

ORIGINAL

From: Kay Flynn
To: Janet Brunson
Subject: fwd: 990689-EI (Roomes vs. FPL)

===NOTE=====8/10/99==7:39am=====

I'm putting the record together in this docket to send to DOAH. I found that we don't have the attachments to the recommendation--attachments are referenced throughout the 6/1 rec, but they're not with the original rec in the file. Can you send those down? Let me know if you need any other info.

Thanks. Kay

Fwd=by:=Janet=Brunson=8/10/99==9:02am=====
Fwd to: Kay Flynn

I've got them. I'll bring them down in a minute along with some original letters Rob wanted to put in the file. I can't imagine why the original rec didn't have the attachments.

Fwd=by:=Kay=Flynn=====8/10/99=10:56am=====
Fwd to: Linda Williams
CC: Janet Brunson

I don't know either. And somehow no one questioned or caught it till now.

Linda -- Janet brought the correspondence to me for the file. Please print this e-mail as a cover memo for the material.

Janet -- Should this correspondence go to DOAH with other material from the docket file? Kay

Fwd=by:=Janet=Brunson=8/10/99==1:04pm=====
Fwd to: Kay Flynn

I'm not sure and Rob isn't here. I would think so, so go ahead and send everything.

Fwd=by:=Kay=Flynn=====
Fwd to: Janet Brunson

ok

- AFA
APP
CAF
CMJ
CTR
EAG
LEG
MAS
OPC
RRR
SEC
WWW
CIV

DOCUMENT NUMBER-DATE

09503 AUG 10 99

STATE OF FLORIDA

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



GENERAL COUNSEL
ROBERT D. VANDIVER
(850) 413-6248

Public Service Commission

October 1, 1998

Mr. David Roomes
3340 NW 71st Street
Cocoanut Creek, Florida 33073

Dear Mr. Roomes:

Enclosed is the Florida Power and Light material which we discussed on the telephone. It is my understanding that you are planning to send me your records. I hope we can soon convene the informal conference.

Please feel free to call if you have any questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Robert D. Vandiver", followed by a horizontal line.

Robert D. Vandiver
General Counsel

RDV:jmb
Enclosures
cc: Lynn Adams, Florida Power & Light
Bev DeMello

Florida Power & Light Company, P. O. Box 029100, Miami, FL 33102-0100



September 30, 1998

Mr. Robert D. Vandiver
General Counsel
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Dear Mr. Vandiver:

This letter responds to your request for a summary of the events and facts relative to Mr. Roomes' ongoing complaint regarding alleged service outages.

On August 12th, 1997, Mr. David Roomes contacted the Florida Public Service Commission in reference to frequent outages he said he was experiencing. According to his statement, the electric service at his residence had been going off for long periods of time for several months. The same day Ms. Linda Hasting, FPL's Distribution coordinator, left a telephone message on Mr. Roomes' answering machine indicating that she would be investigating his concerns.

FPL's initial investigation revealed that there had been no extended outages (60 seconds or more) that affected Mr. Roomes during the previous 6 months. There had been a few momentary power interruptions (MPI) recorded. Although a MPI is defined as an outage the duration of which is 60 seconds or less, most MPIs are truly "momentary", lasting less than a second or two and, in some cases, only a fraction of a second. The dates, number, and duration of MPIs from April 11, 1997 through August 12, 1997 are as follows:

Date	Number of MPI's	Duration
4/11/97	1	< 2 seconds
6/3/97	2	1 < 2 seconds; 1 < 20 seconds
6/27/97	1	< 2 seconds
6/29/97	1	< 2 seconds
7/7/97	1	< 2 seconds
7/26/97	1	< 2 seconds
8/8/97	2	1 < 2 seconds; 1 < 20 seconds
8/11/97	1	< 20 seconds

14 sec
7
74'
60
74'
seconds

The MPIs above appear to be attributable to weather and other intermittent conditions considered typical for any electric distribution system. In addition, FPL's review

determined that Mr. Roomes had contacted FPL to report service interruptions on 3 occasions during this 6 months period: June 30, 1997, August 8, 1997 and August 11, 1997. On each such occasion, FPL restoration specialist was dispatched to investigate and found no problem with Mr. Roomes' electric service.

During a conversation with FPL's Ms. Hasting on August 21, 1997, Mr. Roomes acknowledged that he had checked with all his neighbors and found that they had no problems with their electric service. He also accused FPL of intentionally interrupting the electric service to his residence.

On September 26, 1997, Mr. Roomes again contacted the Florida Public Service Commission. He complained that he was still experiencing outages and power surges. He also alleged that FPL records were not correct because FPL had to send someone to restore his electric service on June 16. Indeed, FPL's records indicate that Mr. Roomes service was disconnected for non-payment on June 16, 1997 as a result of an unpaid past due balance. Before service was disconnected, FPL mailed a final notice for the past due amount, attempted to contact Mr. Roomes via telephone, and sent a collector to Mr. Roomes residence in an effort to obtain payment. FPL reconnected Mr. Roomes' service on June 17, the same day payment for the past due balance was received.

At the time FPL reviewed Mr. Roomes' September 26 complaint, FPL found that there had been no extended outages to Mr. Roomes' service during the several weeks following the first period of investigation and that there had been only a few MPI's, as noted:

Date	Number of MPI's	Duration
9/3/97	2	1 < 2 seconds; 1 < 20 seconds
9/24/97	2	< 2 seconds
10/4/97	1	< 2 seconds

On December 18, 1997, a Sentry device was installed at Mr. Roomes' residence. A Sentry device is an instrument that will record and communicate via telephone the date, time, and length of any service interruption the customer may experience. This device is sensitive enough to capture interruptions as short as 2/100ths of a second. Mr. Roomes later requested on May 21, 1998 to have the Sentry device removed. After several attempts to find Mr. Roomes at home, the device was removed on June 2, 1998. The Sentry device recorded 4 MPIs during the period it was installed at Mr. Roomes' residence.

The first interruption occurred on February 9th, 1998 at 8:33 a.m. This interruption was less than a second and was as a result of a feeder breaker at the substation tripping.

The second interruption was on February 28, 1998 at 3:19 p.m. This interruption was less than 2 seconds. FPL has not been able to track down the cause for this interruption.

The third interruption was on March 20, 1998 at 12:47 a.m. and 12:57 a.m. as a result of severe weather condition. These two momentary interruptions were a fraction of a second each, so slight that they were not even recorded by our feeder breaker operation.

