

M E M O R A N D U M

SEPTEMBER 11, 2003

TO: DIVISION OF THE COMMISSION CLERK AND ADMINISTRATIVE SERVICES

FROM: OFFICE OF THE GENERAL COUNSEL (L. FORDHAM) *L.F.*

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

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Please file the attached e-mail correspondence from Ms. Roseanne Lucas of FPL in the above-referenced docket file.

LF/js

cc: Jim Ruehl  
Rhonda Hicks

DOCUMENT NUMBER-DATE

08893 SEP 18 8

FPSC-COMMISSION CLERK

## Lee Fordham

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**From:** Roseanne\_Lucas@fpl.com  
**Sent:** Tuesday, September 09, 2003 2:17 PM  
**To:** Lee Fordham  
**Subject:** Rojo 0300030-EI (Rosario R. Rojo, AKA Charo Rojo, Rosario Cardoso)

Lee,

As you are aware, a letter was hand delivered to Ms. Rojo on August 12, 2003. The letter was also sent via FedEx and USPS. Ms. Rojo, who accepted the hand delivered letter, was advised to read the letter and contact FPL at the number provided, if she has any questions. The letter outlined information on the current electric service account at 3228 Day Avenue and provided instructions to follow to prevent an interruption of the electric service, as follows:

The electric service being provided to 3228 Day Avenue in the name of "Solamente, Inc. The Florida Department of State, Division of Corporate Records indicates that Solamente, Inc. is a dissolved corporation. FPL's rules and regulations require a valid customer name on record for every customer account.

A new account may be opened at this address in your own name, but to do so you must comply with FPL's rules for new service. Attached is FPL's Tariff Sheet #6.010, which outlines the requirements that are needed to make an application for electric service. Among the requirements for new service is that you post an appropriate guarantee deposit. A guarantee deposit of \$660.00 is required to provide electric service to the address of 3228 Day Ave. The deposit is due at the time the application for service is received by FPL.

An application for service and payment of the \$660.00 guarantee deposit needs to be received by FPL no later than Tuesday, August 19, 2003 in order to avoid an interruption of electric of service at 3228 Day Ave.

On August 19, 2003, Ms. Rojo contacted FPL and made an application for service at 3228 Day Avenue. She paid the required \$660.00 deposit amount, by check, at an FPL PayAgent the same day. An order was issued for an account to be established in the name of ROSARIO E "ROJO, effective August 20, 2003. FPL has been unable to verifying the availability of funds on the \$660.00 check payment, for the deposit.

On August 27, 2003, A bill of \$93.89 was issued for service from August 20th to August 27th. The due date for the current charges on the new bill is September 18, 2003. To date, there have been no further debits or credits on the account.

Please let me know if you need any further information regarding this customer's account.