

REQUEST TO ESTABLISH DOCKET  
(PLEASE TYPE)

Date April 28, 1999

Docket No. 990526-EI

1. Division Name/Staff Name Division of Legal Services (Collins) Tiffany Collins
2. OPR Division of Legal Services
3. OCR Division of Electric and Gas (E. Draper) Elizabeth Draper Division of Consumer Affairs (Stokes) Shirley Stokes
4. Suggested Docket Title Complaint by Rena Denson against Florida Power Corporation regarding meter tampering.

5. Suggested Docket Mailing List (attach separate sheet if necessary)

- A. Provide NAMES ONLY for regulated companies or ACRONYMS ONLY regulated industries, as shown in Rule 25-22.104, F.A.C.
- B. Provide COMPLETE name and address for all others. (Match representatives to clients.)

1. Parties and their representatives (if any)

<u>Rena Denson</u>	<u>664 Creekwood Drive Orlando, FL 32809</u>
<u>Florida Power Company</u>	<u>3201 34th Street South</u>
	<u>PO Box 14042 St. Petersburg, FL 33733</u>

2. Interested Persons and their representatives (if any)


6. Check one:

- Documentation is attached.
- Documentation will be provided with recommendation.

DOCUMENT NUMBER-DATE

05381 APR 28 89

FPSC-RECORDS/REPORTING

Name DENSON, KENA

Company FLORIDA POWER CORPORATION

Request No. 23/481R

Address 664 CREEKWOOD DRIVE

Attn. Carol Cornell237481R

By TVG Time 11:13 AM Date 12/09/19

Consumer's Telephone # \_\_\_\_\_

To CO Time FAX Date 12/09/19

City/Zip Orlando 32809 County ORN

Can Be Reached (407)-533-3900

Type S Form Phone

Account Number 7844698145

Note INF. CONF. REQ.

Category GI-05

Caller's Name GENE DENSON

Informal Conf. Outreach TELEPHONE DIRECTORY

Infraction \_\_\_\_\_

Closed by TVG Date 12/28/1998

Reply Received T

REFER TO FPSC CASE # 1985681

Customer states that this issue pertains to a meter tampering incident that he was not able to dispute. The address in question is 433 Declarational Drive, Orlando, Fla. The customer presently lives at 664 Creekwood Drive.

The customer states that his electricity was disconnected on Thursday Dec 3 and Monday Dec 7. The customer states that he was told that the company had permission to turn his lights off by the PSC. The customer states that the latest bill he received at 50 Gulfport Drive where he was having his bills sent temporarily due to a mailbox break in, the latest bill stated that he had until December 17, 1998. The customer states that he never received a cutoff notice and would like to receive a copy of the report of the meter test. The customer states that he was not allowed to make payment arrangements for this backbilled amount and his lights were cutoff for nonpayment of the backbilled amount. The customer states that his lights were disconnected for this reason.

The customer states that he would like to receive a copy of the meter results and the customer states that he was overbilled \$152.00. The customer states that an FPC representative went over the bills and the final bill was \$240.00 and not the \$388.00 he was charged.

PLEASE RETAIN SERVICES UNTIL THIS INVESTIGATION HAS BEEN COMPLETED.

Inquiry taken by T. Gordon

12/09/1998 Case was sent to FPL. Received call from Roseanne Lucas stating that

## CONSUMER REQUEST

# FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FL. 32399-0850  
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

TARRAH GORDON

DUE: 12/31/1998 /

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this was not their account. Case forwarded to FPC. TVG

12/11/1998 Received report. TVG

\*\*\*\*\*UPDATED INFORMATION\*\*\*\*\*

12/12/1998 Thank you for your response. I need to know if the customer has been forwarded a copy of the meter results and more information regarding the current disputed amount. Please refer to last paragraph in the above notes. Please respond by 12/21/1998. Refaxed to company. TVG

12/28/1998 Received report. The company states that there was a previous case which covers the same issues. (198568I)

12/28/1998 Analyst contacted Kim Berghoefer with FPC. She stated that the customer is eligible for cutoff due to nonpayment of current charges. The analyst requested that the company notify the customer and inform him of this. The company will do so. The company also stated that the customer was mailed a copy of the meter results. Case closed by letter. TVG

1/13/99 I will be sending the customer a copy of the file, so that they may have it for their records.

1/26/99 The customer called and stated that they are sending us a letter requesting an informal conference.

1/26/99 - CUSTOMER HAS FILED A REQUEST FOR AN INFORMAL CONFERENCE, PLEASE SUSTAIN COLLECTION ACTIVITY.PAJ

1/27/1999 Analyst spoke with customer at 11:30 a.m. Customer stated that he had spoken with Mrs. Johnson on yesterday and had requested an informal conference. The customer stated that he was not aware his case had been closed nor had he received a closeout letter. Analyst will mail another one out again today. The customer stated that presently, his service was on and he was disputing the amount the company stated he owed. The customer stated that in December the amount due was \$240.00 not \$388.00 as he was previously informed. The customer stated he paid the \$388.00 leaving a credit on his account of \$148.00. He then

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received another bill with totaling \$68.00. Mr. Denson stated that this would leave him an \$80.00 credit minus this amount from the \$148.00. He stated that he then received a bill of \$479.00. Analyst informed customer that FPC would be contacted to find out the amount owed at this time and the status of his account.

1/27/1999 Analyst contacted FPC at 2:30 pm. The company did disconnect service yesterday for current charges totaling \$476.00. The company did allow the customer to pay \$200.00 to have his services reconnected and with the understanding that the customer would contact the company in regards to setting up a payment arrangement for the balance of \$276.00. As of now, according to the company, he has not contacted the company regarding a payment arrangement. In addition, the customer's new bill was issued on January 21, 1999 totaling \$396.47 (includes past due amount of \$276.00). The company will not disconnect or actively pursue this account until February 22, 1999. After this point, the company will disconnect for nonpayment. TVG

1/27/99 11:30 a.m. Customer called to speak with Mrs. Johnson, and Mrs. DeMello. Customer was informed that they were both in a meeting and was advised he could leave a message on their voice mail. Customer wanted to speak to the director and did not want to leave a message. The customer was then transferred to the analyst assigned to the case. eaa.

01/28/99 Customer called to speak with Mrs. Johnson.

02-02 - I am unable to contact the customer by phone. The CBR is has been disconnected, and it appears I have no other numbers.

02-02 - I spoke to FPC, and I was told the CBR was for a mental health facility. I ask that they check to see if they had any other phone number to contact the customer./JFP

02-03 - Carol called, and she provided (407)566-9356./JFP

02-03 - I called the number provided, and left a message with the customer's au

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pair. It was my understanding that the customer would not get the message until late today. It most likely will be the 4th before the customer can contact me./JFP

02-04 - I called the number again, and was given the customer's work number./JFP

02-05 - I left a message on the voice for the new phone number./jfp

02-09 - The customer called back, and he said that the Denson's no longer lived at that number, and he did not know how to contact them./JFP

02-11 - I contacted the company, and I requested to know if there was any other contact information for the customer. There is no other contact information for the customer. I will have to follow up by letter./JFP

02-24 - FPC called me, and I was told the customer has not kept her account current. The company is scheduling the customer for interruption. I will be sent a written report show the customer's account status./JFP

03-02 - Letter sent to customer. The letter provides a disputed and undisputed amount. The customer has until 03-19 to pay the undisputed amount. The letter also request the customer call us because we have no current phone number for the customer./JFP

3/18/99 Customer contacted the PSC. He was upset because he considered the amount in dispute to be much greater than \$152.00. He considers part of the dispute to be connected with the amounts at 433 Declarational Drive, Orlando, Fla. (his previous residence). He was also upset because FPC told him in January that they would disconnect his services if he did not pay \$200.00, and then found out that he really only needed to pay \$117.00. He requested a copy of the entire case file, including a copy of the meter tests. In addition, he also offered to pay approximately \$250.00 to settle this matter and agreed to call back tomorrow at 3 p.m. to see if such an agreement could be reached. JEB (Jennifer Erdman-Bridges)

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3/19/99 9:30 a.m. Leroy Rasberry and I spoke with the FPC, Ms. Cornell, and explained the customer's concerns about the disputed amount from yesterday. We also explained that the customer offered to settle the matter for approximately \$250.00, but Ms. Cornell indicated that FPC was not amenable to this settlement offer. Ms. Cornell agreed that she would be available to discuss this matter this afternoon. JEB (Jennifer)

3/19/99 2:30 p.m. Ms. Cornell called Leroy Rasberry and I regarding this issue. She outlined the billing history and noted the inconsistent payment history of the customer. In regards to the proposed settlement offer from the customer, Ms. Cornell also noted that this settlement offer should be applied to the \$495.89 balance on the customer's account (this was the balance as of February 1999), leaving a disputed amount, in her opinion, of \$245.89. In regards to the customer's comment that he did not receive a copy of the meter test results, Ms. Cornell emphasized that FPC sent the customer a copy of these meter test results in January 1998.

3/19/99 3:00 p.m. Mr. Denson called Leroy and I to discuss his concerns and a possible settlement. He stated that he considered \$433.00 to be in dispute, not the \$152.00. He also stated that he consistently paid the current amounts on his electric bill and did not understand why if he paid \$385.25 in December 1998 that his service was then disconnected. He also noted that he could not understand why FPC waited until December 1998 to disconnect his service if his account had been in arrears. He then emphasized his concerns about the \$200.00 payment in January 1999, noting that this amount, along with the \$385.25 December payment, should have covered all the past charges. Mr. Denson then stated that he considered everything except the current bill due of \$66.47 to be in dispute. He also emphasized that his regular monthly electric bill is \$60-\$70 per month. He requested a copy of the breakdown of charges on his

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account for both addresses. We agreed to send him, via overnight mail, the documentation of the account history that FPC provided to the PSC. He also mentioned that he wanted his wife to participate in any discussions with FPC regarding the breakdown on the accounts. In addition, we agreed to try to arrange a three-way discussion with the customer and FPC to try to settle this issue. Since Mr. Denson wanted his wife to participate and because she works for Disney and only has Mondays and Tuesdays off, we agreed to set this three-way discussion for Monday, March 22, 1999, at 10 a.m. jeb (Jennifer)

4:00 p.m. Called FPC to inform them on our most recent conversation with the customer. They initially declined the Monday, March 22 meeting 10 a.m., because they had a staff meeting from 9 a.m. until 12 noon, but later agreed to try to be available. However, FPC reiterated its intention to disconnect the customer on Monday morning, March 22, 1999, for the undisputed amount which is excess of \$152.00 and which was identified in the PSC's March 2, 1999, letter to the customer. Mr. Rasberry sent an overnight letter to the customer, providing copies of his case files and the payment histories that we received from FPC. JEB (Jennifer)

3/22/99 Approximately 11:15 a.m., Mr. Denson called the Commission and spoke with me, Leroy Rasberry, and Pam Johnson. He said his wife was not available, and he did not get our overnight package. He reiterated that he believes the disputed amount is greater than \$152.00, and stated that he was only going to pay what he believed to be the current amount of \$66.34. He said that FPC quoted that amount to him, but later advised him that the amount due was more than this. The customer then stated that he is disputing \$371.00, but he was unsure of this amount because he did not have copies of the bills to review. During this conversation, he also stated that he would be available for an

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informal conference during the second week of April, preferably Monday, April 12 or Tuesday, April 13, 1999 before 12 noon at the Winter Park FPC office. Also, during this conversation, we contacted Ms. Carol Cornell from FPC. She indicated that the customer would have to pay a minimum of \$200.00 to prevent service interruption. She also agreed that she would accept an amended disputed amount if the customer would pay the \$200.00 and would provide, in writing, the exact disputed amount along with an explanation of why this amount is in dispute.