The fourth interruption was on April 4, 1998 at 2:56 p.m. A fuse blew at another subdivision causing a MPI of less than a second.

In addition, FPL installed a recording voltmeter at Mr. Roomes' residence for a one week test period beginning on May 4, 1998 and ending on May 11, 1998. During this period, FPL found that all voltage registered within proper range.

In a further effort to assure the customer that FPL facilities were working properly and were in good condition, FPL patrolled the feeder and, in April 1998, trimmed trees from the substation to Mr. Roomes neighborhood to remove any tree conditions that could possibly interfere with the power lines. In addition, on April 24, 1998 Mr. Ed Gross, FPSC Safety Engineer, met with Mr. Kevin Kenney, FPL Operation Supervisor, and a FPL crew to perform a field inspection of FPL facilities serving Mr. Roomes.

This team spent nearly an entire day inspecting the grounding, elbows, and connections in the transformer. They also checked for leaks. Mr. Roomes' meter can was inspected and all connections and grounding checked. A crushed concrete hand hole was uncovered and the multitap connection serving Mr. Roomes' neighbor was replaced. This inspection revealed no problem affecting Mr. Roomes' service.

Since October 4, 1997, the following momentary interruptions have been recorded by FPL:

Date	Number of MPI's	Duration
11/11/97	1	< 20 seconds
11/20/97	1	< 20 seconds
2/4/98	3	2 < 2 seconds; 1 < 20 seconds
2/9/98	1	< 2 seconds
4/4/98	1	< 2 seconds
5/4/98	1	< 2 seconds
5/5/98	1	< 2 seconds
6/1/98	2	< 2 seconds
6/9/98	1	< 2 seconds
7/14/98	1	< 2 seconds
8/10/98	1	< 2 seconds
8/13/98	1	< 2 seconds
8/14/98	1	< 2 seconds
8/21/98	1	< 2 seconds

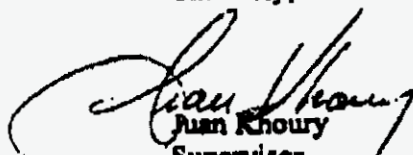
It is important to point out that Mr. Roomes has not experienced an extended outage since this investigation started over a year ago. Also, many of the momentary interruptions recorded by FPL last only a fraction of a second and are imperceptible to the customer.

Most of these momentary interruptions occur as a result of intermittent weather conditions.

In summary, FPL has put forth every possible effort to identify any potential problem with the facilities serving Mr. Roomes. FPL has found no such problem. Further, Mr. Roomes' neighbors who are served from essentially the same facilities have not experienced the outages allegedly experienced by Mr. Roomes.

I hope the forgoing information is sufficient for purposes of your review of this matter. Should you have any questions or require additional information, please don't hesitate to contact Ms. Lynne Adams at 850-224-7595.

Sincerely,



Juan Khoury
Supervisor
FPL Distribution Customer Communications

3340 N. W. 71st Street
Coconut Creek
Florida
33073-4800.
October 22, 1998.

Mr. Robert D. Vandiver
Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida
32399.

Dear Mr. Vandiver,

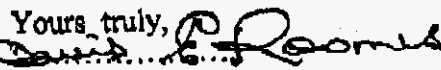
Attached is my record of on going electrical interruptions at my place of residence for 1998. On these occasions I have to reset all digital clocks, VCR, and micro-wave oven.

In addition, these electrical interruptions have completely destroyed my Personal Computer, plus countless years of Computer Systems Analysis, Design, Development and Programing software, which cannot be recreated. I need the services of a Personal Computer to perform work related duties, I had to buy another Personal Computer in July of 1998.

What I find amusing, and a consistent pattern is, when I informed FPL personnel, Jeff Lederer, Gaines Medley at 954-797-5000, and Linda Hastings at 1-800-123-4321, that I experienced electrical interruptions, they all claim there are no records of such interruptions. When I provide specific times and dates, their response "OH YES" there were electrical interruptions, VERY CONSISTENT PATTERN of responses. Now, I guess I will receive the same CONSISTENT RESPONSE PATTERN, now that my records are available.

I retained the services of a qualified electrician to inspect my residence, only the Ground Fault Indicator switches are destroyed during the BIG BLAST of July, 1997.

I am kindly requesting that you provide me with the primary contact and mailing address for the Nuclear Regulatory Commission, the district which monitors the South Florida region. The Nuclear Regulatory Commission must be made aware of this ongoing isolated harassment, and possible catastrophic outcome. I would appreciate getting this response by return mail. These isolated electrical interruptions and harassment has been ongoing since June 1997. I will not tolerate this any longer.

Yours truly,

David E. RoomeS.

RECEIVED

OCT 26 1998

General Counsel's Office
Florida Public Service Commission

January 12, 1998, 11:15 & 13:40.

February 02, 1998, 19:02 ~ 20:36

" 04

Interior lights on

" 09

Chandelier & interior light came on
Personal Computer could not start up
All residents affected

" 18

" 28

March 19, 1998, 00:00 - 06:30

April 04, 1998, 13:30 - 16:00

" 10, 1998,

Answering machine malfunctions
Ed Gross dug up front lawn.

" 14, 1998,

May 04, 1998,

Personal Computer malfunctions
Interior lights on

" 05, 1998.

June 09, 1998, 00:00 - 06:30

" 25, 1998

Personal Computer affected

July 16, 1998, 20:57

August 02, 1998

" 10, 1998 22:08

All residents affected

" 12, 1998 07:20

" 13, 1998 06:37

Two times

" 14, 1998

" 21, 1998

September 09, 1998 22:04

October 05, 1998 19:10

" 12, 1998

Answering machine malfunctions

David E. RoomeS.

David E. RoomeS.

3340 N. W. 71st Street



January 11, 1999

VIA HAND DELIVERY

David Roomes
3340 Northwest 71 Street
Coconut Creek, FL 33073

Re: Customer Complaint No.97F2194 before the FPSC

Dear Mr. Roomes:

I have been asked to review the complaint you have currently on file with the Florida Public Service Commission so that I might advise Florida Power & Light ("FPL") as to a possible settlement of this matter.

