

M E M O R A N D U M

APRIL 2, 2001

TO: DIVISION OF RECORDS AND REPORTING
FROM: DIVISION OF LEGAL SERVICES (WALKER) *RVE KDW*
RE: DOCKET NO. 010288-EI - COMPLAINT OF MICHELLE P. OHLSON
AGAINST FLORIDA POWER CORPORATION FOR ALLEGED IMPROPER
BACKBILLING.

Please include the attached information in the above-listed
docket file.

KDW
Attachment

DOCUMENT NUMBER-DATE

04000 APR-26

FPSC-RECORDS/REPORTING

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

Public Service Commission

January 7, 2000

Mrs. Michelle P. Ohlson
7620 71st Ave. North
Pinellas Park, FL.

Re: Inquiry #289393-E

Dear Mrs. Ohlson

This is a follow-up to your recent inquiry concerning backbilling by Florida Power Corporation. I certainly understand your concerns.

Documentation provided to the Florida Public Service Commission (PSC) by the company shows the following sequence of events:

- On August 7, 1999, Ms. Howden called the company to report very low billing since June 1999.
- The company installed a new meter at the residence to get a daily average of consumption.
- The reading on September 3, 1999 determined usage of 1754kwh for 25 days.
- This average along with the comparable usage for the same period in 1998 was used to calculate the billing for May, June, July and August 1999.

PSC rules state:

"Unauthorized Use of Energy. In the event of unauthorized or fraudulent use, or meter tampering, the utility may bill the customer on a reasonable estimate of the energy used."

This rule authorizes electric utilities to backbill the customer of record for a reasonable estimate of the electricity consumed but not metered due to meter tampering or fraudulent use. It is not necessary for the utility to demonstrate who tampered with the meter. The company only needs to demonstrate that the meter was tampered with, and that you, as the customer of record, benefitted from that tampering by paying less for electricity than you would have with a properly working meter. The company may also recover the cost of its investigation.

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

An Affirmative Action/Equal Opportunity Employer

PSC Website: www.floridapsc.com

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

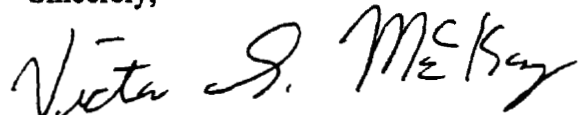
Mrs. Michelle P. Ohlson
Page 2
January 7, 2000

Documents provided to the PSC by Florida Power Corporation indicate that the company backbilled your account from May 1999 when a noticeable and sustained drop in consumption began, until September 1999, when it installed a new meter. The company calculated the backbilled amount of \$436.00, which includes investigative costs of \$0.

It appears that FPC has backbilled your account in compliance with the rules of the PSC and that no adjustment is appropriate. Attached is a copy of the rule stated in the Florida Administrative Code. However, if you wish to pursue this matter further, you may request an informal conference. To request such a conference, please provide your request in writing to us within 30 days from the date of this letter, and direct that correspondence to Ms. Beverlee DeMello, Director, Division of Consumer Affairs, Florida Public Service Commission, 2540 Shumard Oak Blvd., Tallahassee, Florida 32399-0850.

If you have any other concerns or questions, please contact me toll free at 1-800-342-3552, or by fax toll free at 1-800-511-0809, or by E-Mail at vmckay@psc.state.fl.us.

Sincerely,



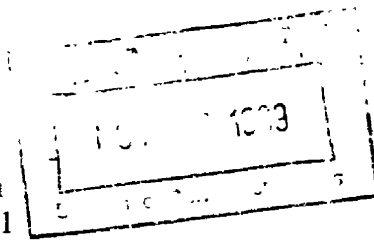
Victor McKay
Regulatory Specialist

BD/

ORIGINAL

October 2, 1999

7620 - 71st Ave. North
Pinellas Park, Fl 33781



RECEIVED
SERVICE CENTER
99 NOV -5 PM 2:48
MAIL ROOM

Florida Power Corporation
Suncoast Florida Regional Billing Department
P. O. Box 1699
Clearwater, Fl

Re: 26175-68306

Gentlemen:

I made a call to your facility several weeks ago in reference to receipt of lower than normal electric bills. I reported the amount the bill reflected, what type of home my husband and I have, and how much disparity there was in the fees from months earlier. Within a couple of days, one of your agents was dispatched to our home, and while there he located a malfunction in our meter, one in which he stated there had been no intrusion. He also advised us that a bill reassessing our fees might ensue, even though we had reported the fee distortion, and no one had tampered with the meter. I elected not to question your representative, as I realized he was not a billing clerk.

Now that we have received the invoice for \$463.00 for May through September 1999, I wish to dispute these additional charges. Why would you attempt to punish people who were honest enough to call your office to report billing inconsistencies? Is this truly the message Florida Power wishes to communicate to the public, that honesty is rewarded with billing that is retroactive, and predicted on speculative information?

Thank you for any additional consideration Florida Power can afford my family, as my husband has been unemployed for the past several months, and we can ill afford to pay any additional fees.

Sincerely yours,

Michelle P. Howden Ohlson

10/10/99

Thanking you in advance for any assistance you can provide, I remain...

Respectfully yours,

Michelle P. Ohlson

Michelle P. Ohlson

mmi/MPO

Enc.

November 2, 1999

7620-71st Ave. No.
Pinellas Park, Fl. 33781

Florida Public Service Commission
Division of Consumer Affairs
2540 Shumard Oak Blvd.
Tallahassee, Fl. 32399-0850

Re: Florida Power # 26175-68306

Gentlemen:

After visiting my local Florida Power office today regarding an assessment that was applied to my account, I decided to advise your office of what has happened.

At 8:30 P.M. on Saturday August 7, 1999, I called Florida Power regarding a bill I received that day for nine dollars and change. I advised Sharon, employee # 5305, that I had received a lower than normal fee and questioned why I had disparity in my billing, giving her the size of my home. She said she would report it to auditing, and a representative visited our home on Monday, August 9th, explaining that the Florida Power billing computer should have identified the problem and thanked my husband and myself for reporting the error. He also stated that we would probably be assessed an additional fee for back billing, and that we should dispute it, as we had called to report an inconsistency in billing. The repairman said there was absolutely no evidence of tampering, and that in all likelihood lightening had struck near our meter, compromising its integrity.

The next month we received an adjusted invoice for a total of \$463.00 for the months of May through September 1999. I responded to the letter/invoice on October 2, 1999, and heard nothing more from Florida Power until I received another notice (blue) dated October 29, 1999. (A copy of the letter is attached.) Earlier today I visited the local office to have a representative tell me someone had made three attempts to reach me, yet no one ever left a message for me to return their call.

I'm writing simply to notify your office that I do not wish to have my electrical service interrupted, but do take serious issue with billing predicated on any arbitrary measure. Client honesty should be rewarded, not punished. I'm on an energy savings plan in my home and we receive lower than normal fees periodically, so I called Florida Power's office to have them investigate when I believed something inordinate occurred.

I would greatly appreciate anything your office can do to assist me in this matter, as I believe I'm being penalized for being a responsible consumer.

Nov-12-99 01:42 PM

<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	05	Sent	Nov-12	01:41P	00:01:32	002582030022

12/12/99

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

Public Service Commission

FACSIMILE TRANSMITTAL COVER SHEET

DATE: 11-12-99

TO: CAROL CORNELL

OFFICE/BUSINESS: FLORIDA POWER CORP.

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

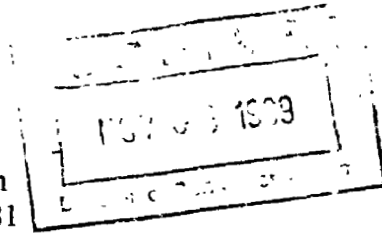
COMMENTS: REQUEST # 289393E

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 5

01/12/00

October 2, 1999

7620 - 71st Ave. North
Pinellas Park, FL 33781



RECEIVED
FLORIDA POWER
SERVICE CORPORATION
99 NOV -5 PM 2:48
MAIL ROOM

Florida Power Corporation
Suncoast Florida Regional Billing Department
P. O. Box 1699
Clearwater, FL

Re: 26175-68306

Gentlemen:

I made a call to your facility several weeks ago in reference to receipt of lower than normal electric bills. I reported the amount the bill reflected, what type of home my husband and I have, and how much disparity there was in the fees from months earlier. Within a couple of days, one of your agents was dispatched to our home, and while there he located a malfunction in our meter, one in which he stated there had been no intrusion. He also advised us that a bill reassessing our fees might ensue, even though we had reported the fee distortion, and no one had tampered with the meter. I elected not to question your representative, as I realized he was not a billing clerk.

Now that we have received the invoice for \$463.00 for May through September 1999, I wish to dispute these additional charges. Why would you attempt **to punish people who were honest enough to call your office to report billing inconsistencies?** Is this truly the message Florida Power wishes to communicate to the public, that honesty is rewarded with billing that is retroactive, and predicted on speculative information?

Thank you for any additional consideration Florida Power can afford my family, as my husband has been unemployed for the past several months, and we can ill afford to pay any additional fees.