We relayed this information to the customer. He reiterated that he would only pay \$66.34 today, and that if he were disconnected he may consider moving. At this point, Mr. Denson then agreed to participate in a three-way conference call with FPC (Ms. Kim Berghoefer and Ms. Gonzalez) to discuss the amounts in question. During this three-way call, Mr. Denson stated that he considered \$371.00 to be in dispute from his 433 Decorational Drive address, and that FPC was aware that this amount was in dispute. During this discussion, FPC indicated that it appeared he only paid his bills when he was about to be disconnected. Mr. Denson then indicated he was offended by this comment. Mr. Denson also said he was unwilling to put a disputed amount in writing because FPC was still requiring the \$200.00 minimum payment to retain service. He became frustrated, used foul language, and then indicated that he was not going to pay the \$200.00. Ms. Berghoefer then reiterated that he would need to pay \$200.00 to retain his electric service. Mr. Denson then stated that he was going to contact his Senator and terminated the call at 2:40 p.m. jeb and paj (Jennifer & Pam)

03/22/99 Received FPC's updated print-out of this customer's account break-down for the period, 4/11/97 thru 3/4/98, and 2/11/98 thru 3/18/99, for the 433 Declaration Drive. and 664 Creekwood Drive addresses consequetively.lar (Leroy

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Raspberry)

03/23/99 Called Airborne Express, the overnight package we sent the customer on Friday 3/19/99, was left at the door on 3/22/99 at 11:27 a.m. Lar (Leroy)

03/23/99 I, Shirley Stokes, received this case from Ms. Jennifer Erdman-Bridges today. Leroy and Jennifer also briefly informed me of their (Leroy, Pam, Jennifer, and FPC) telephone conversation with Mr. Denson on March 22, 1999, and a proposed date of April 12 or 13 for an informal conference in Winter Park at FPC's office as the customer requested.

03/23/99 When I called Ms. Carol Cornell, FPC, regarding another concern, she told me that its Legal Department is available on April 12 or 13 for the informal conference. S. Stokes

03/24/99 At 1:19 p.m., I left Mr. Denson a voice message on his can be reached telephone number at 407/533-3900 (beeper) explaining that I have been assigned to handle his informal conference request and asked him to give me a call at our toll-free telephone number to discuss this concern. S. Stokes

03/26/99 Received report from company stating that the customer still has not paid, so its Revenue Protection drove by to check to see if the service was still off. However, the report stated that a moving van was blocking the meter. The company will check next week to see if the customer is still at the residence. S. Stokes

03/26/99 Based on my discussion with Leroy and Jennifer, I was instructed to send a letter to Mr. Denson setting an informal conference date of April 13, 1999, 10 a.m., at FPC's Winter Park office. I also called FPC and left a message regarding this concern. FPC sent an E-Mail response stating

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that the conference room at its Winter Park Office has been reserved for the 10 a.m. April 13, 1999 conference. S. Stokes

03/26/99 Letter (certified and regular mail) to Mr. Denson regarding the conference time as noted above. S. Stokes

03/26/99 After Mr. John Plescow's March 2, 1999, certified letter was returned to CAF, Pam Johnson told me that Mr. Denson had requested, during the March 22, 1999, telephone conversation with her and Jennifer, that no certified letters be sent to him since he doesn't have time to go to the post office. She stated that he requested that regular mail be sent to him. Since this information was not noted on the file previously the March 26, 1999, letter was sent to Mr. Denson as certified. However, it was also sent in the regular mail as noted above. S. Stokes

03/29/99 John Plescow's March 2, 1999, letter was remailed to Ms. Denson and sent by regular mail. S. Stokes

04/01/99 Received an E-mail from FPC stating that its Revenue Protection Investigator found that the Denson residence appears to be "VACATED." S. Stokes

04/08/99 I called Mr. Denson's can be reached telephone number 407-533-3900 (beeper) around 11:08 and 11:10 a.m. and left him two voice mail messages explaining that we have made airline reservations to meet him at the Florida Power's Winter Park office, as requested, at 10 a.m. on Tuesday, April 13. I asked him to give me a call at the toll-free telephone number 1-800-342-3552 if there are any problems. I also explained that a letter was sent to him on March 26 regarding this information. S. Stokes

04/12/99 At 8:30 a.m. and 8:32 a.m., I called Mr. Denson's can be reached number and left voice messages on his pager. I reminded him of the 10 a.m. informal conference tomorrow, April 13, at FPC's Winter Park office. I called the second time to finish my telephone conversation regarding this concern. S. Stokes

04/12/99 I sent Ms. Cornell an E-mail requesting the names of the informal conference participant from FPC. Since there were computer problem, I called

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her at 2:21 p.m. to get this information. They are: Shauna Burkes, Asst. Counsel (Legal); Anne Gonzalez, Credit Department; and Carol Cornell. Also, she says that final bill is now \$368, since \$189 for deposit plus interest was applied to the account. Additionally, Ms. Cornell stated that the SSN shows that it belongs to someone else in Philadelphia. S. Stokes

04/13/99 Jennifer Erdman-Bridges and I went to FPC's Winter Park office for the 10 a.m. informal conference. Although FPC's representatives met for the meeting, Mr. & Mrs. Denson did not come to the meeting. Therefore, we officially adjourned at 10:53 a.m. Actually, we did not leave the building until 11:10 a.m. However, I asked the company for additional information regarding the social security number and previous address prior to the Declaration Drive address. FPC stated that the social security number listed on Mrs. Denson's account was 088-54-8304 and belongs to a Grace Pfeffer in Philadelphia. The company also stated that Mrs. Denson's previous address prior to the Declaration address for the transferred amount of \$154.55 listed in its January 15, 1998, report was 7622 Forest City Road, Orlando, Florida. S. Stokes

04/16/99 At 12:15 a.m., I called FPC and spoke with Ms. Carol Cornell. I asked her to verify if the customer's service was disconnected in December 1997 as indicated in the original complaint, 198568I.

04/16/99 Report received, stating that the service was cut in error on December 23, 1997, for nonpayment and turned back on later that same day.

04/19/99 Since the last portion of the Jan. 15, 1998, report was missing from the file, I asked FPC, Ms. Carol Cornell, to fax me a copy. RECEIVED.

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**CONSUMER AFFAIRS DEPARTMENT**

**1/888/634-4354**

**fax: 727/562-3877**

Date: 4/19/99

To: Shirley Stiles

Fax: 850-413-6126

From: Carol Cornell

Phone: 727/562-3884

Fax # 727/562-3877

4 Pages Including Cover

Comments:

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*Refer*

Author: Kimberly M. Brown at nsc  
Date: 1/15/98 1:00 PM  
Priority: Normal  
TO: sgonzale (sgonzale@psc.state.fl.us) at internet  
Subject: Response for Rena Denson, 198568I

----- Message Contents -----

Sam,

Below is the response for Denson Inquiry. I have faxed you all the attachments. Please give me a call if you have any questions.

Thanks,

Kimberly

FPSC LIMITED RESPONSE INQUIRY FORM

FPSC Analyst's Name: Sam Gonzalez Inquiry Number: 198568I  
Complaint's Name: Rena Denson  
Customer of Record's Name: Same as above  
Service Address: 433 Declaration Drive  
FPC Account Number: 48540-78116  
Telephone Number(s): No phone number on account or given to the Commission  
Names of Prior FPC Contacts: Unknown  
Date/Time Received by FPSC: 12/23/97 2:44 PM

Restate Customer's Concern: The customer says that his service was disconnected, even though he had a previous arrangement that was put on his account by your representatives. The customer wanted to have the meter checked for accuracy after they had reported that someone had been stealing their electricity service, so the account had a hold put on the account until the meter was checked for accuracy. The meter was not checked for almost 2 months, and the customer says that they continued to call you about this problem and they did not pay their bill after your advisal. The customer was under the impression that the account payment was on hold, until the meter was checked by your field supervisors. Why was this customer's service interrupted when they had an agreement with your about this problem, and why was this customer not informed of a problem with the arrangement when they called into your offices? Could someone look into this matter, and send us a response by the due date?

Date and Time of Initial Contact by FPC: 12/29/98 9:18 AM  
Customer Contacted By: Consumer Affairs Analyst Kimberly Brown left a message for the customer.

On May 2, 1997, FPC transferred in a previously owed amount of \$154.55 (period between March 5, 1996 through June 4, 1996). This amount from a previous account was written off until the Densons activated their current service.

On May 22, 1997, Mr. Denson was cut for non-payment. On May 23, 1997 Ms. Denson requested a reconnect with promise to pay \$154.55 (amount transferred in from previous account) plus deposit and April bill (\$256.12). A credit extension was denied and Ms. Denson asked for the number of the Public Service Commission. On May 23, 1997, Ms. Denson made a payment of \$180.00 only. The next payment made by Ms. Denson was on July 31, 1997 for \$56.00 leaving a balance of \$594.68.

On June 20, 1997 the Densons were cut non payment. On July 2, 1997, payment for \$306.26 was guaranteed by an agency. On July 3, 1997, Ms.

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Denson's power was cut back on that day.

On July 18, 1997, Ms. Denson called asking for more time to pay her current bill of \$106.97. Ellen Baglio, Customer Solutions Center Representative advised Ms. Denson she needed to pay that amount by July 25, 1998. On July 31, 1997, Ms. Denson was cut for non payment.

On August 4, 1997 and on August 18, 1997, FPC received payment of \$50.00 and \$323.00 (agency) respectively.

On October 17, 1997, Mr. Denson called and spoke with Amata Bowers, Customer Solution Center Supervisor. Mr. Denson said he feels his bill is too high and he requested a meter test. Ms. Bowers issued a high bill inquiry.

FPC works closely with customers to determine the cause of high bills. The company tests approximately 1800 meters a year based solely on high bill complaints. Less than one half of one percent test outside of the range specified by the FPSC. FPC Mass Markets representatives, therefore, work through a series of resolution steps to identify the cause of high bills. Meter testing is always available to the customer based on the FPSC rules, however FPC will always reread the meter as a preliminary step in resolving the high bill complaint.

On October 18, 1997, Mass Markets representative James Pooler reread Ms. Denson's meter and verified the reading of 71102 taken on September 17, 1997. The reading on October 18 was 72069, or a difference of 967; a daily average of 31 kwh per day. On November 3, 1997, James Pooler sent Mr. Denson a letter verifying the accuracy of the kilowatt-hours billed. Please see attachment. Exhibit B.

On November 19, 1997, Mr. Denson called and spoke with David Pettay, Customer Solutions Center Representative. Mr. Denson insisted FPC test his meter on site and mail test result. On November 19, 1997, Maxwell Wright, Coordinator, sent Mr. Denson a letter to set up a time to have an on site meter test performed.

On December 1, 1997, Mr. Denson spoke to Cynthia Washington, Customer Solutions Center Representative. Mr. Denson told Cynthia that the next door neighbor is stealing power and is using an OUC meter for the last 10 days. He said he would like to remain anonymous. He was not sure of the address. Mr. Denson told Cynthia it was either unit 437, 424 or 415.

On December 2, 1997, Mr. Denson called Maxwell to schedule meter testing at his home. Maxwell arranged for Mike Nolan, Division Meterman, to test the meter at 9:30 on December 5.

On December 5, 1997, Maxwell spoke to Mike Nolan regarding the scheduled meter test. Mike said his equipment was being repaired and he would go by Mr. Denson's home on December 8, 1997 to inform him of the delay.

On Monday, December 8, 1997, Mike met Mr. Denson and told him that his meter equipment was being repaired. Mike did verify that when he turned off all breakers to Mr. Denson's meter; the meter stopped spinning. Mike explained that only the load on his breakers would cause the meter to spin. No additional loads were found. Mike told Mr. Denson he would come back and perform the on-site meter test in his presence. That same day, Mr. Denson said he thought one of his neighbors was stealing power. Mr. Denson told Mike he saw an OUC meter in another unit's meter base. Mike did not find anything that looked suspicious.

On December 19, Mr. Denson called and spoke with Rod Pasteur, Coordinator. Mr. Denson asked when the on-site meter test would be completed. Because the equipment was still being repaired, Rod suggested that FPC change out the meter and test it in accordance with the Florida Public Service guidelines. Mr. Denson agreed. Rod placed a "do not cut" contact on the account; however, the account was cut in error on December 23, 1997, due to non payment and turned on later that day.

