

State of Florida



ORIGINAL

RECEIVED-FPSC

Public Service Commission

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

JUL 29 AM 10:23

COMMISSION
CLERK

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

DATE: July 29, 2004
TO: Blanca S. Bayó, Commission Clerk and Administrative Services Director
FROM: Adrienne E. Vining, Senior Attorney, General Counsel *AEV*
RE: Docket No. 040543-EI

Attached to this memo is the documentation for Mr. Hedrick's complaint. Please place the documents in the docket file.

AEV/mrd

Attachments

- CMP _____
- COM _____
- CTR _____
- ECR _____
- GCL _____
- OPC _____
- MMS _____
- RCA _____
- SCR _____
- SEC 1
- OTH _____

DOCUMENT NUMBER-DATE

08228 JUL 29 3

FPSC-COMMISSION CLERK

Request No. 548198E

Name MICHAEL HEDRICK

Business Name _____

Consumer Information

Name: MICHAEL HEDRICK

Business Name:

Svc Address: 2011 N. 57TH TERRACE

Phone: (954)-894-4047

Can Be Reached:

City/Zip: Hollywood / 33021-

Date Transferred to BCO: 12/01/2003

Date Received by BCO: 12/01/2003

Suspense Date: 12/05/2003

Sent to Agenda: Y
Conf. Agenda Date: 08/03/2004
Form X Date Sent: 12/02/2003
Form X Date Due: 12/17/2003
Form X Received Late:

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

Mediation Settlement Deadline: 01/17/2004

Mediation Analyst: KATE SMITH

Pre. Conf. Sett. Amount: 0.00

Pre. Conf. Settement:

Informal Conference Deadline: 02/17/2004

Informal Conf. Sch.: Y Conference Analyst: JOHN PLESCOW

Date of Informal Conference: 02/25/2004

Informal Conf. Sett. Amount: 0.00 Informal Conf. Settement: N

Informal Conf. Resolve: Y Conf. Closed Date: 06/29/2004

Post Conf. Sett. Amount: 0.00

Post Conf. Settement:

Utility Information

Company Code: EI802

Company: FLORIDA POWER & LIGHT COMPANY

Attn. Roseanne Lucas548198E

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"TRACKING NUMBER - 0008268 July 31, 2003

SERVICE ADDRESS

Account Number: 94141-28141

Business Account Name: FPL

Name: Michael Hedrick

Address: 2011 N. 57th Terrace

City: Hollywood

Zip: 33021

CUSTOMER INFORMATION

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Name MICHAEL HEDRICK

Business Name _____

Business Account Name: FPL
Name: Michael Hedrick
Address: 2011 N. 57th Terrace
City: Hollywood
State: FL
Zip: 33021
Primary Phone: 954-894-4047
Secondary Phone: 954-894-4047
E-mail: mhed@mindspring.com
Contact By: Day Time Phone Number

COMPLAINT INFORMATION

Utility Name: FPL

Did customer previously contact the utility?: Carol at FPL revenue dept. Spoke today 7/31/03 She gave no tracking or case number

Did customer previously contact the PSC?:

PROBLEM INFORMATION

Problem Type: Improper Billing

Complaint Detail: I am unfortunate enough to live in an area of Florida where FPL has a tidy monopoly. I was on budget billing with them until the past few days. They turned off my budget billing and added the balance to the current due. I called to ask why. I was told that my power bills had dropped dramatically more than two years ago and because of that, they suspected meter tampering. They sent out a couple of guys who yanked out the old meter (about 38 years old) and put in a new one. After installing the new meter, they placed two huge special locks on the can so the meter could not be removed. Ok, I don't mind that. I asked them for the reading on the old meter they took out, several times, each time they refused. The old meter reading was not given on my latest statement. I called today 7/31/03 and asked for it (spoke with "Carol" in revenue) and she told me that reading was not available. FPL now tells me that they believe there has been some type of tampering going on for the past two years, and that they are going to go back over my bills for the past two years and average them out according to previous usage at that time and "average customer use" in the area and re-bill me for the difference for approximately the past 28 months! This could easily run into the thousands of dollars. Two years ago we remodeled the house (985 Sq Ft.) FPL claims that when we bought the house the average usage was about 3300 Kw per month. After remodeling, it dropped to around 750 Kw per month. We re-wired the house, replaced the attic insulation, installed new AC ductwork for the entire house, put in a new 14 seer Central AC unit (FPL was aware of this because they gave me a 250.00 credit for replacing the AC with an energy efficient model), replaced all appliances with new energy efficient models, replaced our pool pump with a new model, replaced well pump with a new model, replaced all of the outside and security lighting with lights that run on timers or trip sensors, replaced ALL receptacles in the house, replaced all old ceiling fans with new Hunters, (Taking a previous total of 5 ceiling fans down to 2) and have basically bent over backwards to lower energy consumption. Further, no one is in the home during the day as I now work days where I used to work nights and was home all day, so nothing is really being used except the fridge when it kicks on, a fish tank and the pool pump runs about 5 hours a day - and misc little clocks such as VCR and a clock radio.

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Everything we have done is being rewarded by FPL with suspicion. They put a secondary meter on the pole leading to our house and claimed that the two meters did not match, so we must be tampering with the power meter. I stated that perhaps their old meter just wasn't registering properly and they said we tested the meter and it works perfectly, **there is** nothing wrong with it. **When I asked...then are you telling me the meter actually has NOT been tampered with? . . .they** refused to discuss further and told me to wait for an adjusted bill to arrive next week by special letter. In early 2001 my sinus problems had gotten so bad that breathing became difficult, and I finally had to realize that I could no longer handle refrigerated air, it was causing my sinuses to swell and cut off circulation. Lucky for me I work outside. But because of this, the central air conditioner has been off since 3/01. In fact, it's locked out with a padlock on the AC unit breaker and I don't even remember where the hell the key is. It can't be turned on. In Florida, that's no fun sometimes but I suffer, and of course, I'm able to breathe better. Because of all that I have done, and because I no longer use Central AC, FPL is absolutely sure that some kind of tampering or power theft must be taking place, simply because my bills dropped dramatically. I'm stuck between a rock and a hard place, they are the only game in town and I'm expecting a huge bill from them any day now which will result in them cutting my power because I won't be able to pay it. My FPL account number is 94141-28141"

Please investigate this issue, contact the customer and provide the Commission with a detailed written report that addresses the issues in the correspondence, and confirms the customer has been contacted either by letter or phone.

Inquiry taken by J. Connell

CONTACT NUMBERS

CAF FAX: 850/413-7168

CAF Email: pscreply@psc.state.fl.us

8/4/03 Customer states that he has received a revised bill from company. He states that the bill is showing an additional 2,000 - 3,000 kilowatt hours being charged. This has now brought his bill up to \$6,970.44 owing. Customer states there is not way that he could owe this amount. Customer states that he is in jeopardy of being disconnected. Customer would like a call back from JAnderson - a message was sent to her via email. KDodson

08/07/2003 Customer called for update. I reviewed the notes on file and advised him of complaint process. He states FPL has yet to contact him regarding the issue and he requests a call from FPL Executive Office to discuss matter. In addition, he requests copy of FPL response provided to him when it is receive. Advised JAnderson of customer's request. DFalise

08/07/2003 ATTENTION, FAX TO COMPANY

Customer requests call from FPL Executive Office to discuss matter. Please consider contacting customer per his request. DFalise

08/21/2003 Report received via e-mail. EEstelle

8/25/03 Customer called to check the status of his complaint. He stated that he had received information from company

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and requested the fax number to send it to JAnderson. Customer states that the information he received from company is incorrect. Customer requests that when the company response is reviewed JAnderson contact him by phone. Email message was sent to her. KDodson

8-25-2003 customer correspondence received via fax. forwarded to J. Anderson. J. Connell

8-25-2003 customer correspondence received via fax. forwarded to J. Anderson.

9-3-2003 customer correspondence received via mail. forwarded to J. Anderson. J. Connell

9-5-2003 customer correspondence received via mail. forwarded to J. Anderson. J. Connell

10/29/03 - Reviewed report. According to the company's report, the customer was contacted on August 1, 2003.

On 08/03/98, electric service was established in the name of Michael Hedrick and the meter of record was 2C70297.

On the regular read dates of 04/30/02 through 01/30/03, the meter reader reported that he resealed the meter on 6 occasions due to either seal gone or seal cut, and he reported seal gone on 2 occasions and was unable to reseal the meter on those two occasions.

On 03/03/03, the meter reader resealed the meter. A request was issued to the Revenue Protection Department to investigate. The meter reader recalled multiple reseals and initiated the investigation.

On 04/01/03, the account billed for 727 kwh, for an electric amount of \$63.16.

On 04/30/03, the account billed for 789 kwh, for an electric amount of \$72.37.

On 05/07/03, a Revenue Protection Investigator inspected the meter and noticed that the meter seal that was installed on 03/03/03 was cut. He noted that the central air conditioning and pool pump was on.

On 05/20/03, a remote meter was installed on the pole specifically to measure the amount of energy going to the customer's home. The set reading was 003442. The customer observed the setting of the remote meter and contacted Customer Care Center the same day. The customer was informed that the device was safe and would eventually be removed. The customer was aware of the investigation at this point.

On 05/21/03, the customer signed up for Budget Billing.

On 05/30/03, the meter reading on the customer's regular meter was 4042, billing 910 kwh, for an electric amount of \$83.78 and a budget bill amount of \$68.99. On the same day, the remote meter reading was 004235, indicating 793 kwh had been recorded in 10 days, which projects to 2376 kwh in 30 days.

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On 06/30/03, the meter reading on the customer's regular meter was 5136, billing 1094 kwh, for an electric amount of \$101.14 and a budget bill amount of \$73.62. On the same day, the remote meter reading was 007255, indicating 3020 kwh had actually been recorded in 31 days.

The two readings obtained on the remote meter were sufficient evidence of meter tampering along with the cut seal condition occurring over one year.

On 07/14/03, a Revenue Protection Meter Man removed meter 2C70297 with a reading of 5896 and set new meter 5C19704. The meter man noted the meter seal was cut and the meter had shiny blades. He installed two locks on the new meter.

The customer was removed from budget billing in order to back bill the account.

On 07/30/03, the meter reading on the new meter was 00371, billing 1131 kwh, for an electric amount of \$104.96. There was a debit deferred balance of \$42.31 that was added back in bringing the total balance to \$147.27.

On 07/31/03, meter 2C70297 tested with a Weighted Average Registration of 99.69%. The tester noted the inner meter seal was intact and blade wear. The tester noted specifically that the blade wear was extremely heavy, indicative of meter swapping or the meter being turned upside down. Visual examination of the meter confirmed extremely heavy blade wear causing the blades to become a bright copper color. On that date, the customer contacted the company to question why he had been removed from Budget Billing. The customer was referred to the Revenue Protection Representative who informed him of the tampering and that he would receive a corrected bill and letter in the mail. The customer informed the representative that he had done a considerable amount of renovation to his house. The representative then informed the customer that the electric usage at his residence had been monitored by a special meter and it did not agree with the consumption recording on his meter of record.

Billing from billing period 03/15/01 through 07/30/03, totaling \$2,144.72 was canceled and rebilled for \$8,424.56, a difference of \$6,279.84. Investigation charges totaling \$553.33 were assessed bringing the total back billed amount to \$6,833.17. The total account balance was \$6,980.44. The corrected bill and standard letter was mailed to the customer providing the Revenue Protection Representative's telephone number.

On 08/01/03, Linda Cochran spoke with the customer and explained the condition initially reported by the meter reader, the remote meter that was installed on the pole for monitoring purposes, and the subsequent backbilling. Ms. Cochran explained that the difference in consumption between the customer's regular meter and the remote meter was a clear indication of tampering as was the multiple cut and missing seals. The customer questioned why his consumption recording on the new meter was lower than the backbilling. Ms. Cochran explained that it is very typical that once meter tampering is discovered and corrected the customer controls usage. janderson

10/29/03 - Case closed. An approved backbilling letter will be forwarded to the customer. janderson

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11/18 Transferred customer to Ms. Anderson....xk

11/18/03 - Customer called. Customer is not in agreement with the closure. Customer advised that he would need to request an informal conference by the due date on his closure letter. janderson

12/1/03 - Mr. Hedrick called @ 8:45 AM to speak with JAnderson who was unable to take his call. Per JAnderson, customer was advised that if wanted to request an informal conference, he could file the request as instructed on his closure letter. Customer was so advised and states that he has filed the request for informal conference as instructed but would like a return call from the PSC regarding this matter. Customer states that he has received a notice from FPL dated 11/24/03 stating that his service will be disconnected on 12/2/03 AM unless he pays \$7,000.00. The customer wants to discuss whether or not this action can be pursued if he has requested an informal conference. Customer would like a return call from the closing analyst or appropriate PSC representative today to discuss this matter. He can be reached either at his home number or at 954-558-5308. JAnderson notified via email. NForsman

12-01-03 Mr. Hedrick transferred to Joy Anderson. P. Walker

12/1/03 Informal conference request received via fax stamped Nov. 26, 2003. Request and original file delivered to Leroy Rasberry. rmchargue

12/01/03 Informal conference request and file delivered to BCO. LRasberry

* * * * * INFORMAL CONFERENCE PROCESS - BUREAU OF CONSUMER OUTREACH * * * * *

December 2, 2003: The Bureau of Complaint Resolution forwarded an e-mail at approximately 5:56 p.m. on December 1, 2003, indicating that the customer had requested an informal conference. A copy of the e-mail has been placed in the case file.

December 2, 2003: FAXED TO THE COMPANY: DUE TO THE CUSTOMER'S INFORMAL CONFERENCE REQUEST, PLEASE DO NOT TAKE COLLECTION ACTION ON THE CUSTOMER'S ACCOUNT FOR ANY DISPUTED AMOUNT, IF APPLICABLE, REGARDING THIS CASE, PENDING THE OUTCOME OF THE INFORMAL CONFERENCE PROCESS. A member of the PSC's Bureau of Consumer Outreach will be following up with the customer and the company regarding this case. Carmen Peña - Supervisor Bureau of Consumer Outreach

At approximately 10:29 a.m. the above message was faxed to the company from my computer.

The customer has been forwarded an informal acknowledgment letter along with form x via certified and regular mail. The completed form X is to be postmarked no later than December 17, 2003.

The company has been faxed a copy of the customer's informal conference request letter, and a copy of the informal

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acknowledgment letter along with form X. A copy of the fax log report has been placed in the case file.

December 2, 2003: * Note* For informational purposes, Margarita Valdez, BCO staff member contacted FPL on December 1, 2003, and spoke with Iris at approximately 4:51 p.m., to protect the customer's service from being disconnected on December 2, due to the requested informal conference. It is to be noted that BCO staff had not received the official notification that the customer had requested an informal conference nor had we received the case file. Carmen Peña - Supervisor Bureau of Consumer Outreach

December 9, 2003: We have received the green card belonging to the certified correspondence forwarded to the customer. The post office delivered the letter on December 4, 2003. The green card has been placed in the case file. Carmen Peña - Supervisor Bureau of Consumer Outreach

December 15, 2003: An e-mail was received from the customer at approximately 9:26 a.m. He wanted to know if the completed Form X was to be returned to my attention, or to some else, or just to the Commission address in general. A reply was provided to the customer at approximately 10:00 a.m. I indicated to the customer that he may return the completed Form X to my attention at the address of the Florida Public Service Commission. The customer was also reminded that the envelope containing his form x should be postmarked no later than December 17, 2003. A copy of the e-mail has been placed in the case file. Carmen Peña - Supervisor Bureau of Consumer Outreach

December 22, 2003: I reviewed this file and called the customer. Mr. Hedrick was not at home. I left an extensive message identifying myself and the person assigned to review his file. I left my name, direct phone number and e-mail address. KSmith

December 22, 2003: I received the following email from the customer. KSmith

Dear Ms. Smith

I received your phone message today, thank you for contacting me. I am anxious to bring this matter to a close as far as the FPSC's participation. Unfortunately, I have to agree with you that it is a rough time of year to be able to reach all parties involved, so in this instance patience will not only be a virtue, but completely understood.