Sincerely yours,

Michelle P. Howden Ohlson

010756306

The Ohlson Desk

7620 - 71st Avenue North
Pinellas Park, FL 33781
727-544-1474

February 18, 2000

Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Inquiry # 289393-E

Dear Sirs:

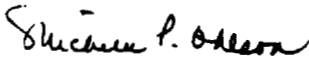
Below is correspondence I've sent to you twice before regarding my challenge of a \$463 fee, which was assessed to me last summer. I've enclosed a copy of one of the cancelled checks in my possession reflecting the qualified endorsement-"paid in full." Please let me hear from your office soon, as I pay my debts, and intensely dislike receiving a Florida Power bill with an erroneous previous balance due amount noted.

Thank you for your recent response to my correspondence regarding an inordinate fee assessment I received in August 1999. This letter is to advise your office that I do wish to appeal your decision that the \$463 charge is appropriate. Subsequent to August, I have qualified payments to Florida Power by endorsing the checks "Paid in full." The checks were negotiated as such and, therefore, represent precisely that - payment in full.

At your convenience, please advise me on what I am to do now. Until I hear from you again, I will continue to pay my monthly usage fees with Florida Power.

Again, thank you for your attention to this matter, as I do feel very uncomfortable with this issue confronting me.

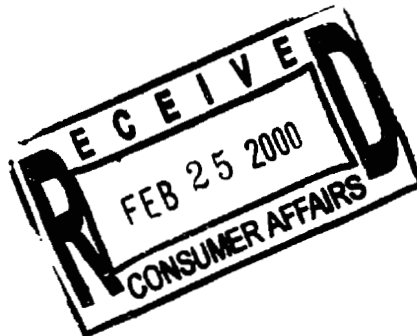
Sincerely yours,



Michelle P. Ohlson

MPO/mmi

Enc.



RECEIVED
00 FEB 25 PM 2:06
FLORIDA PUBLIC SERVICE COM.
DIVISION OF APPEALS

Request No. 289393E

Name OHLSON ,MICHELLE MS.

Business Name

Consumer Information

Name: MICHELLE P OHLSON

Business Name:

Svc Address: 7620 71ST. AVE. NORTH

County: Pinellas Phone:

City/Zip: Pinellas Park / 33781-

Account Number: 2617568306

Caller's Name: MICHELLE P OHLSON

Mailing Address: 7620 71ST. AVE. NORTH

City/Zip: PINELLAS PARK ,FL 33781-

Can Be Reached:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: EI801

Company: FLORIDA POWER CORPORATION

Attn. Carol Cornell1289393E

Response Needed From Company? Y

Date Due: 12/10/0999

Fax: 6W1,727-562-3877

Interim Report Received: / /

Reply Received: 12/09/1999

Reply Received Timely/Late: T

Informal Conf.: Y

PSC Information

Assigned To: SAMUEL GONZALEZ

Entered By: SGONZALE

Date: 11/10/1999

Time: 15:59

Via: MAIL

(Phone/Mail/Fax/E-Mail)

Prelim Type: OTHER

PO:

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VSM

Date: 01/07/2000

Closeout Type: GI-08

Apparent Rule Violation: N

Please investigate the following correspondence concerning a backbilling issue. Taken by S. Gonzalez

12/09/99 Reply received (email). CAgee

01-07-2000 The company is reporting they have been in contact with the customer on this issue. They are also stating on August 7, 1999, Ms. Howden called the company to report very low billing since June 1999. The company installed a new meter at the residence to get a daily average of consumption. The reading on September 3,1999 was 1754 for 25 days. This came to an average of 70.16 kwh. This average along with the comparable usage for the same period in 1998 was used to calculate the billing for May, June, July and August 1999. On November 24, 1999 they spoke with the customer they are permitted to backbill a customer for up to 12 months. This is in compliance with FAC. 25-6.103 (2) A &C. They also state the customer refused pay arrangements. They have placed a hold on the account from disconnection until the PSC. rules on this case. I have a copy of the response in my files. Closed by letter. VMcKay

Request No. 289393E

Name OHLSON ,MICHELLE MS.

Business Name

1/24/00 Correspondence received from the customer. Forward to Ms. Johnson for review. VMcKay

1/25/00 Additional correspondence received from the customer. rmchargue

02-25-00 The Division of Consumer Affairs received the customer's request for an informal conference.

Shirley Stokes

03-06-00 I received the customer's informal conference request letter from Ms. Carmen Pena today. Shirley

Stokes

03-06-00 The file will be given to the secretary, Eyvonne, to process an acknowledgment letter for Mr. Leroy Rasberry's signature with a copy to company. After that, she will give the file to John Plescow for preconference negotiations with the company and customer. Shirley Stokes

03-06-00 FAXED TO CO. DUE TO THE CUSTOMER'S INFORMAL CONFERENCE REQUEST, PLEASE DO NOT TAKE ANY DISCONNECTION ACTION ON THE CUSTOMER'S ACCOUNT FOR THE DISPUTED AMOUNT PENDING THE OUTCOME OF THIS REQUEST.

Shirley Stokes

03-08-2000 - Called company to see if a seasonal adjusted average was attempted on the customer's bill, and if that amount was less then the backbilled amount. Carol will Follow-up./JPlescow

03-08-2000 - I called the customer, and I left a message requesting she return my call./JPlescow.

03-09-2000 - I called the customer, and I got the answering machine again. I left a second message requesting the customer call me./JPlescow

03-09-2000 - I called the company to see if they had heard from the customer, and I wanted know if FPC had a CBR for the customer./JPlescow

03-10-2000 - I called the customer at (727)544-1474, and I again requested she return my call. I again explained that I was following-up on her complaint, and I explained the matter could be resolved, but I would need to talk to her./JPlescow

03-13-2000 - I spoke to the company, and I was told that FPC had contacted the customer, in the past, at (727)544-1474. I called the number again, and I again left a message requesting the customer call me.

03-15-2000 - I called the customer, and I again requested she return my call./JPlescow

03-15-2000 - Mr. Ohlson called, and I returned his call. His number is (727)545-3634. He understands he will have to pay for power that was consumed but not billed for by FPC. The customer said he was not home for 3, weeks of the 6, month billing period, and he felt his account should be credited. He said he would agree to a \$50.00, credit. However, he need to discuss this with MRS. Ohlson before e he could formally settle. I agreed to take the customer's offer to FPC. I called FPC, and it appears that FPC will take the offer. /JPlescow

03-16-2000 - The customer called, and said she was not willing to except the FPC's offer. She said she did not have to pay the bill because she wrote paid in full when she endorsed the check. She also said she

Request No. 289393E Name OHLSON ,MICHELLE MS. Business Name _____

wanted future contact in writing./JPlescow

03-16-2000 - I called the company, and It is willing to issue a \$50.00, good will credit, if the customer signs a settlement agreement. I relayed the customer's message. Kim with FPC said that the company would not honor its settlement offer after the end of business on 03-22-2000. Please note, the company was originally only willing to give the customer until the end of business on 03-17-2000, but I explained I did not know if that would give me enough time to contact the customer. The company extended the period to 03-22-2000, allow more time to contact the customer./JPlescow

03-16-2000 - Because I felt there may not be adequate time to contact the customer in writing, I called Mr. Ohlson at (727)545-3634. I explained that the company's offer was good only through 03-22-2000. Additionally, I explained again that the company could back bill for power consumed but not billed for because of a defective meter./JPLESCOW

03-21-2000 - I spoke to Mr. Ohlson, and he said Mrs. Ohlson would call me this afternoon. Or, at the latest the morning of the 22nd./JPLESCOW

03-22-2000 - I called FPC, and Kim told me that the customer had not contacted the company. Note, I placed the call at 4:30, P.m., and the customer has until the end of business today to accept the agreement. Additionally, I have not been contacted by the customer./JPLESCOW

03-27-2000 - The customer has not contacted either the company or the Commission. I will give the file to Ms. Pena./JPLESCOW

06-15-200 - As instructed by Ms. Pena, this file is being forwarded to Ms. Stokes for further handling./JPLESCOW

06-16-2000 I received a copy of the file. Shirley Stokes

07-03-2000 FAXED TO CO. Please send me a copy of the December 9, 1999, Report. It is missing from our files. Thanks. Shirley Stokes

07-06-2000 I received a copy of the December 9,1999, report. Shirley Stokes

07-31-2000 I received an e-mail from the company inquiring about the status of this case. Shirley Stokes

08-02-2000 I sent the company an e-mail stating that this case is still pending my review. I returned to the office on August 1, 2000, after being out since July 14, 2000. I explained that I cannot give specifics regarding the case at present; however, I will follow up with the parties. I also thanked the company for

Request No. 289393E Name OHLSON ,MICHELLE MS. Business Name _____

sending me a copy of its December 9, 1999 report .Shirley Stokes

08-07-2000 At 2 p.m., I called company and spoke with Ms. Carol Cornell. I asked her to send me the billing history from January 1999 through current usage. Shirley Stokes

08-09-00 FPC faxed a copy of its billing history information from August 1999 through June 2000. FPC also faxed a copy of its September 24, 1999, letter to the customer regarding the rebilling calculation. Shirley Stokes

08-11-2000 I received a refax of the billing history information. Shirley Stokes

08-15-2000 Since Ms. Carmen Pena is out of the office today, I left a copy of the draft rec on her desk to review. Shirley Stokes

August 21, 2000: The recommendation was handed to Mr. L. Rasberry for review. As soon as General Counsel C. Bedell answers Mr. Rasberry's voice mail message, we will proceed accordingly. Carmen Pena - Quality Assurance Supervisor.