Actions Taken to Satisfy Customer: On December 30, 1997, Scott Moeller, Account Specialist, went to Mr. Denson's home and told him Florida Power was in receipt of his FPSC inquiry. Mr. Denson was very

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upset that Florida Power cut off his power while the meter issue was being investigated.

On January 8, 1998, Maxwell Wright spoke to Tim Farrens, Revenue Protection, regarding Mr. Denson's concern that a neighbor was stealing power. Mr. Farrens stated he found no indication of anyone stealing power.

On January 9, 1998, Rod Pasteur received meter tests results and then sent results to Ms. Denson. Meter tests results show meter tested with 100.11 percent accuracy. Exhibit C.

On January 13, 1998, Charles Massey, Account Representative, reread Ms. Denson's meter. The meter reading of R00623; reflects a daily average of 35 kWh per day; 18 days after the meter was changed. The meter reading is in line with previous usage. On January 13, Jean Belyeu, Account Specialist, sent Ms. Denson a letter the showing current status of her account. Exhibit D.

Customer Satisfied: Not sure. Jean Belyeu sent follow up letter to customer on January, 13, 1998.

Date Submitted: 1/15/98

Total Savings to Customer as a Result of this Inquiry (if applicable):

Attachments: Yes. Attachments were faxed to the FPSC Analyst

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From: CAROL @ SMTP {Carol.C.Cornell@fpc.com}  
Shirley Stokes  
Subject: Denson  
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NOTE=====4/16/99=12:33pm=====

-----  
Return-Path: <Carol.C.Cornell@fpc.com>  
Received: from fpc.com (199.184.211.2)  
by mail.psc.state.fl.us (Connect2-SMTP 4.30A.1000128)  
for <sstokes@psc.state.fl.us>; Fri, 16 Apr 1999 12:28:41 -0400  
Received: from sv003.fpc.com ([148.152.8.60]) by fpc.com (4.1/SMI-4.1)  
id AA29905; Fri, 16 Apr 99 11:23:50 EST  
Received: from localhost (root@localhost)  
by sv003.fpc.com (8.8.6 (PHNE\_14041)/8.8.6) with SMTP id MAA21862  
for sstokes@psc.state.fl.us; Fri, 16 Apr 1999 12:21:24 -0400 (EDT)

From: Carol.C.Cornell@fpc.com  
Openmail-Hops: 2  
Date: Fri, 16 Apr 1999 12:33:32 -0400  
Message-Id: <H000029300f87d7e@MHS>  
Subject: Denson  
Message-Version: 1.0  
To: sstokes@psc.state.fl.us  
Berghoefer\_Kimberly\_J/nsc@sv003.fpc.com  
Content-Type: text/plain; charset=US-ASCII; name="cc:Mail"  
Content-Disposition: inline; filename="cc:Mail"  
Content-Transfer-Encoding: 7bit

-----[ Content-type: text/plain; name=cc:Mail ]-----

Shirley

In reviewing our response submitted 1/15/98, the last paragraph states  
"Rod placed a Do Not Cut contact on the account; however, the account  
was cut in error on December 23, 1997 due to non payment and turned on  
later that day."

Hope that helps. Let me know if I can be of any further assistance.

Carol

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-----  
From: Shirley Stokes CONFIRMED  
To:  
CAROL @ SMTP  
{Carol.C.Cornell@fpc.com}  
Subject:  
Denson, Rena, Tomorrow's (April  
13, 1999) Informal Conference  
-----

====NOTE=====4/12/99=11:41am==  
FC: Shirley Stokes  
.....

Mrs. Jennifer Erdman-Bridges and I are  
planning to participate in the informal  
conference at FPC's Winter Park office at  
10 a.m. on April 13, 1999.

Please send me a list of the names of  
FPC's representatives who will participate  
in this conference.

Thanks.  
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From: CAROL @ SMTP {Carol.C.Cornell@fpc.com}

To: DeMello, Jennifer Erdman-Bridges, John Plescow, Leroy Rasberry, Pamela Johnson, Shirley Stokes  
Subject: Denson Info...

-----NOTE-----4/01/99==3:32pm-----

BERGHOF @ SMTP {Berghoefer\_Kimberly\_J/nsc@sv003.fpc.com}, GONZALEZ @ SMTP {GONZALEZ\_SHEILA\_A/nsc@sv003.fpc.com}, TOMLINSON @ SMTP {Tomlinson\_David\_W/nsc@sv003.fpc.com}

Return-Path: <Carol.C.Cornell@fpc.com>

Received: from fpc.com (199.184.211.2)

by mail.psc.state.fl.us (Connect2-SMTP 4.30A.1000128);

Thu, 1 Apr 1999 15:29:10 -0500

Received: from sv003.fpc.com ([148.152.8.60]) by fpc.com (4.1/SMI-4.1)

id AA09144; Thu, 1 Apr 99 15:23:26 EST

Received: from localhost (root@localhost)

by sv003.fpc.com (8.8.6 (PHNE\_14041)/8.8.6) with SMTP id PAA13774;

Thu, 1 Apr 1999 15:21:05 -0500 (EST)

From: Carol.C.Cornell@fpc.com

Openmail-Hops: 2

Date: Thu, 1 Apr 1999 15:32:40 -0500

Message-Id: <H000029300f1f0df@MHS>

Subject: Denson Info...

Message-Version: 1.0

To: bdemello@psc.state.fl.us, jerdmanb@psc.state.fl.us, jplescow@psc.state.fl.us, lrasberr@psc.state.fl.us, pjohanson@psc.state.fl.us, sstokes@psc.state.fl.us

Cc: Tomlinson\_David\_W/nsc@sv003.fpc.com, Berghoefer\_Kimberly\_J/nsc@sv003.fpc.com, GONZALEZ\_SHEILA\_A/nsc@sv003.fpc.com

Content-Type: text/plain; charset=US-ASCII; name="cc:Mail"

Content-Disposition: inline; filename="cc:Mail"

Content-Transfer-Encoding: 7bit

-----[ Content-type: text/plain; name=cc:Mail ]-----

Our Revenue Protection Investigator found that Denson residence appears to be VACATED. There are no curtains and it appears to have no furniture.

Please call me with any questions.

Carol  
FPC

From John's  
March 2, 1999 letter

Fold at line over top of envelope  
the right of the return address

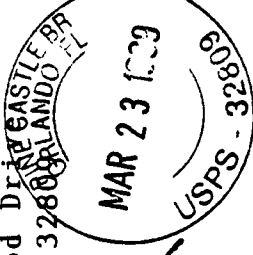
**CERTIFIED**

P 263 573 887



**MAIL**

Ms. Rena Denson  
664 Creekwood Drive  
Orlando, FL 32808



1st NOTICE  
2nd NOTICE  
RETURNED

3-10  
3-20

*[Handwritten signature]*

- Not Deliverable As Addressed
- Unable To Forward
- Insufficient Address
- Mailed, Left No Address
- Attempted - Not Refused
- No Such Street - Not Refused
- Vacant  Illegible
- No Mail Recipient
- Box Closed
- Returned to Sender
- Postage Due

State of Florida  
**Public Service Commission**

2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

Is your RETURN ADDRESS completed on the reverse side?

**SENDER:**

- Complete items 1 and/or 2 for additional services.
- Complete items 3, 4a, and 4b.
- Print your name and address on the reverse of this form so that we can return this card to you.
- Attach this form to the front of the mailpiece, or on the back if space does not permit.
- Write "Return Receipt Requested" on the mailpiece below the article number.
- The Return Receipt will show to whom the article was delivered and the date delivered.

I also wish to receive the following services (for an extra fee):

- 1.  Addressee's Address
- 2.  Restricted Delivery

Consult postmaster for fee.

**3. Article Addressed to:**

Ms. Rena Denson  
664 Creekwood Drive  
Orlando, FL 32809

**4a. Article Number**

P 263 573 887

**4b. Service Type**

- Registered  Certified
- Express Mail  Insured
- Return Receipt for Merchandise  COD

**7. Date of Delivery**

**RECEIVED**  
MAR 26 1999

**5. Received By: (Print Name)** Division of Consumer Affairs

**B) Addressee's Address (Only if requested and fee is paid)**

**6. Signature: (Addressee or Agent)**

X

Thank you for using Return Receipt Service.

Mar-26-99 03:05 PM

19

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<u>Identification</u>	<u>Result</u>	<u>Pages</u>	<u>Type</u>	<u>Date</u>	<u>Time</u>	<u>Duration</u>	<u>Diagnostic</u>
617275623877	OK	02	Sent	Mar-26	03:04P	00:00:50	002582030022

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STATE OF FLORIDA

Commissioners:  
JOE GARCIA, CHAIRMAN  
J. TERRY DEASON  
SUSAN F. CLARK  
JULIA L. JOHNSON  
E. LEON JACOBS, JR.



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

20

Public Service Commission

FACSIMILE TRANSMITTAL COVER SHEET

DATE: March 26, 1999

TO: Mrs. Carol Cornell

OFFICE/BUSINESS: Florida Power Corporation

FAX NUMBER: 727/562-3877

FROM: DIVISION OF CONSUMER AFFAIRS / Shirley Ann Stokes

FAX NUMBER: (850) 413-~~6362~~-6126

TELEPHONE NUMBER: (850) 413-~~6100~~ OR ~~1-800-342-3552~~-6125

COMMENTS: RE: Elena Dena 237481 -- informal  
conference request. See attached letter to  
Mrs. Bebe Denson regarding the April 13,  
1999 informal conference.

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 2

22

om: CAROL @ SMTP {Carol.C.Cornell@fpc.com}

v DeMello, Jennifer Erdman-Bridges, Leroy Raspberry, Pamela Johnson, Shirley Stokes

bject: Denson

NOTE=====3/26/99=12:34pm=====

RGHOEF @ SMTP {Berghoefer\_Kimberly\_J/nsc@sv003.fpc.com}, TOMLINSON @ SMTP {Tomlinson\_David\_W/nsc@sv003.fpc.com}

urn-Path: <Carol.C.Cornell@fpc.com>

ceived: from fpc.com (199.184.211.2)

by mail.psc.state.fl.us (Connect2-SMTP 4.30A.1000128);

Fri, 26 Mar 1999 12:32:33 -0500

ceived: from sv003.fpc.com ([148.152.8.60]) by fpc.com (4.1/SMI-4.1)

id AA20660; Fri, 26 Mar 99 12:25:00 EST

ceived: from localhost (root@localhost)

by sv003.fpc.com (8.8.6 (PHNE\_14041)/8.8.6) with SMTP id MAA16699;

Fri, 26 Mar 1999 12:22:41 -0500 (EST)

om: Carol.C.Cornell@fpc.com

-Openmail-Hops: 2

ate: Fri, 26 Mar 1999 12:34:06 -0500

essage-Id: <H000029300ef6c5e@MHS>

ubject: Denson

ime-Version: 1.0

o: bdemello@psc.state.fl.us, jerdmanb@psc.state.fl.us,

lrasberr@psc.state.fl.us, pjohanson@psc.state.fl.us,

sstokes@psc.state.fl.us

c: Tomlinson\_David\_W/nsc@sv003.fpc.com,

Berghoefer\_Kimberly\_J/nsc@sv003.fpc.com

ontent-Type: text/plain; charset=US-ASCII; name="cc:Mail"

ontent-Disposition: inline; filename="cc:Mail"

ontent-Transfer-Encoding: 7bit

-----[ Content-type: text/plain; name=cc:Mail ]-----

Directions to the Winter Park Florida Power Office

I-4 to Fairbanks exit - turn East toward Winter Park. Cross Highway 17-92. Next light after 17-92, turn right on Denning. The next light will be a three way intersection of Orange Ave, Denning and Minnesota.

Continue through this intersection and then turn left into the office. (Office is located just before the railroad tracks.)

