		313.38	
Non-Fuel Energy Charg	-	r Month per KWH	TOTAL NOW DUE:			\$313.38
		per KWH per KWH	Messages	/	-:	00

- -- 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 in "Your Home" -- "Your Electric Service."



CUSTOMER Statement Date: Customer Name: Service Address:	OCT 02 1997 LETICIA CAI	7 LLARD		1			ice Dates: /ice Days:	SEP 30	02 97 to OCT 02 97
Previous Statement Balance	Payment: (-)	s	Additional Activity (+ or -)	Balance Before NEW Charges (**)		NEW Charges	NEW Charge Past Du		Total Now Due (=)
313.38	150.00CI	R	0.00	163.38-	$\left[\right]$	199.88	OCT 23 1	997	\$363.26
Meter Readi Current Reading Previous Reading KWH Used Energy Usag KWH This Month Service Days KWH/Day	g Last Year 2723 32 85	40392 37944 2448 This <u>Year</u> 2448 30 82	Payment R BALANCE Billing for Flectric Se Load Contr Gross Rec Franchise	tatement Balance Received - THAN BEFORE NEW C Electric Use on I ervice Amount rol Credit eipts Tax Increa Charge	K H/ Ra	YOU ARGES ate: RS-1 RE: 18	SIDENTIAI 32.79** 9.00CR 1.78 5.95 15.91	150	199.88 9.38 9.00CR 163.38 RVICE
*Amt includes the	following ch	arges:		ent Charge			2.45		
Customer Charge: Non-Fuel Energy Ct First 750 KWH Over 750 KWH Fuel Charge:	\$0.04897 pe	er KWH er KWH	Current	Electric Charge	s			199	9 .88 199.88
N				OW DUE:				{	\$363-25

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.

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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

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FOLD ON PERFORATION BEFORE TEAKING

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 9 Service Days: 29

Next Scheduled Read Date: DEC 03 1997

Previous Statement Balance Payments (-)	Additional Before Activity NEW Charges (+ or -) (=)	NEW Charges Charges (+) Total Now Due (=)
Meter Reading-Meter 5C35633	Account Activity	128.71
Current Reading 41966	Previous Statement Balance	363.26

	41966	ricelous statement paraneo			000.20	
	- 40392	Payments Received - THANK YC	JU		263.26CR	
	1574	BALANCE BEFORE NEW CHARG	GES			100.00
e <u>Year</u> 1244 29 43	This <u>Year</u> 1574 29 54	Electric Service Amount Load Control Credit Gross Receipts Tax Increase	RS-1	116.87** 5.00CR 1.15	. SERVICE	
following	charges:	Utility Tax	*	10.24		
\$5.65 per arge:	Month	Late Payment Charge Current Electric Charges		1.50	128.59	
\$0.05897	per KWH	TOTAL NEW CHARGES:				128.59
\$0.01646	per KWH	TOTAL NOW DUE:				\$228.59
	e Last Year 1244 29 43 following \$5.65 per arge: \$0.04897 \$0.05897	-40392 1574 e Last This <u>Year</u> Year 1244 1574 29 29 43 54 following charges: \$5.65 per Month	-40392 1574Payments Received - THANK YG BALANCE BEFORE NEW CHARG Billing for Electric Use on Rate: Electric Service Amount Load Control Credit Gross Receipts Tax Increase Franchise Charge Utility Tax Late Payment Charge S0.04897 per KWH \$0.05897 per KWH-40392 1574Payments Received - THANK YG BALANCE BEFORE NEW CHARG Electric Use on Rate: Electric Service Amount Load Control Credit Gross Receipts Tax Increase Franchise Charge Utility Tax Late Payment Charge Current Electric Charges\$0.04897 per KWH \$0.01646 per KWHTOTAL NEW CHARGES: \$0.01646 per KWH	-40392 1574Payments Received - THANK YOU BALANCE BEFORE NEW CHARGESeLast Year 1244This Year 1244Billing for Electric Use on Rate: Electric Service Amount Load Control Credit Gross Receipts Tax Increase Franchise Charge Utility Tax Late Payment Charge Current Electric Chargesfollowing charges: \$0.04897 per KWH \$0.056897 per KWHTOTAL NEW CHARGES: TOTAL NEW CHARGES:	-40392 1574Payments Received - THANK YOU BALANCE BEFORE NEW CHARGESeLast This Year Year 1244 1574Billing for Electric Use on Rate: RS-1 RESIDENTIAL Electric Service Amount116.87** Load Control Credit5.00CR2929 43Gross Receipts Tax Increase 1.154354following charges: \$5.65 per Month arge:Utility Tax\$0.04897 per KWH \$0.01646 per KWHTOTAL NEW CHARGES:	-40392 1574Payments Received - THANK YOU BALANCE BEFORE NEW CHARGES263.26CR 263.26CReLast Year Year 1244This Year Year 1244Billing for Electric Use on Rate: Electric Service AmountRS-1 RESIDENTIAL SERVICE 10.87**2929 43Gross Receipts Tax Increase Franchise Charge1.15 S.65 per Month arge: \$0.04897 per KWH \$0.05897 per KWH \$0.01646 per KWHUtility Tax Current Electric Charges: TOTAL NEW CHARGES: \$0.01646 per KWH