08-22-2000 I received an e-mail from the company asking if I had everything that I needed for this case and inquiring about the status of the case. I sent her the following e-mail message.

At present, I believe that I have everything to finalize this case. Hopefully, we will be able to follow up with both parties soon.

Shirley Stokes

09-29-00 I received the following e-mail from the company, and I sent a response as noted below. Shirley Stokes

We sent it to Legal in August 2000.

-----Original Message-----

From: Cornell, Carol C [mailto:Carol.C.Cornell@fpc.com]
Sent: Friday, September 29, 2000 4:41 PM
To: Shirley Stokes (E-mail)
Cc: Berghoefer, Kimberly J
Subject: Ohlson Complaint

Shirley

Request No. 289393E Name OHLSON ,MICHELLE MS. Business Name _____

Hope all is well. Just wanted to get an update on the status of the Ohlson Complaint? No rush, whenever you get a chance.

Carol

10-04-00 FPC faxed me a copy of Mrs Howden Ohlson's August 21, 2000, letter to FPC for my information. Ms. Howden-Ohlson stated that she deducted \$70.70 from her August 31, 2000, bill. She also that that she had advised the company that the \$463 charge was as a result of a system malfunction, and was waiting for her hearing before the PSC. Shirley Stokes.

10-30-00 I received an e-mail message from FPC checking on the status of this case. Shirley stokes

10-31-00 I returned the e-mail response with a message that it's still with our Legal Division. Shirley Stokes

12-01-00 I received a copy of Ms. Carol Cornell's, FPC, e-mail to Ms. Carmen Peña inquiring about the results of her conversation with Ms. Peña during her last visit regarding this case. Shirley Stokes

02-19-01 Ms. Katrina Walker, Legal, stopped by my office this afternoon. She asked if we were waiting for the customer to send us something. I explained that we did a rec some time ago for this case. Ms. Walker was aware of the rec. I told her that I will follow up with her after tomorrow's agenda conference, since I was studying two cases for that agenda. Shirley Stokes

02-20-01 I sent Ms. Walker an e-mail with a copy of the rec attached to update it since I added a small paragraph before the Discussion of Issues. I also revised Issue 3 since it will be a final order instead of a PAA if the Commissioners approve it. Shirley Stokes

Request No. 289393E Name OHLSON ,MICHELLE MS. Business Name _____

Shirley Stokes

From: Shirley Stokes
Sent: Tuesday, February 20, 2001 12:04 PM
To: Katrina Walker
Cc: Shirley Stokes; Carmen Pena
Subject: Michelle P. Howden-Ohlson's REC

Importance: High



This is a follow-up to your yesterday's conversation concerning the above case. We are not waiting for any other information from the customer, so the rec can be filed. However, I have attached a copy of the rec for you. I added a small paragraph before the topic Discussion of Issues and changed Issue 3 since it would not be issued as a PAA, but as a final order if approved by the Commissioners. Additionally, to make sure that you have an updated copy of the rec since we sent it to Legal in August 2000, I asked the secretary to make you a copy of our file for this case. I will have someone to hand deliver it to you, or let me know if you want to come and get it. My ICM is 014. Thanks.

my copy



Public Service Commission

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

DATE: August 22, 2000
TO: BOB ELIAS, BUREAU CHIEF, DIVISION OF LEGAL SERVICES
FROM: LEROY RASBERRY, BUREAU CHIEF, DIVISION OF CONSUMER AFFAIRS *LR*
RE: ATTACHED RECOMMENDATION TO DISMISS, MICHELLE OHLSON,
289393E, FLORIDA POWER CORPORATION

Please see the attached case regarding a recommendation to dismiss in accordance with Rule 25-22.032, Florida Administrative Code.

LR/jmb
Attachment

Carmen:
12-11-00

See attached e-mails regarding this case.
A. Lutz

Shirley Stokes

From: Cornell, Carol C [Carol.C.Cornell@fpc.com]
Sent: Friday, December 01, 2000 9:41 AM
To: Carmen Pena (E-mail)
Cc: Shirley Stokes (E-mail)
Subject: Ohlson Complaint...

Carmen

Last visit, we talked about the Ohlson complaint. You mentioned you were going to talk to Legal about it. Any word?

Carol

Shirley Stokes

From: Shirley Stokes
Sent: Tuesday, October 31, 2000 10:41 AM
To: 'Cornell, Carol C'
Cc: Carmen Pena; Shirley Stokes
Subject: RE: Ohlson - #289393E

It's still with our Legal Division.

-----Original Message-----

From: Cornell, Carol C [mailto:Carol.C.Cornell@fpc.com]
Sent: Monday, October 30, 2000 12:31 PM
To: Shirley Stokes (E-mail)
Cc: Berghoefer, Kimberly J
Subject: Ohlson - #289393E

Shirley

Just wanted to check on the status of the Ohlson Case. Any updates?

Carol

Shirley Stokes

From: Shirley Stokes
Sent: Monday, October 02, 2000 8:36 AM
To: 'Cornell, Carol C'
Cc: Carmen Pena; Shirley Stokes
Subject: RE: Ohlson Complaint

We sent it to Legal in August 2000.

-----Original Message-----

From: Cornell, Carol C [mailto:Carol.C.Cornell@fpc.com]
Sent: Friday, September 29, 2000 4:41 PM
To: Shirley Stokes (E-mail)
Cc: Berghoefer, Kimberly J
Subject: Ohlson Complaint

Shirley

Hope all is well. Just wanted to get an update on the status of the Ohlson Complaint? No rush, whenever you get a chance.

Carol

Shirley Stokes

From: Shirley Stokes
Sent: Tuesday, August 22, 2000 9:38 AM
To: 'Cornell, Carol C'
Cc: Carmen Pena; Shirley Stokes
Subject: RE: Mrs. Ohlson...

At present, I believe that I have everything to finalize this case. Hopefully, we will be able to follow up with both parties soon.

-----Original Message-----

From: Cornell, Carol C [mailto:Carol.C.Cornell@fpc.com]
Sent: Tuesday, August 22, 2000 8:52 AM
To: Shirley Stokes (E-mail)
Cc: Berghoefer, Kimberly J
Subject: Mrs. Ohlson...

Do you have everything you need on this case? What's the current status?

Thanks

Carol

Shirley Stokes

From: Shirley Stokes
Sent: Wednesday, August 02, 2000 11:43 AM
To: 'Cornell, Carol C'
Cc: Shirley Stokes
Subject: RE: Mrs. Ohlson..

I returned to the office on August 1, 2000, after my last office day of July 13.

Thanks for sending the December 9 report. This case is still pending my review, along with several other cases. We are trying to review the cases as soon as possible and take the appropriate action. At present, I cannot give any specifics regarding this case. However, we will follow up with the parties.

-----Original Message-----

From: Cornell, Carol C [mailto:Carol.C.Cornell@fpc.com]
Sent: Monday, July 31, 2000 10:12 AM
To: Shirley Stokes (E-mail)
Cc: Berghoefer, Kimberly J
Subject: Mrs. Ohlson..

Shirley

Just wanted to check on the status of the Ohlson Case (#289393E). ON 7/3/00 you requested a copy of the December 9, 1999 report. Do you have everything you need from FPC?

Carol

Shirley Stokes

From: Shirley Stokes
Sent: Tuesday, October 31, 2000 10:41 AM
To: 'Cornell, Carol C'
Cc: Carmen Pena; Shirley Stokes
Subject: RE: Ohlson - #289393E

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To: Shirley Stokes (E-mail)
Cc: Berghoefer, Kimberly J
Subject: Ohlson - #289393E

Shirley

Just wanted to check on the status of the Ohlson Case. Any updates?

Carol



CONSUMER AFFAIRS DEPARTMENT
1/888/634-4354
fax: 727/562-3877

Date: 10/4/00

To: Shirley Stokes
Fax: 850-413-6126

From: Carol Cornell
Phone: 727/562-3884 Fax # 727/562-3877

2 Pages Including Cover

Comments:

for open file

August 21, 2000

7620-71st Ave. No.
Pinellas Park, FL 33781

Florida Power Corp.
Billing Issues
P.O. Box 33199
St. Petersburg, FL 33733-8199

Re: #26175 68306

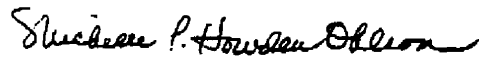
To Whom It May Concern:

This is to advise you have been assessing me a late charge of \$6.95-one month's fee was \$8.15 instead of \$6.95-since November 1999. I have, therefore, deducted the late charge total of \$70.70 from your bill dated August 31, 2000.

As I have advised your office on several occasions, the \$463 total that remains unpaid on my bill is from an additional fee Florida Power charged me a year ago, as a result of a system malfunction that I reported to you. Why you would arbitrarily apply a charge subsequent to my reporting a billing inconsistency completely eludes me. I referred the matter to the ~~Public Service Commission~~ and am waiting for my hearing before the Board.

Thank you for your cooperation until this matter is resolved...