From Hwy 436, travel West on Aloma Ave toward city of Winter Park. Aloma Ave will split into two roads (Orange and Fairbanks). At this intersection, veer left onto Orange Ave. Continue to the three way intersection of Orange, Denning and Minnesota and turn left on Denning. FPC office is located on the left hand side, just before the railroad tracks.)

I have reserved a conference room at this facility for our use for April 13th at 10 am.

Carol

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om: CAROL @ SMTP {Carol.C.Cornell@fpc.com}  
:  
RGHOEF @ SMTP {Berghoefer\_Kimberly\_J/nsc@sv003.fpc.com}, Bev DeMello,  
Jennifer Erdman-Bridges, Leroy Raspberry, Pamela Johnson, Shirley Stokes,  
TOMLINSON @ SMTP {Tomlinson\_David\_W/nsc@sv003.fpc.com}  
bjeect: DENSON....

=====3/26/99=10:29am=====  
urn-Path: <Carol.C.Cornell@fpc.com>  
eceived: from fpc.com (199.184.211.2)  
by mail.psc.state.fl.us (Connect2-SMTP 4.30A.1000128);  
Fri, 26 Mar 1999 10:27:45 -0500  
eceived: from sv003.fpc.com ([148.152.8.60]) by fpc.com (4.1/SMI-4.1)  
id AA17624; Fri, 26 Mar 99 10:20:09 EST  
eceived: from localhost (root@localhost)  
by sv003.fpc.com (8.8.6 (PHNE\_14041)/8.8.6) with SMTP id KAA06041;  
Fri, 26 Mar 1999 10:17:49 -0500 (EST)  
om: Carol.C.Cornell@fpc.com  
-Openmail-Hops: 2  
ate: Fri, 26 Mar 1999 10:29:18 -0500  
essage-Id: <H000029300ef4e20@MHS>  
bjeect: DENSON....  
ime-Version: 1.0  
o: lrasberr@psc.state.fl.us, jerdmanb@psc.state.fl.us,  
sstokes@psc.state.fl.us, pjohnson@psc.state.fl.us,  
bdemello@psc.state.fl.us, Tomlinson\_David\_W/nsc@sv003.fpc.com,  
Berghoefer\_Kimberly\_J/nsc@sv003.fpc.com  
ontent-Type: text/plain; charset=US-ASCII; name="cc:Mail"  
ontent-Disposition: inline; filename="cc:Mail"  
ontent-Transfer-Encoding: 7bit

-----[ Content-type: text/plain; name=cc:Mail ]-----

The Denson's still have not paid so we had Revenue Protection drive by to verify the service is still off. The Revenue Protection Investigator could not verify that the service is still off as the MOVING VAN was blocking the meter.

We will check the residence next week to verify that they are still there.

Carol



**WILLAGASSEE**  
 by (Name/Dept)

State **FL** ZIP CODE (Required) **32399**

Phone Number

TO (Company)  
**MR + MRS. DENSON**

Address  
**14 CREEKWOOD DRIVE**

State **FL** ZIP CODE (Required) **32809**

Phone Number (Important)

Description  
**Impound File**

**THANK YOU FOR SHIPPING WITH AIRBORNE EXPRESS**

Sender's Signature **WILLAGASSEE** Date \_\_\_\_\_

Receiver's Signature \_\_\_\_\_ Date \_\_\_\_\_

Route No. \_\_\_\_\_ Date \_\_\_\_\_ Time \_\_\_\_\_

6 NO. OF PKGS 7 WEIGHT (LBS) 8 CHECK IF

**Sender** **135726395**  
 Airborne Customer account no.

**Bill Receiver**  
 Airborne Customer account no.

**Bill 3rd Party**  
 Airborne Customer account no.

**Paid in Advance** Check No. \_\_\_\_\_ Amount \$ \_\_\_\_\_

Billing Reference will appear on invoice

**LETTER EXPRESS**  **EXPRESS PACK**

**Special Instructions**

**Saturday (Extra Delivery charge)**  **Hold at Airborne**  
(not available to all locations)

**Lab Pack**

Declared Value \_\_\_\_\_ Full Insurance \_\_\_\_\_ Shipment Valuation \_\_\_\_\_

or  \$ \_\_\_\_\_

Received At  **Airborne Terminal**

**Drop Box #** \_\_\_\_\_

**Type**  
 One box must be checked with an "X". Assumed Express Service unless otherwise noted.

**Express**  
 (Letter - 150 lbs)

**Next Afternoon**  
 Shipments over 5 lbs will be charged at the Express rate. Next Afternoon delivery to Bold Red destinations only.  
 (Letter - 5 lbs)

**Second Day**  
 (Letter - 150 lbs)

ABSENT A HIGHER SHIPMENT VALUATION, CARRIER'S LIABILITY IS LIMITED TO \$100 PER PACKAGE, OR ACTUAL VALUE, WHICHEVER IS LESS, SPECIAL OR CONSEQUENTIAL DAMAGES ARE NOT RECOVERABLE. SEE TERMS AND CONDITIONS ON REVERSE SIDE OF THIS NON-NEGOTIABLE AIRBILL.  
 SCAC-AIRB FED I.D. NO. 91-0837469

**AIRBORNE EXPRESS**

PO BOX 682, SEATTLE, WA 98111-0682

11:56 AM. Called out for delivery 1:36

3/23/99 11:05 AM. Called Airborne Express 1-800-447-2676 the recording reported that the package was delivered. should use their money (prior to noon)

3/22 11:27 left at the door



25

**CONSUMER AFFAIRS DEPARTMENT**

**1-888-634-4354  
Fax: 727-562-3877**

Date: 3/22/99

Phone: \_\_\_\_\_

To: Leroy Raspberry

Fax: \_\_\_\_\_

From: Kim Berghoefer

Phone: (727) 562-3886

Fax: (727) 562-3877

6 Pages Including Cover

Comments:

Denson

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**Florida Power**  
CORPORATION

**Customer Service System**  
**Account Activity**

Date: 03/22/99

Page: 1 of 3

**\*\*\*\* Account Information \*\*\*\***

Account Number: 78446-98145  
Requested By: RENA DENSON  
(407) 533-3900 Extension:  
Mail To: RENA DENSON  
664 CREEKWOOD DR  
ORLANDO FL 32809

**\*\*\*\*\* Current Account Status \*\*\*\*\***

Current Bill: \$82.37  
Billed Prior: ~~\$468.89~~  
Balance Due: \$551.26  
Excess Credit Amount: \$0.00  
Unbilled Balance: \$0.00

DATE	RELATING TO	DEBIT AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	DAYS USED	KWH	KW
03/18/99	Service Charge		\$27.00					
03/18/99	Regular Bill			\$551.26	\$468.89	29	0000844	
03/18/99	ELECTRIC SERVICE	\$74.93						
03/15/99	Late Payment Charge	\$7.44						
02/17/99	Regular Bill			\$495.89	\$423.47	28	0000712	
02/17/99	ELECTRIC SERVICE	\$66.47						
02/15/99	Late Payment Charge	\$5.95						
01/27/99	Payment		\$200.00					
01/27/99	Regular Bill			\$423.47	\$303.84		0000000	
01/27/99	DAY COMP RECONNECT CHARGE	\$27.00						
01/20/99	Regular Bill			\$596.47	\$476.84	33	0001405	
01/20/99	ELECTRIC SERVICE	\$112.48						
01/13/99	Late Payment Charge	\$7.15						
12/18/98	Regular Bill			\$476.84	\$408.95	31	0000638	
12/18/98	ELECTRIC SERVICE	\$62.16						
12/11/98	Late Payment Charge	\$5.73						
12/02/98	Payment		\$388.25					
12/02/98	DAY COMP RECONNECT CHARGE	\$27.00						
11/17/98	Regular Bill			\$770.20	\$719.34	29	0000363	
11/17/98	ELECTRIC SERVICE	\$40.07						
11/13/98	Late Payment Charge	\$10.79						
10/19/98	Regular Bill			\$719.34	\$643.88	31	0000694	
10/19/98	ELECTRIC SERVICE	\$65.80						
10/15/98	Late Payment Charge	\$9.66						

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**Customer Service System  
Account Activity**

03/22/1999 17:17 727-562-3877 FPC CUST SVC ADMIN PAGE 03

Account Number: 78446-98145

Requested By: RENA DENSON

Phone: (407) 533-3900

Extension:

DATE	RELATING TO	DEBIT AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	DAYS USED	KWH	KW
09/18/98	Regular Bill			\$643.88	\$563.73	31	0000785	
09/18/98	ELECTRIC SERVICE	\$71.69						
09/11/98	Late Payment Charge	\$8.46						
08/18/98	Regular Bill			\$563.73	\$475.70	29	0000927	
08/18/98	ELECTRIC SERVICE	\$80.89						
08/13/98	Late Payment Charge	\$7.14						
08/10/98	Payment		\$91.03					
07/20/98	Regular Bill			\$566.73	\$445.03	32	0001383	
07/20/98	ELECTRIC SERVICE	\$115.02						
07/14/98	Late Payment Charge	\$6.68						
06/22/98	Payment		\$47.30					
06/18/98	Regular Bill			\$492.33	\$401.30	31	0000988	
06/18/98	ELECTRIC SERVICE	\$84.83						
06/15/98	Deposit Interest		\$12.31					
06/11/98	Late Payment Charge	\$6.20						
05/27/98	Payment		\$47.77					
05/26/98	Miscellaneous		\$6.77					
05/26/98	Miscellaneous		\$6.41					
05/18/98	Regular Bill			\$474.56	\$427.26	28	0000373	
05/18/98	ELECTRIC SERVICE	\$40.89						
05/14/98	Late Payment Charge	\$6.41						
04/27/98	Payment		\$78.38					
04/20/98	Regular Bill			\$505.64	\$451.10	32	0000456	
04/20/98	ELECTRIC SERVICE	\$47.77						
04/15/98	Late Payment Charge	\$6.77						
03/19/98	Regular Bill			\$451.10		30	0000897	
03/19/98	ELECTRIC SERVICE	\$78.32						
03/11/98	Payment		\$58.30					
03/04/98	Transfer Debit	\$372.78						
02/17/98	Regular Bill			\$58.30		11	0000000	

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CURAR173



**Florida  
Power**  
CORPORATION

**Customer Service System  
Account Activity**

Date: 03/22/99

Page: 3 of 3

Account Number: 78446-98145

Requested By: RENA DENSON

Phone: (407) 533-3900

Extension:

<u>DATE</u>	<u>RELATING TO</u>	<u>DEBIT AMOUNT</u>	<u>CREDIT AMOUNT</u>	<u>TOTAL BILL</u>	<u>BALANCE FORWARD</u>	<u>DAYS USED</u>	<u>KWH</u>	<u>KW</u>
02/17/98	ELECTRIC SERVICE CHARGE	\$15.00						
02/17/98	ELECTRIC SERVICE	\$43.30						
02/11/98	Transfer		\$180.00					
02/11/98	Paid In Advance	\$180.00						

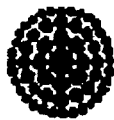
03/22/1999 17:17

727-562-3877

FPC CUST SVC ADMIN

PAGE 04

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**\*\*\*\* Account Information \*\*\*\***

**\*\*\*\*\* Current Account Status \*\*\*\*\***

Account Number: 48540-78119  
 Service Address: 483 Declaration Dr, Orlando FL 32809  
 Requested By: RENA DENSON  
 (407) 533-3900 Extension:

Current Bill: \$0.00  
 Billed Prior: \$0.00  
 Balance Due: \$0.00  
 Excess Credit Amount: \$0.00  
 Unbilled Balance: \$0.00

