

State of Florida



Public Service Commission
-M-E-M-O-R-A-N-D-U-M-

DATE: May 2, 2002
TO: COMMISSIONER MICHAEL A. PALECKI
FROM: KATHERINE ECHTERNACHT, OFFICE OF THE GENERAL COUNSEL *WNE*
RE: CASE #420020E - DR. PETER M. BEKENY

The customer, Dr. Peter Bekeny, has refused to have an "informal conference" with staff. Additionally, Dr. Bekeny has refused to cooperate with CAF's Bureau of Consumer Outreach.

In order to investigate a high bill customer complaint, an engineer must conduct an energy audit of the customer's apartment. On numerous occasions, both FPL and the PSC have tried to gain access to Dr. Bekeny's apartment in order to conduct an energy audit. Dr. Bekeny has consistently denied anyone access to his apartment. Thus, without access to his apartment, there is nothing that FPL or the PSC can do to resolve Dr. Bekeny's complaint.

Based on the circumstances, I request that this case be closed. Thank you.

cc: Division of Consumer Affairs (DeMello, Smith)
Office of the General Counsel (McLean)
Division of Auditing and Safety (Ruehl)

DOCUMENT NUMBER-DATE

04826 MAY-30

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