A couple of issues that I should bring to your attention as you move forward, one of which is my employment. What the commission has not been informed of until now, is that I work for American Airlines out of Miami International. My position is one of security and training as a Ground Security Coordinator, and airport Operations Coordinator. **Although** Miami is my base, I travel extensively to international airports around the country training American Airlines personnel in security matters regarding protection activities both on the ground in airports, and as they relate to securing aircraft prior to departure. Therefore, my schedule is a hectic one at best.

Secondly, as you are most likely aware, our national threat level has recently risen to Orange/High, which means my schedule for travel has elevated as well. Beginning December 26th I will depart Miami International for various airports and the earliest that I am scheduled to return is January 18th and that will only be for three days. I have not yet

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received any scheduling past that date, and my schedule will remain last minute until such time as the national level returns to an elevated status.

As a matter of my own personal privacy, FPL is not aware of my employment situation and I see no need for them to have the information. I am hoping you understand the reasons why. It is also a sizeable part of my challenge to what FPL claims. In my position, I carry more security clearances and have gone through more background checks than most people holding government offices do. Since my work is directly involved with airlines and airports, I'm sure you can understand why. I am considered to be an honest and trustworthy person, and the charges that FPL has levied in this matter are quite serious, and will jeopardize, if not end my employment if I don't clear this matter up.

During travel, I check my email daily, I am writing to you from my personal email address. I check my home phone messages every two or three days.

In the interim, if there is any further information that you need from me as you continue with this matter with FPL, please feel free to contact me either by phone or email and I will respond as quickly as I am able. Usually, when I travel, I have my home phone transferred to my cell phone and I endeavor to take all calls when I am able.

Thank you for your attention to this matter, and I look forward to working with you to find a resolution to my disagreement with FPL as soon as one can possibly be had.

Sincerely,
Michael Hedrick
954-894-4047

December 22, 2003: I sent the following e-mail reply. KSmith

Thank you for the details. As I'm going through the file, I see that there are some questions in my mind. We can do this via email. No problem. I just wanted to make sure you knew I got your correspondence. Also, as a state agency, anything we do is under the Florida in the Sunshine law. Everything is public record and available upon request. Just a note. Also, if we do not reach a settlement, we can set the date for your informal conference. The conference can be held by telephone. We will send you an 800 number to call us on. So if you're traveling, maybe we can work around your schedule.

In the meantime, have a wonderful holiday season!!!

January 6, 2004: I called FPL to discuss this case. Ms. Beugnot will look into it and call me back today. I asked if the company had a settlement offer it wanted to make. KSmith

January 6, 2004: I sent the following e-mail to Mr. Hedrick. KSmith

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Good morning. I have finished reviewing your file. I checked the backbill calculations. It appears that FPL did not violate any of our rules or its tariff in the backbilling of your account.

You asked about the remote meter the company placed on the pole serving your home. This is a normal procedure for investigating the difference in the kWh your meter shows and the actual usage in the home. Since FPL owns all the equipment involved, there is no issue of invading your property. The company owns all the equipment up to the meter. The customer is responsible for the meter can and any wiring from it to the home.

The results indicated that for some reason your meter isn't registering all the kwh being used. Some reasons for this could be meter swapping or turning the meter upside down. Another possibility would be that during one of the numerous remodeling/construction phases that took place over the years, the meter was removed many times. This would account for the blade wear. But, it appears that something may be wrong inside your home as far as the wiring goes. Have you had an electrician out to check out the home?

Could it be that during one of the construction phases, something was done properly as far as the electrical service is concerned? If you have an electrician check it out and something is found, the company could take that into consideration. FPL has a nonbeneficial use credit. If something is wrong and fixed by a licensed electrician, FPL might be able to offer this credit.

In the meantime I have contacted the company to ask if it wants to make a settlement offer. You may want to consider this as well. At this point, the best I can offer is a good payment plan and perhaps a reduction in the bill. Please get back to me as soon as you can. Thanks. Kate Smith

January 7, 2004: I received the following e-mail from Mr. Hedrick. KSmith

Ms. Smith:
Thank you for your email. As previously discussed, I will be away from home for another ten days, but I will endeavor to respond to your email as quickly as I can. Offhand, it appears we have an immediate misunderstanding as to "backbilling" and how it applies to my complaint.

Again, I will respond as quickly as I can but I do not have my materials regarding this matter with me.

Thank you for your patience. Sincerely, Michael Hedrick 954-894-4047

January 7, 2004: I called FPL. Ms. Beugnot told me that the company is going to recalculate the customer's bill based on two months of usage rather than just the one. This will mean a savings of about \$1600 for the customer.

I sent the following e-mail to Mr. Hedrick. KSmith

Thank you for the response. I've been working with FPL on this case. The company has recalculated the backbill based on

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two months of actual usage. The previous calculation was based on only one month of actual usage. The resulting rebill will reflect a savings of about \$1600. I'll let you know as soon as I get the final figures.

Kate Smith
850-413-6105

January 7, 2004: I received the following e-mail from the customer. KSmith

Dear Kate:
Thank you for your efforts. Please remember to keep one thing in mind, as should FPL, my usage decreased for the 28 months that are included in this backbilling calculation. FPL assumed a problem with the meter, tampering or otherwise. FPL then replaced the meter with a brand new meter which was set to all zeros at installation. Then, FPL locked the meter in place by installing two heavy duty brass locks on the meter can which takes a specially designed key which I assume only FPL has. Since the installation of the new meter, which has now been several months, my usage has STILL been as low as it was during that 28 months of rebilling. FPL stated that perhaps now that the meter is locked, I am controlling my usage. I assert that not only am I controlling my usage now, as should ever energy conscious customer, but I was also controlling my usage for the past two plus years!

How does FPL account for the fact that even after they installed, and locked in place a new meter, that my usage has barely been 30% of what they claimed it should be in their backbilling?

This is where we have a problem. FPL claimed tampering, replaced the meter, and the usage did not change one bit.

I apologize for not having my records to look at or I could give you exact numbers. But I do think that this is something that we need to address. This is why I asserted that some type of mistake must have occurred during the testing period, something did not go right and FPL refuses to admit it and now so much time has passed that none of us would dare trust the meters and equipment used.

In any event, I sincerely appreciate your follow up and I will endeavor to keep close tabs on my email until I return.

Michael Hedrick
954-894-4047

January 7, 2004: I sent the following reply to Mr. Hedrick. KSmith

FPL's case for meter tampering surrounds the 8 times the meter reader found the seal removed from the meter. He was able to replace the meter seal six times, but unable to do so on two occasions. This is the reason for the double locks placed on the meter.

I am looking at your usage from 1998 to 2003. It appears that from July 1998 through January 2003, your usage ranged

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from 1500 to 3000 kilowatts. Then in February 2003 it began to drop to less than 1000 kwh, the lowest being 208 kwh. When in June of 2003, the usage returned to the 1500 kwh range.

Please remember, the backbill is based on what you are using now. Not what you might have been using in the past. The Commission developed the methodology for calculating the backbill so that it would take into account things like A/C usage, heating, and other geographical issues.

Based on what I found during my investigation, it appears that FPL demonstrated the possibility that tampering occurred. Remember, please that the company does not have to prove who did the tampering. FPL only has to show that the customer benefited from it.

Based on the usage report I have from FPL, your usage did change quite a bit after the new meter was put in place. I truly believe that the best we are going to be able to do in this forum is to accept the \$1,600 reduction and make reasonable payment arrangements for you.

January 9, 2004: I received the following email from the customer. KSmith

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

From: Mike Hedrick [mailto:mhed@martweb.net]

Sent: Wednesday, January 07, 2004 7:16 PM

To: Kate Smith

Subject: Re: FPL # 549198E Personal & Confidential

In January 2003, I signed on as a full time trainer for the TSA through American Airlines, which put me on the road quite a bit, in 2003 I was on the road 31 weeks. There are explanations for erratic power usage because, quite simply, I don't turn everything on when I leave and let it run for fear that FPL might think I am up to something.

As to the meter seal replacement, I challenged FPL on that for one simple reason. My meter is behind a locked wall/gate, the meter reader doesn't have access to the meter, they can't touch it, no one can. When the meter was replaced, they had to make an appointment and I gave the key to a neighbor to let them in on a specific date and time. Their claim that the meter tag was replaced six out of eight times is false. Their people don't have access to the meter, they read it through an access panel which keeps them at least 3 feet away from the meter. They never replaced any tag any number of times. That claim is fabricated.

I don't think my usage has changed all that much since the meter was put in, it still reads considerably lower than 1000 each month. FPL claims that it should actually have been more than double, and oftentimes triple that figure. That simply isn't possible and I believe those numbers are being used just to cause me to pay out of fear, and I won't do that.

Ms. Smith, my property is exceptionally secure. All of my outdoor utilities are kept behind locked gates for the very

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reason I explained to you regarding the police report that was filed on the attempted break-in of my home. On the one day that the utility gate was left open (for a plumber to replace a hose receptable) was also the day the meter reader showed up for a reading, and the day that all the power was cut to my house in an attempt to disable the alarm system. The police, who responded to the silent alarm in under a minute and a half, are certain that it was the meter reader that did it, no one else was in the area, and no one else was anywhere near my breaker box which is right next to the meter, at that exact time. My contention is that the filing of the police report is the reason FPL has done this to me, as everything they did occurred at that exact time.

In any event, I do believe that my usage has remained fairly constant, with minor fluctuations based on either my absence for extended periods for work, or the fact that I may not be traveling for a period of time. The only thing that runs in my absence is my refrigerator, my pool pump, my security system, and a tropical fish tank. Outdoor security lighting is on sensors, and ground lighting is solar which does not affect power usage. Since air conditioning is set and locked at 88 degrees, so it rarely runs even in the summer months, you can understand why I severely question FPL's motives here. I am also loathe to think of the suspicion that will arrive this spring when my windmill power generators arrive and all outdoor electrical needs will be removed from the FPL grid, which will include the pool and well pumps, and excess energy will be directed to the heating and cooling. This incident isn't going to deter me from continuing to improve my home.

I appreciate that you continue to keep abreast of this matter. It is an extreme load off of my shoulders to know that someone is paying attention to this very serious and important matter on my behalf. I will look forward to receiving your "final figures" from FPL, but please don't take offense if I choose not to accept the figures and litigate the matter in front of a jury of FPL bill payers anyway.

Michael Hedrick
954-894-4047

January 9, 2004: I sent the following reply. KSmith

Thank you for this information. I will do some more checking. The new rebill of your account resulted in a credit of \$1,943.42. The new backbill amount is \$4,889.75. I'll get back in touch once I'm done looking into this new information. Thanks. Kate

January 9, 2004: NOTE TO FPL: Please investigate this new information, especially the part about the meter reader's inability to access the meter. Please send me a report on this by January 16, 2004. KSmith

January 16, 2004: I received the supplemental report from FPL. The company advised that it no longer offers the nonbeneficial use credit. Also, Mr. Hedrick witnessed several meter readings including some where the seal had to be replaced. FPL stated that Mr. Hedrick receives an automated call each evening before the meter is to be read instructing him to leave the gate unlocked. The meter has been read each month without any estimated readings at least since 2000. KSmith

1

Request No. 548198E Name MICHAEL HEDRICK Business Name _____

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January 17, 2004: *Note* The following annotations are for clarification purposes:

On FPL's Supplemental Report faxed to the PSC on January 16, 2004 the following issues were protested and addressed:

- (1) FPL does not agree with the statement made by staff in regards to the recalculation of the back billing. (Refer to the report for FPL's opinion.)
- (2) FPL does not agree with the statement made by staff in regards to the blade wear on the meter and the remodeling/construction phases. (Refer to the report for FPL's opinion.)
- (3) FPL does not agree with the statement made by staff in regards to electrical service, an electrician and a non-beneficial use credit. (Refer to the report for FPL's opinion.)
- (4) FPL does not agree with the statement made by staff in regards to usage from 1998 to 2003. (Refer to the report for FPL's opinion.)
- (5) FPL does not agree with the statement Mr. Hedrick made to the PSC in regards to the record of the actual kwh consumption during the time period of May 2003 and July 2003. (Refer to the report for the response.)
- (6) FPL does not agree with the statement Mr. Hedrick made to the PSC in regards to the meter reader not having access to the meter and the claim that the meter reader resealed the meter is fabricated. (Refer to the report for the response and recorded information.)
- (7) FPL does not agree with the statement Mr. Hedrick made to the PSC in regards to the meter reader having disconnected service to his residence in an attempt to disable the alarm system and FPL billing him as a result of a police report filing. (Refer to the report for the response.)
- (8) FPL does not agree with the statement Mr. Hedrick made to the PSC in regards to his air conditioning setting being locked at 88 degrees, rarely running even in the summer months. (Refer to the report for the response.)
- (9) FPL does not agree with the statement Mr. Hedrick made to the PSC in regards to the meter tampering, replacement of the meter and the usage not changing one bit. (Refer to the report for the response.)

Copy of the supplemental report from FPL has been placed in the case file. Carmen Peña - Supervisor Bureau of Consumer Outreach

January 20, 2004: I sent the following email to the customer. KSmith

Mr. Hedrick, I received FPL's final report on Friday. It appears that you receive an automated message every time your meter is to be read advising that you need to leave the gate unlocked. The company alleges that you witnessed the meter

Request No. 548198E	Name MICHAEL HEDRICK	Business Name
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seal being replaced on several occasions.

After looking into this file carefully, I suggest that you accept the company's offer to make payment arrangements. If you do not wish to do so, I will pass this case forward to schedule the informal conference. Please let me have your decision by close of business Thursday, January 22, 2004.

January 20, 2004: I received the following response from Mr. Hedrick. KSmith

Dear Ms. Smith

FPL will "allege" whatever is necessary to make their case. It's hard to believe that I've witnessed anything at all since I am rarely here. I have a neighbor with a key who is always present on meter read dates, he lets FPL in, then locks up after they leave. He does not however, have a key to the utility area, so if FPL is replacing any meter seals, they are climbing over a 9 foot wall to do it.

I'll need to see FPL's final report and what they are offering before I can make any type of decision for you. At this juncture, I have no idea what they are offering since all discussions at this time have been informal and/or through your office.

Let me know what their final report/offering is and I'll endeavor to get a timely answer back to you.

As always, thank you for your attention to this matter.

Sincerely,
Michael Hedrick
954-894-4047

January 20, 2004: I sent the following email. KSmith

Mr.. Hedrick, according to the PSC's rules, FPL must demonstrate the current diversion took place. The company is not required to show who did the diversion, only that the customer of record benefited from it. **I am satisfied that FPL met this requirement.**

The company reduced the backbill by \$1,942.42, making the new backbilled amount \$4,889.75. If you would like to offer payment arrangements, I will be glad to contact FPL for you.