DATE	RELATING TO	DEBIT AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	DAYS USED	KWH	KW
03/04/98	Transfer		\$372.78					
02/10/98	Regular Bill			\$372.78	\$320.67	16	0000640	
02/10/98	ELECTRIC SERVICE	\$52.11						
02/03/98	Payment		\$100.00					
01/21/98	Regular Bill			\$420.67	\$331.09	33	0000995	
01/21/98	ELECTRIC SERVICE	\$84.61						
01/14/98	Late Payment Charge	\$4.97						
12/19/97	Regular Bill			\$331.09	\$245.92	31	0000946	
12/19/97	ELECTRIC SERVICE	\$81.48						
12/12/97	Late Payment Charge	\$3.69						
11/18/97	Regular Bill			\$245.92	\$176.16	31	0000722	
11/18/97	ELECTRIC SERVICE	\$67.12						
11/14/97	Late Payment Charge	\$2.64						
10/20/97	Regular Bill			\$176.16	\$91.96	31	0000967	
10/20/97	ELECTRIC SERVICE	\$82.82						
10/13/97	Late Payment Charge	\$1.38						
10/01/97	Payment		\$221.68					
09/17/97	Regular Bill			\$313.64	\$221.68	30	0001060	
09/17/97	ELECTRIC SERVICE	\$88.63						
09/11/97	Late Payment Charge	\$3.33						
08/18/97	Payment		\$323.00					
08/18/97	Regular Bill			\$221.68	\$95.44	30	0001457	
08/18/97	ELECTRIC SERVICE	\$119.96						
08/14/97	Late Payment Charge	\$6.28						

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**Florida  
Power  
CORPORATION**

**Customer Service System  
Account Activity**

Account Number: 48540-78116

Requested By: RENA DENSON

Phone: (407) 533-3900

Extension:

<u>DATE</u>	<u>RELATING TO</u>	<u>DEBIT AMOUNT</u>	<u>CREDIT AMOUNT</u>	<u>TOTAL BILL</u>	<u>BALANCE FORWARD</u>	<u>DAYS USED</u>	<u>KWH</u>
08/04/97	Payment		\$50.00				
07/31/97	Payment		\$56.00				
07/21/97	Regular Bill			\$524.44	\$440.23	31	0000979
07/21/97	ELECTRIC SERVICE	\$78.01					
07/14/97	Late Payment Charge	\$6.20					
07/03/97	DAY CONP RECONNECT CHARGE	\$27.00					
06/18/97	Regular Bill			\$413.23	\$333.26	30	0000823
06/18/97	ELECTRIC SERVICE	\$75.38					
06/12/97	Late Payment Charge	\$4.59					
05/27/97	DAY CONP RECONNECT CHARGE	\$27.00					
05/23/97	Payment		\$180.00				
05/19/97	Regular Bill			\$486.26	\$410.67	30	0000768
05/19/97	ELECTRIC SERVICE	\$71.75					
05/15/97	Late Payment Charge	\$3.84					
05/02/97	Transfer Debit	\$94.48					
05/02/97	Transfer Debit	\$20.00					
05/02/97	Transfer Debit	\$40.07					
04/21/97	Regular Bill			\$256.12	\$180.00	8	0000723
04/21/97	ELECTRIC SERVICE	\$61.12					
04/21/97	ELECTRIC SERVICE CHARGE	\$15.00					
04/11/97	DEPOSIT	\$180.00					

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STATE OF FLORIDA

Commissioners:  
JOE GARCIA, CHAIRMAN  
J. TERRY DEASON  
SUSAN F. CLARK  
JULIA L. JOHNSON  
E. LEON JACOBS, JR.



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

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**Public Service Commission**

March 19, 1999

Mr. Gene Denson  
664 Creekwood Drive  
Orlando, FL 3209

Dear Mr. Denson:

As you requested enclosed are copies of the two billing and payment histories of addresses in question, for 433 Decorational Drive, Orlando, FL 32809, and 664 Creekwood Drive, Orlando, Florida 32809. Additionally, I am enclosing copies of both entire files on your complaints, #237481R, and 198568I.

I will expect a call from you and Mrs. Denson on Monday, March 22, 1999, at 10 a.m. to discuss your account status with Florida Power Corporation.

Sincerely,

A handwritten signature in cursive script, appearing to read "Leroy A. Rasberry".

Leroy A. Rasberry  
Chief, Bureau of Complaint Resolution

LAR

cc: FPC



STATE OF FLORIDA

Commissioners:  
JOE GARCIA, CHAIRMAN  
J. TERRY DEASON  
SUSAN F. CLARK  
JULIA L. JOHNSON  
E. LEON JACOBS, JR.



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

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**Public Service Commission**

March 2, 1999

Ms. Rena Denson  
664 Creekwood Drive  
Orlando, FL 32809

CERTIFIED MAIL

Re: FPSC Inquiry #237481R

Dear Ms. Denson:

This is a follow-up to your request for an informal conference against Florida Power Corporation. Unfortunately, I have been unable to reach you by phone to further discuss your concerns. In order to proceed with this informal conference process, please contact me at your earliest convenience.

Also, I would like to take this opportunity to clarify the disputed and undisputed amounts. As of February 26, 1999, documentation shows that the entire balance due on your account is \$495.89. Based on information provided by both you and the utility, the amount in dispute is \$152.00. This disputed amount is subject to protection until this matter is resolved. Please understand that the remaining unpaid balance of \$343.89 is considered undisputed and not subject to protection. Therefore, to avoid possible service interruption, the undisputed amount should be paid by March 19, 1999. Also, please understand that all future charges for electric consumption are not considered part of this dispute.

Again, please contact me at your earliest convenience so that we can address your concerns. You may reach me at 1-800-342-3552, at my direct line 1-850-413-6115, or by E-mail at [jplescow@psc.state.fl.us](mailto:jplescow@psc.state.fl.us).

Sincerely,

  
John Plescow  
Regulatory Specialist II

c: Florida Power Corporation



# Public Service Commission

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State of Florida

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

---

**DATE:** February 1, 1999  
**TO:** John Plescow - Regulatory/Supervisor Consultant  
**FROM:** Leroy A. Rasberry - Bureau Chief of Complaint Resolutions - Division of Consumer Affairs  
**RE:** Informal Conference Request

---

You have been assigned the informal conference request of Mr. and Mrs. Gene Denson against Florida Power Corporation. If at all possible, please handle this request as a video teleconference.

237481R - Denson, Gene and Rena

HP OfficeJet  
Personal Printer/Fax/Copier

Fax Log Report

Feb-01-99 12:37 PM

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<u>Identification</u>	<u>Result</u>	<u>Pages</u>	<u>Type</u>	<u>Date</u>	<u>Time</u>	<u>Duration</u>	<u>Diagnostic</u>
017275623877	OK	03	Sent	Feb 01	12:36P	00:00:55	002582030022

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STATE OF FLORIDA

Commissioners:  
JOE GARCIA, CHAIRMAN  
J. TERRY DEASON  
SUSAN F. CLARK  
JULIA L. JOHNSON  
E. LEON JACOBS, JR.



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

Handwritten initials "BM" in the top right corner.

**Public Service Commission**

***FACSIMILE TRANSMITTAL COVER SHEET***

**DATE:** February 1, 1999

**TO:** Carol Cornell

**OFFICE/BUSINESS:** Florida Power Corporation

**FAX NUMBER:** (727) 562-3877

**FROM: DIVISION OF CONSUMER AFFAIRS**

**FAX NUMBER: (850) 413-6362**

**TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552**

**COMMENTS:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**NUMBER OF PAGES, INCLUDING THIS COVER SHEET:** 3

STATE OF FLORIDA

Commissioners:  
JOE GARCIA, CHAIRMAN  
J. TERRY DEASON  
SUSAN F. CLARK  
JULIA L. JOHNSON  
E. LEON JACOBS, JR.



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

36

## Public Service Commission

February 1, 1999

Mr. and Mrs. Gene Denson  
664 Creekwood Drive  
Orlando, FL 32809

Dear Mr. and Mrs. Denson:

This is to inform you that the Florida Public Service Commission (PSC) received your letter requesting an informal conference against Florida Power Corporation. Your request has been assigned to Mr. John Plescow, who will be contacting you in the near future to discuss your concerns.

If you have any questions, please contact him toll-free at 1-800-342-3552, by toll-free fax at 1-800-511-0809, or if you wish, at his direct line 1-850-413-6115, or via e-mail at [jplescow@psc.state.fl.us](mailto:jplescow@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read "Leroy A. Rasberry".

Leroy A. Rasberry, Chief  
Bureau of Complaint Resolution  
Division of Consumer Affairs

LAR:ewe

c: Florida Power Corporation

January 25, 1999

37

Public Service Commission  
Attention: Beverly Demello  
or

To Whom it may Concern;

I, Rena Denson, am writing to request an informal conference with the Public Service Commission, to discuss and review my dispute with Florida Power Corporation. My service has been interrupted again and I feel I do not owe the monies they are requesting. I appreciate your assistance in this matter and look forward to presenting my statements to appeal the decisions in my case.

Sincerely,  
Rena Denson

January 25, 1999

38

Public Service Commission  
Attention: Beverly Demello  
or

To Whom it may Concern;

I, Rena Denson, am writing to request an informal conference with the Public Service Commission, to discuss and review my dispute with Florida Power Corporation. My service has been interrupted again and I feel I do not owe the monies they are requesting. I appreciate your assistance in this matter and look forward to presenting my statements to appeal the decisions in my case.

Sincerely,  
Rena Denson

STATE OF FLORIDA

Commissioners:  
JOE GARCIA, CHAIRMAN  
J. TERRY DEASON  
SUSAN F. CLARK  
JULIA L. JOHNSON  
E. LEON JACOBS, JR.



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

39

## Public Service Commission

January 13, 1999

Mrs. Rena Denson  
433 Decorational Dr.  
Orlando, FL 32809

Re: Inquiry# 198568I

Dear Mrs. Denson:

This is a follow-up to your recent inquiry regarding the high electric bill you received from Floria Power Corporation. I certainly understand your concerns. First, let me give you some background on Florida Public Service Commission (PSC) rules and electric meters.

PSC rules require electric meters to register a weighted average accuracy rating of between 98% and 102%. If a meter is found to register more than the maximum allowed, the PSC requires the utility to credit the customer's bill.

In this case, the electric company tested your meter and found it to be registering within the limits set by this Commission. This means the company billed you properly.

Neither the Commission nor the electric company can tell you exactly how the energy was used, only that it registered on an accurately working meter. In order for me to require a utility to adjust a bill, I must have conclusive proof that the meter malfunctioned or that the company applied improper rates. To do otherwise would give one customer an unfair advantage over all the other customers of the utility.

You may want to consider having an energy audit performed, if you have not already done so. You will need to call your electric company to have the audit scheduled. On the day of the scheduled audit, a utility representative will come to your home and thoroughly check your appliances and review the electricity usage within your home.

I wish that every complaint filed with the Commission could be resolved to the complete satisfaction of the customer, but that is not always possible. Sometimes all we can do is be sure that the utility is not in violation of any rule or tariff, has applied proper rates and has not made any errors in metering or billing. In this case, the company appears to be within PSC guidelines.



Mrs. Rena Denson  
Page 2 -  
January 13, 1999

40

On the other hand, if you wish to save money on your electric bill, here are some useful tips:

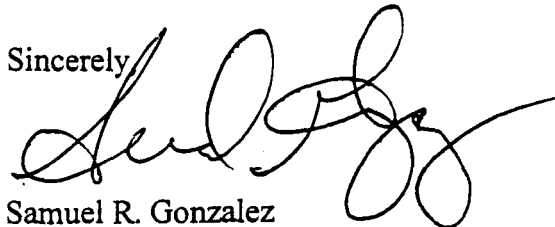
- *Don't heat or cool an unused room, and always turn off lights you're not using.*
- *Switch to energy-saving halogen bulbs.*
- *In the winter, set your thermostat no higher than 68 degrees, lower if you can stand it. Instead of turning up the heat, put on a sweater. Use blankets or down comforters at night and turn the heat off completely.*
- *In summer, set your thermostat no lower than 78 degrees, higher if you can. (Every degree counts—lowering the thermostat to 76 degrees increases your energy consumption by 35 percent.)*
- *Do as much laundry and household cleaning as possible with cold water.*
- *Clean or replace filters in air conditioning and heating systems regularly. Keep outside units free of leaves or debris that may clog vents. Interference with the free flow of air makes the unit work harder and cost more to operate.*
- *Repair leaky faucets promptly.*
- *Weatherstrip and caulk doors and windows, saving up to 10 percent of your heating bill. It's easy to do yourself and costs about \$25 for the average house.*
- *On a nice day, hang your clothes outside to dry.*
- *Insulate your attic to a minimum of R-26. In an attic with old insulation, you may not be able to tell the R-value. But if you have three inches or less of old insulation, chances are you need to bring the insulation level up to the recommended level. Talk to a reputable insulation dealer or with your local building inspector or county agent for more information on insulating your home.*
- *Install ceiling fans and delay turning on your air conditioning.*
- *Install a whole-house ventilating fan in your attic or in an upstairs window to cool the house when it's cool outside, even if you have central air-conditioning.*

Mrs. Rena Denson  
Page 3  
January 13, 1999

41

Thank you for this opportunity to address your concerns. If you have any questions or need further assistance, please contact me toll free at 1-800-342-3552, by fax toll free at 1-800-511-0809, or by E-mail at [sgonzale@psc.state.fl.us](mailto:sgonzale@psc.state.fl.us).

