

REQUEST TO ESTABLISH DOCKET
(PLEASE TYPE)

Date 8/18/1999

Docket No. 991155-EI

- 1. Division Name/Staff Name Division of Legal Services (C. Keating)
- 2. OPR Division of Legal Services
- 3. OCR Division of Consumer Affairs ; Division of Electric and Gas
- 4. Suggested Docket Title Complaint of Walter Steiger against Florida Power Corporation concerning Electric Service Outages

- 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>Florida Power Corporation</u>	<u>Walter Steiger</u>
	<u>1323 Grand Ave.</u>
	<u>DeLand, FL 32720-2416</u>

2. Interested Persons and their representatives (if any)

- 6. Check one: Documentation is attached.
- Documentation will be provided with the recommendation.

7.11.99

Ms. Beverlee De Mello, Sir.
Division of Consumer Affairs
Re: Inquiry # 2523821



Dear Ms. De Mello,

I am writing in response to a letter I received from Reese Good of your Bureau of Electric Regulation. Unfortunately that letter was considerably delayed in reaching me here in Pennsylvania where I am spending the summer.

That letter dealt with two points, the first of which was the number of service interruptions. It concluded there were seven since 1998, which I believe to be a false figure. Although the basis for my complaint occurred at a prior time, F.P.C. has consistently underreported the actual number of outages & experience, first claiming that the outages were due to electrical failure of my equipment and advising I call an electrician, and then, when confronted with professional evidence to the contrary finally correcting the situation without properly recording my outage. This deliberate misrepresentation and concealment of the facts has gone on for over 20 years at my residence.

The second point was denial of a damage claim as a result of these repeated unreported outages. I am advised that I must seek compensation from a civil court, and this I intend to do.

I do wish to have a conference on the first issue pursuant to Rule 25-22-032 (4) as I feel I cannot receive fair treatment from you, FPL or the courts until the long term and deliberate deception by FPL of their conduct of my account is exposed.

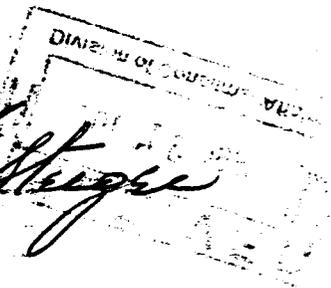
Please therefore consider this my official request for such an informal conference. I look forward to hearing from you, and please send correspondence to me at the following Pennsylvania address:

726 W. NORWEGIAN ST.
POTTSVILLE, PA.
17901

Sincerely,

Nellie A. Stegner

RECEIVED
JUL 19 9 29 AM '99
ADMINISTRATION
MAIL ROOM



STATE OF FLORIDA

Commissioners:
JOE GARCIA, CHAIRMAN
J. TERRY DEASON
SUSAN F. CLARK
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DIVISION OF ELECTRIC & GAS
JOSEPH D. JENKINS
DIRECTOR
(850) 413-6700

Public Service Commission

May 26, 1999

Mr. Walter Steiger
1323 Grand Avenue
Deland, FL 32720-2416

Re: Inquiry Number 252382E

Dear Mr. Steiger:

I understand your complaint to be two part; one, the frequency of electric service interruptions you have been experiencing, and two, Florida Power Corporation's (FPC) denial of a damage claim you filed in December 1997. FPC provided a response to both points.

With respect to your service quality, FPC provided the Public Service Commission (PSC) staff with a list of the outages that affected your home since January 1998. There were seven outages recorded during that period. Of these seven outages, four were caused by tree contact with the electric distribution system, two were caused by storms, and another was caused when a car struck a pole. FPC reported that upon receiving this complaint it sent one of its engineers to inspect the circuit serving your area and home. FPC's engineer indicated that the circuit appeared to be in good working order. He also noted that trees were trimmed from the circuit in February 1999. Considering that four of seven outages you have experienced during the past sixteen months were tree related, the tree trimming performed should significantly reduce the possibility of outages on your circuit.