I would appreciate it if you would provide me a letter identifying and quantifying the damages relative to the allegations set forth in your complaint. In this regard, please be as specific as you can as to the nature of the damage, the date and time it occurred, and the estimated cost of replacement or repair. If you have any invoices for repairs or replacements in connection with your claim, please provide copies of those as well.

So that FPL might consider a potential settlement of this matter, I would appreciate receiving the foregoing information in advance of the informal conference scheduled for Thursday, January 14, 1999.

It is my understanding that you are not represented by counsel in connection with your complaint. If my understanding is incorrect, please advise me promptly and forward this letter to your counsel. You may contact me at 561-691-7101.

I look forward to your reply, and to resolving this matter to our mutual satisfaction.

Sincerely,

A handwritten signature in cursive script that reads "R. Wade Litchfield" with the initials "EJD" written below it.

R. Wade Litchfield
Senior Attorney
Florida Authorized House Counsel

RWL/bjw

STATE OF FLORIDA

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



GENERAL COUNSEL
ROBERT D. VANDIVER
(850) 413-6248

Public Service Commission

January 11, 1999

BY FACSIMILE

Mr. David E. Roomes
3340 N.W. 71st Street
Coconut Creek, Florida 33073-4800

Dear Mr. Roomes:

We have scheduled the informal conference for Thursday, January 14, 1999, at 8:30 a.m. An operator will contact you so that no expense to you will be incurred.

The documents we will discuss include the FPL letter of September 30, 1998 to Robert Vandiver. I provided you this letter on October 1, 1998. You also wrote a letter on October 26, 1998. I have enclosed a copy of Rule 25-22.032, Florida Administrative Code, for your information.

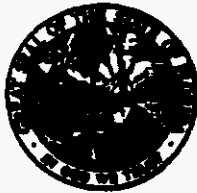
Please feel free to call if you have any questions or comments.

Sincerely,

A handwritten signature in black ink, appearing to read "R. D. Vandiver".

Robert D. Vandiver
General Counsel

RDV:jmb
cc: Lynne Adams



Public Service Commission

FACSIMILE TRANSMITTAL
COVER SHEET

1-11-99
DATE

TO: David Roones

OFFICE/BUSINESS: _____

FACSIMILE NUMBER: 954-384-3350

TELEPHONE NUMBER: _____

FROM: Rob Vandiver

OFFICE/BUSINESS: General Counsel

FACSIMILE NUMBER: 850-413-7180

TELEPHONE NUMBER: 413-~~97~~6076

COMMENTS: _____

Attached is Rule 25-22.032.

Number of Pages Including this Cover Sheet 3

25-22.032 Customer Complaints.

(1) Any customer of a utility regulated by this Commission may file a complaint with the Division of Consumer Affairs whenever he has an unresolved dispute with the utility regarding his electric, gas, telephone, water, or wastewater service. The complaint may be communicated orally or in writing. Upon receipt of the complaint a staff member designated by the Director of the Division shall notify the utility of the complaint and request a response. The response should explain the utility's actions in the disputed matter and the extent to which those actions were consistent with the utility's tariffs and procedures, applicable state laws, and Commission rules, regulations, and orders.

(2) The designated staff member shall investigate the complaint and attempt to resolve the dispute informally. To that end, the staff member may request the parties to provide copies of bills, billing statements, field reports, written documents, or other information in their possession which may be necessary to resolve the dispute. The staff member may perform such tests, on-site inspections, and reviews of utility records as he considers appropriate and may request the utility to collect data and to perform tests which are necessary to aid in the resolution of the dispute.

(3) As soon as possible the staff member shall propose a resolution of the complaint based on his findings, applicable state laws, the utility's tariffs, and Commission rules, regulations, and orders. The proposed resolution may be communicated to the parties orally or in writing. Upon request, either party shall be entitled to a written copy of the proposed resolution, which shall be delivered by first-class mail.

(4) If a party objects to the proposed resolution, he may file a request for an informal conference on the complaint. The request shall be in writing and should be filed with the Division of Consumer Affairs within 30 days after the proposed resolution is mailed or personally communicated to the parties. Upon receipt of the request the Director of the Division may appoint a staff member to conduct the informal conference or the Director may make a recommendation to the Commission for dismissal based on a finding that the complaint states no basis for relief under the Florida Statutes, Commission rules or orders, or the applicable tariffs. If a conference is granted the appointed staff member shall have had no prior contact with the complaint. After consulting with the parties, the appointed staff member shall issue a written notice to the parties setting forth the procedures to be employed, the dates by which written materials are to be filed, and the time and place for the informal conference, which shall be held in the service area, or such other convenient location to which the parties agree, no sooner than 10 days following the notice.

(5) In conjunction with conducting the informal conference, the appointed staff member may:

(a) Require the utility to provide any information in its possession which may be relevant to the complaint and may specify the form in which such information is to be provided;

(b) Request a customer to provide any information in the customer's possession which is necessary to prove any facts the customer may assert in support of his position;

(c) Direct the utility to conduct meter tests and inspections, diversion of service inspections, and other tests the appointed staff member deems necessary or appropriate;

(d) Question the parties directly regarding all matters related to the case.

(6) At the conference, the parties shall have the opportunity to present information, orally or in writing, in support of their positions. During the conference, the appointed staff member may encourage the parties to discuss and resolve their dispute. The Commission shall be responsible for tape-recording, but not transcribing, the informal conference. A party may arrange for transcription at his own expense.

(7) The appointed staff member may permit any party to file, following the conference, further information, documentation, or arguments. The opposing party shall have an opportunity to file a response.

(8) If a settlement is not reached, then within 20 days following the informal conference or the last post-conference filing, the appointed staff member shall submit a recommendation to the Commission and shall mail copies of the recommendation to the parties. The Commission shall dispose of the matter at the next available agenda conference by issuing a notice of proposed agency action or by setting the matter for hearing pursuant to section 120.57, Florida Statutes. The Commission may permit the parties to respond to the recommendation at the

agenda conference.

(9) At any point during the complaint proceedings, a party has the right to be represented by an attorney or other qualified representative. For purposes of this rule a qualified representative may be any person the party chooses, unless the Commission sets the matter for hearing. At such hearing the parties must be represented by an attorney or Class B practitioner as provided for in Rule 25-22.008 or may represent themselves. Each party shall be responsible for his own expenses in the handling of the complaint.

