

**Eric Fryson**

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**From:** Roddy, Lisa [Lisa.Roddy@pgnmail.com]  
**Sent:** Friday, June 22, 2012 1:10 PM  
**To:** Filings@psc.state.fl.us  
**Cc:** Triplett, Dianne  
**Subject:** E-Filing: PEF Response to Smallakoff Letter - Dkt# 120176  
**Attachments:** PEF Response to Smallakoff Letter (6.22.12).pdf

**This electronic filing is made by:**

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**Docket No. 120176-EI**

**On Behalf of Progress Energy Florida, Inc.**

**Consisting of 2 Pages.**

**The attached document for filing is PEF's  
Response to Mr. Smallakoff's Letter in the  
above referenced docket.**

*Lisa Roddy*

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DOCUMENT NUMBER

04160 JUN 22 2012

FPSC-COMMISSION CLEAR

6/22/2012



June 22, 2012

**VIA ELECTRONIC FILING**

Ms. Ann Cole, Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Re: *Complaint of Fredrick Smallakoff against Progress Energy Florida, Inc. concerning alleged improper bills, Case No. 1059336E; Docket No. 120176-EI*

Dear Ms. Cole:

On June 19, 2012, Mr. Fredrick Smallakoff filed a letter with the Florida Public Service Commission that was subsequently docketed as the above-referenced matter. This letter hereby serves as PEF's response to that letter.

Mr. Smallakoff's letter alleges improper billing. Below is a summary of the recent activity associated with Mr. Smallakoff's account:

Date	Description
March 20, 2012	<ul style="list-style-type: none"><li>• Service was interrupted for non-payment of \$265.90 (Feb 2012 bill);</li><li>• Customer called PEF and expressed his belief that February bill of \$265.90 is too high &amp; that PEF is not billing him accurately;</li><li>• \$280 deposit assessed to account</li><li>• \$40.00 reconnect service charge assessed to account</li></ul>
March 20, 2012	<ul style="list-style-type: none"><li>• Letter sent to customer advising of \$280.00 deposit; to be billed on next bill</li></ul>
March 26, 2012	<ul style="list-style-type: none"><li>• PEF set up account to bill deposit in 6 monthly installments</li></ul>
March 28, 2012	<ul style="list-style-type: none"><li>• Meter test completed and found that meter is accurately recording consumption; Meter was changed per customer request.</li></ul>

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FPSC-COMMISSION CLERK

April 4, 2012	<ul style="list-style-type: none"> <li>● PSC Complaint filed – high bill and deposit issue;</li> <li>● Disputed balance of <b>\$320.00</b> (<i>\$280.00 deposit plus \$40.00 service charge</i>); customer's account is protected for the disputed balance.</li> <li>● Mr. Smallakoff was advised that both the deposit and service charge would remain on his account.</li> <li>● The complaint went to PSC's process review.</li> <li>● Mr. Smallakoff expressed his belief that <i>PEF discriminately, intentionally, and improperly disrupted his service in an attempt to find cause to bill him a deposit and that PEF can and does tamper with his meter.</i></li> </ul>
May 2012	<ul style="list-style-type: none"> <li>● PEF has had no further direct contact with Mr. Smallakoff</li> </ul>
May 15, 2012	<ul style="list-style-type: none"> <li>● Certified FPSC letter from John Plescow sent to customer on disposition of complaint.</li> </ul>
June 4, 2012	<ul style="list-style-type: none"> <li>● Certified FPSC Letter from Jennifer Crawford sent to customer; advising complaint will be closed on 6/19/12.</li> </ul>
June 11, 2012	<ul style="list-style-type: none"> <li>● Mr. Smallakoff contacted the PSC to file a complaint against Ms. Jennifer Crawford, Attorney with the PSC.</li> </ul>
June 19, 2012	<ul style="list-style-type: none"> <li>● PSC provided correspondence to PEF stating that the complaint was closed.</li> <li>● Mr. Smallakoff's account was noted and the disputed balance (\$320) was removed from his account.</li> </ul>
June 20, 2012	<ul style="list-style-type: none"> <li>● PEF received notification that Mr. Smallakoff filed a formal letter with PSC Clerk and a docket was opened.</li> <li>● The disputed balance has been placed back on the account; therefore, the account is protected for the disputed balance of \$320.00.</li> <li>● The current past due balance is \$447.90. The current billed amount of \$127.90 (<math>\\$447.90 - \\$320.00 = \\$127.90</math>) was due 06/19/12.</li> <li>● Mr. Smallakoff has not made a payment to PEF since 04/18/12.</li> <li>● The account will be eligible for interruption for any amount over the disputed balance of \$320.00, if payment is not received by 06/27/12.</li> </ul>

Respectfully,



Dianne M. Triplett  
Associate General Counsel  
Progress Energy Florida, Inc.

Cc: Fredrick Smallakoff  
Office of Public Counsel