On the matter of your damage claim, FPC reported that it has not changed its original position to deny your claim. FPC stated that it is the customer's responsibility to notify it of outages so service can be expeditiously restored. Absent customer input FPC does not always have the ability to identify service interruptions. Given your semi-annual residency you may wish to deplete your freezer prior to your departure. While I sympathize with your situation, beyond our inquiry on your behalf, the Florida Supreme Court has ruled that the PSC does not have authority to award damage claims against a utility. If you do not receive satisfaction from FPC and wish to pursue compensation, you must do so in civil court.

Unless you have additional concerns, we will consider this investigation closed. Please note that if you object to the resolution of your inquiry/complaint proposed in this letter, you may request

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PSC Website: www.scri.net/psc

Internet E-mail: contact@psc.state.fl.us

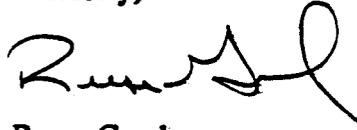
Mr. Walter Steiger

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May 26, 1999

an informal conference on the matter, pursuant to Rule 25-22.032(4), Florida Administrative Code. Should you wish to request an informal conference, please send your request, in writing, to Beverlee DeMello, Director, Division of Consumer Affairs, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, within 30 days after the date of this letter.

Sincerely,



**Reese Goad
Regulatory Analyst
Bureau of Electric Regulation**

**cc: Patsy White
Carol Cornell, Florida Power Corporation**

From: KIMBERLY @ SMTP {Kimberly.J.Berghoefer@fpc.com}
 To: Reese Goad
 Subject: Completed Response - Steiger

-----NOTE-----5/13/99--9:59am-----
 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 <rgoad@psc.state.fl.us>; Thu, 13 May 1999 09:53:51 -0400
 Received: from sv003.fpc.com ([148.152.8.60]) by fpc.com (4.1/SMI-4.1)
 id AA25859; Thu, 13 May 99 08:49:21 EST
 Received: from localhost (root@localhost)
 by sv003.fpc.com (8.8.6 (PHNE_14041)/8.8.6) with SMTP id JAA22870
 for rgoad@psc.state.fl.us; Thu, 13 May 1999 09:46:44 -0400 (EDT)
 From: Kimberly.J.Berghoefer@fpc.com
 X-Openmail-Hops: 2
 Date: Thu, 13 May 1999 09:59:58 -0400
 Message-Id: <H00000c60105a4dd@MHS>
 Subject: Completed Response - Steiger
 Mime-Version: 1.0
 To: rgoad@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]-----
 Reese,

Below is our completed response to the Steiger complaint. I will be faxing the attachment to you.

Please let me know if you have any questions.

Kim

FPSC Analyst's Name:	Reese Goad	Inquiry Number:	252382I
Complainant's Name:	Walter Steiger		
Customer of Record's Name:	Walter Steiger		
Service Address:	1323 Grand Avenue, Deland		
Telephone Number(s):	(904) 736-1091		
Account Number:	21611-55515		
Names of Prior FPC Contacts:	None Provided		
Date/Time Received by FPSC:	4/7/99 11:10 AM		

Restate Customer's Concern: Customer Walter Steiger states this has been an ongoing problem with Florida Power Corporation for many years and is very upset about his situation. He claims that he has frequent power outages when his area has storms and the residences before him that have underground service are serviced before him. He (Mr. Steiger), having above ground service is forgotten and neglected, he claims to have spoken with technicians at FPC and they have admitted their oversight repeatedly. He has sent correspondence to FPC and has received it back and claims the problem is still unresolved and still happening. Customer states that while he was up north he lost a large amount of food stuffs in his freezer due to a service interruption. He notified FPC at the Winter Park office and spoke to Barbara Plourde whom he states is no longer with FPC and stated the problem once again. Previous contact with the company to discuss this issue has been attempted. Please investigate this matter, contact the customer and provide me with a detailed written report.