(10) During the pendency of the complaint proceedings, a utility shall not discontinue service to a customer because of an unpaid disputed bill. However, the utility may require the customer to pay that part of a bill which is not in dispute. If the parties cannot agree as to the amount in dispute, the staff member will make a reasonable estimate to establish an interim disputed amount until the complaint is resolved. If the customer fails to pay the undisputed portion of the bill the utility may discontinue the customer's service pursuant to Commission rules.

(11) At any time the parties may agree to settle their dispute. If a settlement is reached, the parties or their representatives shall file with the Division of Consumer Affairs a written statement to that effect. The statement shall indicate that the settlement is binding on both parties and that the parties waive any right to further review or action by the Commission. The Division shall, if the complaint has been docketed, submit the statement to the Commission for approval. If the complaint has not been docketed, then the Division shall acknowledge the statement of settlement by letter to the parties.

*Specific Authority 120.53(1), 350.127(2) FS.
Law Implemented 120.53(1), 120.57, 120.59(4) FS.
History—New 1-3-89, Amended 10-28-93.*

TRANSMISSION VERIFICATION REPORT

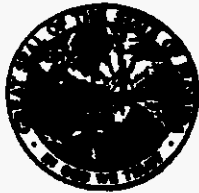
TIME : 01/11/1999 16:19
NAME : FPSC
FAX : 18504137180
TEL :

DATE, TIME	01/11 16:18
FAX NO./NAME	619543843350
DURATION	00:00:46
PAGE(S)	02
RESULT	OK
MODE	STANDARD ECM

TRANSMISSION VERIFICATION REPORT

TIME : 01/11/1999 16:29
NAME : FPSC
FAX : 18504137180
TEL :

DATE, TIME	01/11 16:27
FAX NO./NAME	619543843350
DURATION	00:01:48
PAGE(S)	03
RESULT	OK
MODE	STANDARD ECM



Public Service Commission

FACSIMILE TRANSMITTAL
COVER SHEET

1-11-99
DATE

TO: Lynne Adams

OFFICE/BUSINESS: FL

FACSIMILE NUMBER: 224-7197

TELEPHONE NUMBER: _____

FROM: Rob Sandiver

OFFICE/BUSINESS: General Counsel

FACSIMILE NUMBER: 850-413-7180

TELEPHONE NUMBER: 413-6076

COMMENTS: _____

Number of Pages Including this Cover Sheet 2

TRANSMISSION VERIFICATION REPORT

TIME : 01/11/1999 16:21
NAME : FPSC
FAX : 18504137180
TEL :

DATE, TIME	01/11 16:20
FAX NO./NAME	92247197
DURATION	00:00:47
PAGE(S)	02
RESULT	OK
MODE	STANDARD ECM

3340 N. W. 71st Street
Coconut Creek
Florida
33073-4800.
October 22, 1998.

Mr. Robert D. Vandiver
Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida
32399.

Dear Mr. Vandiver,

Attached is my record of on going electrical interruptions at my place of residence for 1998. On these occasions I have to reset all digital clocks, VCR, and micro-wave oven.

In addition, these electrical interruptions have completely destroyed my Personal Computer, plus countless years of Computer Systems Analysis, Design, Development and Programing software, which cannot be recreated. I need the services of a Personal Computer to perform work related duties, I had to buy another Personal Computer in July of 1998.

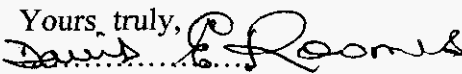
What I find amusing, and a consistent pattern is, when I informed FPL personnel, Jeff Lederer, Gaimes Medley at 954-797-5000, and Linda Hastings at 1-800-123-4321, that I experienced electrical interruptions, they all claim there are no records of such interruptions. When I provide specific times and dates, their response "OH YES" there were electrical interruptions, VERY CONSISTENT PATTERN of responses. Now, I guess I will receive the same CONSISTENT RESPONSE PATTERN, now that my records are available.

I retained the services of a qualified electrician to inspect my residence, only the Ground Fault Indicator switches are destroyed during the BIG BLAST of July, 1997.

I am kindly requesting that you provide me with the primary contact and mailing address for the Nuclear Regulatory Commission, the district which monitors the South Florida region. The Nuclear Regulatory Commission must be made aware of this ongoing isolated harassment, and possible catastrophic outcome.

I would appreciate getting this response by return mail.

These isolated electrical interruptions and harassment has been ongoing since June 1997. I will not tolerate this any longer.

Yours truly,

David E. RoomeS.

RECEIVED

OCT 26 1998

General Counsel's Office
Florida Public Service Commission

January 12, 1998, 11:15 & 13:40.

February 02, 1998, 19:02 – 20:36

“ 04

“ 09

“ 18

“ 28

Interior lights on

Chandelier & interior light came on
Personal Computer could not start up
All residents affected

March 19, 1998, 00:00 – 06:30

April 04, 1998, 13:30 – 16:00

“ 10, 1998,

“ 14, 1998,

Answering machine malfunctions
Ed Gross dug up front lawn.

May 04, 1998,

“ 05, 1998.

Personal Computer malfunctions
Interior lights on

June 09, 1998, 00:00 – 06:30

“ 25, 1998

Personal Computer affected

July 16, 1998, 20:57

August 02, 1998

“ 10, 1998 22:08

“ 12, 1998 07:20

“ 13, 1998 06:37

“ 14, 1998

“ 21, 1998

All residents affected

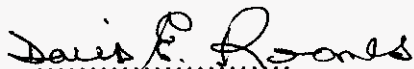
Two times

September 09, 1998 22:04

October 05, 1998 19:10

“ 12, 1998

Answering machine malfunctions



David E. RoomeS.

3340 N. W. 71st Street

FLORIDA POWER & LIGHT COMPANY



215 South Monroe Street
Suite 810
Tallahassee, FL 32301

Telephone: (850) 224-7595

Fax: (850) 224-7197

DATE: 1/12/99

TO: Rob Vandiver

COMPANY/DEPT.: _____

FAX PHONE #: 413-6077

FROM: **Lynne Adams**
Regulatory Affairs

TOTAL PAGES (including cover sheet): 2

Re: Roames

IF YOU DO NOT RECEIVE THIS FAX CLEARLY, PLEASE CALL (850) 224-7595



Florida Power & Light Company, P. O. Box 14000, June Beach, FL 32409-0420
Law Department

January 11, 1999

VIA HAND DELIVERY

David Roomes
3340 Northwest 71 Street
Coconut Creek, FL 33073

Re: Customer Complaint No.97F2194 before the FPSC

Dear Mr. Roomes:

I have been asked to review the complaint you have currently on file with the Florida Public Service Commission so that I might advise Florida Power & Light ("FPL") as to a possible settlement of this matter.