Yours truly,


Michelle P. Howden Ohlson

Shirley Stokes

From: Shirley Stokes
Sent: Tuesday, August 22, 2000 9:38 AM
To: 'Cornell, Carol C'
Cc: Carmen Pena; Shirley Stokes
Subject: RE: Mrs. Ohlson...

At present, I believe that I have everything to finalize this case. Hopefully, we will be able to follow up with both parties soon.

-----Original Message-----

From: Cornell, Carol C [mailto:Carol.C.Cornell@fpc.com]
Sent: Tuesday, August 22, 2000 8:52 AM
To: Shirley Stokes (E-mail)
Cc: Berghoefer, Kimberly J
Subject: Mrs. Ohlson...

Do you have everything you need on this case? What's the current status?

Thanks

Carol



Public Service Commission

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

DATE: August 22, 2000
TO: BOB ELIAS, BUREAU CHIEF, DIVISION OF LEGAL SERVICES
FROM: LEROY RASBERRY, BUREAU CHIEF, DIVISION OF CONSUMER AFFAIRS *LR*
RE: ATTACHED RECOMMENDATION TO DISMISS, MICHELLE OHLSON,
289393E, FLORIDA POWER CORPORATION

Please see the attached case regarding a recommendation to dismiss in accordance with Rule 25-22.032, Florida Administrative Code.

LR/jmb
Attachment

Michelle P Howden
 Property Located At:
 7620 71st Ave
 Pinellas Park, FL 33781
 Account # 2617568306

How Does Your Home Measure Up?

Bill Date	Bill Amount	Days in Billing Cycle	kWh	Daily kWh Average	Average Temperature
Jul, 2000:	\$153.38	33	2004	61	82.3
Jul, 1999:	\$9.23	29	1740	60	79.3
Difference:	\$144.15	4	264	1	3.1
Jun, 2000:	\$145.68	33	1980	60	81.2
Jun, 1999:	\$9.08	32	1920	60	77.8
Difference:	\$136.60	1	60	0	3.4
May, 2000:	\$103.04	29	1409	49	72.6
May, 1999:	\$14.24	29	1015	35	71.9
Difference:	\$88.80	0	394	14	0.7
Apr, 2000:	\$97.13	29	1330	46	71.6
Apr, 1999:	\$33.78	30	326	11	67.3
Difference:	\$63.35	-1	1004	35	4.3
Mar, 2000:	\$73.37	30	935	31	67.2
Mar, 1999:	\$62.74	31	738	24	61.4
Difference:	\$10.63	-1	197	7	5.8
Feb, 2000:	\$78.22	34	1018	30	59.5
Feb, 1999:	\$64.99	30	776	26	65.8
Difference:	\$13.23	5	242	3	-6.5
Jan, 2000:	\$91.49	29	1246	43	65.6
Jan, 1999:	\$80.54	31	1038	34	63.2
Difference:	\$10.95	-2	208	9	2.1
Dec, 1999:	\$97.62	33	1326	40	70.2
Dec, 1998:	\$118.59	35	1516	43	72.2
Difference:	(\$20.96)	-2	-290	-6	-1.9
Nov, 1999:	\$101.72	27	1395	52	74.9
Nov, 1998:	\$115.04	28	1575	56	75.2
Difference:	(\$13.72)	-1	-180	-5	-1.6
Oct, 1999:	\$158.57	34	2121	62	79.2
Oct, 1998:	\$161.37	35	2291	65	81.1
Difference:	\$3.80	3	73	-4	-1.0
Sep, 1999:	\$130.76	29	1994	69	82.2
Sep, 1998:	\$156.22	30	2164	72	83.2
Difference:	(\$25.46)	-1	-73	0	-0.4
Aug, 1999:	\$9.08	30	1800	60	82.7
Aug, 1998:	\$127.77	31	1980	64	82.2
Difference:	(\$138.79)	1	-158	-8	0.7
Curr. Total:					
Prev. Total:					

Meter changed out



Program Development
and Administration



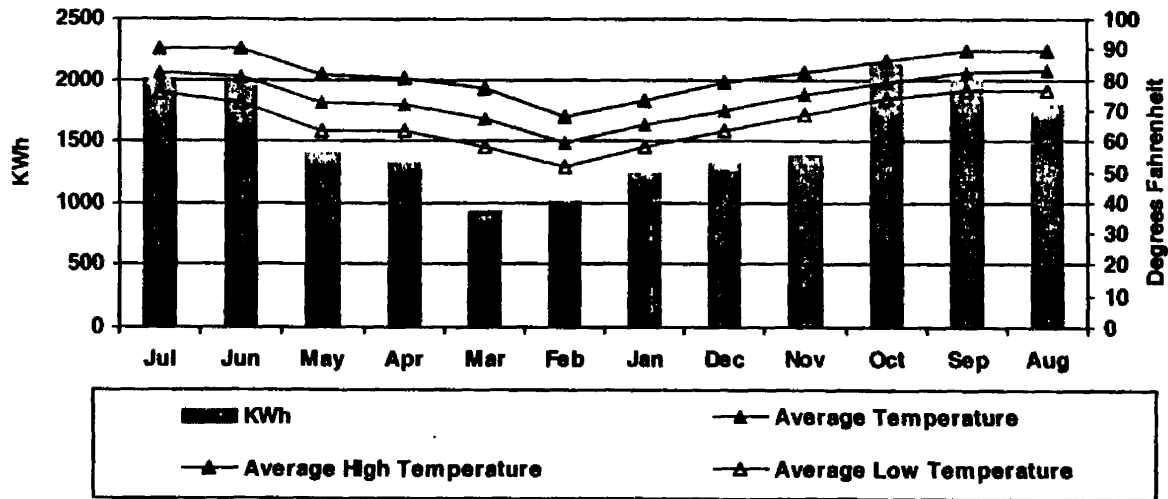
Date	Key	Rate	Day	Source	Status
11/03/99	005270	1395	27	Regular Company	Billed
10/07/99	003875	2121	34	Regular Company	Billed
09/03/99	001754	1754	25	Regular Company	Billed
08/11/99	000175	0		Work Reading (Service Order)	Posted
08/09/99	000000	0		Change Meter - Opening Read	
08/09/99	071138	240	4	Change Meter - Closing Read	Billed
08/09/99	000000	0		Work Reading (Service Order)	Posted
08/09/99	071138	0		Work Reading (Service Order)	Posted
08/06/99	071140	2	31	Estimate	Memo'd
08/05/99	071138	1800	30	Regular Company	Billed
07/06/99	071138	1740	29	Regular Company	Billed
06/07/99	071136	1920	32	Regular Company	Billed
05/06/99	071136	1015	29	Regular Company	Billed
04/07/99	071068	326	30	Regular Company	Billed
03/08/99	070742	738	31	Regular Company	Billed
02/05/99	070004	776	29	Regular Company	Billed
01/07/99	069228	1038	31	Regular Company	Billed
12/07/98	068190	1616	35	Regular Company	Billed
11/02/98	066574	1575	28	Regular Company	Billed
10/05/98	064999	2048	31	Regular Company	Billed
09/04/98	062951	2067	30	Regular Company	Billed
08/05/98	060884	1958	29	Regular Company	Billed
07/07/98	058926	2284	32	Regular Company	Billed

Michelle P Howden
 Property Located At:
 7620 71St Ave
 Pinellas Park, FL 33781
 Account # 2617568306

How Does Your Home Measure Up?



KWh and Average Temperatures For Current 12 Months



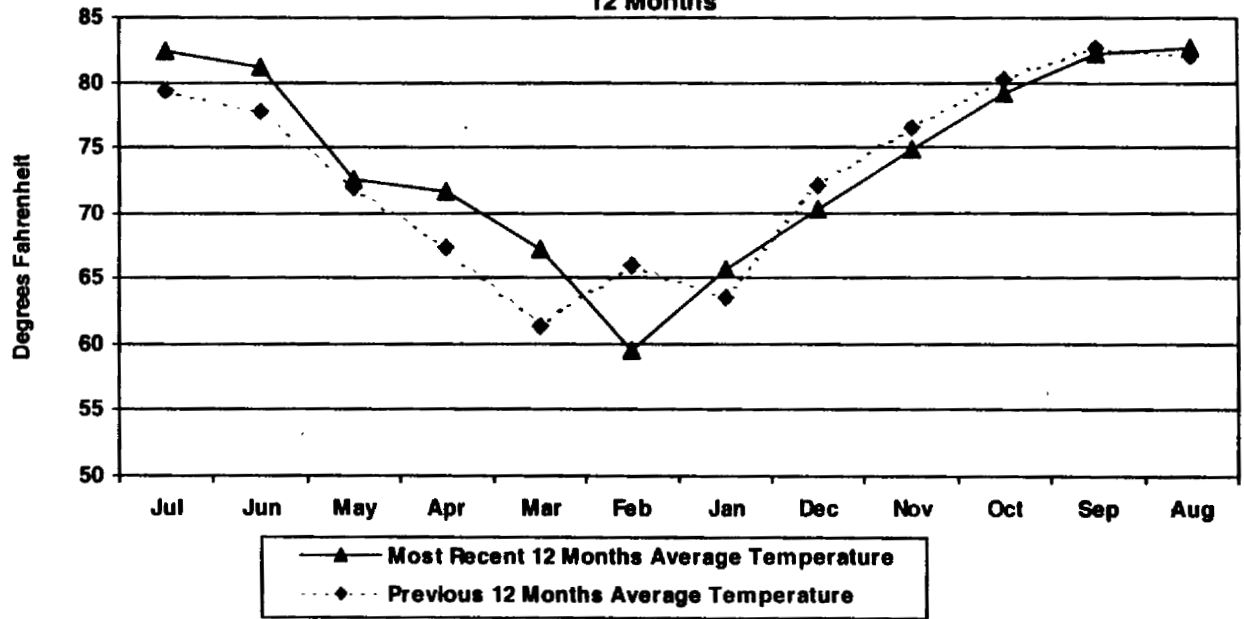
All Data is for the "Bill Month"

Michelle P Howden
Property Located At:
7620 71st Ave
Pinellas Park, FL 33781
Account # 2617568306

How Does Your Home Measure Up?



