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Florida Power & Light Company, P.O. Box 029100, Miami, FL 33102-9100



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August 18, 2004

Adrienne E. Vining
Senior Attorney, General Counsel
Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Via U.S. Mail & Email

Re: Complaint of Michael Hedrick against Florida Power & Light Company
Docket No. 040543-EI

Dear Ms. Vining,

Florida Power & Light Company would like to bring to your attention for correction some factual discrepancies contained in the FPSC's Staff Recommendation dated July 22, 2004. FPL would also like to briefly respond to statements made by Mr. Hedrick in his letter to you dated July 30, 2004.

Regarding the Staff Recommendation, FPL notes the following factual discrepancies in the Staff's Recommendation:

- On page 2, paragraph 3 and again on page 6, paragraph 4, the projected kwh usage is stated to be 2376 and instead should be 2379.
- On page 3, in the KWH chart, kwh usage for January 2002 is stated to be 904 and instead should be 903.
- On page 6, paragraph 5, the recommendation indicates the customer was billed for 1131 kwh for a 14 day period. The 1131 kwh was for a 30 day period.
- On page 8, paragraph 3, the recommendation indicates the new meter was installed on July 30, 2003. The new meter was in fact installed on July 16, 2003.

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- MMS _____
- RCA _____
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- SEC 1
- OTH _____

Regarding Mr. Hedrick's letter to you dated July 30, 2004, FPL would like to respond as follows:

- FPL's review of its documentation indicates that FPL provided the same consumption information to Mr. Hedrick and to the FPSC.
- Mr. Hedrick states that FPL denied requests to have the meters independently tested. FPL respectfully disagrees. FPL does not have a record of a request by Mr. Hedrick to have the meters independently tested. Regarding the accuracy of FPL's meter testing in general, FPL's meter testing is traceable to the National

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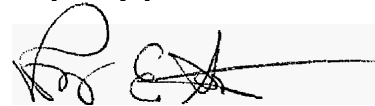
Adrienne E. Vining, Senior Attorney
August 18, 2004

Institute of Standards and Technology, which provides the industry wide standardization for all basic electric measurements including the watthour. Traceability of FPL's basic reference standards to the national watthour standards is established annually.

- Regarding the documentation Mr. Hedrick provided the Commission in August 2003, FPL recently obtained that documentation from the FPSC's website. The documentation included copies of invoices for replacement appliances. The installation of new replacement appliances, etc. appears to have been accomplished over a period of four years and has no bearing on the backbilling calculation.
- The same remote meter that was originally set in May 2003 to monitor Mr. Hedrick's electric consumption was set again on April 5, 2004. The remote meter was tested on April 1, 2004 and registered 100%. The remote meter was set again to provide a second set of meter test results and demonstrate that usage recording on the remote meter is in line with usage recording on the customer's meter without the benefit of tampering. The results of the second placement of the remote meter confirmed that the kwh consumption recorded on the remote meter is in line with the kwh consumption recorded on the customer's meter.

Should you have any questions or concerns, please feel free to contact me at (305) 552-4657.

Very truly yours,



Robert E. Stone
Attorney

cc: Michael Hedrick (via U.S. Mail & Email)
Blanca Bayó, Director Division of the Commission Clerk and
Administrative Services (via U.S. Mail)