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.

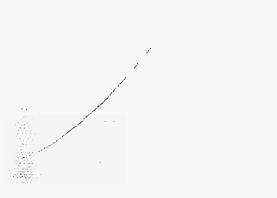


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USEFUL TELEPHONE NUMBERS Customer Service: (305) 442-8770 Hearing/Speech Impaired: 1-800-432-6554 (TTY/TDD) Visit FPL's Web Site at http://www.fpl.com



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

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Account Number: 21928-67477

Service Dates: OCT 31 97 to DEC 03 97 Service Days: 33

Service Address:		18 TER		Next Scheduled Read Date: JAN 06 1998				
Previous Statement Balance	Statement		Additional Balance Before NEW Activity NEW Charges Charges (+ or -) (=) (+)			NEW Charges Past Due Total Now (=)		
228.59	228.59	OCR	0.00	0.00	90.12	DEC 26 1997	\$90.12	
Meter Readi	nd-Meter	5035633	Account A	ctivity				
Current Reading Previous Reading KWH Used Energy Usag KWH This Month Service Days KWH/Day	je <u>Vear</u>	43109 -41966 1143 This Year 1143 33 35	Payments Billing for Electric Se Load Contr	eipts Tax Increas	IK YOU Rate: RS-1 RI	228 ESIDENTIAL SEI 84.35** 5.00CR 0.81 2.72 7.24		
*Amt includes the	following	charges:	Current	Electric Charges	6	90	.12	
Customer Charge: Non-Fuel Energy Ch First 750 KWH	-	Month per KWH	TOTAL NO	OW DUE:			\$90.12	
Over 750 KWH Fuel Charge:		per KWH per KWH	Messages					



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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 §

Service Days: 32 Next Scheduled Read Date: FEB 05 1996

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

Current Reading Previous Reading		98979 - 97427	Previous Statement Balance Payment Received - THANK YO	U	165.95 165.95CR	
KWH Used		1552	Billing for Electric Use on Rate:	RS-1 RESIDENTIAL	SERVICE	
Energy Usage KWH This Month Service Days	<u>Year</u> 1124 31	This <u>Year</u> 1552 32	Electric Service Amount Load Control Credit Gross Receipts Tax Increase Franchise Charge	117.23** 5.00CR 1.15 3.23		
KWH/Day	36	49	Utility Tax Current Electric Charges	10.04	126.65	
*Amt includes the f Customer Charge: Non-Fuel Energy Cha First 750 KWH	\$5.65 per	Month	TOTAL NOW DUE:			\$126.65
Over 750 KWH Fuel Charge:	\$0.05899		Messages			



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

Account Number: 21920-0/4/1

Service Dates: JAN 05 96 to FEB 05 96

Service Days: 31

Next Scheduled Read Date: MAR 05 1996

Balance	Payments (-)	Activity (+ or -)	NEW Charges (≖)	Charges (+)	Past Due	Total Now Du∢ (=)
126.65	126.65CR	0.00	0.00	95.88	FEB 26 1996	\$95.88

Current Reading Previous Reading KWH Used	J	00176 - <u>98979</u> 1197
Energy Usage KWH This Month Service Days KWH/Day	Last <u>Year</u> 1151 31 37	This <u>Year</u> 1197 31 39
**Amt includes the f	ollowing	charges:
Customer Charge: Non-Fuel Energy Char First 750 KWH Over 750 KWH Fuel Charge:	\$5.65 per rge: \$0.04899 \$0.05899 \$0.01773	per KWH per KWH

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	126.65	
	126.65CR	
RS-1 RESIDENTIAL	SERVICE	
89.98**		
5.00CR		
0.87		
2.45		
7.58		
	95.88	
		\$95.88
	89.98** 5.00CR 0.87 2.45	126.65CR RS-1 RESIDENTIAL SERVICE 89.98** 5.00CR 0.87 2.45 7.58

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.