January 20, 2004: The customer sent the following email. KSmith

Dear Kate

Sorry for any delays here, I'm checking mail sporadically. Obviously, I need all information available from FPL before I

Request No. 548198E Name MICHAEL HEDRICK Business Name OFFICE

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can decide how to progress, such as what type of payment arrangements they are willing to make. I believe once I have that final information, I can put together a final response to you by January 22, as you requested.

Thank you again for your assistance.

Sincerely,
Michael Hedrick
954-894-4047

January 20, 2004: I called FPL and asked Ms. Lutes to give me a proposed payment arrangement. KSmith

January 20, 2004: I received the following settlement offer from FPL. KSmith

Hi Kate.....as per our conversation earlier this afternoon regarding Michael Hedrick (548198E)...the following arrangement is suggested.

On the remaining balance of \$4,889.75, I would like to request a downpayment of \$500.00 and the balance of \$4,389.75 in installments of \$200.00 plus the regular bill each month. Also, there would be an interest charge each month for the backbilled amount. Iris

January 20, 2004: I sent the following email to Mr. Hedrick. KSmith

I contacted FPL. The company is offering the following payment arrangements. An initial payment of \$500 with \$200 a month until the balance is paid. This is, of course, in addition to your regular bill. Should you decide to accept this, please let me know asap.

January 20, 2004: I received the following email from Mr. Hedrick. KSmith

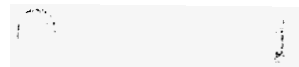
That offer is rejected. Let's move forward to the informal conference.

Thank you
Michael Hedrick
954-894-4047

Case forwarded to supervisor for further handling. KSmith

I sent the following email reply. KSmith

I will forward your case, but before I do, do you have a payment arrangement you'd like to submit?



Request No. 548198E Name MICHAEL HEDRICK Business Name _____

January 21, 2004: Received the following email from the customer. KSmith

I previously offered the following:

Allow for a re-billing of the 1.5 month period that was tested only and;
Customer will consider a deposit for service which is commensurate with actual energy usage and not based on the inflated re-billing amounts, but I don't believe FPL has any issues with my timely payments ever since I have been a customer. This is as far as I am willing to go without further discussion. I realize that FPL doesn't have to show proof of any kind, only that the homeowner benefited, at least they don't have to show proof to the commission. Any payment on my part is nothing short of an admission of fraud, and that is a reflection on me. I'm sure you understand my position.

Thank you
Michael Hedrick
954-894-4047

January 21, 2004: I sent the following email to the customer. KSmith

Duly noted. Your case has been forwarded to my supervisor for the informal conference. You will receive a letter setting up the date and time for the informal conference.

January 21, 2004: Received the following email from the consumer. KSmith

Thank you. Please make your supervisor aware of my unique travel schedule, and that it might be wise to have a few dates/times in mind so I can make every attempt to participate.

Thank you so much for your involvement/assistance with this matter. Your time and efforts are sincerely appreciated.

Michael Hedrick
954-894-4047

January 27, 2004: Case forwarded to supervisor for further handling. KSmith

January 27, 2004: At approximately 10:00 a.m. today, Regulatory Consultant Kate Smith handed her copy of the case. She informed me that the customer does not accept the proposed settlement to solve his concerns. She is of opinion that an informal conference should be scheduled.

John Plescow has been assigned to handle this case. John will be in charge of the upcoming informal conference. Carmen Peña - Supervisor Bureau of Consumer Outreach

January 27, 2004: The telephone number for the "Meet Me Conference" has been obtained for the informal conference of the

Request No. 548198E Name MICHAEL HEDRICK Business Name

customer. The conference will be held on February 25, 2004 beginning at 11:30 a.m. The phone number for the customer and the company to call in is 800 416-4254. Carmen Peña - Supervisor Bureau of Consumer Outreach

01-29-2004 - I called the customer, at the number provided on all his emailed correspondence. I left a message requested he return my call. I explained an informal conference had been scheduled for February 25, 2004, at 9:30 am. I further explained that because of other informal conferences, the scheduled time and date of the conference was not negotiable. I explained that he had been mailed the official notification of the scheduling of the informal conference, and how the conference would be held. I left my number, and again requested the customer call me at his earliest convenience./JPlescow

02-02-2004 - The customer returned my call, and he left a message requesting I call him today./JPlescow

02-02-2004 - I called the customer. He said it would be difficult for him to participate in the informal conference on the February 25, 2004, at 9:30 am. He said on that date he would be in Hawaii. He said that 9:30 am, our time, would be 3:30 am, in Hawaii. I told the customer that I would bring his concerns to my supervisor. I further explained that I did not know if the scheduled date and time, could be changed. We discussed the informal conference process, and we discussed the PSC's rules relating to current diversion. The customer understands that the PSC's rules do not address who is the cause of a current diversion. The customer understands that the PSC's rules only address that the customer of record did not pay for all electric consumed, and that the customer of record is responsible for any unpaid balance. The customer said he would like to resolve this matter. He said he was willing to make a one time lump some payment to settle this matter. He said he wanted a settlement that specified that the matter was resolved and could not be revisited. Additionally, he said he wanted a confidential settlement agreement. I told the customer that I would relay his offer to the company./JPlescow

02-02-2004 - I called Ms. Lucas with FPL, and I requested she return my call./JPlescow

02-03-2004 - Ms. Beugnot called and she said the company was willing to agree to a lump some payment of \$4,500.00. Someone from FPL will follow-up with the customer./JPlescow

02-04-2004 - I spoke to Ms. Beugnot with FPL. She said she would have someone follow-up with the customer./JPlescow

02-04-2004 - Ms. Beugnot called. She said a company representative had contacted the customer. She said the customer would not agree to FPL's offer, and FPL would not agree to the customer's offer./JPlescow

02-04-2004 - The customer called, and he also stated that he and FPL were unable to resolve the matter. Again the customer reminded me that he would be in Hawaii on February 25th, and he wanted to change the conference date if possible. again, we discussed how an informal conference was conducted. The customer understands that the PSC does not determine guilt or innocents of the customer. He understands that the PSC's rules only address if the customer of record benefited from a current diversion and as a result, the customer of record did not pay for electric consumed./JPlescow

Request No. 548198E Name MICHAEL HEDRICK Business Name _____

02-05-2004 - The following is a copy of the email I sent to the customer today:
The following is a copy of my letter to you regarding the scheduling of the informal conference.

Mr. Michael Hedrick
2011 North 57th Terrace
Hollywood, FL 33021

Re: Informal Conference Request
PSC Inquiry No. 548198E

Dear Mr. Hedrick:

Thank you for contacting the Florida Public Service Commission (PSC) about Florida Power & Light Company. It appears that we have been unable to resolve this case through the mediation process. Therefore, we are moving to the next step in the informal conference process. Your informal conference will be held by telephone on Wednesday, February 25, 2004, at 9:30 a.m. On the day of the conference, please call us at 1-800-413-4254. The utility will also call in on this number. Once we are all connected, I will begin the informal conference.

I wish to emphasize that this process is informal and the PSC's staff will only act as a mediator to the discussion. I hope that both sides will participate fully and reach a fair settlement. Both parties have a chance to participate in the decision and outcome of the complaint. We have provided a Settlement Agreement form to the company.

If, however, a settlement is not reached, our staff will prepare a recommendation to the Commissioners on how the matter should be resolved. Please remember that the PSC must base its decision in this matter on Florida's rules and statutes. Also, the parties may incur additional expenses in attending an agenda conference to defend their side of the case.

Sincerely,
John Plescow
Regulatory Consultant
Bureau of Consumer Outreach

c: Florida Power & Light Company

Note, the above text was also mailed by both regular and certified mail, to the customer./JPlescow

February 5, 2004: A letter scheduling the informal conference was forwarded to the customer via certified and regular mail. Copy of the letter has been placed in the case file. FPL has been faxed a copy of the scheduled informal conference. The fax log report indicates that the documentation was faxed at 11:30 a.m. Carmen Peña - Supervisor Bureau of Consumer Outreach

Request No. 548198E Name MICHAEL HEDRICK Business Name _____

02-06-2004 - I received the following email from the customer, acknowledging receipt of my 02-05-2004 email to him:
John:

I am assuming that no accommodation was available for my absence on the 25th. Therefore, the record will have to reflect that I am being forced to attend at 3:00 A.M.

Lastly, it appears that my discussion with FPL was fruitless for a reason - they had already made their decision prior to any conversation by you or I. I spoke with FPL on 2/3/04 regarding settlement. At that time, the bill from FPL was already in the mail, having been sent on 2/2/04, and I received in on 2/4/04. Therefore, FPL was not making any good faith effort to settle this matter, and most likely will continue to waste my time on the 25th as well.

Thank you for your attention to this matter.

Michael Hedrick
954-894-4047

/JPlescow

February 13, 2004: An e-mail has been forwarded to bureau chief Rhonda Hicks requesting an attorney from General Counsel's office and technical staff be assigned to this case. The e-mail was forwarded at approximately 11:36 a.m. Copy of the e-mail has been placed in the case file. Carmen Peña - Supervisor Bureau of Consumer Outreach

February 16, 2004: At approximately 10:22 a.m. John Plescow e-mailed the customer to remind him that the time had been changed to accommodate a better schedule for the customer. Copy of the e-mail has been placed in the case file. Carmen Peña - Supervisor Bureau of Consumer Outreach

February 17, 2004: The customer e-mailed John Plescow the following statement: "I received your e-mail. The hour for me will still stink, and I am still attempting to trade classes to where I can at least be in TX or NC on that date instead. Michael Hedrick 954-894-4047." Copy of the e-mail has been placed in the case file. Carmen Peña - Supervisor Bureau of Consumer Outreach

February 17, 2004: The following team will be handling the informal conference:

Attorney Adrienne Vining: General Counsel's Office (413-6183)
John Baxter : ECR (413-6646)
John Plescow: BCO/CAF (413-6115)

8.

Request No. 548198E Name MICHAEL HEDRICK Business Name

Copy of the e-mail with the assignment has been placed in the case file. Carmen Peña - Supervisor Bureau of Consumer Outreach

02-24-2004 - I sent the following e-mail to the customer:

Good morning Mr. Hedrick;

This e-mail is to remind you that the informal conference is scheduled for 11:30 am, tomorrow. To participate in the conference you will need to dial (800)416-4254. If you have any questions, please call me at (850)413-6115.

Please, confirm that you received this e-mail.

/JPlescow

02-24-2004 - I spoke to Ms. Lucas with FPL, and I reminded her of the informal conference scheduled for tomorrow at 11:30 am./JPlescow

04-24-2004 - I sent the following to the customer;

Mr. Hedrick:

In your response to my earlier e-mail, you indicate that there has been a recent development that would impact the informal conference process. Have you and FPL reached a settlement? If a settlement has been reached, there would be no need to participate in an informal conference.

Please let me know if a settlement has been reached.

/JPlescow

04-24-2004 - The customer sent the following response:

There has been no settlement, and there has been no communication from FPL since our last conversation other than FPL sending me a FINAL NOTICE that they will cut me off on April 1, 2004. They are also showing in their final notice that I did not pay my bill in January or February of this year and have added it to the final notice balance.

In other words, FPL is putting on the pressure. I met with counsel today. If they do not agree to my terms tomorrow, then I will liquidate their unsecured debt through Chapter 7 Bankruptcy, and they will get nothing, and

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their shake down will have been without avail. I have been assured that FPL cannot retaliate after a BK filing in ANY manner. The attorney I met with is also a bankruptcy trustee.

It's unfortunate the levels FPL has gone to destroy me, and I don't know why. Needless to say, I have been keeping my state legislators and senators apprised of these proceedings, and all agree with my assertion that a change needs to be made in the laws governing these issues on a legislative level.

Thank you
Michael Hedrick
954-894-4047
/JPlescow

02-25-2004 - The informal conference was held today. The customer, company staff, and PSC staff attended. The customer made a settlement offer of \$500.00, which FPL rejected. A settlement was not reached. The customer said he was still willing to negotiate./JPlescow

February 25, 2004: The informal conference team has encouraged the customer and the company to continue to negotiate and obtain a settlement. The parties were granted until March 16, 2004 to reach a settlement. Should the aforementioned not be obtained, then BCO will write the case history to be forwarded to legal. A proposed recommendation will be written and presented to the Commissioners at a future Agenda. Carmen Peña - Supervisor Bureau of Consumer Outreach

02-27-2004 - I received the following e-mail from the customer:

Ms. Cochran:

I received in the mail this date, a dun notice from FPL indicating that my last two bills, \$99.25 for December usage paid in January, and \$97.25 for January's usage paid in February, had not been paid.

Is this notice being sent due to the above referenced FPSC inquiry, or is this an actual different error that I need to address with your regular billing department. I have the cancelled check in my possession for the payment sent in January, but I have not yet received my bank statement this month which will have the cancelled check for the payment sent in February.

I am considering this matter rather urgent, since the dun notice schedules a disconnect for March 2nd.

C L

Request No. 548198E Name MICHAEL HEDRICK Business Name _____

Please advise.

Thank you
Michael Hedrick
954-894-4047
/JPlescow

02-27-2004 - I received the following e-mail from the customer:

Ms. Cochran:

I spoke with Maria this afternoon in your accounting department who has verified for me that the last two payments have been received. There was no indication why I received a statement showing that they had not been, but the issue appears to be resolved.

Thank you
Michael Hedrick
954-894-4047

>
> Ms. Cochran:
>
> I received in the mail this date, a dun notice from FPL indicating that my
> last two bills, \$99.25 for December usage paid in January, and \$97.25 for
> January's usage paid in February, had not been paid.
>
> Is this notice being sent due to the above referenced FPSC inquiry, or is
> this an actual different error that I need to address with your regular
> billing department. I have the cancelled check in my possession for the
> payment sent in January, but I have not yet received my bank statement this
> month which will have the cancelled check for the payment sent in February.
>
> I am considering this matter rather urgent, since the dun notice schedules a
> disconnect for March 2nd.
>
> Please advise.
>
> Thank you
> Michael Hedrick
> 954-894-4047
> /JPlescow

ORIGINAL

Request No. 548198E Name MICHAEL HEDRICK Business Name _____

March 15, 2004: On Friday, March 12, 2004, BCO staff received from CAF's administrative staff , the returned certified letter forwarded to Mr. Michael Hedrick on February, 5, 2004. CAF's received stamp is dated March 5, 2004. The post office tried to deliver the letter on February 11, February 17 and February 26, 2004. The returned letter has been placed in the case file. Carmen Peña - Supervisor Bureau of Consumer Outreach

March 17, 2004: The customer has not settled with the company. We will write a case history and forward the information to attorney Adrienne Vining. The history will be used for the recommendation that will be presented to the Commissioners at a future Agenda. Carmen Peña - Supervisor Bureau of Consumer Outreach

March 24, 2004: We have received from the post office the returned the correspondence forwarded certified to the customer dated February 13, 2004. CAF support staff stamped it received today. The post office made three attempts to deliver the letter, February 17, February 23, and March 3, 2004. The enveloped was stamped "Unclaimed" by the post office. The returned letter has been placed in the case file. Carmen Peña - Supervisor Bureau of Consumer Outreach

04-05-2004 - I received the following correspondence by e-mail:
Mr. Plescow:

I just received a voice mail from my maintenance person informing me that FPL has placed another tracking device/meter on my home this date.