I would appreciate it if you would provide me a letter identifying and quantifying the damages relative to the allegations set forth in your complaint. In this regard, please be as specific as you can as to the nature of the damage, the date and time it occurred, and the estimated cost of replacement or repair. If you have any invoices for repairs or replacements in connection with your claim, please provide copies of those as well.

So that FPL might consider a potential settlement of this matter, I would appreciate receiving the foregoing information in advance of the informal conference scheduled for Thursday, January 14, 1999.

It is my understanding that you are not represented by counsel in connection with your complaint. If my understanding is incorrect, please advise me promptly and forward this letter to your counsel. You may contact me at 561-691-7101.

I look forward to your reply, and to resolving this matter to our mutual satisfaction.

Sincerely,

A handwritten signature in black ink that reads "R. Wade Litchfield" with a stylized flourish at the end.

R. Wade Litchfield
Senior Attorney
Florida Authorized House Counsel

RWL/bjw

an FPL Group company

FLORIDA POWER & LIGHT COMPANY



215 South Monroe Street
Suite 810
Tallahassee, FL 32301

Telephone: (850) 224-7595

Fax: (850) 224-7197

DATE: 1/13/99

TO: Rob Anderson

COMPANY/DEPT.: _____

FAX PHONE #: _____

FROM: Lynne Adams
Regulatory Affairs

TOTAL PAGES (including cover sheet): 2

IF YOU DO NOT RECEIVE THIS FAX CLEARLY, PLEASE CALL (850) 224-7595



Florida Power & Light Company, P. O. Box 14000, Juno Beach, FL 33405-0420
Law Department

January 11, 1999

VIA HAND DELIVERY

David Roomes
3340 Northwest 71 Street
Coconut Creek, FL 33073

Re: Customer Complaint No. 97F2194 before the FPSC

Dear Mr. Roomes:

I have been asked to review the complaint you have currently on file with the Florida Public Service Commission so that I might advise Florida Power & Light ("FPL") as to a possible settlement of this matter.

I would appreciate it if you would provide me a letter identifying and quantifying the damages relative to the allegations set forth in your complaint. In this regard, please be as specific as you can as to the nature of the damage, the date and time it occurred, and the estimated cost of replacement or repair. If you have any invoices for repairs or replacements in connection with your claim, please provide copies of those as well.

So that FPL might consider a potential settlement of this matter, I would appreciate receiving the foregoing information in advance of the informal conference scheduled for Thursday, January 14, 1999.

It is my understanding that you are not represented by counsel in connection with your complaint. If my understanding is incorrect, please advise me promptly and forward this letter to your counsel. You may contact me at 561-691-7101.

I look forward to your reply, and to resolving this matter to our mutual satisfaction.

Sincerely,

R. Wade Litchfield
Senior Attorney
Florida Authorized House Counsel

RWL/bjw

3340 N. W. 71st Street
Coconut Creek
Florida
33073-4800.
January 19, 1999.

Mr. Robert D. Vandiver
General Counsel
Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida
32399-0850.

Dear Mr. Vandiver,

With regards to our 'informal conference' on January 14, 1999,
attached please find electrical report for 3340 N.W. 71 Street, conducted on
December 29, 1998.

Thanks.

Yours truly,

David E. Roomes.

RECEIVED

JAN 22 1999

General Counsel's Office
Florida Public Service Commission

3340 N. W. 71st Street
Coconut Creek
Florida
33073-4800.
February 17, 1999.

Mr. Kevin Kenney
F. P. L.
330 S. W. 12th Avenue
Pompano Beach
Florida
33069.

Dear Mr. Kenney,

This is a follow up to our telephone conversation on Wednesday February 17, 1999.

To re iterate:

- Three interruptions
 Sunday January 31, 1999
 Between Thursday February 04, 1999 & Wednesday February 10, 1999
 Friday February 12, 1999
 were experienced only on both UPS devices.

- No interruptions were experienced on other electrical equipment.

As you confirmed the Monitoring device has not detected any interruptions since installation on January 27, 1999.

Now that YOU and OTHERS are aware of installed device in my residence, no DELIBERATE interruptions have occurred.

However, I am anxious and awaiting to see what will happen when the device is removed.

Give this some careful thought.

Yours truly,

David E. RoomeS.

cc:
Mr. Robert D. Vandiver.

RECEIVED

FEB 22 1999

General Counsel's Office
Florida Public Service Commission

3340 N. W. 71st Street
Coconut Creek
Florida
33073-4800.
March 16, 1999.

Mr. Robert D. Vandiver
General Counsel
Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida
32399-0850.

Dear Mr. Vandiver,
The attached are documents for your attention to substantiate the ongoing harassment from Florida Power & Light.

At initial application for services at 3540 Banks Road, apartment #106, I was asked to provide past electrical record history, or \$75.00 deposit fee. I submitted appropriate document to FP&L, Exhibit "A".

FP&L chooses to ignore exhibit "A", kept on sending harassing and threatening letters, when I replied no one responded. Exhibits "B", "C", "D", "E".

I did not pay the \$75.00, so my electrical consumption was over inflated, resulted in me being overcharged Exhibit "F", July thru October 1995. As soon as I questioned the suddenly high consumption, the readings were immediately reduced, never inflated again. Compare corresponding period for July to October 1996. Several enquiries (letters and telephone calls) to FP&L went ignored. When I was reluctant in paying monthly bills, exhibit "G" arrived. In a conversation with Forrest Lawless, he was rude, uncooth, arrogant, and informed me that if I do not like his explanation, I can contact the PSC, because 'I WOULD BE WASTING MY TIME'

In April 1997, I moved to 3340 N. W. 71 st., harassing and threatening letters to pay \$220.00 deposit Exhibit "H", which I queried, no one cared to respond. Electrical consumption could not be inflated, I can monitor the meter readings, so the DELIBERATE electrical interruptions started. My monthly electrical bills for 3340 N. W. 71 st. were promptly paid, but without notice, my electrical services was disconnected on June 16, 1997, destroying all refrigerated food content and harassment to my family. FPL rule stipulates that a customer must be notified *before service is disconnected*. This was not done.