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

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CUSTOMER Statement Date: Customer Name: Service Address:	MAR 05 19 LETICIA C	196 Allard		N	Sei	vice Dates: FEB rvice Days: 29 Read Date: APR	05 96 to MAR 05 9 03 1996
Previous Statement Balance	Paymer (-)	nts	Additional Activity (+ or -)	Balance Before NEW Charges (=)	NEW Charges (十)	NEW Charges Past Due	Total Now Du∈ (≕)
95.88	95.880	R	0.00	0.00	78.54	MAR 26 1996	\$78.54
Meter Reading Current Reading Previous Reading KWH Used Energy Usag KWH This Month Service Days KWH/Day		01173 -00176 997 This Year 997 29 34	Payment F Billing for Electric Se Load Cont Gross Rec Franchise Utility Tax	eipts Tax Increase Charge	YOU ate: RS-1 RE	95 SIDENTIAL SEF 74.64** 5.00CR 0.71 2.00 6.19	
**Amt includes the Customer Charge: Non-Fuel Energy Ch	\$5.65 per l arge:	Month	TOTAL N	Electric Charges			\$78.54
First 750 KWH Over 750 KWH Fuel Charge:	\$0.04899 p \$0.05899 p \$0.01773 p	er 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.

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

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Previous Statement Balance	Payme (-)	ents	Additional Activity (+ or -)	Balance Before NEW Charges (=)	NEW Charges (+)	NEW Charges Past Due	Total Now Due (=)
78.54	78.54	CR	0.00	0.00	87.71	APR 24 1996	\$87.71
Meter Readin Estimated Readin Previous Reading KWH Used	g	5C35633 02333 -01173 1160	Payment R	tatement Balance eceived - THAN	K YOU	78 78	ESTIMATED BILL 3.54 3.54CR
KWH This Month Service Days KWH/Day	e Last Year 827 29 29	This <u>Year</u> 1160 29 40	Electric Se Load Contr	eipts Tax Increa		87.14** 9.00CR 0.80 2.22 6.55	RVICE
**Amt includes the	following	charges:	Current	Electric Charge	s	87	7.71
Customer Charge: Non-Fuel Energy Charge: First 750 KWH	\$5.65 per arge: \$0.04597		TOTAL NO	OW DUE:		Ľ	\$87.71
Over 750 KWH Fuel Charge:	\$0.05597 \$0.02075	per KWH per KWH	Messages	vment charge o			

- -- 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.



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

Statement Date: MAY 02 1996 Customer Name: LETICIA CALLARD Service Address: 7860 SW 18 TER

Fuel Charge

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Account Number: 21928-67477

Service Dates: APR 03 96 to MAY 02 91

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 Readin	g-meter	5C35633	·····,			
Current Reading Previous Reading	-	03384 - 02333	Previous Statement Balance Payment Received - THANK YO	U	87.71 87.71CR	
KWH Used		1051	Billing for Electric Use on Rate:	RS-1 RESIDENTIAL	SERVICE	
Energy Usage	1.451	This	Electric Service Amount Load Control Credit	78. 79** 9.00CR		
KWH This Month	<u>Year</u> 1677	<u>Year</u> 1051	Gross Receipts Tax Increase	0.72		
Service Days	29	29	Franchise Charge	1.99		
KWH/Day	58	36	Utility Tax	5.83		
**Amt includes the f	ollowing	charges:	Current Electric Charges		78.33	
Customer Charge: Non-Fuel Energy Char First 750 KWH	-	per KWH	TOTAL NOW DUE:			\$78.33
Over 750 KWH		per KWH	Messages			

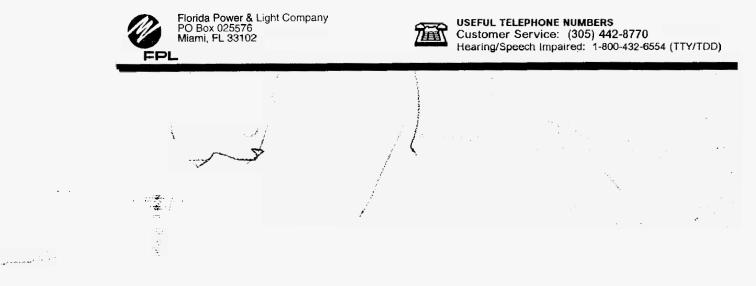
Messages

\$0 01773 per KW/H

-- 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.