Sincerely



Samuel R. Gonzalez  
Regulatory Specialist II

Enclosures (2)

Commissioners:  
JULIA L. JOHNSON, CHAIRMAN  
J. TERRY DEASON  
SUSAN F. CLARK  
JOE GARCIA  
E. LEON JACOBS, JR.



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

42

## Public Service Commission

December 30, 1998

Ms. Rena Denson  
664 Creekwood Drive  
Orlando, Florida

Re: FPSC Inquiry# 237481R

Dear Ms. Denson:

This is a follow-up to your recent inquiry regarding the electric bill you received from Florida Power Corporation. I certainly understand your concerns.

PSC rules require electric meters to register a weighted average accuracy rating of between 98% and 102%. If a meter is found to register more than the maximum allowed, the PSC requires the utility to credit the customer's bill.

In this case, the electric company holds the position that this complaint covers the same issues as your previous complaint logged December 23, 1997 (198568I). The Commission determined that FPC was not in violation of Commission rules or the company's tariffs.

In the time since your initial complaint was filed, you moved to 664 Creekwood Drive, Orlando. Prior to December 2, 1998 the last payment received on your account was August 10, 1998. At this time, you are eligible for disconnection for non-payment for the amount of \$331.09. A letter was mailed via regular and certified mail on December 2, 1998 advising payment must be received prior to December 10, 1998. The amount that you are disputing in your recent complaint is \$152.00. This still leaves you eligible for disconnection for the difference of \$179.09.

Neither the Commission nor the electric company can tell you exactly how the energy was used, only that it registered on an accurately working meter. In order for me to require a utility to adjust a bill, I must have conclusive proof that the meter malfunctioned or that the company applied improper rates. To do otherwise would give one customer an unfair advantage over all the other customers of the utility.

I wish that every complaint filed with the Commission could be resolved to the complete satisfaction of the customer, but that is not always possible. Sometimes all we can do is be sure that the utility is not in violation of any rule or tariff, has applied proper rates and has not made any

errors in metering or billing. In this case, the company appears to be within PSC guidelines.

On the other hand, if you wish to save money on your electric bill, here are some useful tips:

- *Don't heat or cool an unused room, and always turn off lights you're not using.*
- *Switch to energy-saving halogen bulbs.*
- *In the winter, set your thermostat no higher than 68 degrees, lower if you can stand it. Instead of turning up the heat, put on a sweater. Use blankets or down comforters at night and turn the heat off completely.*
- *In summer, set your thermostat no lower than 78 degrees, higher if you can. (Every degree counts—lowering the thermostat to 76 degrees increases your energy consumption by 35 percent.)*
- *Do as much laundry and household cleaning as possible with cold water.*
- *Clean or replace filters in air conditioning and heating systems regularly. Keep outside units free of leaves or debris that may clog vents. Interference with the free flow of air makes the unit work harder and cost more to operate.*
- *Repair leaky faucets promptly.*
- *Weatherstrip and caulk doors and windows, saving up to 10 percent of your heating bill. It's easy to do yourself and costs about \$25 for the average house.*
- *On a nice day, hang your clothes outside to dry.*
- *Insulate your attic to a minimum of R-26. In an attic with old insulation, you may not be able to tell the R-value. But if you have three inches or less of old insulation, chances are you need to bring the insulation level up to the recommended level. Talk to a reputable insulation dealer or with your local building inspector or county agent for more information on insulating your home.*
- *Install ceiling fans and delay turning on your air conditioning.*
- *Install a whole-house ventilating fan in your attic or in an upstairs window to cool the house when it's cool outside, even if you have central air-conditioning.*

Page 3  
December 30, 1998

44

Thank you for this opportunity to address your concerns. If you have any questions or need further assistance, please contact me toll free at 1-800-342-3552, by fax toll free at 1-800-511-0809 or by E-mail at [tgordon@psc.state.fl.us](mailto:tgordon@psc.state.fl.us).

Sincerely,

  
Tarrah V. Gordon  
Regulatory Specialist

BD/

45

om: KIMBERLY @ SMTP {Kimberly.J.Berghoefer@fpc.com}  
: Tarrah Gordon  
bjeect: Denson - 237481R

-----=NOTE=====12/28/98==1:48pm=====

turn-Path: <Kimberly.J.Berghoefer@fpc.com>  
ceived: from fpc.com (199.184.211.2)  
by mail.psc.state.fl.us (Connect2-SMTP 4.30A.1000128)  
for <tgordon@psc.state.fl.us>; Mon, 28 Dec 1998 13:41:55 -0500  
ceived: from sv003.fpc.com ([148.152.8.60]) by fpc.com (4.1/SMI-4.1)  
id AA13255; Mon, 28 Dec 98 13:42:25 EST  
ceived: from localhost (root@localhost)  
by sv003.fpc.com (8.8.6 (PHNE\_14041)/8.8.6) with SMTP id NAA01551  
for tgordon@psc.state.fl.us; Mon, 28 Dec 1998 13:40:41 -0500 (EST)

om: Kimberly.J.Berghoefer@fpc.com

Openmail-Hops: 2

te: Mon, 28 Dec 1998 13:48:24 -0500

ssage-Id: <H00000c600c6d3b9@MHS>

bjeect: Denson - 237481R

me-Version: 1.0

: tgordon@psc.state.fl.us

ntent-Type: multipart/mixed; boundary="openmail-part-0fbed4ac-00000001"

-----[ Content-type: text/plain; name=cc:Mail ]-----

Tarrah,

As per below, I'd like to confirm that you've closed this complaint as well.

Thank you,

Kim

Forward Header

bjeect: Denson - 237481R  
thor: Kimberly J. Berghoefer at nsc  
te: 12/11/98 10:52 AM

Tarrah,

The above complaint covers the same issues as her previous complaint logged 12/23/97 (198568I). The inquiry was ruled on 10/22/98 as not justified. I am faxing you copies of the completed response to her initial complaint as well as a copy of the meter results that were mailed to Ms. Denson on January 10, 1998 by Rod Pasteur, FPC Customer Service and Marketing Audit Coordinator.

In the time since her initial complaint was filed, Ms Denson has moved to 664 Creekwood Drive, Orlando. Prior to December 2, 1998 the last payment received on this account was August 10, 1998. She currently is eligible for disconnection for non-payment for the amount of \$331.09. A letter was mailed via regular and certified mail on December 2, 1998 advising payment must be received prior to December

.10, 1998. The amount s is disputing in her rece complaint is \$152.00. This still leaves her eligible for cut for the difference of \$179.09.

If you need further information, please call me. If I do not hear from you we will consider this a closed matter.

46

Thank you,

Kim

---

47

From: KIMBERLY @ SMTP {Kimberly.J.Berghoefer@fpc.com}  
To: Tarrah Gordon  
Subject: Denson - 237481R

====NOTE=====12/28/98==4:55pm=====

CC: CORNELL\$ @ SMTP {Cornell\_Carol\_C/nsc@sv003.fpc.com}

Return-Path: <Kimberly.J.Berghoefer@fpc.com>

Received: from fpc.com (199.184.211.2)

by mail.psc.state.fl.us (Connect2-SMTP 4.30A.1000128)

for <tgordon@psc.state.fl.us>; Mon, 28 Dec 1998 16:48:55 -0500

Received: from sv003.fpc.com ([148.152.8.60]) by fpc.com (4.1/SMI-4.1)

id AA15649; Mon, 28 Dec 98 16:49:21 EST

Received: from localhost (root@localhost)

by sv003.fpc.com (8.8.6 (PHNE 14041)/8.8.6) with SMTP id QAA10086

for tgordon@psc.state.fl.us; Mon, 28 Dec 1998 16:47:38 -0500 (EST)

From: Kimberly.J.Berghoefer@fpc.com

X-Openmail-Hops: 2

Date: Mon, 28 Dec 1998 16:55:30 -0500

Message-Id: <H00000c600c6f063@MHS>

Subject: Denson - 237481R

Mime-Version: 1.0

To: tgordon@psc.state.fl.us

Cc: Cornell\_Carol\_C/nsc@sv003.fpc.com

Content-Type: text/plain; charset=US-ASCII; name="cc:Mail"

Content-Disposition: inline; filename="cc:Mail"

Content-Transfer-Encoding: 7bit

-----[ Content-type: text/plain; name=cc:Mail ]-----

Tarrah,

Per our conversation, we are closing the file for Ms. Denson as it is a duplication of her complaint #198568I filed 12/23/97. The original meter test results were mailed to her in January, 1998. Ms. Denson will receive proper notification prior to the disconnection of her service for non-payment.

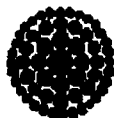
Let me know if you have any questions.

Thank you,

Kim



CURAR173



**Florida Power**  
CORPORATION

**Customer Service System  
Account Activity**

Date: 02/24/99

Page: 1 of 2

\*\*\*\* Account Information \*\*\*\*

Account Number: 78446-98145  
Requested By: RENA DENSON  
(407) 533-3900 Extension:

Mail To: RENA DENSON  
664 CREEKWOOD DR  
ORLANDO FL 32809

\*\*\*\*\* Current Account Status \*\*\*\*\*

Current Bill: \$72.42 Excess Credit Amount: \$0.00  
Billed Prior: \$423.47 Unbilled Balance: \$0.00  
Balance Due: \$495.89

FPC CUST SVC ADMIN

727-562-3877

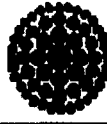
02/24/1999 17:52

DATE	RELATING TO	DEBIT AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	DAYS USED	KWH	KY
02/17/99	Regular Bill			\$495.89	\$423.47	28	0008712	
02/17/99	ELECTRIC SERVICE	\$66.47						
02/15/99	Late Payment Charge	\$5.95						
01/27/99	Payment		\$200.00					
01/27/99	Regular Bill			\$423.47	\$303.84		0000000	
01/27/99	DAY COMP RECONNECT CHARGE	\$27.00						
01/20/99	Regular Bill			\$596.47	\$476.84	33	0001405	
01/20/99	ELECTRIC SERVICE	\$112.48						
01/13/99	Late Payment Charge	\$7.15						
12/18/98	Regular Bill			\$476.84	\$408.95	31	0000638	
12/18/98	ELECTRIC SERVICE	\$62.16						
12/11/98	Late Payment Charge	\$5.73						
12/02/98	Payment		\$388.25					
12/02/98	DAY COMP RECONNECT CHARGE	\$27.00						
11/17/98	Regular Bill			\$770.20	\$719.34	29	0000363	
11/17/98	ELECTRIC SERVICE	\$40.07						
11/13/98	Late Payment Charge	\$10.79						
10/19/98	Regular Bill			\$719.34	\$643.88	31	0000694	
10/19/98	ELECTRIC SERVICE	\$65.80						
10/15/98	Late Payment Charge	\$9.66						
09/18/98	Regular Bill			\$643.88	\$563.73	31	0000785	
09/18/98	ELECTRIC SERVICE	\$71.69						
09/11/98	Late Payment Charge	\$8.46						
08/18/98	Regular Bill			\$563.73	\$475.70	29	0000927	

