



# Public Service Commission

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

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

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**DATE:** May 31, 2016

**TO:** Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk

**FROM:** Bianca Lherisson, Attorney, Office of the General Counsel *BL*  
Charles Murphy, Senior Attorney, Office of the General Counsel *CM*  
Elisabeth Draper, Economic Supervisor, Division of Economics *ELD*  
Sevini Guffey, Public Utility Analyst I, Division of Economics *SKG*  
Neal Forsman, Program Administrator, Office of Consumer Assistance & Outreach *NEF*  
Margarita Valdez De Gonzalez, Consultant, Office of Consumer Assistance & Outreach *MV*

**RE:** 160097-EI- Complaint of Patrick King against Duke Energy for alleged high bills.

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The above referenced docket should be closed. On April 20, 2016, Patrick King filed a petition for initiation of formal proceeding for relief against Duke Energy Florida (DEF). On May 25, 2016, Patrick King emailed Commission staff (see attached) and notified them that he and DEF had settled the complaint and asked that his complaint against DEF be withdrawn. Thus, there are no pending issues that need to be addressed by the Commission and no Commission action has been taken regarding the filing. Accordingly, pursuant to Administrative procedures Manual Section 2.07C.2.d.(4), this docket should be administratively closed.

**Bianca Lherisson**

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**From:** Patrick King <koolking2007@gmail.com>  
**Sent:** Wednesday, May 25, 2016 4:35 PM  
**To:** Bianca Lherisson  
**Cc:** 'Patrick King'  
**Subject:** Re: Withdrawal of complaint

This email is to inform you of my desire to withdraw my complaint against Duke Energy Complaint No. 1195838E. I received a check from Duke Energy on May 24, 2016 in the amount of \$2,092.43 which covers the cost of all past overcharges, that I had requested in my initial complaint.

I do respectfully request that the Florida Public Service Commission does put forth the following changes to your rules or policies, for customers that do have issues of a complaint in the future. Currently, Duke Energy is only required to hold on to a meter that is in question for being a faulty meter, for 3 months. The PSC should change the rule to read the length of time required for Duke Energy or any other power company to retain a meter in question should be one (1) year. The meter is the only piece of evidence that a customer has been over charged due to a faulty meter read, as in my case.

Meters are not that large of an item to take up that much space, and if so, then maybe there is a much larger problem with faulty meters, than what the power companies wish to admit to.

If you have any other questions or action needed on my part, please let me know.

Sincerely;

Patrick King