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Statement Date: JUN 03 1996 Customer Name: LETICIA CALLARD Service Address: 7860 SW 18 TER

Account Number: 21928-67477

Service Dates: MAY 02 96 to JUN 03 96

11.97CF

197.87

\$185.90

Service Days: 32 Next Scheduled Read Date: JUL 02 1996

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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	\$185.90	
Meter Readi Current Reading Previous Reading		Previous S	Activity Itatement Baland Received - THAN			3.33 3.33CR	

Meter Readir	10-Meter	5C35633	Account Activity		
Current Reading Previous Reading KWH Used		05820 -03384 2436	Previous Statement Balance Payment Received - THANK YO Additional Activity:	U	78.33 78.33CR
Energy Usag	e Last Year	This Year	Deposit Interest BALANCE BEFORE NEW CHARC	SES	11.97CR
KWH This Month Service Days KWH/Day	1920 32 60	2436 32 76	Billing for Electric Use on Rate: Electric Service Amount Load Control Credit	RS-1 RESIDENTIAL 185.05** 9.00CR	SERVICE
**Amt includes the Customer Charge: Non-Fuel Energy Cha	\$5.65 per		Gross Receipts Tax Increase Franchise Charge Utility Tax	1.81 5.01 15.00	
First 750 KWH Over 750 KWH Fuel Charge:	\$0.04597 \$0.05597	per KWH per KWH per KWH	Current Electric Charges TOTAL NEW CHARGES:		197.87
			TOTAL NOW DUE:		

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.

USEFUL TELEPHONE NUMBERS





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

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CUSIOMER : Statement Date: Customer Name: Service Address:	JUL 02 19 LETICIA C	96 ALLARD		N	Se		03 96 to JUL 02 96 01 1996
Previous Statement Balance	Payme (-)	nts	Additional Activity (+ or -)	Balance Before NEW Charges (=)	NEW Charges (+)	NEW Charges Past Due	Total Now Du((=)
185.90	185.90	CR	0.00	0.00	195.63	JUL 23 1996	\$195.63
Meter Reading Current Reading Previous Reading KWH Used Energy Usag KWH This Month Service Days KWH/Day	e Last Year 4207 30 140	08193 -05820 2373 This Year 2373 29 82	Payment F Billing for Electric Se Load Cont Gross Rec Franchise Utility Tax	Statement Balanc Received - THANH Electric Use on Rervice Amount rol Credit ceipts Tax Increas Charge	(YOU tate: RS-1 R 	184 ESIDENTIAL SE 183.29** 9.00CR 1.79 4.96 14.59	5.90 5.90CR RVICE 5.63
**Amt includes the Customer Charge: Non-Fuel Energy Ch	\$5.65 per arge:	Month	1	OW DUE:		[\$195.63
First 750 KWH Over 750 KWH Fuel Charge:	\$0.05597	per KWH per KWH per KWH	Message	S			



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

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Statement Date: AUG 01 1996 Customer Name: LETICIA CALLARD

Account Number: 21928-6/4//

Service Dates: JUL 02 96 to AUG 01 9€ Service Days: 30

284.55

ervice Adøress: 7 Previous Statement Balance	Payme (-)		Additional Activity (+ or -)	Balance Before NEW Charges (=)	NEW Charges (+)	NEW Charges Past Due	Total Now Du
195.63	0.00	•	0.00	10503	284.55	AUG 22 1996	\$480.18
Meter Readin Current Reading Previous Reading KWH Used	у-меter :	11547 -08193 3354	BALANCE	Statement Balance BEFORE NEW CH Electric Use on R	ARGES		.63 195.63 RVICE
Energy Usage KWH This Month Service Days KWH/Day	E Last Year 2552 29 88	This <u>Year</u> 3354 30 112	Electric Se Load Cont	ervice Amount trol Credit ceipts Tax Increas Charge	:	259.82** 9.00CR 2.57 7.14 21.09	

Current Electric Charges

1	**Amt includes the	following charges:
	Customer Charge:	\$5.65 per Month
	Non-Fuel Energy Ch	arge
	First 750 KWH	\$0.04597 per KWH
	Over 750 KWH	\$0.05597 per KWH
	Fuel Charge:	\$0.02205 per KWH

- 284.55 TOTAL NEW CHARGES: \$480.18 TOTAL NOW DUE: 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.