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PAGE 02/03  
 FPC CUST SVC ADMIN  
 727-562-5677  
 02/24/1999 11:52

CURAR173



**Florida Power**  
 CORPORATION

**Customer Service System**  
**Account Activity**

Date: 02/24/99  
 Page: 2 of 2

Account Number: 78446-98145 Requested By: RENA DENSON Phone: (407) 533-3900 Extension:

DATE	RELATING TO	DEBIT AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	DAYS USED	KWH	KW
08/18/98	ELECTRIC SERVICE	\$80.89						
08/13/98	Late Payment Charge	\$7.14						
08/10/98	Payment		\$91.03					
07/20/98	Regular Bill			\$566.73	\$445.03	32	0001383	
07/20/98	ELECTRIC SERVICE	\$115.02						
07/14/98	Late Payment Charge	\$6.68						
06/22/98	Payment		\$47.30					
06/18/98	Regular Bill			\$492.33	\$401.30	31	0000988	
06/18/98	ELECTRIC SERVICE	\$84.83						
06/15/98	Deposit Interest		\$12.31					
06/11/98	Late Payment Charge	\$6.20						
05/27/98	Payment		\$47.77					
05/26/98	Miscellaneous		\$6.77					
05/26/98	Miscellaneous		\$6.41					
05/18/98	Regular Bill			\$474.56	\$427.26	28	0000373	
05/18/98	ELECTRIC SERVICE	\$40.89						
05/14/98	Late Payment Charge	\$6.41						
04/27/98	Payment		\$78.38					
04/20/98	Regular Bill			\$305.64	\$451.10	32	0000456	
04/20/98	ELECTRIC SERVICE	\$47.77						
04/15/98	Late Payment Charge	\$6.77						
03/19/98	Regular Bill			\$451.10		30	0000897	
03/19/98	ELECTRIC SERVICE	\$78.32						
03/11/98	Payment		\$58.30					
03/04/98	Transfer Debit	\$372.78						
02/17/98	Regular Bill			\$58.30		11	0000000	
02/17/98	ELECTRIC SERVICE CHARGE	\$15.00						
02/17/98	ELECTRIC SERVICE	\$43.30						
02/11/98	Transfer		\$180.00					
02/11/98	Paid In Advance	\$180.00						

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Name DENSON, RENA

Company FLORIDA POWER CORPORATION

Request No. 198568I

Address 433 DECORATIONAL DR.

Attn. Carol Cornell, CW42198568I

By SRG Time 2:23 PM Date 12/23/1997

City/Zip ORLANDO 32809 County ORN

Consumer's Telephone # \_\_\_\_\_

To CO Time FAX Date 12/23/1997

Can Be Reached \_\_\_\_\_

Type S Form Phone

Account Number \_\_\_\_\_

Note \_\_\_\_\_

Category GI-05

Caller's Name \_\_\_\_\_

Informal Conf. Outreach CUSTOMER'S BILL

Infraction \_\_\_\_\_

Closed by SRG Date 02/02/1998

Reply Received T

The customer says that his service was disconnected, even though he had a previous arrangement that was put on his account by your representatives. The customer wanted to have the meter checked for accuracy after reporting that someone had been stealing his electricity service, so the account had a hold put on the account until the meter was checked. The meter was not checked for almost 2 months, and the customer says that he continued to call you about this problem and did not pay his bill after your advisal. The customer was under the impression that the account payment was on hold until the meter was checked by your field supervisors. Why was this customer's service interrupted when he had an agreement with you about this problem, and why was this customer not informed of a problem with the arrangement when he called into your offices? Could someone look into this matter, and send us a response by the due date?

1/15/98 Report received. The company tested the customer's meter for accuracy, and found it to be within the Commission's Regulatory standards. I will provide this customer with a copy of all of the records, in order for them to review the information provided to the Commission.

1/16/98 Report received. This is additional information concerning this matter, and the company found that the customer's meter tested in accordance with Commission standards.

## CONSUMER REQUEST

# FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FL. 32399-0850  
850-413-6100

PLEASE RETURN THIS FORM  
WITH REPORT OF ACTION TO:

50

DUE: 01/15/1997

PAGE: 2

1/12/99 - Customer has reviewed the resolution by the PSC. The customer disagrees with the resolution reached by the PSC. He believes that FPC is in violation because the customer did not receive bills for several months. Once he received the bills, he was told that he owed approximately \$218 because service was disconnected. He went to pay the bill and he was told that the amount due was approximately \$390. The customer paid the bill, and the next day his service was disconnected without any notice. When he contacted the company he was told that his service was disconnected in error, but they (company) was within their right because the service was subject to disconnect within three to five days.

The customer is concerned that if he knew that his service was going to be disconnected, he would have made payment arrangements to prevent service interruption.

The indicates that he never received the certified letter that the company stated that it provided. The customer would like copies of all the documentation that FPC provided to the Commission including a copy of the certified letter and applicable bills. paj

1/13/99 I will be sending the customer a copy of the file, so that they may have it for their records.

1/26/99 The customer called and stated that they are sending us a letter requesting an informal conference.

1/26/99 - CUSTOMER HAS FILED A REQUEST FOR AN INFORMAL CONFERENCE, PLEASE SUSTAIN COLLECTION ACTIVITY.PAJ

51

STATE OF FLORIDA



Commissioners:  
JULIA L. JOHNSON, CHAIRMAN  
J. TERRY DEASON  
SUSAN F. CLARK  
JOE GARCIA  
E. LEON JACOBS, JR.

DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

52

## Public Service Commission

February 24, 1998

Ms. Rena Benson  
433 Decorational Drive  
Orlando, FL 32809

**RE: FPSC Inquiry #198568I**

Dear Ms. Benson:

This is a follow-up to your recent complaint regarding the high electric bill you received from Florida Power Corporation (FPC).

Florida Public Service Commission (PSC) rules require electric meters to register a weighted average accuracy between 98% and 102%. If a meter is found to register more than the maximum allowed, the PSC requires the utility to credit the customer's bill. In this case, the electric company tested your meter and found it to be registering within the limits set by this Commission. This means the company billed you properly.

Neither the Commission nor the electric company can tell you exactly how the energy was used, only that it registered on an accurately working meter. In order for me to require a utility to adjust a bill, I must have conclusive proof that the meter malfunctioned or that the company applied improper rates. To do otherwise would give one customer unfair advantage over the other customers of the utility.

You may want to consider having an energy audit performed, if you have not already done so. You will need to call your electric company to have the audit scheduled. On the day of the scheduled audit, a utility representative will go to your home and thoroughly check your appliances and review the electricity usage within your home.

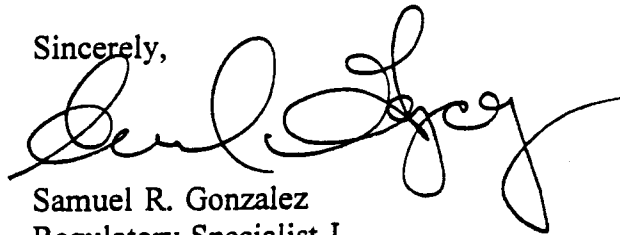
53

Ms. Rena Benson  
Page 2  
February 24, 1998

I wish that every complaint registered with us could be resolved to the complete satisfaction of the customer, but that is not always possible. Sometimes, all we can do is be sure that the utility is not in violation of any rule or tariff, has applied proper rates and has not made any errors in metering or billing.

If you have any questions or need further assistance, please contact me at the toll free number 1-800-342-3552, by fax toll free at 1-800-511-0809.

Sincerely,



Samuel R. Gonzalez  
Regulatory Specialist I  
Division of Consumer Affairs

SRG:ewe

54

m: KIMBERLY @ SMTP {Kimberly.M.Brown@fpc.com}  
Samuel Gonzalez  
ject: Response for Rena Denson, 198568I

NOTE=====1/15/98==1:37pm=====

Message may be incomplete in this note due to:  
Message text too large  
The complete message is attached.

urn-Path: <Kimberly.M.Brown@fpc.com>  
eived: from fpc.com (199.184.211.2)  
by mail.psc.state.fl.us (Connect2-SMTP 4.30A.1000128)  
for <sgonzale@psc.state.fl.us>; Thu, 15 Jan 1998 13:22:45 -0500  
eived: from msgoc01.fpc.com ([148.152.29.50]) by fpc.com (4.1/SMI-4.1)  
id AA22361; Thu, 15 Jan 98 13:15:00 EST  
eived: from localhost (root@localhost)  
by msgoc01.fpc.com (8.8.6/8.8.6) with SMTP id NAA06085  
for sgonzale@psc.state.fl.us; Thu, 15 Jan 1998 13:26:03 -0500 (EST)  
m: Kimberly.M.Brown@fpc.com  
penmail-Hops: 2  
e: Thu, 15 Jan 98 13:37:17 -0500  
age-Id:  
00002920047b7b8\*Brown\_Kimberly\_M/nsc/FLORIDA#b#POWER/US/MCI/FLPROG"@MHS>  
ject: Response for Rena Denson, 198568I  
e-Version: 1.0  
sgonzale@psc.state.fl.us  
tent-Type: text/plain; charset=US-ASCII; name="cc:Mail"  
tent-Disposition: inline; filename="cc:Mail"  
tent-Transfer-Encoding: 7bit

-----[ Content-type: text/plain; name=cc:Mail ]-----

Sam,

Below is the response for Denson Inquiry. I have faxed you all the attachments. Please give me a call if you have any questions.

Thanks,

Kimberly

FPSC LIMITED RESPONSE INQUIRY FORM

FPSC Analyst's Name:	Sam Gonzalez	Inquiry Number:	198568I
Complaint's Name:	Rena Denson		
Customer of Record's Name:	Same as above		
Service Address:	433 Declaration Drive		
FPC Account Number:	48540-78116		
Telephone Number(s):	No phone number on account or given to the Commission		
Names of Prior FPC Contacts:	Unknown		

Date/Time Received by FPSC: 12/23/97 2:44 PM

Restate Customer's Concern: The customer says that his service was disconnected, even though he had a previous arrangement that was put on his account by your representatives. The customer wanted to have the meter checked for accuracy after they had reported that someone had been stealing their electricity service, so the account had a hold put on the account until the meter was checked for accuracy. The meter was not checked for almost 2 months, and the customer says that they continued to call you about this problem and they did not pay their bill after your advisal. The customer was under the impression that the account payment was on hold, until the meter was checked by your field supervisors. Why was this customer's service interrupted when they had an agreement with you about this problem, and why was this customer not informed of a problem with the arrangement when they called into your offices? Could someone look into this matter, and send us a response by the due date?

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Date and Time of Initial Contact by FPC: 12/29/98 9:18 AM  
Customer Contacted By: Consumer Affairs Analyst Kimberly Brown left a message for the customer.

On May 2, 1997, FPC transferred in a previously owed amount of \$154.55 (period between March 5, 1996 through June 4, 1996). This amount from a previous account was written off until the Densons activated their current service.

On May 22, 1997, Mr. Denson was cut for non-payment. On May 23, 1997 Ms. Denson requested a reconnect with promise to pay \$154.55 (amount transferred in from previous account) plus deposit and April bill (\$256.12). A credit extension was denied and Ms. Denson asked for the number of the Public Service Commission. On May 23, 1997, Ms. Denson made a payment of \$180.00 only. The next payment made by Ms. Denson was on July 31, 1997 for \$56.00 leaving a balance of \$594.68.

On June 20, 1997 the Densons were cut non payment. On July 2, 1997, payment for \$306.26 was guaranteed by an agency. On July 3, 1997, Ms. Denson's power was cut back on that day.

On July 18, 1997, Ms. Denson called asking for more time to pay her current bill of \$106.97. Ellen Baglio, Customer Solutions Center Representative advised Ms. Denson she needed to pay that amount by July 25, 1998. On July 31, 1997, Ms. Denson was cut for non payment.