Is this due to something the commission is doing, or has the commission ordered some type of secondary testing? Or am I just to expect another round of harassment from FPL again?

I am out of town until April 9th, but my phone should be forwarded to my cell phone, or you can respond via email and I'll receive it later.

Please advise

Thank you
Michael Hedrick
954-894-4047
/JPlescow

04-05-2004 - I contacted FPL. FPL staff informed me that a remote meter had been placed on the customer's service, to record his consumption. The company will review the results to determine if the customer's actual consumption equals the estimated consumption./JPlescow

04-06-2004 - Per instructions from my supervisor, I will not follow-up with the customer.

Request No. 548198E Name MICHAEL HEDRICK Business Name _____

May 29, 2004: A case history was written and forwarded to attorney Vining at the legal division (4 pages.) A proposed recommendation will be presented to the Commissioners at a future Agenda Conference. As soon as the CASR is forwarded from the legal division with the Docket case, we will include the copy in the file. Carmen Peña - Supervisor Process Review Group (BCR/RCA)

June 21, 2004: The case has been assigned a Docket number: 040543-EI. Copy of the e-mail has been placed in the case file. Carmen Peña - Supervisor Process Review Group (BCR/RCA)

July 6, 2004: A copy of the revised CASR (Proposed Case Assignment and Scheduling Record Revision) has been placed in the file. The reason for the revision of it is due to a "workload reapportionment". Copy of the CASR has been placed in the case file. Carmen Peña - Supervisor Process Review Group (BCR/RCA)

July 15, 2004: Attorney Vining e-mailed a copy of the draft recommendation at approximately 7:09 a.m. She would like to know if we have any comments in regards to its writing. The e-mail has been placed in the case file. A review to the proposed recommendation will be done.

The review of the proposed recommendation was done. Questions arose in regards to the initial backbilling and the adjusted backbilling. At approximately 3:04 p.m. Roseanne Lucas from FPL provided a reply to the questions we had in regards to the two backbillings. Copy of the e-mail has been placed in the case file. Carmen Peña - Supervisor Process Review Group (BCR/RCA)

July 23, 2004: Copy of the recommendation has been placed in the case file. The case will be addressed at the August 3, 2004, Regular Agenda Conference. (Proposed Agency Action - Interested Persons May Participate)

Copy of the cover letter with the recommendation attached (forwarded to the customer) was received. The copy has been placed in the case file. Carmen Peña - Supervisor Process Review Group (BCR/RCA)

July 26, 2004: An updated copy of the case file will be forwarded to attorney Adrienne Vining. Carmen Peña - Supervisor Process Review Group (BCR/RCA)

0 1

Request No. 548198E Name MICHAEL HEDRICK Business Name _____

Carmen Pena

From: Carmen Pena

Sent: Tuesday, July 27, 2004 7:24 AM

To: Eyvonne Estelle

Cc: Carmen Pena; John Plescow; Adrienne Vining

Subject: Michael Hedrick Vs. Florida Power & Light - Case 548198E

Good morning Eyvonne:

As soon as you can this morning please come to my office to obtain the case file of Mr. Michael Hedrick.

A copy needs to be made for the Docket file.

As soon as the copy is done, John will take it to attorney Vining.

This case will be addressed at the next Agenda Conference.

Thank you for your cooperation.

COMMISSIONERS:
BRAULIO L. BAEZ, CHAIRMAN
J. TERRY DEASON
LILA A. JABER
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

STATE OF FLORIDA



OFFICE OF THE GENERAL COUNSEL
RICHARD D. MELSON
GENERAL COUNSEL
(850) 413-6199

Public Service Commission

July 22, 2004

RECEIVED

JUL 23 2004

Florida Public Service Commission
Division of RCA

Mr. Michael Hedrick
2011 North 57th Terrace
Hollywood, FL 33021

Re: Docket No. 040543-EI – Complaint by Michael Hedrick against Florida Power & Light Company regarding backbilling for alleged meter tampering.

Dear Mr. Hedrick:

Enclosed is a copy of the Staff Recommendation filed in this matter on July 22, 2004. The Commission is expected to consider this Recommendation at its August 3, 2004, Agenda Conference, which will be held in Room 148 of the Betty Easley Conference Center in Tallahassee beginning at 9:30 a.m.

If you wish to attend, please arrive promptly at the beginning of the Agenda Conference, as we cannot state the exact time at which this item will be heard. You are welcome to come to this Agenda Conference and observe/participate in the discussion of this item. If you have any questions, please feel free to call me at (850) 413-6183.

Sincerely,

A handwritten signature in cursive script that reads "Adrienne Vining".

Adrienne Vining
Senior Attorney

AEV:jb

RECEIVED

JUL 23 2004

Florida Public Service Commission
Division of RCA

Attachment

cc: Division of Regulatory Compliance & Consumer Assistance (Plescow, Pena w/o attachment)

E:\040543\recltr\aev.doc

State of Florida



Public Service Commission

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

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

DATE: July 22, 2004

TO: Director, Division of the Commission Clerk & Administrative Services (Bayó)

FROM: Office of the General Counsel (Vining) *WAV* *AEV*
Division of Regulatory Compliance & Consumer Assistance (Plescow) *JP* *RH* *Exp* *AMA*

RE: Docket No. 040543-EI – Complaint by Michael Hedrick against Florida Power & Light Company regarding backbilling for alleged meter tampering.

AGENDA: 8/3/04 – Regular Agenda – Proposed Agency Action – Interested Persons May Participate

CRITICAL DATES: None

SPECIAL INSTRUCTIONS: None

FILE NAME AND LOCATION: S:\PSC\GCLWP\040543.RCM.DOC

Case Background

On August 1, 2003, Michael Hedrick filed complaint number 548198E with the Commission's Division of Consumer Affairs (CAF) against Florida Power & Light Company (FPL). The customer stated that FPL cancelled his budget billing and backbilled him for 28 months of consumption that was not recorded because of alleged meter tampering. The customer denied the allegation of current diversion resulting from meter tampering. He also stated that FPL staff removed his old meter and installed a new meter, placing two special locks on the can so the meter could not be removed.

The customer claimed that two years prior to the backbilling, he completed remodeling on his house that resulted in his average monthly consumption falling from approximately 3300 kwh per month to about 750 kwh per month. Mr. Hedrick stated that he had low consumption in his house because there was no one there during the day as he was working nights, something that he no longer does. Also, he stated that his air conditioner has not been in operation since March 2001 and that it cannot be turned on because he put a padlock on the unit breaker and he cannot find the key to the padlock. Mr. Hedrick stated that FPL placed a second meter on the

pole leading to his house and he was told by FPL that the consumption read by this second meter differed from the meter in the can. The customer believes that the meter in the can was so old that it perhaps was not registering properly.

In its response to the customer's complaint, FPL's records indicate that on August 3, 1998, electric service was established in the name of Michael Hedrick and the meter of record was 2C70297. FPL states that on the regular read dates of April 30, 2002, through January 30, 2003, FPL's meter reader reported that he resealed the meter on six occasions due to either the seal being missing or the seal being cut. During that same time period, the meter reader reported that he was unable to reseat the meter on two occasions when the seal was gone. On March 3, 2003, the meter reader, after resealing the meter again, requested FPL's Revenue Protection Department to investigate the matter because of multiple reseals.

FPL's records show that on April 1, 2003, the account billed for 727 kwh, for an amount of \$63.16, and on April 30, 2003, the account billed for 789 kwh, for an amount of \$72.37. On May 7, 2003, an FPL Revenue Protection Investigator inspected the meter and noticed that the meter seal that was installed on March 3, 2003, was cut. He noted that the central air conditioning and pool pump were on. As a result of the inspection, on May 20, 2003, a remote meter was installed on the pole specifically to measure the amount of energy going to the customer's home. The set reading was 003442. FPL reported that the customer observed the setting of the remote meter. FPL's records further indicate that he contacted the company the same day, and he was informed that the device was safe and would eventually be removed.

On May 30, 2003, the meter reading on the customer's regular meter was 4042, billing 910 kwh, for an electric amount of \$83.78, and a budget bill amount of \$68.99. On the same day, the remote meter reading was 004235, indicating 793 kwh had been recorded in 10 days, which FPL projected would be 2376 kwh in 30 days. Additionally, on June 30, 2003, the meter reading on the customer's regular meter was 5136, billing 1094 kwh, for an electric amount of \$101.14, and a budget bill amount of \$73.62. On the same day, the remote meter reading was 007255, indicating 3020 kwh had actually been recorded in 31 days.

FPL maintains that the two readings obtained on the remote meter, along with the cut seal conditions occurring over the span of one year, is sufficient evidence of meter tampering. As a result, on July 16, 2003, a Revenue Protection Meter Man removed meter 2C70297 with a reading of 5896 and set new meter 5C19704. Again, it appeared that the meter had been tampered with because the meter man noticed the meter seal had been cut and the meter had shiny blades. The meter man then installed two locks on the new meter. The customer was also removed from budget billing in order to backbill the account. On July 30, 2003, the meter reading on the new meter was 00371, billing 1131 kwh, for an electric amount of \$104.96. There was a debit deferred balance of \$42.31 that was added back in bringing the total balance to \$147.27.

FPL's records show that on July 31, 2003, meter 2C70297 tested with a Weighted Average Registration of 99.69%. The tester noted the inner meter seal was intact, but there was blade wear. The tester noted that the blade wear was extremely heavy, indicative of meter swapping or the meter being turned upside down. A visual examination of the meter confirmed extremely heavy blade wear causing the blades to become a bright copper color. On the same

day, Mr. Hedrick contacted the company to question why he had been removed from Budget Billing. He was referred to the Revenue Protection Representative who informed him of the tampering and that he would receive a corrected bill and letter in the mail. The customer was informed that the electric usage at his residence had been monitored by a special meter and it did not agree with the consumption recording on his meter of record. Therefore, the billing for the period March 15, 2001, through July 30, 2003, totaling \$2,144.72, was canceled and rebilled for \$8,424.56, a difference of \$6,279.84. Investigation charges totaling \$553.33 were assessed bringing the total backbilled amount to \$6,833.17. The total account balance was \$6,980.44.

According to FPL, backbilling was started from the billing period ending on March 15, 2001, due to a significant and sustained drop in kwh registration. Mr. Hedrick's previous years of consumption showed typical seasonal fluctuations, but for the period March 2001 through July 2003, these fluctuations were not apparent. The customer's account was rebilled using previous usage, usage on the new meter, and the seasonal average. FPL states that it maintains records that can track the monthly residential kilowatt hour sales within a geographic area. From these records a chart is prepared by dividing the monthly sales by the annual sales to obtain the percentage of usage for each month of the year.

Mr. Hedrick's historical kilowatt hour consumption is as follows:

	2003	2002	2001	2000	1999	1998
January	874	904	3375	1414	1740	
February	912	656	771	1514	1798	
March	727	924	208	1682	1342	
April	789	876	799	2088	2296	
May	910	1155	208	2560	2528	
June	1094	698	690	1901	2700	
July		666	766	2970	3090	1157
August		733	675	2517	3232	3229
September		904	696	2189	2843	2904
October		558	1088	1536	2843	2726
November		572	626	1639	2272	1802
December		1074	729	1850	1922	1914

FPL's records reflect that a corrected bill and letter of explanation was mailed to the customer. On August 1, 2003, a representative of FPL spoke with Mr. Hedrick and explained the condition initially reported by the meter reader, that the remote meter had been installed on the pole for monitoring purposes, and the subsequent backbilling which resulted. The representative explained that the difference in consumption between the customer's regular meter and the remote meter was a clear indication of tampering as were the multiple cuts and missing seals.

The case was closed on October 29, 2003, and a backbilling letter was sent to the customer, indicating that it appeared that FPL was in compliance with Rule 25-6.104, Florida Administrative Code.

On December 1, 2003, the customer's request to participate in the informal conference process was received. The customer's completed Form X was timely received on December 17, 2003. Mr. Hedrick stated on Form X that \$6,833.17 is the amount in dispute.

On January 20, 2004, the customer was informed by Commission staff that FPL had reduced the backbilled amount by \$1,942.42, making the new backbilled amount \$4,889.75. FPL indicated that the initial backbilling was based on the two months of usage recorded on the remote meter and the month of February 2001. The new amount has been calculated using March and November of 2000, as well as the two months of usage from the remote meter. According to the utility, this adjustment was done to provide the most benefit to the customer. FPL was willing to accept a down payment of \$500.00 and the remaining balance of \$4,389.75 could be paid in installments of \$200.00 in addition to the regular bill each month. FPL stated there would be an interest charge each month for the backbilled amount.

Mr. Hedrick rejected the offer from FPL on January 21, 2004. He made a counteroffer and indicated he was willing to pay a new deposit, but was not willing to pay the backbilled amount. He wanted a new backbilled amount calculated only using the period that the remote meter was in place. The customer believed that there had not been a significant drop in usage, and that no current diversion occurred.

On February 3, 2004, FPL contacted Commission staff to make a new settlement offer. FPL was willing to agree to a lump sum payment of \$4,500.00. On February 4, 2004, FPL informed Commission staff that a company representative had contacted the customer, but he did not agree to the new offer. FPL also informed Commission staff that it would not agree to Mr. Hedrick's counteroffer of a new backbilling calculated only using the period that the remote meter was in place.

An informal conference was held on February 25, 2004. Mr. Hedrick, FPL staff, and Commission staff attended. The customer made a settlement offer of \$500.00, which FPL rejected. Mr. Hedrick indicated that if FPL did not agree to his settlement offer, he would file Chapter 7 bankruptcy. The informal conference ended without reaching a settlement agreement but the customer stated he was still willing to negotiate. To date, no settlement has been reached between the customer and FPL.

Docket No. 040543-E1
Date: July 22, 2004

This recommendation addresses Mr. Hedrick's complaint against FPL for backbilling for alleged meter tampering. The Commission has jurisdiction pursuant to Sections 366.04 and 366.05, Florida Statutes.

Discussion of Issues

Issue 1: Is there sufficient evidence to demonstrate that meter tampering occurred at the residence of Michael Hedrick at 2011 North 57th Terrace, Hollywood, Florida, to allow FPL to backbill Mr. Hedrick's account for unmetered kilowatt hour consumption?

Recommendation: Yes. Prima facie evidence of meter tampering outlined in FPL's reports demonstrates that meter tampering occurred at Mr. Hedrick's residence. As the customer of record during the entire period in question, Mr. Hedrick should be held responsible for a reasonable amount of backbilling. (Vining, Plescow)

Staff Analysis: Rule 25-6.104, Florida Administrative Code, states that "[i]n 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 allows the utility to backbill the customer for a reasonable estimate of the electricity used but not metered due to meter tampering. The utility, in this case FPL, need not demonstrate who tampered with the meter. FPL must only show that the meter was tampered with, and that the customer of record benefited from the electricity.

FPL reported that on six occasions between April 30, 2002, and January 30, 2003, FPL's meter reader resealed the meter due to either the seal being missing or the seal being cut. Then, on March 3, 2003, after resealing the meter again, the meter reader requested FPL's Revenue Protection Department investigate the matter. On May 7, 2003, an FPL Revenue Protection Investigator noticed that the seal installed on March 3, 2003, was cut. As a result, on May 20, 2003, a remote meter was installed on the pole to measure the amount of energy going to Mr. Hedrick's home. The set reading was 003442. On May 30, 2003, the meter reading on the customer's regular meter was 4042, billing 910 kwh, while the reading on the remote meter was 004235, indicating 793 kwh had been recorded in 10 days, which the utility projected would be 2376 kwh in 30 days. On June 30, 2003, the meter reading on the customer's regular meter was 5136, billing 1094 kwh, while the reading on the remote meter was 007255, indicating 3020 kwh had actually been recorded in 31 days.