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

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Statement Date: AUG 30 1996 Customer Name: LETICIA CALLARD Service Address: 7860 SW 18 TER

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Account Number: 21928-67477

Service Dates: AUG 01 96 to AUG 30

Service Days: 29 Next Scheduled Read Date: OCT 01 1996

Service Acui ess.	7860 SW 18 TER			lext Scheduled	Read Date: OCT	01 1996		
Previous Statement Balance	Payments (-)	Additional Activity (+ or -)	Activity NEW Charges		NEW Charges Past Due	Total Now Du (=)		
480.18	150.63CR	0.00	329.55	233.97	SEP 20 1996	\$563.52		
Meter Readi Current Reading Previous Reading KWH Used		1 Previous 7 Payment	Activity Statement Balanc Received - THANH BEFORE NEW CH	< YOU		2339).18).63CR 329.55*		
Energy Usag KWH This Month Service Days KWH/Day	Year Yea	s Thi	s \$329.55 is PAST Electric Use on R ervice Amount	DUE PLEAS	SIDENTIAL SEI 13.02**	DIATELY		
	following charge \$5.65 per Month				9.00CR 2.09 5.81 17.11			
First 750 KWH Over 750 KWH Fuel Charge:	\$0.04597 per KWI \$0.05597 per KWI \$0.02205 per KWI	Late Payn Curren	nent Charge t Electric Charges		4.94 233.97			
			W CHARGES:		Γ	233.97 \$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.



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

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 9 Service Days: 32

Next Scheduled Read Date: OCT 30 1996

Statement BalanceAdditional PaymentsBefore ActivityNEW ChargesCharges ChargesCharges Past DueTotal Now D (=)
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Current Reading		17024	P
Previous Reading		-14301	P
KWH Used		2723	E
Energy Usage			Е
	Lasi	This	
	Year	Year	E
KWH This Month	3140	2723	L
Service Days	32	32	ō
KWH/Day	98	85	F
*Amt includes the fo	ollowing a	harges:	ļ
Customer Charge:	\$5.65 per	Month	L
Non-Fuel Energy Char	ge:		
First 750 KWH	\$0.04778 p	ber KWH	_
Over 750 KWH	\$0.05778 p	oer KWH	Т
Fuel Charge:	\$0.02209 p	ber KWH	
L			_

Previous Statement Balance Payment Received - THANK YOU BALANCE BEFORE NEW CHARG	U 32	3.52 29.55CR 233.97
Billing for Electric Use on Rate:	RS-1 RESIDENTIAL SI	ERVICE
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	
Current Electric Charges	23	35.56
TOTAL NEW CHARGES:		235.56
TOTAL NOW DUE:	Ī	\$469.53

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

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

Service Address.	1000 344	10 ILN		next Scheddled Read Date. DEC 02 1990						
Previous Statement Balance	Payme (-)	nts	Additional Activity (+ or -)	Balance Before NEW Charges (=)	NEW Charges	NEW Charges Past Due	Total Now Du (=)			
469.53	200.97	'CR	0.00	268.56	107.88	NOV 20 1996	-\$378.44			
Meter Readi Current Reading Previous Reading KWH Used	3	5C35633 18268 <u>17024</u> 1244	Previous S Payment F	Activity Statement Balance Received - THAN BEFORE NEW C	K YOU		0.53 0.97CR 268.56			
Energy Usag KWH This Month Service Days KWH/Day	Year	This <u>Year</u> 1244 29 43	Billing for	s \$268.56 is PAS Electric Use on F ervice Amount	Rate: RS-1 RE		•			
*Amt includes the Customer Charge. Non-Fuel Energy Ch First 750 KWH Over 750 KWH	\$5.65 per harge: \$0 .04778 \$0 .05778	Month per KWH per KWH	Gross Rec Franchise Utility Tax Late Paym	eipts Tax Increa Charge		0.95 2.63 7.76 4.03	'. 88			
Fuel Charge	\$0.02209	per kwn	TOTAL NE	W CHARGES:			107.88			
			TOTAL N				\$376.44 /J 7.72			

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

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Statement Date: DEC 02 1996

Account Number: 21928-67477

Service Dates: OCT 30 96 to DEC 02

\$76.85

Customer Name: Service Address:			Service Days: 33 Next Scheduled Read Date: JAN 02 1997						
Previous Statement Balance Payments (-)		Additional Balance Activity NEW Charges Charge (+ or -) (=) (+)			NEW Charges Past Due	Total Now D (=)			
376.44	376.340	CR	0.00	0.10	76.75	DEC 23 1996	\$76.85		
Meter Readi Current Reading Previous Reading KWH Used Energy Usag KWH This Month Service Days KWH/Day	3	5C35633 19210 - 18258 942 This <u>Year</u> 942 33 29	Payments I BALANCE Billing for I Electric Ser Load Contr Gross Rece Franchise (tatement Balanc Received - THAI BEFORE NEW C Electric Use on F rvice Amount ol Credit eipts Tax Increas	NK YOU HARGES Rate: RS-1 RES 7	376 SIDENTIAL SEF 73.39** 5.00CR 0.70 1.95	0.44 0.34CR 0.10 RVICE		
**Amt includes the	following c	harges:	Utility Tax	Electric Change	~	5.71	76		
Customer Charge: Non-Fuel Energy Ch First 750 KWH Over 750 KWH	\$5.65 per M arge: \$0.04778 p \$0.05778 p	er KWH		Electric Charges	S	76	76.75		

TOTAL NOW DUE:

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.