RECEIVED

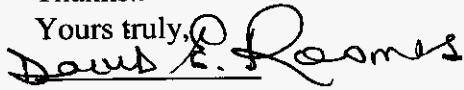
MAR 18 1999

General Counsel's Office
Florida Public Service Commission

This is a background to this ongoing harassment, and this information will resurface, so that you are aware of these additional facts.

Thanks..

Yours truly,

A handwritten signature in cursive script that reads "David E. Roomes". The signature is written in black ink and is positioned above the printed name.

David E. Roomes.



The Public Utilities Commission
of the City of Scarborough
1630 Markham Road
Scarborough, Ontario
M1B 3M4

(416) 292-1530

Douglas A. Beatty, Chairman
Rowland H. Armstrong, Vice Chairman
Frank Faubert, Mayor and Commissioner
Kim J. Allen, P. Eng., M.B.A., General Manager
Christine T. Auld, Commission Secretary

DAVID ROOMES
3540 BANKS ROAD
APT 106
MARGATE, FLORIDA, U.S.A.
33063

May 8, 1995

To Whom It May Concern:

RE: Account Number: 59-44-10300-034
Name: DAVID ROOMES
Address: 3 GOODALL DR
SCARBOROUGH, ONTARIO

CUSTOMER SERVICE:

The above customer has written to us authorizing release of credit information to you for the purpose of obtaining a Waiver Deposit.

LENGTH OF SERVICE: OCT. 30, 1991 TO FEB. 15, 1995

DEPOSIT:

REMINDER NOTICES: NIL

DISCONNECT NOTICES: NIL

DISHONoured CHEQUES: NIL

CURRENT/FINAL BILL PAID: FINAL BILL PAID IN FULL

75 Years of Service
1920 - 1995
Celebrating

J. CARTER
Customer Service Section

S.P.U.C. Tel. (416) 292-1100

CO054

JNC

EXHIBIT "A"





Customer Copy

Please notify FPL of any change in the customer name or rate class/type of usage (Example: Residential VS. Non-Residential).

Fold On Perforation Before Tearing

Date Of This Statement	New Charges Past Due After	Total Amount Now Due
B MAY 11 95	JUN 01 95	10468

Customer Name	Service Address	Account Number	Meter No.
DAVID ROOMES	3540 BANKS RD #106	0390988517	5C50415

Rate Schedule/Class Of Service	Service Used From	To	# Of Days	Meter Readings		Kilowatt Hours Used	Amount
				Previous	Current		
RS-1 RESIDENTIAL	MAY	MAY	11	1086895	87051	156	1181**

GROSS RCPTS TAX INCR	12
FRANCHISE CHARGE	65
UTILITY TAX	110
SERVICE CHARGE	1600

LATE PAYMENT CHARGE OF 1.5% WILL APPLY IF NOT PAID BY JUN 01

SERVICE/INITIAL CHARGES ARE ONE-TIME CHARGES TO DEFRAY THE ADDITIONAL ADMINISTRATIVE COST REQUIRED TO START YOUR ELECTRIC SERVICE OR MAKE VARIOUS CHANGES TO YOUR ACCOUNT AT YOUR REQUEST.

TOTAL NEW CHARGES	2968
DEPOSIT BALANCE DUE	7500
Total Amount Now Due	10468

Energy Usage Information			**Electric Service Amount Includes The Following Charges:			
KWH Used This Month	Days	KWH Per Day	Customer Charge	Non-Fuel Energy Charges	Fuel Charge	Demand Charge
This Year	156	10	16	BILL PERIOD IS LESS THAN A MONTH		
Last Year				CHARGES FOR BILLINGS LESS THAN A MONTH ARE AVAILABLE ON REQUEST.		
			Per Month	Cents Per KWH	Cents Per KWH	Dollars Per KWH

1080 0390988517 7311

For Customer Service inquiries or pay agent locations, call: (305)797-5000

For Hearing / Speech Impaired Call (TTY/TDD) 1-800-432-6554.

EXHIBIT "B"



Address inquiries to
 Box 025576 MIAMI, FL 33102

27

7311039098851750057000000

**DEPOSIT BILL
 STATEMENT**

Payment Is Now due PAST DUE MAY 15

DAVID ROOMES
 OR CURRENT OCCUPANT
 3540 BANKS RD # 106
 MARGATE FL 33063

7311 ACCT. NO. 03909-88517 5		
DEPOSIT NO.	ISSUED	AMOUNT DUE
4937865	05/03/95	75.00

FPL
 GENERAL MAIL FACILITY
 MIAMI FL 33188-0001

Make check payable to FPL in U.S. funds
 and mail payment to above address.

ENCLOSE TOP PORTION WHEN PAYING BY MAIL WITH CHECK.
 Please bring entire bill when paying at a local pay agent.



**CUSTOMER GUARANTEE DEPOSIT CERTIFICATE
 CUSTOMER COPY**

Account Number : 03909-88517
 Service Address : 3540 BANKS RD #106

ISSUED	DEPOSIT
MO DAY YR	AMOUNT
05/03/95	*****75.00

IF YOU HAVE QUESTIONS ON THIS BILLING CALL 797-5000

Payment Of Deposit Is Now Due

If you have made full payment, please accept
 our thanks and disregard this notice.

DAVID ROOMES
 3540 BANKS RD # 106
 MARGATE FL 33063

Please retain this certificate and your receipt
 or cancelled check when returned by the bank.

NOT TRANSFERABLE BETWEEN INDIVIDUALS, PARTNERSHIPS OR CORPORATIONS

The terms under which this deposit is made and accepted are :
 Interest at the rate of 6% per annum will be paid on guarantee deposits
 held by the Company during the time the Customer has had continuous
 service for six months or longer.

This deposit is to guarantee payment of any amount which may become due
 the Company by the Customer for service in the Customer's name at any
 or all premises the Customer may occupy, and may be used as if the Com-
 pany were the absolute owner thereof.

The Customer is subject to additional deposit, the total not to exceed
 charges for two billing periods. After twelve months of service, the
 deposit is subject to partial refund upon request, for any amount in
 excess of charges for Customer's two average billing periods or \$25.00,
 whichever is greater.

Any deposit balance remaining after settlement of all indebtedness will
 be refunded to the Customer.