Average Monthly Temperature for Most Recent 12 Months Compared to Previous 12 Months



All Data is for the "Bill Month"



CONSUMER AFFAIRS DEPARTMENT
1/888/634-4354
fax: 727/562-3877

Date: 8/8/00

To: Shirley Stokes

Fax: 850 413 6126

From: Carol Cornell

Phone: 727/562-3884

Fax # 727/562-3877

4 Pages Including Cover

Comments:

Mrs. Ohlson

Billing history

Carol

Michelle P Howden
 Property Located At:
 7620 71St Ave
 Pinellas Park, FL 33781
 Account # 2617568306

How Does Your Home Measure Up?

Michelle Howden

Bill Date	Bill Amount	Days In Billing Cycle	kWh	Daily kWh Average	Average Temperature
Jul, 2000:	\$153.38	33	2004	61	82.3
Jul, 1999:	\$9.23	28	1740	60	79.3
Difference:	\$144.15	4	264	1	3.1
Jun, 2000:	\$145.68	33	1980	60	81.2
Jun, 1999:	\$9.08	32	1920	60	77.8
Difference:	\$136.60	1	60	0	3.4
May, 2000:	\$103.04	29	1409	49	72.6
May, 1999:	\$14.24	29	1015	35	71.9
Difference:	\$88.80	0	394	14	0.7
Apr, 2000:	\$97.13	29	1330	46	71.6
Apr, 1999:	\$33.78	30	928	31	67.3
Difference:	\$63.35	-1	1004	35	4.3
Mar, 2000:	\$73.37	30	935	31	67.2
Mar, 1999:	\$62.74	31	738	24	61.4
Difference:	\$10.63	-1	197	7	5.8
Feb, 2000:	\$78.22	34	1018	30	59.5
Feb, 1999:	\$84.99	29	776	27	65.9
Difference:	\$13.23	5	242	3	-6.5
Jan, 2000:	\$91.49	29	1246	43	65.6
Jan, 1999:	\$80.54	30	1038	34	63.5
Difference:	\$10.95	-2	208	9	2.1
Dec, 1999:	\$97.62	33	1326	40	70.2
Dec, 1998:	\$118.58	35	1616	46	72.1
Difference:	(\$20.96)	-2	-290	-6	-1.9
Nov, 1999:	\$101.72	27	1395	52	74.9
Nov, 1998:	\$115.44	28	1575	56	76.5
Difference:	(\$13.72)	-1	-180	-5	-1.6
Oct, 1999:	\$158.57	34	2121	62	79.2
Oct, 1998:	\$154.77	31	2048	66	80.2
Difference:	\$3.80	3	73	-4	-1.0
Sep, 1999:	\$130.76	29	1994	69	82.2
Sep, 1998:	\$158.22	30	2067	69	82.7
Difference:	(\$25.46)	-1	-73	0	-0.4
Aug, 1999:	\$9.08	30	1800	60	82.7
Aug, 1998:	\$147.87	29	1968	68	82.0
Difference:	(\$138.79)	1	-168	-8	0.7
Curr. Total:	\$1,240.06		18558		
Prev. Total:	\$967.48		18812		



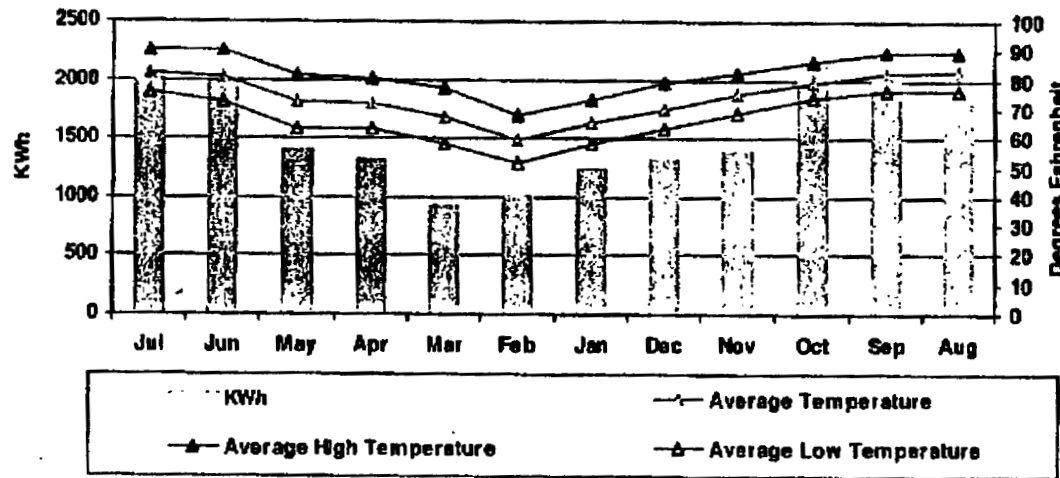
Program Development
and Administration

Michelle P Howden
Property Located At:
7620 71St Ave
Pinellas Park, FL 33781
Account # 2617568306

How Does Your Home Measure Up?



KWh and Average Temperatures For Current 12 Months



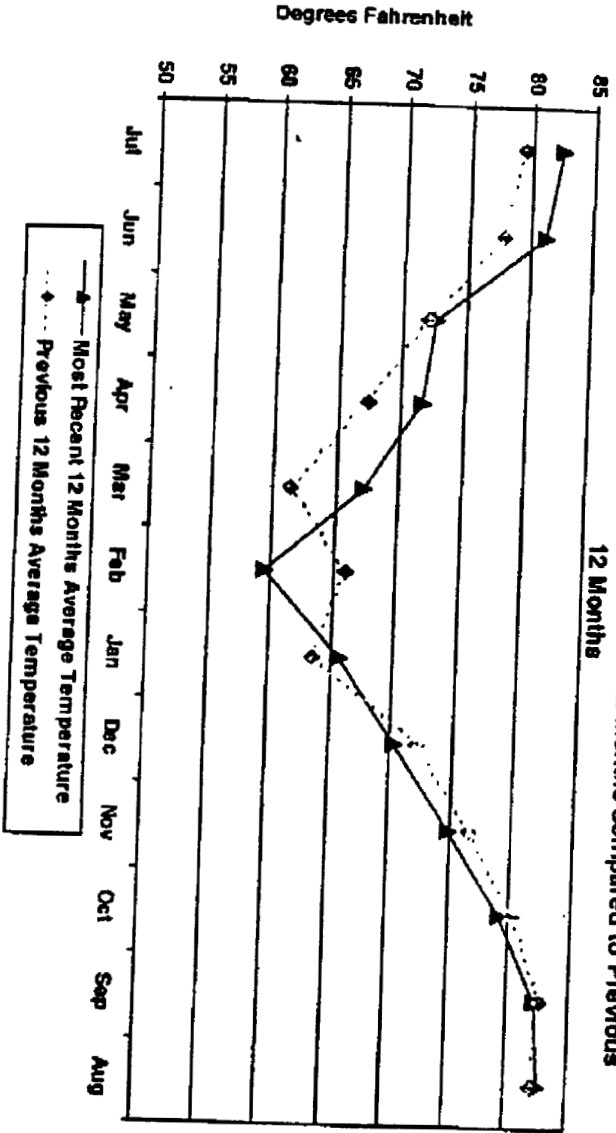
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Michelle P Howden
 Property Located At:
 7620 71 St Ave
 Pinellas Park, FL 33781
 Account # 2617568308

How Does Your Home Measure Up?



