



Public Service Commission

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RECORDS AND REPORTING

DATE: APRIL 19, 2001

TO: DIRECTOR, DIVISION OF RECORDS AND REPORTING (BAYÓ)

FROM: DIVISION OF LEGAL SERVICES (WALKER) *KW RVE*
DIVISION OF CONSUMER AFFAIRS (STOKES) *SS*
DIVISION OF ECONOMIC REGULATION (WHEELER)

RE: DOCKET NO. 010288-EI - COMPLAINT OF MICHELLE P. OHLSON
AGAINST FLORIDA POWER CORPORATION FOR ALLEGED IMPROPER
BACKBILLING.

AGENDA: MAY 1, 2001 - REGULAR AGENDA - FINAL ACTION

CRITICAL DATES: NONE

SPECIAL INSTRUCTIONS: NONE

FILE NAME AND LOCATION: S:\PSC\LEG\WP\010288.RC1

CASE BACKGROUND

On November 8, 1999, Mrs. Michelle P. Ohlson (Mrs. Ohlson or customer) filed complaint 289393E against Florida Power Corporation (FPC or Company) for alleged improper backbilling. On November 10, 1999, the Public Service Commission's Division of Consumer Affairs (CAF) requested information from FPC regarding the customer's billing concern.

On December 9, 1999, CAF received FPC's report. On January 7, 2000, CAF sent the customer a letter explaining the outcome of its investigations, which revealed that the account was properly backbilled for the meter problem. On February 25, 2000, CAF received Mrs. Ohlson's letter requesting an informal conference.

DOCUMENT NUMBER-DATE

04876 APR 19 2001

FPCO-RECORDS REPORTING

At the April 3, 2001 Agenda Conference, the Commission voted to grant Mrs. Ohlson's informal conference request with the opportunity for the customer and FPC to negotiate a settlement. On April 10, 2001, FPC filed a Settlement Agreement dated April 9, 2001, and signed by all of the parties. This recommendation addresses the settlement agreement between FPC and Michelle P. Ohlson. The Commission has jurisdiction under Section 366.05, Florida Statutes, to approve the settlement agreement .

ISSUE 1: Should the Commission approve the settlement agreement between Florida Power Corporation and Michelle P. Ohlson?

RECOMMENDATION: Yes. The Commission should approve the settlement agreement because it provides a satisfactory resolution of the issues in this complaint and satisfies the requirements of Rule 25-22.032(10), Florida Administrative Code. (WALKER, STOKES, WHEELER)

STAFF ANALYSIS: Pursuant to Rule 25-22.032(10), Florida Administrative Code, a settlement reached by parties to a customer complaint shall indicate that it is binding on both parties and that the parties waive any right to further review or action by the Commission. As stated in the settlement agreement, FPC and Michelle P. Ohlson agree that this settlement represents satisfactory resolution of the issues in this docket and waive any right to further review or action by the Commission. The parties also agree that this settlement is binding upon them.

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ISSUE 2: Should this docket be closed?

RECOMMENDATION: Yes. This docket should be closed because no further action by the Commission is necessary. (WALKER, STOKES, WHEELER)

STAFF ANALYSIS: The parties agree that the settlement represents a satisfactory resolution of the issues in this docket and waive any right to further review or action by the Commission. Therefore, this docket should be closed.

STATE OF FLORIDA

Commissioners:
E. LEON JACOBS, JR., CHAIRMAN
BRAULIO L. BAEZ
J. TERRY DEASON
LILA A. JABER
MICHAEL A. FALECKI



DIVISION OF CONSUMER AFFAIRS
BEVERLEE DEMELLO, DIRECTOR
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Public Service Commission

SETTLEMENT AGREEMENT

Complaint Number: 289393E

By signing the following statement, the parties agree that a satisfactory resolution of the complaint has been reached and understand that the settlement is binding on both parties and that the parties waive any right to further review or action by the Commission.

Florida Power agrees to reduce the backbilling of \$463.00 to \$32.61 to be paid with the May billing. The backbilling is a result of a stuck meter rebill of 8469 kwh which reflects billings for the partial month of May, full month of June, July, August and 5 days in September, 1999.

Shirley P. Olson
Customer

04/09/2001
Date

Carl C. Call
Company

4/9/01
Date