Thank you,
 FLORIDA POWER & LIGHT COMPANY

NEW

Guarantee Deposit No. 4937865

EXHIBIT 'C'

FORM 845W REV. 01/85

FINAL NOTICE

Payment must be received by
FINAL NOTICE DUE DATE.

7311 5 11608 #

DAVID ROOMES
 3540 BANKS RD # 106
 MARGATE FL 33063-6960

Make check payable to FPL in U.S. funds
 and mail along with this coupon to:

FPL
GENERAL MAIL FACILITY
MIAMI FL 33188-0001



Account Number	Read Date	Final Notice Due Date	Amount Past Due
03909-88517	050195	053195	75.00

ENCLOSE TOP PORTION WHEN PAYING BY MAIL WITH CHECK.
 Please bring entire bill when paying at a local pay agent.

For Information Phone
 FPL at 797-5000 or
 1-800-554-4375 outside Florida.

ACCOUNT NUMBER **AMOUNT PAST DUE**
 03909-88517 75.00

For Hearing / Speech Impaired
 Call (TTY-TDD) 1-800-432-6554.

Read Date
 Mo Day Yr
 05 01 95

A recent remittance may have been received
 after this bill was mailed. If you have made
 full payment, please accept our thanks and
 disregard this notice.

FINAL NOTICE for service at 3540 BANKS RD # 106

According to our records, your bill is now past due. Payment of \$ 75.00 DEPOSIT
 must be received by MAY 31, 1995, to avoid a possible
disconnection of service and a reconnect charge of \$ 19.00.

Payments received after the PAST DUE DATE of a regular bill may result in an
 additional deposit being billed to your account. If you have any questions
 concerning this billing, please call 797-5000.

If your questions are unresolved, you may register your concern with the FPL
 representative at 797-5000. If after calling FPL your questions remain
 unresolved, you may call the Public Service Commission toll free at 1-800-342-3552.

Please observe the PAST DUE AFTER date on future bills.

EXHIBIT "D"



Florida Power & Light Company
 PO Box 025576
 Miami, FL 33102

FPL

/ 27

7311039098851750057000000

FINAL NOTICE

Payment must be received by
FINAL NOTICE DUE DATE.

7311 5

3687 #

DAVID ROOMES
 3540 BANKS RD # 106
 MARGATE FL 33063-6960

Make check payable to FPL in U.S. funds
 and mail along with this coupon to:

FPL
 GENERAL MAIL FACILITY
 MIAMI FL 33188-0001



Account Number	Read Date	Final Notice Due Date	Amount Past Due
03909-88517	05 11 95	06 14 95	75.00

ENCLOSE TOP PORTION WHEN PAYING BY MAIL WITH CHECK.
 Please bring entire bill when paying at a local pay agent.

For Information Phone
 FPL at 797-5000 or
 1-800-554-4375 outside Florida.

ACCOUNT NUMBER AMOUNT PAST DUE
 03909-88517 75.00

For Hearing / Speech Impaired
 Call (TTY-TDD) 1-800-432-6554.

Read Date		
Mo	Day	Yr
05	11	95

A recent remittance may have been received
 after this bill was mailed. If you have made
 full payment, please accept our thanks and
 disregard this notice.

FINAL NOTICE for service at 3540 BANKS RD # 106

According to our records, your bill is now past due. Payment of \$ 75.00
 must be received by JUN 14, 1995, to avoid a possible
disconnection of service and a reconnect charge of \$ 19.00.

Payments received after the PAST DUE DATE of a regular bill may result in an
 additional deposit being billed to your account. If you have any questions
 concerning this billing, please call 797-5000.

If your questions are unresolved, you may register your concern with the FPL
 representative at 797-5000. If after calling FPL your questions remain
 unresolved, you may call the Public Service Commission toll free at 1-800-342-3552.

Please observe the PAST DUE AFTER date on future bills.

EXHIBIT "E"



Florida Power & Light Company
 PO Box 025576
 Miami, FL 33102

FPL

HI BILLING HISTORY
 909-88517 73 14 406 ELE ACT
 VID ROOMES
 40 BANKS RD # 106
 RGATE FL 33063 P

05/01/95 1/044/ 5C50415
 PH (954)974-9704 S
 S/T# 595-49-2339

11/19/96 18:24:35

SPEC

PAGE 1 OF 2

N (Y/N)	SVC DT	RM	DYS	T	S	KWH	KWD	ELE AMT	BB AMT	TOT BILL AMT
	11/12/96	11	32	A	B	306	0	31.24	0.00	31.24
	10/11/96	10	29	A	B	290	0	29.96	0.00	29.96
	09/12/96	9	30	A	B	302	0	30.26	0.00	30.26
	08/13/96	8	29	A	B	296	0	29.79	0.00	29.79
	07/15/96	7	32	A	B	301	0	30.19	0.00	30.19
	06/13/96	6	31	A	B	266	0	27.09	0.00	27.09
	05/14/96	5	29	A	B	222	0	23.69	0.00	23.69
	04/15/96	4	30	A	B	221	0	23.62	0.00	23.62
	03/15/96	3	29	A	B	280	0	28.22	0.00	28.22
	02/15/96	2	35	A	B	428	0	39.65	0.00	72.21
	01/11/96	1	31	A	B	330	0	32.08	0.00	32.08
	12/11/95	12	34	A	B	271	0	27.51	0.00	27.51
	11/08/95	11	28	A	B	356	0	34.08	0.00	34.08

XT TYPE A FIND GWA 80
 P OF LIST
 -PAGE DOWN 13-MRDG HIST 16-BUS BRKDN 17-HI BILL 18-READ/VERIFY NEWS

HI BILLING HISTORY
 909-88517 73 14 406 ELE ACT
 VID ROOMES
 40 BANKS RD # 106
 RGATE FL 33063 P

05/01/95 1/044/ 5C50415
 PH (954)974-9704 S
 S/T# 595-49-2339

11/19/96 18:24:35

SPEC

PAGE 2 OF 2

N (Y/N)	SVC DT	RM	DYS	T	S	KWH	KWD	ELE AMT	BB AMT	TOT BILL AMT
	10/10/95	10	29	A	B	457	0	41.88	0.00	41.88
	09/11/95	9	32	A	B	555	0	47.43	0.00	47.43
	08/10/95	8	29	A	B	510	0	44.11	0.00	44.11
	07/12/95	7	32	A	B	580	0	49.27	0.00	49.27
	06/12/95	6	30	A	B	535	0	45.94	0.00	45.94
	05/11/95	5	10	A	B	156	0	13.68	0.00	104.68