Average Monthly Temperature for Most Recent 12 Months Compared to Previous 12 Months



All Data is for the "Bill Month"

Select Electric Meter Reading History for Meter 5104459

Reading: Edit Actions Help

11/03/99	005270	1395	27	Regular Company	Billed
10/07/99	003875	2121	34	Regular Company	Billed
09/03/99	001754	1754	25	Regular Company	Billed
08/11/99	000175	0		Work Reading [Service Order]	Posted
08/09/99	000000	0		Change Meter - Opening Read	
08/09/99	071138	240	4	Change Meter - Closing Read	Billed
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08/09/99	071138	0		Work Reading [Service Order]	Posted
08/06/99	071140	2	31	Estimate	Memo'd
08/05/99	071138	1800	30	Regular Company	Billed
07/06/99	071138	1740	29	Regular Company	Billed
06/07/99	071136	1920	32	Regular Company	Billed
05/06/99	071136	1015	29	Regular Company	Billed
04/07/99	071068	326	30	Regular Company	Billed
03/08/99	070742	738	31	Regular Company	Billed
02/05/99	070004	776	29	Regular Company	Billed
01/07/99	069228	1038	31	Regular Company	Billed
12/07/98	068190	1616	35	Regular Company	Billed
11/02/98	066574	1575	28	Regular Company	Billed
10/05/98	064999	2048	31	Regular Company	Billed
09/04/98	062951	2067	30	Regular Company	Billed
08/05/98	060884	1958	29	Regular Company	Billed
07/07/98	058926	2284	32	Regular Company	Billed



CONSUMER AFFAIRS DEPARTMENT

1/888/634-4354

fax: 727/562-3877

Date: 8/8/00

To: Shirley Stokes

Fax: 850 413 6126

From: Carol Cornell

Phone: 727/562-3884

Fax # 727/562-3877

4 Pages Including Cover

Comments:

Mrs. Ohlson
Billing history

Carol

Michelle P Howden
 Property Located At:
 7620 71st Ave
 Pinellas Park, FL 33781
 Account # 2617568308

How Does Your Home Measure Up?

Meter changed out

Bill Date	Bill Amount	Days in Billing Cycle	kWh	Daily kWh Average	Average Temperature
Jul, 2000:	\$153.38	33	2004	61	82.3
Jul, 1999:	\$153.38	33	2004	61	82.3
Difference:	\$144.15	4	264	1	3.1
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Difference:	\$88.80	0	394	14	0.7
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Apr, 1999:	\$97.13	29	1330	46	71.8
Difference:	\$63.35	-1	1004	35	4.3
Mar, 2000:	\$73.37	30	935	31	67.2
Mar, 1999:	\$73.37	30	935	31	67.2
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Feb, 1999:	\$78.22	34	1018	30	59.5
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Jan, 2000:	\$91.49	29	1246	43	65.6
Jan, 1999:	\$91.49	29	1246	43	65.6
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Dec, 1999:	\$97.62	33	1326	40	70.2
Dec, 1998:	\$97.62	33	1326	40	70.2
Difference:	(\$20.96)	-2	-290	-6	-1.9
Nov, 1999:	\$101.72	27	1395	52	74.9
Nov, 1998:	\$101.72	27	1395	52	74.9
Difference:	(\$13.72)	-1	-180	-5	-1.6
Oct, 1999:	\$158.57	34	2121	62	79.2
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Difference:	\$3.80	3	79	-4	-1.0
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Difference:	(\$25.48)	-1	-73	0	-0.4
Aug, 1999:	\$9.08	30	1800	60	82.7
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Difference:	(\$138.79)	1	-158	-8	0.7
Curr. Total:					
Prev. Total:					

Program Development
 and Administration



Michelle P Howden
 Property Located At:
 7620 71st Ave
 Pinellas Park, FL 33781
 Account # 2617568306

How Does Your Home Measure Up?



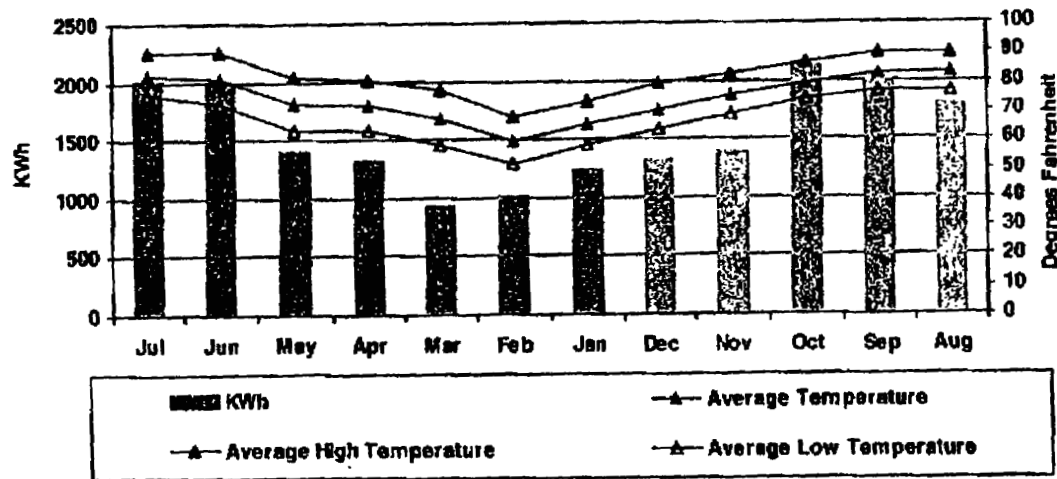
08/09/2008 08:15

727-562-3877

FPC CUST SVC ADMIN

PAGE 03

KWh and Average Temperatures For Current 12 Months



All Data is for the "Bill Month"

Program Development and Administration

Michelle P Howden
Property Located At:
7620 71St Ave
Pinellas Park, FL 33781
Account # 2617568306

How Does Your Home Measure Up?

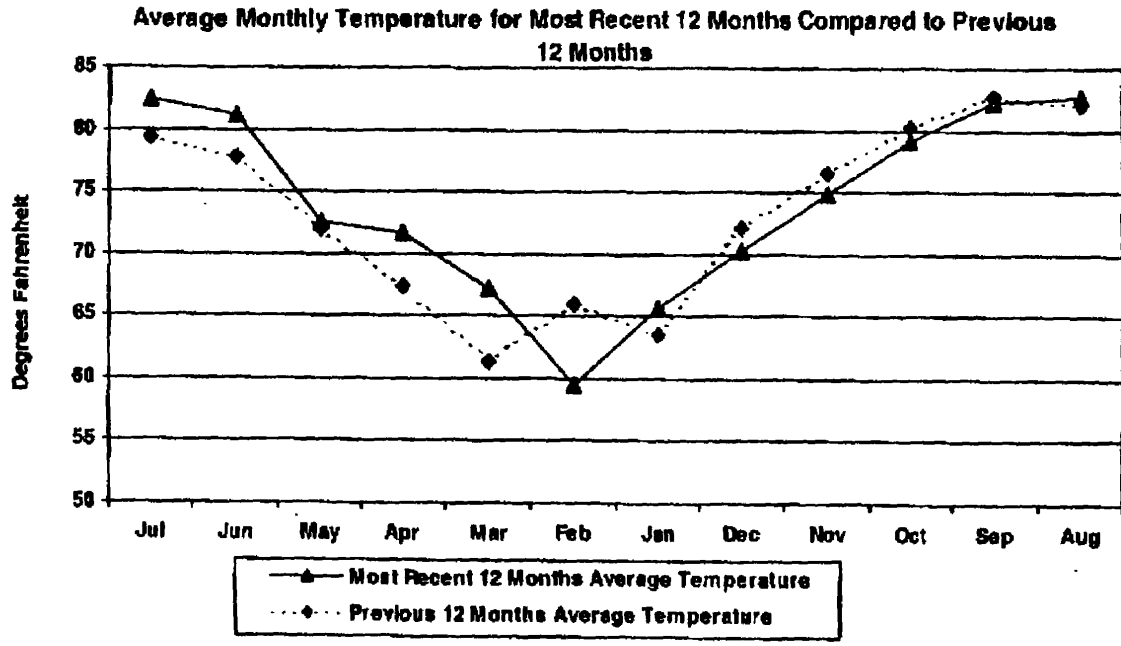


08:09/2008 08:15

727-562-3877

FP&C CUST SVC ADMIN

PAGE 04



All Data is for the "Bill Month"

Program Development and Administration



September 24, 1999

Ms. Michelle P. Howden
 7620 71st Ave.
 Pinellas Park, FL 33781

Re: 26175-68306

Dear Ms. Howden:

A review of your account shows that your meter has not been registering properly. You have been billed minimum or low usage for the months of 5/99 thru 9/99.

We changed your meter on 8/9/99 and received a good reading on 9/3/99 of 01754 to determine your current use at 70.16 kwh/day. Based on this information and your past usage, your account will be rebilled at 35 kwh/day for 5/99 and rebilled at 60 kwh/day for 6/99-9/99 as follows:

Bill Month	KWH	Rebill Amount	Bill Month	KWH	Rebill Amount
May 1999	1015 ⁽⁶⁸⁾ kwh	\$ 79.17 @ 35/day	Aug 1999	1800 ⁽⁰⁾ kwh	\$ 134.25
Jun 1999	1920 ⁽⁰⁾ kwh	\$ 143.33 @ 60/day	Sep 1999	1994 ⁽⁰⁾ kwh	\$ 148.95
Jul 1999	1740 ⁽²⁾ kwh	\$ 129.69 <i>June Sept</i>	<i>Based on 1998 history 635.39</i>		

We have applied all payments received from prior billings to your account. The outstanding balance as of today is \$ 593.76. After your current bill for \$ 130.76 is paid, the remaining balance of \$ 463.00 will appear on your next regular monthly bill in October.

We apologize for any inconvenience this rebill may cause and assure you payment arrangements can be made by calling Customer Service.

Should you have any questions regarding this rebill, please contact your local Florida Power office at the telephone number listed on your electric bill.

