

ORIGINAL

101 Oxford 600
West Palm Beach
F.L. 33417
5/20/99

RECEIVED
FLORIDA PUBLIC
SERVICE COMMISSION
99 MAY 24 AM 9:23
MAIL ROOM

Public Service Commission
Director Div. of Records & Reporting
2540 Shumard Oak Blvd.
Tallahassee F.L. 32399-0850

Dear Sir;

I wish to appeal your decision concerning my protest dated 2/9/99- Docket No 990179-E1- Order No PSC-99-0924-PAA-E1 Issued May 10th 1999 as follows.

Item 2a. Not known.

- b. Glen Webb 101 Oxford 600. West Palm Beach. FL 33417 Phone No 561 689 2519. My substantial interest will be affected by not having to pay interest charges on my electric bill when I pay in advance while I am away traveling and unwittingly under estimate the amount due by a dollar or two, thus having to pay interest on the amount even though Florida Power & Light Co. has had a substantial amount of my money credited to my account for over six weeks without having had to pay interest to me.
 - c. Your decision was received by mail on May 15th 1999.
 - d. Fees for late payment or non payment are not an acceptable business practice for state regulated utility companies when applied to residential customers.
 - e. The late payment charge does not encourage prompt payment, discontinuing service does. Late payment charges actually reduce the possibility of timely payments due to the exorbitant interest charges added on when payment is some times delayed. The utility does not incur additional costs when the bill is not paid on time, other than the one cent it costs for the computer to add the delinquent amount to the current bill. They only lose if the bill is not paid at all, in which case we all pay and the utility does not receive any interest anyway.
 - f. Docket No 990836-EI . Order No 24271. Dated 3/21/91
 - g. I wish you to take action to abolish the interest penalty of 18% for late payments on residential electric bills applied by Florida Power & Light Co. and reverse your order No 24721.
- 1 We, residential customers of F.P.L. are all pre-qualified customers because F.P.L. demands and receives a deposit from all of us when we first request service from them, which they hold for two years to assure we are good customers .
 2. F.P.L. should allow residential customers to pay, as an example, \$5.00 extra per month to their current bill in order to reduce the delinquent amount instead of charging exorbitant interest, thereby helping instead of hindering , the ability of customers to keep their payments current.
 3. F.P.L. indicates 49% of its residential customers have one or more late payment charges in 1998. 29% of the 49% who incurred late payment charges paid their delinquent bill in full within two or three payments, 10% also paid their delinquent within six payments and the remaining 10% did not pay at all and would not have paid whether interest was charged or not, presumably because they moved out of state and F.P.L. did not pursue them for payment despite this item being the main contributor to delinquency costs.

AFA _____
 APP _____
 CAF _____
 CMU _____
 CTR _____
 EAG / _____
 LEG / _____
 MAS _____
 OPC _____
 RRR _____
 SEC / _____
 WAW _____
 OTH _____

orig. copy

Yours truly

Glen Webb

DOCUMENT NUMBER-DATE

06501 MAY 24 99

FPSC-RECORDS/REPORTING