As a result of the readings from the remote meter and the numerous damaged seals, FPL removed meter 2C70297 and set new meter 5C19704 on July 16, 2003. The meter man noted that the old meter's seal had been cut and the blades were shiny. The meter man then installed two locks on the new meter. On July 30, 2003, the meter reading on the new meter was 00371, billing 1131 kwh for a 14 day period.

FPL's records show that on July 31, 2003, meter 2C70297 tested with a Weighted Average Registration of 99.69%. The tested noted that the inner meter seal was intact, but there was extremely heavy blade wear, indicative of meter swapping or the meter being turned upside down.

Based on the information contained in FPL's reports, staff recommends that the Commission find that FPL has demonstrated that meter tampering occurred at 2011 North 57th Terrace, Hollywood, Florida. In addition, FPL stated that Michael Hedrick has been the customer of record at that address since August 3, 1998. Therefore, pursuant to Rule 25-6.104,

Docket No. 040543-EI
Date: July 22, 2004

Florida Administrative Code, Mr. Hedrick should be held responsible for a reasonable amount of backbilling, as he was the customer of record during the entire period in question.

ORIGINAL

Issue 2: Is FPL's calculation of the backbilled amount of \$4,889.75, which includes investigation charges of \$553.33, reasonable?

Recommendation: Yes. (Vining, Plescow)

Staff Analysis: Upon finding evidence of meter tampering as described in Issue 1 of this recommendation, FPL backbilled Mr. Hedrick's account from March 15, 2001, when a significant and sustained drop in kwh registration began, through July 30, 2003, when the new meter was installed. The original billing for this period, totaling \$2,144.72, was cancelled and rebilled for \$8,424.56, a difference of \$6,279.84. Investigation charges of \$553.33 were assessed by FPL bringing the total backbilled amount to \$6,833.17 (\$6,279.84 + \$553.33).

Mr. Hedrick's previous years of consumption showed typical seasonal fluctuations, but for the period March 2001 through July 2003 these fluctuations were not apparent. The amount of the backbilling was based upon the two months of actual consumption recorded on the remote meter, the usage for February 2001, which is the month before FPL saw a significant drop in usage, as well as the seasonal average. The backbilled amount was determined by subtracting the billed kwh from the estimated monthly kwh. Instead of using an average kwh for the estimated monthly kwh, FPL multiplied the annual estimate of kwh to the specific monthly percentage usage, which is determined for each month in each year. This calculation compensates for seasonal fluctuations. The specific monthly percentage usage is derived from records which FPL maintains that allow it to track the monthly residential kilowatt hour sales within a specific geographic area. From these records, a chart is prepared by dividing the monthly sales by the annual sales to obtain the percentage of usage for each month in each year. FPL's calculation of the backbilled amount appears to be appropriate.

In January 2004, in an effort to settle Mr. Hedrick's complaint, FPL recalculated the backbilled amount using March and November of 2000, instead of the month of February 2001. The two months of actual usage from the remote meter as well as the seasonal average were also still used in the calculation. The new backbilled amount is \$4,889.75, which still includes investigation charges of \$553.33. FPL states that the recalculation of the backbilled amount was done as a courtesy to provide the most benefit to the customer. The calculation of the new backbilled amount also appears appropriate.

Pursuant to Rule 25-6.104, Florida Administrative Code, if meter tampering is present, FPL may bill the customer based upon a "reasonable estimate" of the energy consumed. Staff has reviewed the billing history records and other documentation provided by FPL to support its calculation of the backbilled amount. Staff believes that the methodology used by FPL to calculate the amount backbilled to Mr. Hedrick's account is a reasonable estimate of the energy used but not captured by the meter at his residence as a result of meter tampering. Therefore, staff recommends that the Commission find that the backbilled amount of \$4,889.75, which includes investigation charges of \$553.33, is reasonable.

Docket No. 040543-EI

Date: July 22, 2004

Issue 3: Should this docket be closed?

Recommendation: Yes, if no person whose substantial interests are affected by the proposed agency action files a protest within 21 days of the issuance of the order, this docket should be closed upon the issuance of a consummating order. (Vining)

Staff Analysis: If no person whose substantial interests are affected by the proposed agency action files a protest within 21 days of the issuance of the order, this docket should be closed upon the issuance of a consummating order.

Adrienne Vining

From: Roseanne_Lucas@fpl.com
Sent: Friday, July 16, 2004 3:23 PM
To: Adrienne Vining; Connie Kummer
Subject: Hedrick 548198E



pic26737.pcx
(7 KB)

1. Months (Jan-Feb 2001) used for the original back billing.

The month of February is correct in the package that you currently have in your possession and have been referring to. The reason is related to the 12 month billing time-frames. In an effort to assist you, I've included an explanation below of the reason some months may fall that way.....
Adrienne was correct in her assumption!

The relative month is determined by the due date of a customer's bill. As an example, a regular meter reading date may be 6/30/04; however the bill does not become past due until July, thereby making July the relative month in which payment is received.

2. The 2 months used for rebilling of the original back billing.

The rebilling, which was done to benefit the customer, was completed using two new months, of March 2000 and November 2000, and included the previously used months of July 2003 and August 2003. The following is a chart of the months used in the rebilling :

(Embedded image moved to file: pic26737.pcx)

3. Copies of the "As Billed" - "Re-billed" work sheets for the rebilling of the original back billing.

I will fax these to Adrienne's fax for the file. (850-413-6184)

Please let me know if you need anything further.

Month	Year	KWH	Percent	Yearly
March	2000	1682	6.25	26,912
November	2000	1639	7.05	23,248
July	2003	3020	9.00	33,556
August	2003	1522	10.42	31,300

FLORIDA POWER & LIGHT COMPANY

FACSIMILE TRANSMITTAL SHEET

TO: ADRIENNE

FROM: ROSEANNE LUCAS

COMPANY:

DATE:

7/16/04

FAX NUMBER:

SENDER'S PHONE NUMBER:

(305) 552-4602

PHONE NUMBER:

SENDER'S FAX NUMBER:

(305) 552-3849

Re:

HEDRICK #548198

TOTAL NUMBER OF PAGES
INCLUDING COVER SHEET:

AS BILLED - REBILLED 16

FOR REVIEW INTERIM FINAL SUPPLEMENTAL

NOTES/COMMENTS



Florida Power & Light Company
 PO Box 025576
 Miami, FL 33102

ADJUSTMENT BREAKDOWN - MULTIPLE BILLING PERIODS

REASON FOR ADJUSTMENT: INNER CURR-DIVERSION CR#

FPL 3 500173

Bill Account: 94141-28141

CUSTOMER NAME: MICHAEL R HEDRICK
 SERVICE ADDRESS: 2011 N 57TH TER

#BWNJNQ ***
 #14849CARP148821#
 MICHAEL R HEDRICK
 2011 N 57TH TER
 HOLLYWOOD FL 33021-3820



AS BILLED		RE-BILLED		AS BILLED		RE-BILLED	
RATE SCHED	RS-1	RS-1		RATE SCHED	RS-1	RS-1	
SERVICE FROM	FEB 14 2001	FEB 14 2001		SERVICE FROM	MAR 15 2001	MAR 15 2001	
SERVICE TO	MAR 15 2001	MAR 15 2001		SERVICE TO	APR 13 2001	APR 13 2001	
SERVICE DAYS		29		SERVICE DAYS		29	
ON-CALL CR DAYS				ON-CALL CR DAYS			
KWH READING				KWH READING			
DEMAND READING	0.00	0.00		DEMAND READING	0.00	0.00	
ONPEAK KWH RDG				ONPEAK KWH RDG			
ONPEAK DEM RDG	0.00	0.00		ONPEAK DEM RDG	0.00	0.00	
TOTAL KWH USED	2600	1981		TOTAL KWH USED	2642	2013	
DEMAND USED	0	0		DEMAND USED	0	0	
ONPEAK KWH USED	0	0		ONPEAK KWH USED	0	0	
ONPEAK DEMAND	0	0		ONPEAK DEMAND	0	0	
OFFPEAK KWH USED	0	0		OFFPEAK KWH USED	0	0	
AVG KWH/DAY	0	68		AVG KWH/DAY	0	69	
SERVICE AMT	210.26	159.76		SERVICE AMT	233.12	177.18	
ON-CALL CR	0.00	0.00		ON-CALL CR	0.00	0.00	
GROSS RCT TAX	2.16	1.64		GROSS RCT TAX	2.39	1.82	
FRANCHISE CHG	11.86	9.01		FRANCHISE CHG	13.14	9.99	
UTILITY TAX	16.67	12.65		UTILITY TAX	17.05	12.94	
FL SALES TAX				FL SALES TAX			
PRE ONCALL CR				PRE ONCALL CR			
TRANSFRMR CR				TRANSFRMR CR			
CURT/CDR CR				CURT/CDR CR			
ACCESS CHG				ACCESS CHG			
USACE CHG				USAGE CHG			
ADMIN CHG				ADMIN CHG			
TAXABLE ADJ				TAXABLE ADJ			
FACILITY RNTL				FACILITY RNTL			
REV DIFF				REV DIFF			
TOTAL AMOUNT	240.95	183.06		TOTAL AMOUNT	265.70	201.93	
* RECALCULATED AMOUNT		57.89CR		* RECALCULATED AMOUNT		63.77CR	



Florida Power & Light Company
 PO Box 025576
 Miami, FL 33102

ADJUSTMENT BREAKDOWN - MULTIPLE BILLING PERIODS

REASON FOR ADJUSTMENT: INNER CURR-DIVERSION CR*

FPL 4 500173

Bill Account: 94141-28141

CUSTOMER NAME: MICHAEL R HEDRICK
 SERVICE ADDRESS: 2011 N 57TH TER

----- AS BILLED -----		----- RE-BILLED -----		----- AS BILLED -----		----- RE-BILLED -----	
RATE SCHED	RS-1	RS-1	RATE SCHED	RS-1	RS-1		
SERVICE FROM	APR 13 2001	APR 13 2001	SERVICE FROM	MAY 14 2001	MAY 14 2001		
SERVICE TO	MAY 14 2001	MAY 14 2001	SERVICE TO	MAY 30 2001	MAY 30 2001		
SERVICE DAYS		31	SERVICE DAYS		16		
ON-CALL CR DAYS			ON-CALL CR DAYS				
KWH READING			KWH READING				
DEMAND READING	0.00	0.00	DEMAND READING	0.00	0.00		
ONPEAK KWH RDG			ONPEAK KWH RDG				
ONPEAK DEM RDG	0.00	0.00	ONPEAK DEM RDG	0.00	0.00		
TOTAL KWH USED	2679	2042	TOTAL KWH USED	1852	1411		
DEMAND USED	0	0	DEMAND USED	0	0		
ONPEAK KWH USED	0	0	ONPEAK KWH USED	0	0		
ONPEAK DEMAND	0	0	ONPEAK DEMAND	0	0		
OFFPEAK KWH USED	0	0	OFFPEAK KWH USED	0	0		
AVG KWH/DAY	0	66	AVG KWH/DAY	0	88		
SERVICE AMT	236.42	179.76	SERVICE AMT	163.73	124.51		
ON-CALL CR	0.00	0.00	ON-CALL CR	0.00	0.00		
GROSS RCT TAX	2.42	1.84	GROSS RCT TAX	1.68	1.28		
FRANCHISE CHG	13.38	10.17	FRANCHISE CHG	9.26	7.04		
UTILITY TAX	17.30	13.14	UTILITY TAX	11.99	9.11		
FL SALES TAX			FL SALES TAX				
PRE ONCALL CR			PRE ONCALL CR				
TRANSFRMR CR			TRANSFRMR CR				
CURT/CDR CR			CURT/CDR CR				
ACCESS CHG			ACCESS CHG				
USAGE CHG			USAGE CHG				
ADMIN CHG			ADMIN CHG				
TAXABLE ADJ			TAXABLE ADJ				
FACILITY RNTL			FACILITY RNTL				
REV DIFF			REV DIFF				
TOTAL AMOUNT	269.52	204.91	TOTAL AMOUNT	186.66	141.94		
*			*				
RECALCULATED AMOUNT		64.61CR	RECALCULATED AMOUNT		44.72CR		
*			*				



Florida Power & Light Company
 PO Box 025576
 Miami, FL 33102

ADJUSTMENT BREAKDOWN - MULTIPLE BILLING PERIODS

REASON FOR ADJUSTMENT: INNER CURR-DIVERSION CR#

FPL 5 500173

Bill Account: 94141-28141

CUSTOMER NAME: MICHAEL R HEDRICK
 SERVICE ADDRESS: 2011 N 57TH TER

----- AS BILLED -----			----- RE-BILLED -----			----- AS BILLED -----			----- RE-BILLED -----		
RATE SCHED	RS-1		RS-1		RATE SCHED	RS-1		RS-1			
SERVICE FROM	MAY 30 2001		MAY 30 2001		SERVICE FROM	JUN 28 2001		JUN 28 2001			
SERVICE TO	JUN 28 2001		JUN 28 2001		SERVICE TO	JUL 30 2001		JUL 30 2001			
SERVICE DAYS			29		SERVICE DAYS			32			
ON-CALL CR DAYS					ON-CALL CR DAYS						
KWH READING					KWH READING						
DEMAND READING	0.00		0.00		DEMAND READING	0.00		0.00			
ONPEAK KWH RDG					ONPEAK KWH RDG						
ONPEAK DEM RDG	0.00		0.00		ONPEAK DEM RDG	0.00		0.00			
TOTAL KWH USED	3736		2847		TOTAL KWH USED	3792		2890			
DEMAND USED	0		0		DEMAND USED	0		0			
ONPEAK KWH USED	0		0		ONPEAK KWH USED	0		0			
ONPEAK DEMAND	0		0		ONPEAK DEMAND	0		0			
OFFPEAK KWH USED	0		0		OFFPEAK KWH USED	0		0			
AVG KWH/DAY	0		98		AVG KWH/DAY	0		90			
SERVICE AMT	330.43		251.36		SERVICE AMT	335.39		255.19			
ON-CALL CR	0.00		0.00		ON-CALL CR	0.00		0.00			
GROSS RCT TAX	3.39		2.58		GROSS RCT TAX	3.44		2.62			
FRANCHISE CHG	18.69		14.22		FRANCHISE CHG	18.97		14.44			
UTILITY TAX	24.20		18.39		UTILITY TAX	24.56		18.68			
FL SALES TAX					FL SALES TAX						
PRE ONCALL CR					PRE ONCALL CR						
TRANSFRMR CR					TRANSFRMR CR						
CURT/CDR CR					CURT/CDR CR						
ACCESS CHG					ACCESS CHG						
USAGE CHG					USAGE CHG						
ADMIN CHG					ADMIN CHG						
TAXABLE ADJ					TAXABLE ADJ						
FACILITY RNTL					FACILITY RNTL						
REV DIFF					REV DIFF						
TOTAL AMOUNT	<u>376.71</u>		<u>286.55</u>		TOTAL AMOUNT	<u>382.36</u>		<u>290.93</u>			
RECALCULATED AMOUNT			<u>90.16CR</u>		RECALCULATED AMOUNT			<u>91.43CR</u>			