Sincerely,

Billing Services Department

SUNCOAST FLORIDA REGIONAL BILLING DEPARTMENT: P.O. Box 1690 • Clearwater • Florida • (727) 443-2841
 A Florida Progress Company

Shirley,

Here is a copy of the response to the Howden-Ohlson complaint as sent in December. Please let me know if you need anything else.

Kim
Consumer Affairs
220-3886 (Internal)
(727) 562-3886 (External)

FPSC Analyst's Name: S. Gonzalez **Inquiry Number:** 289393E

Complainant's Name: Michelle P. Howden-Ohlson

Customer of Record's Name: Michelle P. Howden

Service Address: 7620 71st Ave. N., Pinellas Park, FL 33781

Telephone Number(s): 727-581-8492

FPC Account Number: 26175-68306

Names of Prior FPC Contacts: Amy Manning, Billing Dept.

Date/Time Received by FPSC: 11/12/99 - 1:41 PM

Restate Customer's Concern: Customer letter disputes backbilling for dead meter from May through September 1999. Customer does not think she should have to pay, as she brought the low bills to our attention.

Date and Time of Initial Contact by FPC: 11/12/99 - 5:15 PM - Message on recorder.
Customer Contacted By: Anne Gonzalez

Actions Taken to Satisfy Customer:

- On June 14, 1995, an electric service account at 7620 71st Ave. N in Pinellas Park was established in the name of Michelle P. Howden. On August 7, 1999, Ms. Howden contacted FPC to report that she has been receiving very low billings since June 1999. The representative told Ms. Howden that FPC would investigate, and if the meter was mal-functioning, she would be rebilled for the months the meter did not register correctly. On August 7th, the representative sent a message to FPC's Billing Dept. to review the meter reading history.
- On August 9, 1999 a check reading was obtained in the field. The reading was 71128, the same reading as on the regular billing reading taken August 5, 1999. A new meter was set on August 9, 1999. The reading on September 3, 1999 was 1754 for 25 days, indicating an average per day usage of 70.16 kWh. This usage, along with comparable usage for the same period in 1998, was used to calculate a rebilling for May, June, July and August 1999.

<u>Usage Billed:</u>			<u>Usage Rebilled:</u>		
May, 1999	68 kWh	\$ 14.24	May, 1999	1015 kWh	\$ 79.17
June, 1999	0 kWh	\$ 9.08	June, 1999	1920 kWh	\$143.33
July, 1999	2 kWh	\$ 9.23	July, 1999	1740 kWh	\$129.69

August, 1999 0 kWh \$ 9.08
Sept. 1999 1754 kWh \$130.76
\$148.95

August, 1999 1800 kWh \$134.25
Sept. 1999 1994 kWh

- The billed usage for the same 5-month period in 1998 totals 9119 kWh. The total rebilled estimated usage for the dead meter is 8469 kWh. A letter was mailed to Ms. Howden explaining the dead meter and rebilling, which would be included in the October 7th regular billing statement. The billing of \$621.57 included the regular monthly billing of \$158.57, plus a past due amount of \$463.00 after debit/payment adjustments = \$621.57.
- On October 28, 1999, FPC's Billing Dept. made a courtesy call to Ms. Howden. A message was left on the recorder requesting a return call to discuss the billing and offered payment arrangements. On November 2nd, Ms. Howden called the Billing Dept. to dispute the total billing. Ms. Howden refused any payment arrangements. Ms. Howden said she would not pay any part of the rebilling, because she had reported the low bills to us.
- On November 2, 1999, FPC received a FPSC complaint from Ms. Howden. The complaint was referred to Ms. Anne Gonzalez, Billing Services, for research and response. Between November 15th and November 24th, Ms. Gonzalez left five messages on a recorder requesting a return call to discuss the issues in the complaint. On November 24th, Ms. Gonzalez spoke with Ms. Howden. Ms. Howden said she should not have to pay the backbilling because she called FPC to report it. Ms. Gonzalez thanked Ms. Howden for notifying us. Ms. Gonzalez explained that Florida Power Corporation has an internal procedure that will identify a non-registering meter after 3 months of usage under 10 kWh. Ms. Gonzalez said the account was identified after the August 5 regular billing, and the call from Ms. Howden came on August 7. Ms. Gonzalez explained Florida Power Corporation is permitted to backbill up to 12 months for a dead or non-functioning meter. This is in accordance with Chapter 25-6.103, Paragraph 2 (a)(c) of the Florida Public Service Commission Tariff. Ms. Gonzalez apologized for the inconvenience of the non-functioning meter. Ms. Gonzalez reviewed the billing history and offered an adjustment if Ms. Howden was away from the home during that period. Ms. Howden said she did not want any adjustment or payment arrangements, just the whole bill to be removed. Ms. Gonzalez said she was sorry they had not been able to reach a resolution to the complaint. Ms. Gonzalez asked Ms. Howden to call her if there were any questions or concerns in the future regarding the billing. Ms. Gonzalez said the billing would remain as presented.
- Ms. Gonzalez noted the \$463.00 backbilling in dispute, and placed a Critical Contact on the account. This contact will hold the account off of the disconnect list for this amount, until a ruling is received by the Florida Public Service Commission on the complaint.

Customer Satisfied: No

If "NO", explain why: Ms. Howden would like the entire backbilling removed.

Date Submitted: December 9, 1999

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

Attachments: None



Public Service Commission

State of Florida

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

DATE: March 6, 2000

TO: John Plescow - Division of Consumer Affairs

FROM: Leroy A. Rasberry - Bureau Chief of Complaint Resolutions - Division of Consumer Affairs *LR*

RE: Informal Conference Request

Please do a preliminary review of the informal conference request concerning Ms. Michelle P. Ohlson against Florida Power Corporation.

289393E - Ohlson, Michelle P.

STATE OF FLORIDA

Commissioners:
JOE GARCIA, CHAIRMAN
J. TERRY DEASON
SUSAN F. CLARK
E. LEON JACOBS, JR.
LILA A. JABER



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

Public Service Commission

March 6, 2000

Ms. Michelle P. Ohlson
7620 - 71st Street Avenue, North
Pinellas Park, FL 33781

Dear Ms. Ohlson:

This is to inform you that the Florida Public Service Commission (PSC) received your request for an informal conference against Florida Power Corporation (FPC). Your request is being processed and a staff member of my division will be contacting you in the near future to discuss your concerns.

If you have any questions, please contact me toll-free at 1-800-342-3552, or by e-mail at lraberr@psc.state.fl.us.

Sincerely,

A handwritten signature in cursive script that reads "Leroy A. Rasberry".

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

LAR:ewe

cc: Florida Power Corporation

STATE OF FLORIDA

Commissioners
JOE GARCIA, CHAIRMAN
J TERRY DEASON
SUSAN F CLARK
E LEON JACOBS, JR.
LILA JABER



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

Public Service Commission

FACSIMILE TRANSMITTAL COVER SHEET

DATE: March 6, 2000

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: 7

FAX NAME:
FAX NUMBER:

DATE: 06-MAR-00
TIME: 17:51

DATE	TIME	REMOTE FAX NAME AND NUMBER	DURATION	PG	RESULT	DIAGNOSTIC
06-MAR	17:47 S	727 562 3877	0:04:15	7	OK	6A384010016A

S=FAX SENT
I=POLL IN(FAX RECEIVED)
O=POLLED OUT(FAX SENT)

TO PRINT THIS REPORT AUTOMATICALLY, SELECT AUTOMATIC REPORTS IN THE SETTINGS MENU.
TO PRINT MANUALLY, PRESS THE REPORT/SPACE BUTTON, THEN PRESS ENTER.

The Ohlson Desk

7620 - 71st Avenue North
Pinellas Park, FL 33781
727-544-1474

February 18, 2000

Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Inquiry # 289393-E

Dear Sirs:

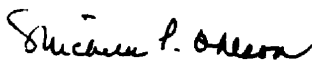
Below is correspondence I've sent to you twice before regarding my challenge of a \$463 fee, which was assessed to me last summer. I've enclosed a copy of one of the cancelled checks in my possession reflecting the qualified endorsement-"paid in full." Please let me hear from your office soon, as I pay my debts, and intensely dislike receiving a Florida Power bill with an erroneous previous balance due amount noted.

Thank you for your recent response to my correspondence regarding an inordinate fee assessment I received in August 1999. This letter is to advise your office that I do wish to appeal your decision that the \$463 charge is appropriate. Subsequent to August, I have qualified payments to Florida Power by endorsing the checks "Paid in full." The checks were negotiated as such and, therefore, represent precisely that - payment in full.

At your convenience, please advise me on what I am to do now. Until I hear from you again, I will continue to pay my monthly usage fees with Florida Power.

Again, thank you for your attention to this matter, as I do feel very uncomfortable with this issue confronting me.

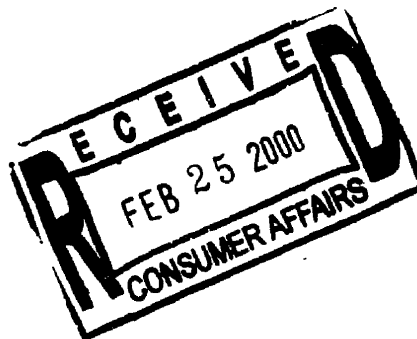
Sincerely yours,



Michelle P. Ohlson

MPO/mmi

Enc.



