

REQUEST FOR CHANGE TO AGENDA CONFERENCE  
HAND DELIVER

Date of Request: 1/23/03 Date of Agenda Conference: 02/04/03 Item No. \_\_\_\_\_

Docket No.: 030030-E1 Brief Title: Complaint of Charo Rojo Against FP&L

Requested by:  Staff  Other \_\_\_\_\_

Please attach a copy of the written documentation filed (if other) \_\_\_\_\_ (Name)

STAFF's Recommendation to Executive Suite (IF OTHER)  Approve Request  Deny Request

ACTION REQUESTED [see APM 2.11 and SOP 1607]

- Defer Item to Agenda Scheduled Date: \_\_\_\_\_
- Change Order of Item or Take Up at Time Certain
- Withdraw Item
- Late Filed Recommendation (must be filed no later than 3:00 p.m. on the date approved for late filing) **A copy of the front page of the recommendation must be provided to CCA by 12 noon on the regular filing date for use as a place-holder during agenda preparation.**
- Add Item to Published Agenda [ see Section 120.525(2), F.S.] - Issue an ADDENDUM and give Legal NOTICE
- Add Emergency Item to Published Agenda [see Section 120.525 (3), F.S.] - Issue an ADDENDUM and Give Fair NOTICE

Concise explanation, justification or comments (attach additional sheet if necessary):

<sup>S</sup>  
CAF request additional time to file the recommendation in order to verify dates and ensure that all relevant information is reported in the recommendation.

RECEIVED- FPSC  
03 JAN 23 PM 11:14  
COMMISSION CLERK

Signature (OPR Staff): Joe Lordehan Initials (OPR Division Director or Designee): \_\_\_\_\_

Signature (Legal Staff): Joe Lordehan Initials (Legal Division Director or Designee): \_\_\_\_\_

EXECUTIVE DIRECTOR:

Recommendation to the Chairman's Office  Approve Request  Deny Request  
Initials: MB Date: 1/23/03

Comments: \_\_\_\_\_

CHAIRMAN'S OFFICE:

Initials: OC  Approve Request  Deny Request  
Date: 1/23/03

Executive Suite will send the original to the Division of Commission Clerk and Administrative Services and return a copy to the requesting staff after the Chairman's Office takes action on this request. Requesting staff should distribute copies to the Division Directors (OPR & OCR) and Attorney assigned to the docket.

- AUS \_\_\_\_\_
- CAF \_\_\_\_\_
- CMP \_\_\_\_\_
- COM \_\_\_\_\_
- CTR \_\_\_\_\_
- IECR \_\_\_\_\_
- IGCL \_\_\_\_\_
- (OPC \_\_\_\_\_
- IMMS \_\_\_\_\_
- SEC \_\_\_\_\_
- OTH \_\_\_\_\_

Sanders  
Rose  
Blanca



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

---

**DATE:** JANUARY 23, 2003

**TO:** DIRECTOR, DIVISION OF THE COMMISSION CLERK &  
ADMINISTRATIVE SERVICES (BAYÓ)

**FROM:** OFFICE OF THE GENERAL COUNSEL (L. FORDHAM)  
DIVISION OF CONSUMER AFFAIRS (R. HICKS)  
DIVISION OF AUDITING AND SAFETY (RUEHL)

**RE:** DOCKET NO. 030030-EI - COMPLAINT OF CHARO ROJO AGAINST  
FLORIDA POWER & LIGHT COMPANY FOR ALLEGED OVERBILLING AND  
DAMAGES TO EQUIPMENT.

**AGENDA:** 02/04/03 - REGULAR AGENDA - PROPOSED AGENCY ACTION -  
PARTIES MAY PARTICIPATE

**CRITICAL DATES:** NONE

**SPECIAL INSTRUCTIONS:** NONE

**FILE NAME AND LOCATION:** S:\PSC\GCL\WP\030030.RCM

---

**CASE BACKGROUND**

On January 18, 2001, Ms. Charo Rojo contacted the Division of Consumer Affairs, complaining that her November/December electric bill was estimated, rather than based on an actual reading of the meter. Ms. Rojo also wanted her meter checked because of high electric bills. Florida Power & Light (FPL) was contacted and they explained that they could not gain access to the meter for the questioned bill because of a locked six foot wooden fence. Therefore, it was necessary to estimate those particular bills. FPL contacted Ms. Rojo and reviewed with her the account in question.

On March 7, 2001, the complaint of Ms. Rojo was reopened as a result of the following allegations:

- (1) She is disputing her account in the amount of \$903.38.