Florida Power & Light Company
 PO Box 025576
 Miami, FL 33102

January 07, 2004



Florida Power & Light Company
 PO Box 025576
 Miami, FL 33102

ADJUSTMENT BREAKDOWN - MULTIPLE BILLING PERIODS

REASON FOR ADJUSTMENT: INHER CURR-DIVERSION CR*

FPL 6 500173

Bill Account: 94141-28141

CUSTOMER NAME: MICHAEL R HEDRICK
 SERVICE ADDRESS: 2011 N 57TH TER

----- AS BILLED -----			----- RE-BILLED -----			----- AS BILLED -----			----- RE-BILLED -----		
RATE SCHED	RS-1		RS-1		RATE SCHED	RS-1		RS-1			
SERVICE FROM	JUL 30 2001		JUL 30 2001		SERVICE FROM	AUG 28 2001		AUG 28 2001			
SERVICE TO	AUG 28 2001		AUG 28 2001		SERVICE TO	SEP 27 2001		SEP 27 2001			
SERVICE DAYS			29		SERVICE DAYS			30			
ON-CALL CR DAYS					ON-CALL CR DAYS						
KWH READING					KWH READING						
DEMAND READING	0.00		0.00		DEMAND READING	0.00		0.00			
ONPEAK KWH RDG					ONPEAK KWH RDG						
ONPEAK DEM RDG	0.00		0.00		ONPEAK DEM RDG	0.00		0.00			
TOTAL KWH USED	4087		3114		TOTAL KWH USED	3415		2602			
DEMAND USED	0		0		DEMAND USED	0		0			
ONPEAK KWH USED	0		0		ONPEAK KWH USED	0		0			
ONPEAK DEMAND	0		0		ONPEAK DEMAND	0		0			
OFFPEAK KWH USED	0		0		OFFPEAK KWH USED	0		0			
AVG KWH/DAY	0		107		AVG KWH/DAY	0		87			
SERVICE AMT	361.65		275.11		SERVICE AMT	301.88		229.57			
ON-CALL CR	0.00		0.00		ON-CALL CR	0.00		0.00			
GROSS RCT TAX	3.71		2.82		GROSS RCT TAX	3.10		2.35			
FRANCHISE CHG	20.46		15.56		FRANCHISE CHG	17.08		12.99			
UTILITY TAX	26.49		20.14		UTILITY TAX	22.10		16.79			
FL SALES TAX					FL SALES TAX						
PRE ONCALL CR					PRE ONCALL CR						
TRANSFRMR CR					TRANSFRMR CR						
CURT/CDR CR					CURT/CDR CR						
ACCESS CHG					ACCESS CHG						
USAGE CHG					USAGE CHG						
ADMIN CHG					ADMIN CHG						
TAXABLE ADJ					TAXABLE ADJ						
FACILITY RNTL					FACILITY RNTL						
REV DIFF					REV DIFF						
TOTAL AMOUNT	412.31		313.63		TOTAL AMOUNT	344.16		261.70			
*	=====		=====		*	=====		=====			
RECALCULATED AMOUNT			98.68CR		RECALCULATED AMOUNT			82.46CR			
*			=====		*			=====			



Florida Power & Light Company
 PO Box 025576
 Miami, FL 33102

ADJUSTMENT BREAKDOWN - MULTIPLE BILLING PERIODS

REASON FOR ADJUSTMENT: INHER CURR-DIVERSION CR#

7 500173

Bill Account: 94141-28141

CUSTOMER NAME: MICHAEL R HEDRICK
 SERVICE ADDRESS: 2011 N 57TH TER

----- AS BILLED -----		---- RE-BILLED ----		----- AS BILLED -----		---- RE-BILLED ----	
RATE SCHED	RS-1	RS-1	RATE SCHED	RS-1	RS-1	RATE SCHED	RS-1
SERVICE FROM	SEP 27 2001	SEP 27 2001	SERVICE FROM	OCT 26 2001	OCT 26 2001	SERVICE FROM	OCT 26 2001
SERVICE TO	OCT 26 2001	OCT 26 2001	SERVICE TO	NOV 28 2001	NOV 28 2001	SERVICE TO	NOV 28 2001
SERVICE DAYS		29	SERVICE DAYS		33	SERVICE DAYS	
ON-CALL CR DAYS			ON-CALL CR DAYS			ON-CALL CR DAYS	
KWH READING			KWH READING			KWH READING	
DEMAND READING	0.00	0.00	DEMAND READING	0.00	0.00	DEMAND READING	0.00
ONPEAK KWH RDG			ONPEAK KWH RDG			ONPEAK KWH RDG	
ONPEAK DEM RDG	0.00	0.00	ONPEAK DEM RDG	0.00	0.00	ONPEAK DEM RDG	0.00
TOTAL KWH USED	2819	2148	TOTAL KWH USED	2777	2116	TOTAL KWH USED	2116
DEMAND USED	0	0	DEMAND USED	0	0	DEMAND USED	0
ONPEAK KWH USED	0	0	ONPEAK KWH USED	0	0	ONPEAK KWH USED	0
ONPEAK DEMAND	0	0	ONPEAK DEMAND	0	0	ONPEAK DEMAND	0
OFFPEAK KWH USED	0	0	OFFPEAK KWH USED	0	0	OFFPEAK KWH USED	0
AVG KWH/DAY	0	74	AVG KWH/DAY	0	64	AVG KWH/DAY	64
SERVICE AMT	231.23	175.74	SERVICE AMT	227.75	173.10	SERVICE AMT	173.10
ON-CALL CR	0.00	0.00	ON-CALL CR	0.00	0.00	ON-CALL CR	0.00
GROSS RCT TAX	2.37	1.80	GROSS RCT TAX	2.34	1.78	GROSS RCT TAX	1.78
FRANCHISE CHG	13.08	9.94	FRANCHISE CHG	12.89	9.79	FRANCHISE CHG	9.79
UTILITY TAX	18.11	13.75	UTILITY TAX	17.84	13.55	UTILITY TAX	13.55
FL SALES TAX			FL SALES TAX			FL SALES TAX	
PRE ONGALL CR			PRE ONGALL CR			PRE ONGALL CR	
TRANSFRMR CR			TRANSFRMR CR			TRANSFRMR CR	
CURT/CDR CR			CURT/CDR CR			CURT/CDR CR	
ACCESS CHG			ACCESS CHG			ACCESS CHG	
USAGE CHG			USAGE CHG			USAGE CHG	
ADMIN CHG			ADMIN CHG			ADMIN CHG	
TAXABLE ADJ			TAXABLE ADJ			TAXABLE ADJ	
FACILITY RNTL			FACILITY RNTL			FACILITY RNTL	
REV DIFF			REV DIFF			REV DIFF	
TOTAL AMOUNT	264.79	201.23	TOTAL AMOUNT	260.82	198.22	TOTAL AMOUNT	198.22
#			#			#	
RECALCULATED AMOUNT		63.56CR	RECALCULATED AMOUNT		62.60CR	RECALCULATED AMOUNT	
#			#			#	

Florida Power & Light Company
 PO Box 025576
 Miami, FL 33102

ADJUSTMENT BREAKDOWN - * TIPLE BILLING PERIODS

REASON FOR ADJUSTMENT: INHER CURR-DIVERSION CR*

Bill Account: 94141-28141

FPL 8 500173

CUSTOMER NAME: MICHAEL R HEDRICK
 SERVICE ADDRESS: 2011 N 57TH TER

----- AS BILLED -----		----- RE-BILLED -----		----- AS BILLED -----		----- RE-BILLED -----	
RATE SCHED	RS-1	RS-1	RATE SCHED	RS-1	RS-1		
SERVICE FROM	NOV 28 2001	NOV 28 2001	SERVICE FROM	DEC 31 2001	DEC 31 2001		
SERVICE TO	DEC 31 2001	DEC 31 2001	SERVICE TO	JAN 31 2002	JAN 31 2002		
SERVICE DAYS		33	SERVICE DAYS	31	31		
ON-CALL CR DAYS			ON-CALL CR DAYS				
KWH READING			KWH READING	1014	1014		
DEMAND READING	0.00	0.00	DEMAND READING	0.00	0.00		
ONPEAK KWH RDG			ONPEAK KWH RDG				
ONPEAK DEM RDG	0.00	0.00	ONPEAK DEM RDG	0.00	0.00		
TOTAL KWH USED	2830	2157	TOTAL KWH USED	2102	1602		
DEMAND USED	0	0	DEMAND USED	0	0		
ONPEAK KWH USED	0	0	ONPEAK KWH USED	0	0		
ONPEAK DEMAND	0	0	ONPEAK DEMAND	0	0		
OFFPEAK KWH USED	0	0	OFFPEAK KWH USED	0	0		
AVG KWH/DAY		65	AVG KWH/DAY	68	52		
SERVICE AMT	232.13	176.48	SERVICE AMT	171.88	130.55		
ON-CALL CR	0.00	0.00	ON-CALL CR	0.00	0.00		
GROSS RCT TAX	2.38	1.81	GROSS RCT TAX	1.76	1.34		
FRANCHISE CHG	13.13	9.98	FRANCHISE CHG	9.72	7.39		
UTILITY TAX	18.18	13.81	UTILITY TAX	13.82	10.49		
FL SALES TAX			FL SALES TAX				
PRE ONCALL CR			PRE ONCALL CR				
TRANSFRMR CR			TRANSFRMR CR				
CURT/CDR CR			CURT/CDR CR				
ACCESS CHG			ACCESS CHG				
USAGE CHG			USAGE CHG				
ADMIN CHG			ADMIN CHG				
TAXABLE ADJ			TAXABLE ADJ				
FACILITY RNTL			FACILITY RNTL				
REV DIFF			REV DIFF				
TOTAL AMOUNT	265.82	202.08	TOTAL AMOUNT	197.18	149.77		
#	=====	=====	#	=====	=====		
REGALCULATED AMOUNT		63.74CR	REGALCULATED AMOUNT		47.41CR		
#		=====	#		=====		



Florida Power & Light Company
 PO Box 025576
 Miami, FL 33102

ADJUSTMENT BREAKDOWN - * TITLE BILLING PERIODS

REASON FOR ADJUSTMENT: INHER CURR-DIVERSION CR*

FPL 9 500173

Bill Account: 94141-28141

CUSTOMER NAME: MICHAEL R HEDRICK
 SERVICE ADDRESS: 2011 N 57TH TER

----- AS BILLED -----			----- RE-BILLED -----		
RATE SCHED	RS-1	RS-1	RATE SCHED	RS-1	RS-1
SERVICE FROM	JAN 31 2002	JAN 31 2002	SERVICE FROM	MAR 01 2002	MAR 01 2002
SERVICE TO	MAR 01 2002	MAR 01 2002	SERVICE TO	APR 01 2002	APR 01 2002
SERVICE DAYS	29	29	SERVICE DAYS	31	31
ON-CALL CR DAYS			ON-CALL CR DAYS		
KWH READING	1670	1670	KWH READING	2594	2594
DEMAND READING	0.00	0.00	DEMAND READING	0.00	0.00
ONPEAK KWH RDG			ONPEAK KWH RDG		
ONPEAK DEM RDG	0.00	0.00	ONPEAK DEM RDG	0.00	0.00
TOTAL KWH USED	2328	1774	TOTAL KWH USED	2811	2142
DEMAND USED	0	0	DEMAND USED	0	0
ONPEAK KWH USED	0	0	ONPEAK KWH USED	0	0
ONPEAK DEMAND	0	0	ONPEAK DEMAND	0	0
OFFPEAK KWH USED	0	0	OFFPEAK KWH USED	0	0
AVG KWH/DAY	80	67	AVG KWH/DAY	91	69
SERVICE AMT	190.55	144.77	SERVICE AMT	230.48	175.19
ON-CALL CR	0.00	0.00	ON-CALL CR	0.00	0.00
GROSS RCT TAX	1.95	1.48	GROSS RCT TAX	2.36	1.80
FRANCHISE CHG	10.78	8.19	FRANCHISE CHG	13.04	9.91
UTILITY TAX	15.33	11.63	UTILITY TAX	18.55	14.09
FL SALES TAX			FL SALES TAX		
PRE ONCALL CR			PRE ONCALL CR		
TRANSFRMR CR			TRANSFRMR CR		
CURT/GDR CR			CURT/GDR CR		
ACCESS CHG			ACCESS CHG		
USAGE CHG			USAGE CHG		
ADMIN CHG			ADMIN CHG		
TAXABLE ADJ			TAXABLE ADJ		
FACILITY RNTL			FACILITY RNTL		
REV DIFF			REV DIFF		
TOTAL AMOUNT	218.61	166.07	TOTAL AMOUNT	264.43	200.99
RECALCULATED AMOUNT		52.54CR	RECALCULATED AMOUNT		63.44CR



Florida Power & Light Company
 PO Box 025576
 Miami, FL 33102

ADJUSTMENT BREAKDOWN - MULTIPLE BILLING PERIODS

REASON FOR ADJUSTMENT: INHEK CURR-DIVERSION CR*

FPL 10 500173

Bill Account: 94141-28141

CUSTOMER NAME: MICHAEL R HEDRICK
 SERVICE ADDRESS: 2011 N 57TH TER

----- AS BILLED -----			----- RE-BILLED -----			----- AS BILLED -----			----- RE-BILLED -----		
RATE SCHED	RS-1		RS-1		RATE SCHED	RS-1		RS-1			
SERVICE FROM	APR 01 2002		APR 01 2002		SERVICE FROM	APR 30 2002		APR 30 2002			
SERVICE TO	APR 30 2002		APR 30 2002		SERVICE TO	MAY 30 2002		MAY 30 2002			
SERVICE DAYS	29		29		SERVICE DAYS	30		30			
ON-CALL CR DAYS					ON-CALL CR DAYS						
KWH READING	3470		3470		KWH READING	4625		4625			
DEMAND READING	0.00		0.00		DEMAND READING	0.00		0.00			
ONPEAK KWH RDG					ONPEAK KWH RDG						
ONPEAK DEM RDG	0.00		0.00		ONPEAK DEM RDG	0.00		0.00			
TOTAL KWH USED	3298		2513		TOTAL KWH USED	3468		2643			
DEMAND USED	0		0		DEMAND USED	0		0			
ONPEAK KWH USED	0		0		ONPEAK KWH USED	0		0			
ONPEAK DEMAND	0		0		ONPEAK DEMAND	0		0			
OFFPEAK KWH USED	0		0		OFFPEAK KWH USED	0		0			
AVG KWH/DAY	114		87		AVG KWH/DAY	116		88			
SERVICE AMT	252.78		192.21		SERVICE AMT	265.90		202.23			
ON-CALL CR	0.00		0.00		ON-CALL CR	0.00		0.00			
GROSS RCT TAX	2.59		1.97		GROSS RCT TAX	2.73		2.07			
FRANCHISE CHG	14.43		10.97		FRANCHISE CHG	15.18		11.54			
UTILITY TAX	20.66		15.70		UTILITY TAX	21.74		16.62			
FL SALES TAX					FL SALES TAX						
PRE ONCALL CR					PRE ONCALL CR						
TRANSFRMR CR					TRANSFRMR CR						
CURT/CDR CR					CURT/CDR CR						
ACCESS CHG					ACCESS CHG						
USAGE CHG					USAGE CHG						
ADMIN CHG					ADMIN CHG						
TAXABLE ADJ					TAXABLE ADJ						
FACILITY RNTL					FACILITY RNTL						
REV DIFF					REV DIFF						
TOTAL AMOUNT	<u>290.46</u>		<u>220.85</u>		TOTAL AMOUNT	<u>305.55</u>		<u>232.36</u>			
*					*						
RECALCULATED AMOUNT			<u>69.61CR</u>		RECALCULATED AMOUNT			<u>73.19CR</u>			
*					*						