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Fuel Charge:

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

\$0.02200 per KWH



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

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Statement Date: NOV 01 1995 Customer Name: LETICIA CALLARD Se

THE SEL ONE LENGTH

Account Number: 21928-67477 Service Dates: OCT 03 95 to NOV O

Service Days: 29

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Service Address:	7860 SW 1	18 TER		Next Scheduled Read Date: DEC 04 1995					
Previous Statement Balance	Payme (-)	ints	Additional Activity (+ or -)	Balance Before NEW Charges (==)	NEW Charges (+)	NEW Charges Past Due	Total Now D (=)		
259.64	259.64	CR	0.00	0.00	199.32	NOV 22 1995	\$199.32		
Meter Readin	-	5C35633 96007 -93616		Activity Statement Balanc Received - THAN			9.64 9.64CR		
KWH Used 2391			Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE Electric Service Amount 181.58**						
KWH This Month	Last Year 1416	This <u>Year</u> 2391	Load Cont			5.00CR 1.81			
Service Days KWH/Day	30 47	29 82	Franchise Utility Tax	*		- 5.08 15.85			
*Amt includes the	following a	charges:	Current	t Electric Charges	5	199	1.32		
Customer Charge: \$5.65 per Month Non-Fuel Energy Charge: First 750 KWH \$0.04699 per KWH			TOTAL NOW DUE:				\$199.32		
Over 750 KWH Fuel Charge.	\$0.05899 \$0.01773		Message						
				ayment charge of ote: your Load Co					

- 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 FPL.Correspondence@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.



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

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

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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 (严)	NEW Charges (+)	NEW Charges Past Due	Total Now Du (=)
199.32	149.32CR	0.00	50.00	115.95	DEC 27 1995	95-

Account Activity	
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Meter Readin	a -Meter	5C35633	Account Activity			
Current Reading	-	97427	Previous Statement Balance		199.32	
Previous Reading		-96007	Payment Received - THANK YOU		149.32CR	
KWH Used		1420	BALANCE BEFORE NEW CHARGE	S		50.00
Energy Usage	e Last	This	Billing for Electric Use on Rate: F	S-1 RESIDENTIA		
	<u>Year</u>	Year	Electric Service Amount	107.09**		
KWH This Month	1254	1420	Load Control Credit	5.00CR		
Service Days	33	33	Gross Receipts Tax Increase	1.05		
KWH/Day	38	43	Franchise Charge	2.94		
*Amt includes the f	ollowing	charges.	Utility Tax	9.12		
			Late Payment Charge	0.75		
Customer Charge: Non-Fuel Energy Cha	\$5.65 per rge:	⁻ Month	Current Electric Charges		115.95	
First 750 KWH	\$0.04899	per KWH	TOTAL NEW CHARGES:			115.05
Over 750 KWH	\$0.05899		IDIAL NEW CHARGES:			115.95
Fuel Charge:	\$0.01773	per KWH				
			TOTAL NOW DUE:		ł	\$165.95