Date and Time of Initial Contact by Consumer Affairs: 5/3/99 2:30 PM
 - Left message for Mr. Steiger confirming receipt.

Date and Time of Initial Contact by Responding Department: 4/13/99
Customer Contacted By: Robert Hakeem, Project Engineer

Actions Taken to Satisfy Customer:

Mr. Steiger established service with Florida Power Corporation (FPC) at 1323 Grand Avenue, Deland, FL on November 27, 1978.

During 1998, Mr. Steiger experienced 7 outages as follows:

Date	Duration	Cause
1/8/98	61 Minutes	Tree - Preventable ✓
7/28/98	18 Minutes	Tree - Non-preventable
8/06/98	13 Minutes	Storm
9/23/99	117 Minutes	Storm
10/03/98	131 Minutes	Tree - Preventable ✓
10/27/98	59 Minutes	Human Error - Public ✓
10/29/98	88 Minutes	Tree - Preventable ✓

On April 13, 1999 Mr. Steiger came into FPC's DeLand Engineering and Operations Center to inquire about a claim he made in 1997. Robert Hakeem, a Project Engineer at the center, spoke with Mr. Steiger about his concerns. Mr. Steiger explained that he is out of town for six months of the year. During one of these absences he had a power outage causing meat he stored in a freezer to spoil. Mr. Steiger presented a letter dated December 15, 1997 that he'd received from Barbara Plourde, Sr. Claims Agent, rejecting his claim (attached). Mr. Hakeem explained that it is the customer's responsibility to call in and notify FPC of an outage. Mr. Hakeem explained to Mr. Steiger that because he is the only customer on this transformer, FPC would not have been aware of his outage. Mr. Hakeem informed Mr. Steiger about a device he could purchase at Radio Shack called a Sentinel that would call a designated number if a power outage occurred. In addition, Mr. Hakeem advised Mr. Steiger that he would check his account information and patrol the circuit serving his residence to check for any problems. Mr. Steiger informed Mr. Hakeem that he wanted his claim paid and that he was calling the PSC and he will hire an attorney if FPC did not compensate him.

After speaking with Mr. Steiger, Mr. Hakeem patrolled the circuit serving Mr. Steiger's residence. The circuit was found to be in good condition. In addition, tree trimming was recently completed on February 25, 1999. However, the circuit serving Mr. Steiger passes through some areas that have heavy tree and vegetation growth.

On April 20, 1999 Mr. Hakeem contacted Mr. Steiger and explained that the facilities serving him were checked and in good working order. However the circuit serving him was in an area with heavy trees and vegetation which was having an impact on his service reliability. Also many of the outages he had experienced were caused by storms. Mr. Hakeem assured Mr. Steiger that his service is important and FPC would do everything possible to monitor his service and make improvements if necessary.

Customer Satisfied: No

If "NO", explain why: Mr. Steiger has stated his claim should be paid.

Date Submitted: May 13, 1999

Total Savings to Customer as a Result of this Inquiry (if applicable):
None

Attachments: Letter

STATE OF FLORIDA

Commissioners:
JOE GARCIA, CHAIRMAN
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DIVISION OF ELECTRIC & GAS
JOSEPH D. JENKINS
DIRECTOR
(850) 413-6700

Public Service Commission

April 9, 1999

Mr. Walter Steiger
1323 Grand Ave
Deland, FL 32720-2416

Dear Mr. Steiger:

RE: 252382E

Thank you for your telephone call concerning the quality of electric service provided by Florida Power Corporation. The Division of Electric and Gas will initiate an investigation into your concerns. Reese Goad will be conducting the investigation. Please allow 45 days for staff to contact the utility and evaluate their response. If you have additional information or questions, Mr. Goad may be reached at (850)413-6668 or at the address below.

Sincerely,

A handwritten signature in cursive script, appearing to read "Connie Kummer".

Connie Kummer, Chief
Bureau of Electric Regulation

CK:kb