Florida Power & Light Company
 PO Box 025576
 Miami, FL 33102

ADJUSTMENT BREAKDOWN - MULTIPLE BILLING PERIODS

REASON FOR ADJUSTMENT: INHER CURR-DIVERSION CR*

11 500173

Bill Account: 94141-28141

CUSTOMER NAME: MICHAEL R HEDRICK
 SERVICE ADDRESS: 2011 N 57TH TER

----- AS BILLED ----- RE-BILLED			----- AS BILLED ----- RE-BILLED		
RATE SCHED	RS-1	RS-1	RATE SCHED	RS-1	RS-1
SERVICE FROM	MAY 30 2002	MAY 30 2002	SERVICE FROM	JUN 28 2002	JUN 28 2002
SERVICE TO	JUN 28 2002	JUN 28 2002	SERVICE TO	JUL 30 2002	JUL 30 2002
SERVICE DAYS	29	29	SERVICE DAYS	32	32
ON-CALL CR DAYS			ON-CALL CR DAYS		
KWH READING	5323	5323	KWH READING	5989	5989
DEMAND READING	0.00	0.00	DEMAND READING	0.00	0.00
ONPEAK KWH RDG			ONPEAK KWH RDG		
ONPEAK DEM RDG	0.00	0.00	ONPEAK DEM RDG	0.00	0.00
TOTAL KWH USED	3396	2588	TOTAL KWH USED	3932	2996
DEMAND USED	0	0	DEMAND USED	0	0
ONPEAK KWH USED	0	0	ONPEAK KWH USED	0	0
ONPEAK DEMAND	0	0	ONPEAK DEMAND	0	0
OFFPEAK KWH USED	0	0	OFFPEAK KWH USED	0	0
AVG KWH/DAY	117	89	AVG KWH/DAY	123	94
SERVICE AMT	260.34	197.99	SERVICE AMT	301.70	229.47
ON-CALL CR	0.00	0.00	ON-CALL CR	0.00	0.00
GROSS RGT TAX	2.67	2.03	GROSS RGT TAX	3.09	2.35
FRANCHISE CHG	14.86	11.30	FRANCHISE CHG	17.22	13.10
UTILITY TAX	21.28	16.18	UTILITY TAX	24.67	18.75
FL SALES TAX			FL SALES TAX		
PRE ONCALL CR			PRE ONCALL CR		
TRANSFRMR CR			TRANSFRMR CR		
CURT/CDR CR			CURT/CDR CR		
ACCESS CHG			ACCESS CHG		
USAGE CHG			USAGE CHG		
ADMIN CHG			ADMIN CHG		
TAXABLE ADJ			TAXABLE ADJ		
FACILITY RNTL			FACILITY RNTL		
REV DIFF			REV DIFF		
TOTAL AMOUNT	299.15	227.50	TOTAL AMOUNT	346.68	263.67
* RECALCULATED AMOUNT		71.65CR	* RECALCULATED AMOUNT		83.01CR



Florida Power & Light Company
 PO Box 025576
 Miami, FL 33102

ADJUSTMENT BREAKDOWN - MULTIPLE BILLING PERIODS

REASON FOR ADJUSTMENT: INHER CURR-DIVERSION CR#

FPL 12 500173

Bill Account: 94141-28141

CUSTOMER NAME: MICHAEL R HEDRICK
 SERVICE ADDRESS: 2011 N 57TH TER

AS BILLED		RE-BILLED		AS BILLED		RE-BILLED	
-----------	--	-----------	--	-----------	--	-----------	--

RATE SCHED	RS-1	RS-1	RATE SCHED	RS-1	RS-1
SERVICE FROM	JUL 30 2002	JUL 30 2002	SERVICE FROM	AUG 28 2002	AUG 28 2002
SERVICE TO	AUG 28 2002	AUG 28 2002	SERVICE TO	SEP 27 2002	SEP 27 2002
SERVICE DAYS	29	29	SERVICE DAYS	30	30
ON-CALL CR DAYS			ON-CALL CR DAYS		
KWH READING	6722	6722	KWH READING	7626	7626
DEMAND READING	0.00	0.00	DEMAND READING	0.00	0.00
ONPEAK KWH RDG			ONPEAK KWH RDG		
ONPEAK DEM RDG	0.00	0.00	ONPEAK DEM RDG	0.00	0.00
TOTAL KWH USED	3906	2976	TOTAL KWH USED	3796	2893
DEMAND USED	0	0	DEMAND USED	0	0
ONPEAK KWH USED	0	0	ONPEAK KWH USED	0	0
ONPEAK DEMAND	0	0	ONPEAK DEMAND	0	0
OFFPEAK KWH USED	0	0	OFFPEAK KWH USED	0	0
AVG KWH/DAY	135	103	AVG KWH/DAY	127	96
SERVICE AMT	299.69	227.94	SERVICE AMT	291.21	221.53
ON-CALL CR	0.00	0.00	ON-CALL CR	0.00	0.00
GROSS RCT TAX	3.07	2.34	GROSS RCT TAX	2.99	2.27
FRANCHISE CHG	17.11	13.01	FRANCHISE CHG	16.62	12.64
UTILITY TAX	24.51	18.63	UTILITY TAX	23.81	18.10
FL SALES TAX			FL SALES TAX		
PRE ONCALL CR			PRE ONCALL CR		
TRANSFRMR CR			TRANSFRMR CR		
CURT/CDR CR			CURT/CDR CR		
ACCESS CHG			ACCESS CHG		
USAGE CHG			USAGE CHG		
ADMIN CHG			ADMIN CHG		
TAXABLE ADJ			TAXABLE ADJ		
FACILITY RNTL			FACILITY RNTL		
REV DIFF			REV DIFF		
TOTAL AMOUNT	344.38	261.92	TOTAL AMOUNT	334.63	254.54
*			*		
RECALCULATED AMOUNT		82.46CR	RECALCULATED AMOUNT		80.09CR
*			*		





Florida Power & Light Company
 PO Box 025576
 Miami, FL 33102

ADJUSTMENT BREAKDOWN - MULTIPLE BILLING PERIODS

REASON FOR ADJUSTMENT: INHER CURR-DIVERSION CR*

Bill Account: 94141-28141

FPL 13 500173

CUSTOMER NAME: MICHAEL R HEDRICK
 SERVICE ADDRESS: 2011 N 57TH TER

----- AS BILLED -----			----- RE-BILLED -----			----- AS BILLED -----			----- RE-BILLED -----		
RATE SCHED	RS-1		RS-1		RATE SCHED	RS-1		RS-1			
SERVICE FROM	SEP 27 2002		SEP 27 2002		SERVICE FROM	OCT 28 2002		OCT 28 2002			
SERVICE TO	OCT 28 2002		OCT 28 2002		SERVICE TO	NOV 26 2002		NOV 26 2002			
SERVICE DAYS	31		31		SERVICE DAYS	29		29			
ON-CALL CR DAYS					ON-CALL CR DAYS						
KWH READING	8184		8184		KWH READING	8756		8756			
DEMAND READING	0.00		0.00		DEMAND READING	0.00		0.00			
ONPEAK KWH RDG					ONPEAK KWH RDG						
ONPEAK DEM RDG	0.00		0.00		ONPEAK DEM RDG	0.00		0.00			
TOTAL KWH USED	3260		2484		TOTAL KWH USED	2604		1984			
DEMAND USED	0		0		DEMAND USED	0		0			
ONPEAK KWH USED	0		0		ONPEAK KWH USED	0		0			
ONPEAK DEMAND	0		0		ONPEAK DEMAND	0		0			
OFFPEAK KWH USED	0		0		OFFPEAK KWH USED	0		0			
AVG KWH/DAY	105		80		AVG KWH/DAY	90		68			
SERVICE AMT	249.85		189.96		SERVICE AMT	199.23		151.38			
ON-CALL CR	0.00		0.00		ON-CALL CR	0.00		0.00			
GROSS RCT TAX	2.56		1.95		GROSS RCT TAX	2.04		1.55			
FRANCHISE CHG	14.26		10.84		FRANCHISE CHG	11.37		8.64			
UTILITY TAX	20.42		15.52		UTILITY TAX	16.28		12.36			
FL SALES TAX					FL SALES TAX						
PRE ONGALL CR					PRE ONGALL CR						
TRANSFRMR CR					TRANSFRMR CR						
CURT/CDR CR					CURT/CDR CR						
ACCESS CHG					ACCESS CHG						
USAGE CHG					USAGE CHG						
ADMIN CHG					ADMIN CHG						
TAXABLE ADJ					TAXABLE ADJ						
FACILITY RNTL					FACILITY RNTL						
REV DIFF					REV DIFF						
TOTAL AMOUNT	287.09		218.27		TOTAL AMOUNT	228.92		173.93			
* RECALCULATED AMOUNT			68.82CR		* RECALCULATED AMOUNT			54.99CR			

Florida Power & Light Company
 PO Box 025576
 Miami, FL 33102

ADJUSTMENT BREAKDOWN - MULTIPLE BILLING PERIODS

REASON FOR ADJUSTMENT: INHER CURR-DIVERSION CR*

FPL 14 500173

Bill Account: 94141-28141

CUSTOMER NAME: MICHAEL R HEDRICK
 SERVICE ADDRESS: 2011 N 57TH TER

----- AS BILLED -----			----- RE-BILLED -----			----- AS BILLED -----			----- RE-BILLED -----		
ATE SCHED	RS-1		RS-1		RATE SCHED	RS-1		RS-1			
ERVICE FROM	NOV 26 2002		NOV 26 2002		SERVICE FROM	DEC 30 2002		DEC 30 2002			
ERVICE TO	DEC 30 2002		DEC 30 2002		SERVICE TO	JAN 30 2003		JAN 30 2003			
ERVICE DAYS	34		34		SERVICE DAYS	31		31			
N-CALL CR DAYS					ON-CALL CR DAYS						
WH READING	9830		9830		KWH READING	704		704			
EMAND READING	0.00		0.00		DEMAND READING	0.00		0.00			
NPEAK KWH RDG					ONPEAK KWH RDG						
NPEAK DEM RDG	0.00		0.00		ONPEAK DEM RDG	0.00		0.00			
TOTAL KWH USED	2830		2157		TOTAL KWH USED	2102		1602			
EMAND USED	0		0		DEMAND USED	0		0			
NPEAK KWH USED	0		0		ONPEAK KWH USED	0		0			
NPEAK DEMAND	0		0		ONPEAK DEMAND	0		0			
FFPEAK KWH USED	0		0		OFFPEAK KWH USED	0		0			
VG KWH/DAY	83		63		AVG KWH/DAY	68		52			
ERVICE AMT	216.67		164.73		SERVICE AMT	161.79		122.88			
N-CALL CR	0.00		0.00		ON-CALL CR	0.00		0.00			
ROSS RCT TAX	2.22		1.69		GROSS RCT TAX	1.66		1.26			
RANCHISE CHG	12.37		9.40		FRANCHISE CHG	9.23		7.01			
TILITY TAX	17.71		13.45		UTILITY TAX	13.03		9.89			
L SALES TAX					FL SALES TAX						
RE ONCALL CR					PRE ONCALL CR						
RANSFRMR CR					TRANSFRMR CR						
URT/CDR CR					CURT/CDR CR						
CGESS CHG					ACCESS CHG						
SAGE CHG					USAGE CHG						
DMIN CHG					ADMIN CHG						
AXABLE ADJ					TAXABLE ADJ						
ACILITY RNTL					FACILITY RNTL						
EV DIFF					REV DIFF						
TOTAL AMOUNT	248.97		189.27		TOTAL AMOUNT	185.71		141.04			
					*						
REGALCULATED AMOUNT			59.70CR		REGALCULATED AMOUNT			44.67CR			
					*						



Florida Power & Light Company
PO Box 025576
Miami, FL 33102

ADJUSTMENT BREAKDOWN - SINGLE BILLING PERIODS

REASON FOR ADJUSTMENT: INHLR CURR-DIVERSION CR*

FPL 15 500173

Bill Account: 94141-28141

CUSTOMER NAME: MICHAEL R HEDRICK
SERVICE ADDRESS: 2011 N 57TH TER

----- AS BILLED -----			----- RE-BILLED -----			----- AS BILLED -----			----- RE-BILLED -----		
RATE SCHED	RS-1		RS-1		RATE SCHED	RS-1		RS-1			
SERVICE FROM	JAN 30 2003		JAN 30 2003		SERVICE FROM	MAR 03 2003		MAR 03 2003			
SERVICE TO	MAR 03 2003		MAR 03 2003		SERVICE TO	APR 01 2003		APR 01 2003			
SERVICE DAYS	32		32		SERVICE DAYS	29		29			
ON-CALL CR DAYS					ON-CALL CR DAYS						
KWH READING	1616		1616		KWH READING	2343		2343			
DEMAND READING	0.00		0.00		DEMAND READING	0.00		0.00			
ONPEAK KWH RDG					ONPEAK KWH RDG						
ONPEAK DEM RDG	0.00		0.00		ONPEAK DEM RDG	0.00		0.00			
TOTAL KWH USED	2328		1774		TOTAL KWH USED	2811		2142			
DEMAND USED	0		0		DEMAND USED	0		0			
ONPEAK KWH USED	0		0		ONPEAK KWH USED	0		0			
ONPEAK DEMAND	0		0		ONPEAK DEMAND	0		0			
OFFPEAK KWH USED	0		0		OFFPEAK KWH USED	0		0			
AVG KWH/DAY	73		55		AVG KWH/DAY	97		74			
SERVICE AMT	179.36		136.27		SERVICE AMT	216.94		164.91			
ON-CALL CR	0.00		0.00		ON-CALL CR	0.00		0.00			
GROSS RCT TAX	1.84		1.40		GROSS RCT TAX	2.22		1.69			
FRANCHISE CHG	10.24		7.78		FRANCHISE CHG	12.38		9.41			
UTILITY TAX	14.45		10.97		UTILITY TAX	17.49		13.29			
FL SALES TAX					FL SALES TAX						
PRE ONCALL CR					PRE ONCALL CR						
TRANSFRMR CR					TRANSFRMR CR						
CURT/CDR CR					CURT/CDR CR						
ACCESS CHG					ACCESS CHG						
USAGE CHG					USAGE CHG						
ADMIN CHG					ADMIN CHG						
TAXABLE ADJ					TAXABLE ADJ						
FACILITY RNTL					FACILITY RNTL						
REV DIFF					REV DIFF						
TOTAL AMOUNT	205.89		156.42		TOTAL AMOUNT	249.03		189.30			
*					*						
RECALCULATED AMOUNT			49.47CR		RECALCULATED AMOUNT			59.73CR			
*					*						