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



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

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	de la	Customer C	copy			Fold On I	Perforatio	on Before Tearing	
	C	Forase putity FPL 0	l any changes	; in the		Date Of Th Statemen	nis t	New Charges Past Due Alter	Total Amount Now Due
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	Gustom	er Name	Service Add					Account Number	Meter No.
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	Call for other F	questions or require assist PL customer service location	ons. See revei	se side for a	dditional	information		Call (TTY)	TDD) 1-800-432-6554.
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Customer Name Service Address Account Number Metter VAL≦NCIA LETICIA 7860 SW 18 TER 8106/213026302 5C31 RS-1 RESIDENTIAL FEB 5MAR 7/30/04951/06110 1159 9491 RS-1 RESIDENTIAL FEB 5MAR 7/30/04951/06110 1159 9491 ****TAX SAVINGS REF 165 167 167 1159 9491 ****TAX SAVINGS REF 167 167 1159 9491 SAVE ENERGY DOLLARS THROUGH 004951/06110 1159 9491 ****TAX SAVINGS REF 167 167 167 167 167 SAVE ENERGY DOLLARS THROUGH 0UR ************************************			Please notify FF customer name (Example: Resid	or rate class	s type of i	usage	н	Staten MAR		91	Past Due A		Now Due 1	034	, F
Darst Previous Current Hours Used RS-1 RESIDENTIAL FEB 5 MAR 7 30 04951 06110 1159 9491 ***TAX SAVINGS REF 169 ****TAX SAVINGS REF 169 FRANCHISE CHARGE 27 GROSS RCPTS TAX INCR 44 FRANCHISE CHARGE 27 UTILITY TAX 72: TAX SAVINGS INTEREST 29 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 ▶ 10349 Energy Usage Information **Electric Service Amount Includes The Following Charges: KWH Used This Month Daw KWH Per Day Customer Charges Fuel Charge Demand Charge Demand Charge Total Amount Now Due ▶ 10349 Energy Usage Information *Electric Service Amount Includes The Following Charges: KWH Used This Month Daw KWH Per Day Cus	Cust	tomer Name		Service	Address						Account N	umber	-	Mete	r١
RS-1 RESIDENTIAL FEB 5 MAR 7 30 04951 06110 1159 9491 ***TAX SAVINGS REF 165 GROSS RCPTS TAX INCR 44 FRANCHISE CHARGE 274 UTILITY TAX 723 TAX SAVINGS INTEREST 25 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 Davis KWH Per Day Customer Non-Fuel Energy Charges 1 KWH Used This Month Davis KWH Per Day Customer Store 565 1 ST 750 2773 Dellars Fuel Charge 274 Customer Per KWH Cents Per KWH Dollars Per KWH Dollars Per KW	VALENC	CIA LE	TICIA	7860	SW	18	TER				81062	13026	6302	5C3	
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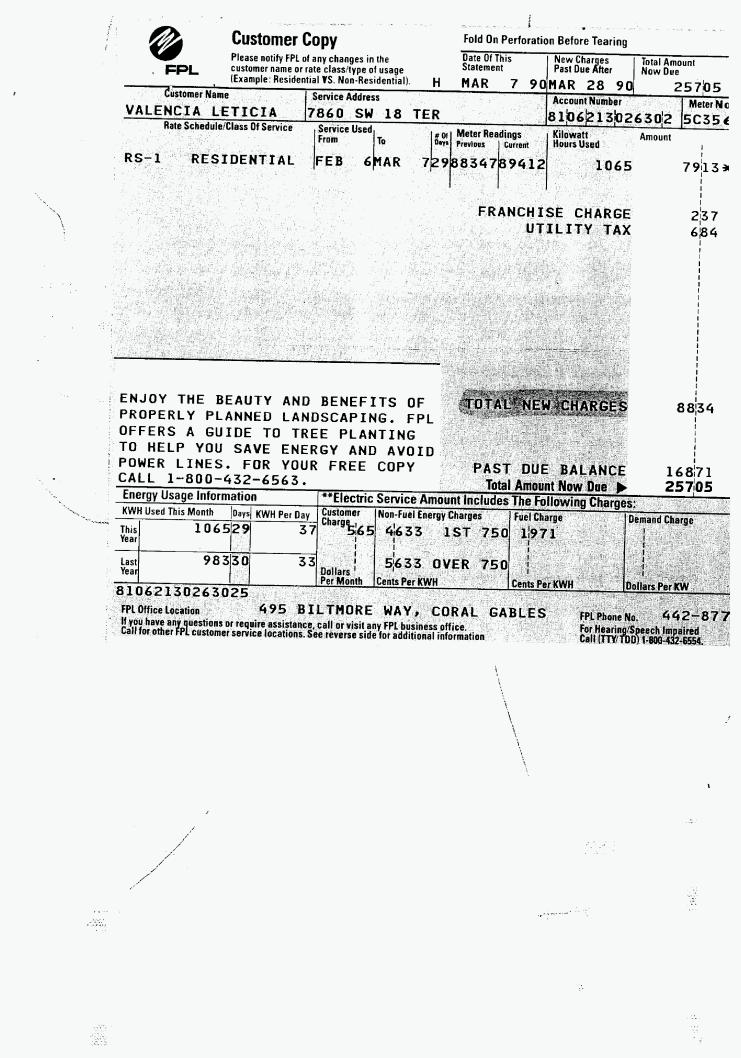
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FPL	Please notify FPL of any changes in the customer name or rate class type of usage		Date Of TI Statemen			w Charges t Due Afte		Total Amount Now Due
FPL	(Example: Residential VS. Non-Residential).		AUG	7	90AU	<u>G 28</u>	90	24854
Gustomer Nam	e Service Address				Ace	count Nun	iber	Meter No.
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					UTIL	ITY	TAX	1445