XT TYPE A FIND GWA 80
 PTOM OF LIST
 -TOP LIST 07-PAGE UP 13-MRDG HIST 16-BUS BRKDN 17-HI BILL NEWS
 -READ/VERIFY

06/17
Mr. Tom Mackie

510

1975
561 640 2136
19 (monday, real in)
call 207A

4/21
mine
Brown
12/20/95

EXHIBIT "F"



FPL

March 25, 1997

DAVID ROOMES
3540 BANKS RD # 106
MARGATE FL 33063

Re: Account Number 03909-88517
Service Address 3540 BANKS RD # 106

Dear Valued Customer:

Thank you for your recent inquiry regarding your bill for service to March 16, 1997. We have tried unsuccessfully to reach you by phone to discuss your account. Customer satisfaction is important to FPL, and your understanding your electric bill is equally important. The following are the results of our investigation:

On March 17, 1997 we went to your home to investigate your billing inquiry. Our investigator took a reading of the meter and verified the accuracy of the previous reading. The new meter reading of 94734 shows an additional 7 kilowatt-hours have registered on the meter. This verifies the reading on your current bill is correct. At this rate of consumption, your next bill will be approximately 210 kilowatt-hours.

If you have any concerns regarding these results it is important that we discuss our findings with you. Please contact us at 1-800-472-8996. You will reach our message center and will be asked to leave your name, area code and telephone number. Your call will be returned as quickly as possible by our first available representative.

Sincerely,

Forrest Lawless

Forrest Lawless
Energy Efficiency Expert
Customer Relations Department

SEE ATTACHED, HIGHLIGHTED
EXHIBIT "G"



Florida Power & Light Company, P.O. Box 8768, West Palm Beach, FL 33407-0768
CCS/CSE

July 3, 1997

David Roomes
3340 NW 71 St.
Coconut Creek, FL 33073

RE: Account # 25668-45018
Service Address: Same

Dear Customer:

Thank you for your recent inquiry. The following is a breakdown of the billing on your account at the above referenced address as shown on our records for the dates indicated.

If you have any questions or if we can be of further assistance, please call our Customer Service Department at 954-797-5000.

Sincerely,

Gaimes Medley
FPL Customer Service

GM:gc

DATE	BILL AMOUNT	PREV BAL	PAYMENT	CREDIT	DEBIT	LPC	TOTAL DUE	REMARKS
4/15/97		0.00			16.00		\$16.00	SERVICE CHARGE
4/15/97	20.85	16.00					\$36.85	REGULAR BILL
5/13/97	55.57	36.85				0.55	\$92.97	REG BILL + LATE PAY CHG
5/19/97		92.97			121.13		\$214.10	TRANSFER FROM 03909-88517
6/4/97		214.10	(92.97)				\$121.13	PAYMENT
6/12/97	67.83	121.13				1.82	\$190.78	REG BILL + LATE PAY CHG
6/17/97		190.78	(121.13)				\$69.65	PAYMENT
6/17/97		69.65			19.00		\$88.65	RECONNECTION CHARGE
6/19/97		88.65			220.00		\$308.65	DEPOSIT
6/30/97		308.65		(220.00)			\$88.65	REMOVE DEPOSIT

EXHIBIT "H"

7/3/97

3340 N. W. 71st Street
Coconut Creek
Florida
33073-4800.
May 11, 1999.

RECEIVED

MAY 17 1999

General Counsel's Office
Florida Public Service Commission

Mr. R. Wade Litchfield
F. P. L.
700 Universe Drive
Juno Beach, Florida
33408-0420.

Dear Mr. Litchfield,

With regards to your correspondence of May 07, 1999, there are pertinent information you conveniently choose to ignore.

Between January 12, 1998 and May 05, 1998, there were 12 electrical interruptions to my residence, of the 12, only 1 affected all residents.

Now that the sentry device monitoring is in effect, January 27, 1999 to present, the Florida Public Service Commission is aware of the monitoring, as expected, these deliberate interruptions have subsided. WHAT A COINCIDENCE ? ? ? ?. Compare corresponding period of 1998 to 1999.

In a previous correspondence to Kevin Kenney and cc'd Mr. Vandiver, I stated that I am anxious and awaiting to see what will happen at the end of the monitoring period.

With regards to the UPS devices, there is no reason to have them in my residence, they do not resolve these DELIBREATE interruptions. I have 4 clocks, 1 computer, 1 microwave and a VCR, so I should purchase 7 UPS.

Did you experience 28 interruptions during 1998, do you use UPS devices in your residence?. I contacted the previous owners, they did not have these interruptions.

To iterate:

I am awaiting patiently for the end of this monitoring period, observe interruption patterns, so that I determine the next course of action to take, and the necessary escalation measures to pursue.

LATEST INTERRUPTION : Monday May 10, 1999.

Yours truly,

.....

David E. Roomes.

cc: Mr. Robert D. Vandiver
Kevin Kenney.

3340 N. W. 71st Street
Coconut Creek
Florida
33073-4800.
July 05, 1999.

Mr. Robert D. Vandiver
General Counsel
Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida
32399-0850.

Dear Mr. Vandiver,

I left several telephone messages on your voice mail, so far you have not responded.

There are several issues in your recommendation document that need to be addressed.

Also, it was originally decided that I will be represented in person at the hearing in Miami, not via conference call.

You are fully aware that a conference call is not an effective medium in which to present my case.

Thanks,

Yours very truly,



David E. Roomes.

RECEIVED

JUL 08 1999

General Counsel's Office
Florida Public Service Commission

3340 N. W. 71st Street
Coconut Creek
Florida
33073-4800.
July 15, 1999.

99 JUL 10 11:11 AM

Mr. Robert D. Vandiver
General Counsel
Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida
32399-0850.

Dear Mr. Vandiver,

References :

Letter of Monday July 05, 1999.
Telephone conversation on Tuesday July 06, 1999.

During our telephone conversation, I again raised the issue where in your document states that I am to participate via conference call on July 27, 1999, and this is not appropriate or effective.

You agreed, decided to consult with Blanca S. Bayo and report to me, but so far to date no response from you.

Kindly provide an update.

Thanks for your anticipated cooperation.

Yours truly



David E. Roomes.