RECEIVED
00 FEB 25 PM 2:06
FLORIDA PUBLIC SERVICE COM.
DIVISION OF APPEALS

OWEN GREGORY OHLSON (s/rs) OR
MICHELLE P. OHLSON
(813) 544-1474
7620 - 71ST AVENUE NORTH
PINELLAS PARK, FL 33781

2824

63-943/631
BRANCH 95185

Date

12/10/99

Pay to the order of *Michelle P. Ohlson* ~~45098619~~ 0443 04000 00 121 ~~364.57~~
Five hundred four and 70/100

Dollars \$

Bankers Dozen

SouthTrust
Bank
Pinellas Park, FL

Michelle P. Ohlson

FOR

⑆063109430⑆ 31 909 058⑈ 2824 ⑈0000010457⑈

⑈12/10/99⑈

*Payment date (sic) in file
12/13/99*

FOR DEPOSIT ONLY TO THE CREDIT
OF FLORIDA POWER CORP
12/13/1999
14:08
104.57

SUNTRUST CEN FL 12131999
2290 PREMIER ROW ORL FL
7669-019 → 0631021524
0100210837

019

140005616 0413 04000 00 121409
CLEARINGHOUSE WORK
INCORPORATED WORK



IMPORTANT NOTICE OF BALANCE DUE

DATE
Jan 26, 2000

SERVICE ADDRESS
7620 71ST AVE
PINELLAS PARK FL 33781

ACCOUNT NUMBER
26175-68306

MICHELLE P HOWDEN
7620 71ST AVE
PINELLAS PARK FL 33781

Because we want to provide you with uninterrupted service, this notice is to let you know we have not received payment for \$463.00. If you have already made your payment, please disregard this reminder, and we apologize for any inconvenience.

However, if your payment has not been made, please contact a Customer Service Representative at (727) 895-8711 (24 hours a day, 7 days a week) or stop by one of our offices. A list of the offices can be found on the back of your bill. We welcome the opportunity to discuss this matter with you and answer any questions you may have.

To avoid interruption of your electric service, your payment must be received in our office by 4:30 p.m. on February 03, 2000.

A \$ 27.00 reconnection fee can be avoided if payment is received by the above date. You may pay by check, cash, money order, or credit card. If you pay with a check that is returned by your bank, service may be disconnected without further notice.

You are a valued customer and we thank you for your attention to this matter.

FLORIDA POWER IS AN INVESTOR-OWNED ELECTRIC UTILITY REGULATED BY THE FLORIDA PUBLIC SERVICE COMMISSION
DEPARTMENT OF CONSUMER AFFAIRS, 2540 Shumard Oak Boulevard, Tallahassee, FL 32399/1-800-342-3582



TO CHANGE MAILING ADDRESS, CHECK
BOX BELOW AND ENTER ON THE BACK

ZPO5 05576

ACCOUNT NUMBER - 26175 68306

|||||
MICHELLE P HOWDEN
7620 71ST AVE
PINELLAS PARK FL 33781-3776

FLORIDA POWER CORP
P.O. BOX 33199
ST. PETERSBURG,
FL 33733-8199

DELINQUENT
4:30 PM THIS DATE
FEB 3 2000

TOTAL DUE
463.00

PLEASE ENTER
AMOUNT PAID

261756830680000004630000000046300000000000000000100000000009

**FLORIDA
POWER**



COUNT ON US

STATEMENT OF ELECTRIC SERVICE

FEBRUARY 2000

ACCOUNT NUMBER

26175 68306

DIRECT INQUIRIES TO:
1-727-895-8711

**SEE BACK OF STATEMENT FOR
LOCATION NEAREST YOU**

7820 71ST AVE
PINELLAS PARK FL 33781
SERVICE ADDRESS
7820 71ST AVE
PINELLAS PARK FL 33781

DUE DATE
FEB 29 2000 **TOTAL AMOUNT DUE**
548.17

NEXT READ **DEPOSIT AMOUNT**
DATE ON OR **ON ACCOUNT**
ABOUT

METER NO. 005104459
PRESENT (ACTUAL) 008860
PREVIOUS (ACTUAL) 007842
DIFFERENCE 001018
TOTAL KWH 1018

RSL-1 091 Residential Load Management

BILLING PERIOD .01-04-00 TO 02-07-00 34 DAYS

CUSTOMER CHARGE		8.85
ENERGY CHARGE	1018 KWH @ 5.25800¢	53.53
FUEL CHARGE	1018 KWH @ 2.02400¢	20.60

*TOTAL ELECTRIC COST	82.98
LOAD MANAGEMENT CREDIT	6.72
GROSS RECEIPTS TAX	1.96
LATE PAYMENT CHARGE FOR PREVIOUS BILL	6.95
TOTAL CURRENT BILL	85.17
AMOUNT PAST DUE	463.00
TOTAL DUE THIS STATEMENT	\$548.17

Payment of your bill prior to the above due date will avoid a late payment charge of 1.5%.
This bill for electric service covers an extended period of time. Our normal bill period is 29 to 33 days.
Your account has a past due amount of \$463.00 and electric service may be disconnected. Please pay immediately.
Florida Power Corporation utilized fuel in the following proportions to generate your power: Coal - 35%, Purchased Power - 21%, Oil - 17%, Nuclear - 14%, Gas - 13%. (Jan '99 - Dec '99)

ENERGY USE

DAILY AVG USE - 30 KWH/DAY
USE ONE YEAR AGO - 27 KWH/DAY
DAILY AVG. ELECTRIC COST - \$2.24

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

Public Service Commission

January 7, 2000

Mrs. Michelle P. Ohlson
7620 71st Ave. North
Pinellas Park, FL.

Re: Inquiry #289393-E

Dear Mrs. Ohlson

This is a follow-up to your recent inquiry concerning backbilling by Florida Power Corporation. I certainly understand your concerns.

Documentation provided to the Florida Public Service Commission (PSC) by the company shows the following sequence of events:

- On August 7, 1999, Ms. Howden called the company to report very low billing since June 1999.
- The company installed a new meter at the residence to get a daily average of consumption.
- The reading on September 3, 1999 determined usage of 1754kwh for 25 days.
- This average along with the comparable usage for the same period in 1998 was used to calculate the billing for May, June, July and August 1999.

PSC rules state:

"Unauthorized Use of Energy. In the event of unauthorized or fraudulent use, or meter tampering, the utility may bill the customer on a reasonable estimate of the energy used."

This rule authorizes electric utilities to backbill the customer of record for a reasonable estimate of the electricity consumed but not metered due to meter tampering or fraudulent use. It is not necessary for the utility to demonstrate who tampered with the meter. The company only needs to demonstrate that the meter was tampered with, and that you, as the customer of record, benefitted from that tampering by paying less for electricity than you would have with a properly working meter. The company may also recover the cost of its investigation.

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

An Affirmative Action/Equal Opportunity Employer

PSC Website: www.floridapsc.com

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

November 2, 1999

7620-71st Ave. No.
Pinellas Park, Fl. 33781

Florida Public Service Commission
Division of Consumer Affairs
2540 Shumard Oak Blvd.
Tallahassee, Fl. 32399-0850

Re: Florida Power # 26175-68306

Gentlemen:

After visiting my local Florida Power office today regarding an assessment that was applied to my account, I decided to advise your office of what has happened.

At 8:30 P.M. on Saturday August 7, 1999, I called Florida Power regarding a bill I received that day for nine dollars and change. I advised Sharon, employee # 5305, that I had received a lower than normal fee and questioned why I had disparity in my billing, giving her the size of my home. She said she would report it to auditing, and a representative visited our home on Monday, August 9th, explaining that the Florida Power billing computer should have identified the problem and thanked my husband and myself for reporting the error. He also stated that we would probably be assessed an additional fee for back billing, and that we should dispute it, as we had called to report an inconsistency in billing. The repairman said there was absolutely no evidence of tampering, and that in all likelihood lightening had struck near our meter, compromising its integrity.

The next month we received an adjusted invoice for a total of \$463.00 for the months of May through September 1999. I responded to the letter/invoice on October 2, 1999, and heard nothing more from Florida Power until I received another notice (blue) dated October 29, 1999. (A copy of the letter is attached.) Earlier today I visited the local office to have a representative tell me someone had made three attempts to reach me, yet no one ever left a message for me to return their call.

I'm writing simply to notify your office that I do not wish to have my electrical service interrupted, but do take serious issue with billing predicated on any arbitrary measure. Client honesty should be rewarded, not punished. I'm on an energy savings plan in my home and we receive lower than normal fees periodically, so I called Florida Power's office to have them investigate when I believed something inordinate occurred.

I would greatly appreciate anything your office can do to assist me in this matter, as I believe I'm being penalized for being a responsible consumer.

ORIGINAL

Nov-12-99 01:42 PM

<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	05	Sent	Nov-12	01:41P	00:01:32	002582030022

1.3.0 2.8

ORIGINAL

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

Public Service Commission

FACSIMILE TRANSMITTAL COVER SHEET

DATE: 11-12-99

TO: CAROL CORNELL

OFFICE/BUSINESS: FLORIDA POWER CORP.

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: REQUEST # 289393E

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 5

ORIGINAL