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TOTAL NEW CHARGES

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KWH	Used This Month	Days	KWH Per Day	Customer Charge	Non-Fuel Energy Charge	s	Fuel Charge	Demand Charge
This Year	2271	32	71	565	4448 1ST	750	2280	
Last Year	1789	32	56	Dollars Per Month	5448 OVER Cents Per KWH	750	Cents Per KWH	Dollars Per KW

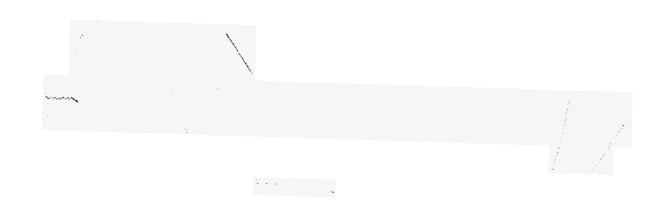
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(Example: Resi	or rate class type of usage dential VS. Non-Residential).	H SEP 6 90	SEP 27 9.	LL00.
Sustomer Name	Service Address		Account Number	Meter No
ALCHOIA LETICIA	7860 SW 18		81062130	
	Service Used From To	# Of Meter Readings Days Previous Current	Kilowatt Hours Used	
	AUG 7SEP	6309695099158		
		GROSS RCPTS		86
			SE CHARGE	496
		UT	ILITY TAX	1404

Energy l	Jsage inform	atio	1	**Electric Service Amount Includes The Following Charges:						
KWH Used	This Month	Days	KWH Per Day	Customer Charge	Non-Fuel En	ergy Charg	ÐS	Fuel Charge	Demand Charge	
This Year	2208	30	74		4448	1ST	750	2280		
last	2145	30	72	L Dollars	5448	OVER	750			
Year				Per Month	Cents Per K	NH		Cents Per KWH	Dollars Per KW	



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FPL	 Example Reside 			н	DEC	6 90	DEC 27 90		9378
Sustomer Na	me	Service Ad	idress	1-			Account Number	4	Meter
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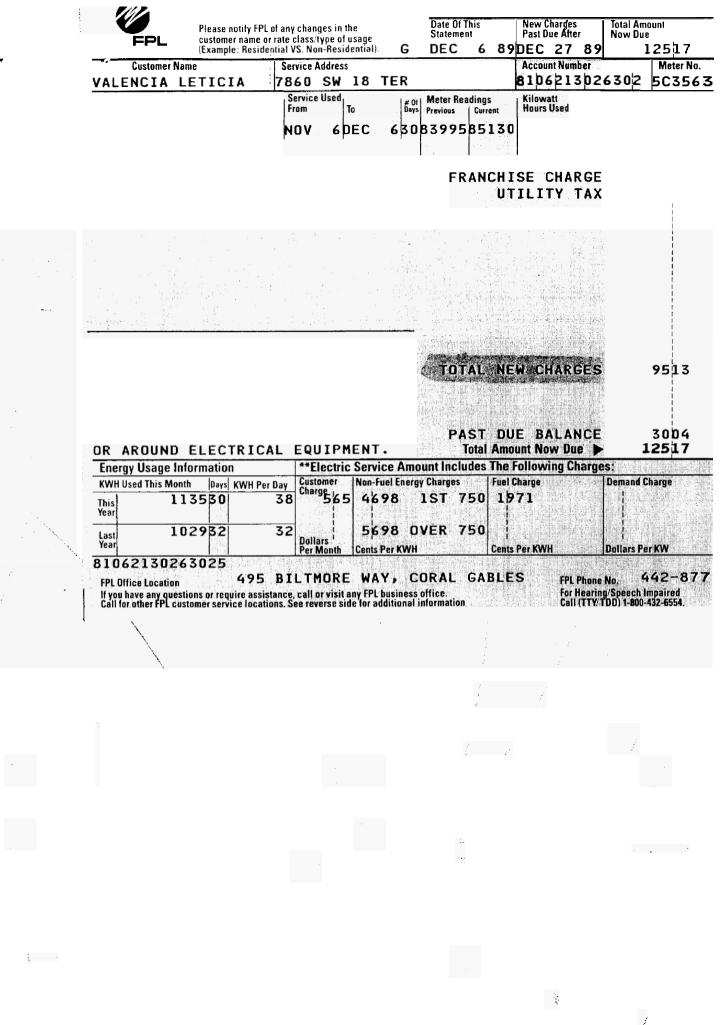
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