On August 4, 1997 and on August 18, 1997, FPC received payment of \$50.00 and \$323.00 (agency) respectively.

On October 17, 1997, Mr. Denson called and spoke with Ameta Bowers, Customer Solution Center Supervisor. Mr. Denson said he feels his bill is too high and he requested a meter test. Ms. Bowers issued a high bill inquiry.

FPC works closely with customers to determine the cause of high bills. The company tests approximately 1800 meters a year based solely on high bill complaints. Less than one half of one percent test outside of the range specified by the FPSC. FPC Mass Markets representatives, therefore, work through a series of resolution steps to identify the cause of high bills. Meter testing is always available to the customer based on the FPSC rules, however FPC will always reread the meter as a preliminary step in resolving the high bill complaint.



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On October 18, 1997, Mass Markets representative James Pooler reread Ms. Denson's meter and verified the reading of 71102 taken on September 17, 1997. The reading on October 18 was 72069, or a difference of 967; a daily average of 31 kwh per day. On November 3, 1997, James Pooler sent Mr. Denson a letter verifying the accuracy of the kilowatt-hours billed. Please see attachment. Exhibit B.

On November 19, 1997, Mr. Denson called and spoke with David Pettay, Customer Solutions Center Representative. Mr. Denson insisted FPC test his meter on site and mail test result. On November 19, 1997, Maxwell Wright, Coordinator, sent Mr. Denson a letter to set up a time to have an on site meter test performed.

On December 1, 1997, Mr. Denson spoke to Cynthia Washington, Customer Solutions Center Representative. Mr. Denson told Cynthia that the next door neighbor is stealing power and is using an OUC meter for the last 10 days. He said he would like to remain anonymous. He was not sure of the address. Mr. Denson told Cynthia it was either unit 437, 424 or 415.

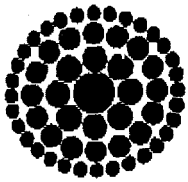
On December 2, 1997, Mr. Denson called Maxwell to schedule meter testing at his home. Maxwell arranged for Mike Nolan, Division Meterman, to test the meter at 9:30 on December 5.

On December 5, 1997, Maxwell spoke to Mike Nolan regarding the scheduled meter test. Mike said his equipment was being repaired and he would go by Mr. Denson's home on December 8, 1997 to inform him of the delay.

On Monday, December 8, 1997, Mike met Mr. Denson and told him that his meter equipment was being repaired. Mike did verify that when he turned off all breakers to Mr. Denson's meter; the meter stopped spinning. Mike explained that only the load on his breakers would cause the meter to spin. No additional loads were found. Mike told Mr. Denson he would come back and perform the on-site meter test in his presence. That same day, Mr. Denson said he thought one of his neighbors was stealing power. Mr. Denson told Mike he saw an OUC meter in another unit's meter base. Mike did not find anything that looked suspicious.

On December 19, Mr. Denson called and spoke with Rod Pasteur, Coordinator. Mr. Denson asked when the on-site meter test would be completed. Because the equipment was still being repaired, Rod suggested that FPC change out the meter and test it in accordance with the Florida Public Service guidelines. Mr. Denson ag

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=====ATTACHED=FILE(S)=====  
e(s):ORIGINAL.MSG  
ach to:G:\



**Florida  
Power**  
CORPORATION

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**FAX COVER SHEET**

**DATE: 1/15/98**

**TO: SAM GONZALEZ**

**FAX #: 904/413-6362**

**FROM: KIMBERLY M. BROWN  
P O BOX 1699  
CLEARWATER, FL 34617  
(813) 562-3885  
FAX: (813) 562-3877**

**# OF PAGES: 8 INCLUDING COVER SHEET**



\*\*\*\* Account Information \*\*\*\*

Account Number: 48540-78116  
Requested By: RENA DENSON  
(999) 999-9999 Extension:

Mail To: RENA DENSON  
433 DECLARATION DR  
ORLANDO FL 32809

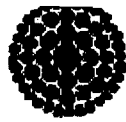
\*\*\*\*\* Current Account Status \*\*\*\*\*

Current Bill: \$85.17 Excess Credit Amount: \$0.00  
Billed Prior: \$245.92 Unbilled Balance: \$0.00  
Balance Due: \$331.09

DATE	RELATING TO	DEBIT AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	DAYS USED	KWH	KW
12/19/97	Regular Bill			\$331.09	\$245.92	31	0000946	
12/19/97	ELECTRIC SERVICE	\$81.48						
12/12/97	Late Payment Charge	\$3.69						
11/18/97	Regular Bill			\$245.92	\$176.16	31	0000722	
11/18/97	ELECTRIC SERVICE	\$67.12						
11/14/97	Late Payment Charge	\$2.64						
10/20/97	Regular Bill			\$176.16	\$91.96	31	0000967	
10/20/97	ELECTRIC SERVICE	\$82.82						
10/13/97	Late Payment Charge	\$1.38						
09/17/97	Regular Bill			\$313.64	\$221.68	30	0001060	
09/17/97	ELECTRIC SERVICE	\$88.63						
09/11/97	Late Payment Charge	\$3.33						
08/18/97	Regular Bill			\$221.68	\$95.44	30	0001457	
08/18/97	ELECTRIC SERVICE	\$119.96						
08/14/97	Late Payment Charge	\$6.28						
07/21/97	Regular Bill			\$524.44	\$440.23	31	0000979	
07/21/97	ELECTRIC SERVICE	\$78.01						
07/14/97	Late Payment Charge	\$6.20						
07/03/97	DAY COMP RECONNECT CHARGE	\$27.00						
06/18/97	Regular Bill			\$413.23	\$333.26	30	0000823	
06/18/97	ELECTRIC SERVICE	\$75.38						
06/12/97	Late Payment Charge	\$4.59						
05/27/97	DAY COMP RECONNECT CHARGE	\$27.00						
05/19/97	Regular Bill			\$486.26	\$410.67	30	0000768	

09:01PM REC. CUST SVC HMIN

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**\*\*\* Account Information \*\*\***

Account Number: 48540-78116  
 MAttTo: RENA DENSON  
 433 DECLARATION DR  
 Requested By: ORLANDO FL 32809  
 RENA DENSON  
 (999) 999-9999 Extension:

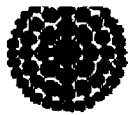
**\*\*\*\*\* Current Account Status \*\*\*\*\***

Current Bill: \$0.00 Excess Credit Amount: \$0.00  
 Billed Prior: \$331.09 Unbilled Balance: \$0.00  
 Balance Due: \$331.09

<u>DATE</u>	<u>RELATING TO</u>	<u>DEBIT AMOUNT</u>	<u>CREDIT AMOUNT</u>	<u>TOTAL BILL</u>	<u>BALANCE FORWARD</u>	<u>DAYS USED</u>	<u>KWH</u>	<u>KW</u>
0/01/97	Payment		\$221.68					
08/18/97	Payment		\$323.00					
08/04/97	Payment		\$50.00					
0/31/97	Payment		\$56.00					
05/23/97	Payment		\$180.00					

JAN 15 1998 08:00PM FED CUST SVC ADMIN

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Account Number: 48540-78116

Requested By: RENA DENSON

Phone: (999) 999 9999

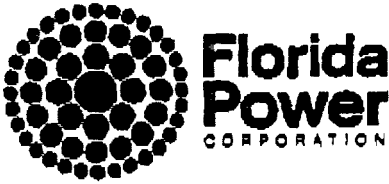
Extension:

<u>DATE</u>	<u>RELATING TO</u>	<u>DEBIT AMOUNT</u>	<u>CREDIT AMOUNT</u>	<u>TOTAL BIL.</u>	<u>BALANCE FORWARD</u>	<u>DAYS USED</u>	<u>KWH</u>	<u>KW</u>
05/19/97	ELECTRIC SERVICE	\$71.75						
05/15/97	Late Payment Charge	\$3.84						
05/02/97	Transfer Debit	\$20.00						
05/02/97	Transfer Debit	\$94.48						
05/02/97	Transfer Debit	\$40.07						
04/21/97	Regular Bill			\$256.12	\$180.00	8	0000723	
04/21/97	ELECTRIC SERVICE	\$61.12						
04/21/97	ELECTRIC SERVICE CHARGE	\$15.00						
04/11/97	DEPOSIT	\$180.00						

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JAN 15 1998 08:15:00 AM CUB: SVC HUBLIN

Exhibit B



19

November 03, 1997

Rena Denson  
433 Declaration Dr.  
Orlando, Fl. 32809

Dear Mr. Denson:

Thank you for your recent inquiry regarding your account with us. After reviewing your billing history, along with some current seasonal factors, Florida Power has verified the accuracy of the Kilowatt-hours (KWH) billed, and determined that your current bill is accurate.

Appliance condition and outside temperature can affect appliance operation and KWH consumption. The number of days between billings can also affect the amount of your current bill, so it pays to be aware of your appliances' energy efficiency and to carefully review your entire bill.

Unfortunately, our attempts to contact you by phone have been unsuccessful, so I have included some energy efficiency information, which I hope will answer any of your questions and alleviate any of your concerns. I have also enclosed a copy of the KWH consumption for your residence for the past two years. Should you have any additional questions or concerns regarding KWH billed, you are encouraged to verify your meter reading (see enclosed information for the easy-to-follow instructions) or to call me at 1-800-254-8535, X259.

Sincerely,

JAMES POOLER  
COORDINATOR  
ENERGY SOLUTIONS

Enclosure



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January 10, 1998

Rena Denson  
433 Declaration Dr.  
Orlando, FL 32809

RE: 48540-78116  
METER NO: 5320542

Dear Rena Denson:

We were pleased to perform an accuracy test on the electric meter serving your account.

The test was conducted on January 5, 1998 and revealed that the meter was operating with an average accuracy of 100.11. Testing of meters is done in conformance with Rules and Regulations of the Florida Public Service Commission and the results of this test are within their established limits of accuracy.

Enclosed is a copy of the Special Meter Test Report for your meter. Should you have any questions, please feel free to call me at (407) 646-8302.

Sincerely,

Rod Pasteur  
Customer Service & Marketing Audit Coordinator

FLORIDA POWER CORPORATION  
SPECIAL METER TEST REPORT

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METER DATA

METER NUMBER	:5320542	MANUFACTURER	:SANG
SERIAL NUMBER	:083083323	METER TYPE	:JSS
FORM NUMBER	:02	REGISTER RATIO	:000027 07/009
AMPS	:30.0	Kh	: 7.2
VOLTS	:240	MULTIPLIER	:000001.000
WIRE	:3		

AS FOUND TEST RESULTS

KILOWATTEOUR READING :73888

AVERAGE ACCURACY: 100.11

DEMAND ACCURACY: .

TESTED BY: R SCHAMP

TEST DATE: 01/05/98

SPECIAL NOTE 1: HELD ON REQUEST  
SPECIAL NOTE 2:  
TAMPER NOTE :

- PSC DEMAND REGISTER ACCURACY LIMITS +/- 4%
- \*\* PSC METER ACCURACY LIMITS +/- 2%





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January 13, 1998

Ms. Rena Denson  
433 Declaration Dr.  
Orlando, FL 32809

Re: Account # 48540-78116

Dear Ms. Denson:

Thank you for the opportunity to respond to your concerns regarding your account. As you know, we have changed your meter and tested it for accuracy. The test conducted on January 5, 1998, revealed that the meter was operating with an average accuracy of 100.11 percent.

On Tuesday, January 13, 1998, an FPC representative read your meter showing consumption of 623 kWh since the installation of the new meter on December 26. The reading reflects a daily average of 35 kWh, which is consistent with past kWh consumption.

Our revenue protection department stated they have not found any indication of anyone stealing power.

Florida Power offers payment arrangements beyond the due date for special circumstances. Please give me a call to make payment arrangements Tuesday, January 20, 1998. My phone number is 407/646-8348.

Sincerely,

A handwritten signature in black ink, appearing to read "Jean Belyeu", written in a cursive style.

Jean Belyeu  
Account Specialist