Florida Power & Light Company
PO Box 025576
Miami, FL 33102

ADJUSTMENT BREAKDOWN - MULTIPLE BILLING PERIODS

REASON FOR ADJUSTMENT: INHER CURR-DIVERSION CR*

FPL 16 500173

Bill Account: 94141-28141

CUSTOMER NAME: MICHAEL R HEDRICK
SERVICE ADDRESS: 2011 N 57TH TER

----- AS BILLED -----			----- RE-BILLED -----			----- AS BILLED -----			----- RE-BILLED -----		
RATE SCHED	RS-1		RS-1			RATE SCHED	RS-1		RS-1		
SERVICE FROM	APR 01 2003		APR 01 2003			SERVICE FROM	APR 30 2003		APR 30 2003		
SERVICE TO	APR 30 2003		APR 30 2003			SERVICE TO	MAY 30 2003		MAY 30 2003		
SERVICE DAYS	29		29			SERVICE DAYS	30		30		
ON-CALL CR DAYS						ON-CALL CR DAYS					
KWH READING	3132		3132			KWH READING	4042		4042		
DEMAND READING	0.00		0.00			DEMAND READING	0.00		0.00		
ONPEAK KWH RDG						ONPEAK KWH RDG					
ONPEAK DEM RDG	0.00		0.00			ONPEAK DEM RDG	0.00		0.00		
TOTAL KWH USED	3298		2513			TOTAL KWH USED	3468		2643		
DEMAND USED	0		0			DEMAND USED	0		0		
ONPEAK KWH USED	0		0			ONPEAK KWH USED	0		0		
ONPEAK DEMAND	0		0			ONPEAK DEMAND	0		0		
OFFPEAK KWH USED	0		0			OFFPEAK KWH USED	0		0		
AVG KWH/DAY	114		87			AVG KWH/DAY	116		88		
SERVICE AMT	270.33		205.57			SERVICE AMT	284.35		216.30		
ON-CALL CR	0.00		0.00			ON-CALL CR	0.00		0.00		
GROSS RCT TAX	2.77		2.11			GROSS RCT TAX	2.92		2.22		
FRANCHISE CHG	15.23		11.58			FRANCHISE CHG	16.02		12.18		
UTILITY TAX	20.62		15.67			UTILITY TAX	21.70		16.49		
FL SALES TAX						FL SALES TAX					
PRE ONCALL CR						PRE ONCALL CR					
TRANSFRMR CR						TRANSFRMR CR					
CURT/CDR CR						CURT/CDR CR					
ACCESS CHG						ACCESS CHG					
USAGE CHG						USAGE CHG					
ADMIN CHG						ADMIN CHG					
TAXABLE ADJ						TAXABLE ADJ					
FACILITY RNTL						FACILITY RNTL					
REV DIFF						REV DIFF					
TOTAL AMOUNT	308.95		234.93			TOTAL AMOUNT	324.99		247.19		
*						*					
RECALCULATED AMOUNT			74.02CR			RECALCULATED AMOUNT			77.80CR		
*						*					

Florida Power & Light Company
 PO Box 025576
 Miami, FL 33102

ADJUSTMENT BREAKDOWN - MULTIPLE BILLING PERIODS
 REASON FOR ADJUSTMENT: INHER CURR-DIVERSION CR*

Bill Account: 94141-28141

17 500173

CUSTOMER NAME: MICHAEL R HEDRICK
 SERVICE ADDRESS: 2011 N 57TH TER

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----- AS BILLED ----- RE-BILLED			----- AS BILLED ----- RE-BILLED		
RATE SCHED	RS-1	RS-1	RATE SCHED	RS-1	RS-1
SERVICE FROM	MAY 30 2003	MAY 30 2003	SERVICE FROM	JUN 30 2003	JUN 30 2003
SERVICE TO	JUN 30 2003	JUN 30 2003	SERVICE TO	JUL 30 2003	JUL 30 2003
SERVICE DAYS	31	31	SERVICE DAYS	30	30
ON-CALL CR DAYS			ON-CALL CR DAYS		
KWH READING	5136	5136	KWH READING	371	371
DEMAND READING	0.00	0.00	DEMAND READING	0.00	0.00
ONPEAK KWH RDG			ONPEAK KWH RDG		
ONPEAK DEM RDG	0.00	0.00	ONPEAK DEM RDG	0.00	0.00
TOTAL KWH USED	3020	3020	TOTAL KWH USED	2468	1969
DEMAND USED	0	0	DEMAND USED	0	0
ONPEAK KWH USED	0	0	ONPEAK KWH USED	0	0
ONPEAK DEMAND	0	0	ONPEAK DEMAND	0	0
OFFPEAK KWH USED	0	0	OFFPEAK KWH USED	0	0
AVG KWH/DAY	97	97	AVG KWH/DAY	82	66
SERVICE AMT	247.39	247.39	SERVICE AMT	201.86	160.69
ON-CALL CR	0.00	0.00	ON-CALL CR	0.00	0.00
GROSS RGT TAX	2.54	2.54	GROSS RGT TAX	2.07	1.53
FRANCHISE CHG	13.93	13.93	FRANCHISE CHG	12.03	9.58
UTILITY TAX	18.87	18.87	UTILITY TAX	15.45	12.29
FL SALES TAX			FL SALES TAX		
PRE ONCALL CR			PRE ONCALL CR		
TRANSFRMR CR			TRANSFRMR CR		
CURT/CDR CR			CURT/CDR CR		
ACCESS CHG			ACCESS CHG		
USAGE CHG			USAGE CHG		
ADMIN CHG			ADMIN CHG		
TAXABLE ADJ			TAXABLE ADJ		
FACILITY RNTL			FACILITY RNTL		
REV DIFF			REV DIFF		
TOTAL AMOUNT	282.73	282.73	TOTAL AMOUNT	231.41	184.21
* RECALCULATED AMOUNT		0.00	* RECALCULATED AMOUNT		47.20CR

Carmen Pena

From: Roseanne_Lucas@fpl.com
Sent: Thursday, July 15, 2004 3:04 PM
To: Carmen Pena
Cc: John Plescow
Subject: Hedrick - 040543-EI

Carmen,

We took this from the Supplemental.....Let me know what you think.

The initial back billing was based on two months of kwh consumption recorded on the metering device installed specifically to record current actual electric usage and the month of February 2001, a total of 3 months. That billing has been adjusted by still using the two months of kwh consumption recorded on the metering device, since that is actual usage, and two months in the year 2000, a total of 4 months. This was done strictly as a courtesy and to provide the most benefit to the customer.

Carmen Pena

From: Carmen Pena
Sent: Thursday, July 15, 2004 7:09 AM
To: Adrienne Vining
Cc: Carmen Pena; Rhonda Hicks
Subject: RE: Docket No. 040543 Hedrick complaint rec

Importance: High

Adrienne:

I will read the recommendation and let you know any comments that I may have. FYI

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

From: Adrienne Vining
Sent: Wednesday, July 14, 2004 10:22 AM
To: John Plescow; Carmen Pena
Subject: Docket No. 040543 Hedrick complaint rec

Attached is the draft rec for the Hedrick complaint. Let me know what comments you have. Thanks.

Adrienne E. Vining
Senior Attorney
Florida Public Service Commission
Office of the General Counsel
Economic Regulation Section
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850
avining@psc.state.fl.us
850.413.6183
850.413.6184 FAX
293.6183 SUNCOM

Proposed Case Assignment and Scheduling Record Revision

Section 1 - Bureau of Records and Hearing Services Completes

Docket No. 040543-EI Date Docketed: 06/14/2004 Title: Complaint by Michael Hedrick against Florida Power & Light Company regarding backbilling for alleged meter tampering.

Company: Florida Power & Light Company

Official Filing Date: _____
 Last Day to Suspend: _____ Expiration: _____

RECEIVED
JUL 06 2004

Referred to: _____ AUS CAF CCA CMP ECR EXT (GCL) MMS PIF
 ("(") indicates OPR) _____ X _____ X _____

Section 2 - OPR Completes and returns to CCA in 10 workdays.

Time Schedule Florida Public Service Commission
 Division of RCA

Program/Module A9

Staff Assignments

OPR Staff A Vining

Staff Counsel A Vining

OCRs (RCA) J Plescow
 () _____
 () _____
 () _____
 () _____
 () _____

* Events Completed; therefore unavailable for revision

Current CASR revision level

Due Dates

0

Current Proposed

1. Staff Recommendation	07/08/2004	7/29/04
2. Agenda	07/20/2004	8/2/04
3. PAA Order	08/09/2004	8/23/04
4. Consummating Order if No Protest	09/02/2004	9/17/04
5. Close Docket or Revise CASR	10/04/2004	10/22/04
6. _____	_____	_____
7. _____	_____	_____
8. _____	_____	_____
9. _____	_____	_____
10. _____	_____	_____
11. _____	_____	_____
12. _____	_____	_____
13. _____	_____	_____
14. _____	_____	_____
15. _____	_____	_____
16. _____	_____	_____
17. _____	_____	_____
18. _____	_____	_____
19. _____	_____	_____
20. _____	_____	_____
21. _____	_____	_____
22. _____	_____	_____
23. _____	_____	_____
24. _____	_____	_____
25. _____	_____	_____
26. _____	_____	_____
27. _____	_____	_____
28. _____	_____	_____

Recommended assignments for hearing and/or deciding this case:

- Full Commission X
- Commission Panel _____
- Hearing Examiner _____
- Staff _____

This case (will) (will not) require a hearing, to be held at: (location)

Transcript delivery time recommended:

Normal _____ Expedited _____ Daily Copy _____

REASON FOR REVISION

workload reapportionment

ORIGINAL

RECEIVED

JUL 06 2004

Florida Public Service Commission
 Division of RCA

SUBMITTED BY OPR-GCL: AEV
 DATE: 7/2/04

STAFF COUNSEL (GCL): _____
 OCR INITIALS (RCA): _____
 (ECR): _____
 (): _____
 (): _____
 (): _____
 (): _____

Carmen Pena

From: Carmen Pena
Sent: Tuesday, June 22, 2004 11:05 AM
To: Rhonda Hicks
Cc: Carmen Pena; John Plescow
Subject: RE: New filing in Docket No. 040543-EI (Florida Power & Light Company et al.)

Importance: High

Rhonda:

There is no formal complaint filed by Mr. Hedrick.

Inadvertently CCA staff transposed a docket number.

Everything is as it should be again.

The docket that was opened to present to the Commissioners our proposed recommendation will take the normal course. FYI

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

From: Rhonda Hicks
Sent: Monday, June 21, 2004 10:21 AM
To: Carmen Pena
Subject: FW: New filing in Docket No. 040543-EI (Florida Power & Light Company et al.)

Is Michael Headrick's complaint closed? He filed a formal complaint.

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

From: Dorothy Menasco
Sent: Monday, June 21, 2004 9:43 AM
To: Adrienne Vining
Cc: Carolyn Craig; LaSandra Givens; Janet Harrison; Rhonda Hicks; Denise Vandiver; Martha Golden; Bev DeMello; Dick Durbin; Janet Brunson; Sharon Allbritton; Marie Sapp
Subject: RE: New filing in Docket No. 040543-EI (Florida Power & Light Company et al.)

Thank you for bringing this to my attention. **This has been corrected.** The filing is in Docket No. 040534. I apparently transposed the numbers.

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

From: Adrienne Vining
Sent: Monday, June 21, 2004 9:22 AM
To: Dorothy Menasco
Subject: FW: New filing in Docket No. 040543-EI (Florida Power & Light Company et al.)

wrong docket

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

From: Carolyn Craig
Sent: Monday, June 21, 2004 9:20 AM
To: Adrienne Vining
Subject: FW: New filing in Docket No. 040543-EI (Florida Power & Light Company et al.)

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

From: Dorothy Menasco

Sent: Friday, June 18, 2004 4:35 PM

To: Carolyn Craig; LaSandra Givens; Janet Harrison; Rhonda Hicks; Denise Vandiver; Martha Golden; Bev DeMello; Dick Durbin; Janet Brunson; Sharon Allbritton; Marie Sapp

Subject: New filing in Docket No. 040543-EI (Florida Power & Light Company et al.)

DOCKET TITLE = Complaint by Michael Hedrick against Florida Power & Light Company regarding

backbilling for alleged meter tampering.

UTILITY NAME = Florida Power & Light Company (et al.)

DOCUMENT DESCRIPTION = SGI (Johnson) - Legal notice of application for amendment of Cert 492-S to

delete territory in Franklin County.

DOCUMENT PATH =

file://L:\PSC\LIBRARY\FILINGS\04\06757-04

Document ID = 06757-04

Document Filed 06/18/04

The filing described above is now available in PDF format, and may also be available in WordPerfect or other formats.

To access it, click on the DOCUMENT PATH link. This will pop up a Windows Explorer window. You will see the PDF (Adobe Acrobat) version; you will also see other versions if they exist. Double-click on the preferred version and the document will open.

If you need to cut/paste/search in the document and find you can't, try later when the reformatted version is available. (For more information, see PDF Tips on the How To menu.)

You can also go to the docket in CMS by triple-clicking on the DOCKET NUMBER, typing ctrl-C to copy, and using the paste icon to paste the docket number into the query line in CMS.

This is an automatically generated e-mail; no response/reply is necessary.

Carmen Pena

From: Rhonda Hicks
Sent: Monday, June 21, 2004 10:32 AM
To: Carmen Pena
Subject: FW: New filing in Docket No. 040558-EI (Florida Power & Light Company et al.)

fyi

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

From: Nonnye Grant
Sent: Friday, June 18, 2004 10:08 AM
To: Carolyn Craig; LaSandra Givens; Janet Harrison; Rhonda Hicks; Denise Vandiver; Martha Golden; Bev DeMello; Dick Durbin; Janet Brunson; Sharon Allbritton; Marie Sapp
Subject: New filing in Docket No. 040558-EI (Florida Power & Light Company et al.)

DOCKET TITLE = Complaint by Jose Antonio Rodriguez against Florida Power & Light Company regarding backbilling for alleged meter tampering.

UTILITY NAME = Florida Power & Light Company (et al.)

DOCUMENT DESCRIPTION = Jose Antonio Rodriguez (Cummings) - Complaint of Jose Antonio Rodriguez against Florida Power & Light Company regarding backbilling for alleged meter tampering.

DOCUMENT PATH =
file://L:\PSC\LIBRARY\FILINGS\04\06640-04

Document ID = 06640-04
Document Filed 06/16/04

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You can also go to the docket in CMS by triple-clicking on the DOCKET NUMBER, typing ctrl-C to copy, and using the paste icon to paste the docket number into the query line in CMS.

This is an automatically generated e-mail; no response/reply is necessary.

Carmen Pena

From: Rhonda Hicks
Sent: Monday, June 21, 2004 10:21 AM
To: Carmen Pena
Subject: FW: New filing in Docket No. 040543-EI (Florida Power & Light Company et al.)

Is Michael Headrick's complaint closed? He filed a formal complaint.

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

From: Dorothy Menasco
Sent: Monday, June 21, 2004 9:43 AM
To: Adrienne Vining
Cc: Carolyn Craig; LaSandra Givens; Janet Harrison; Rhonda Hicks; Denise Vandiver; Martha Golden; Bev DeMello; Dick Durbin; Janet Brunson; Sharon Allbritton; Marie Sapp
Subject: RE: New filing in Docket No. 040543-EI (Florida Power & Light Company et al.)

Thank you for bringing this to my attention. This has been corrected. The filing is in Docket No. 040534. I apparently transposed the numbers.

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

From: Adrienne Vining
Sent: Monday, June 21, 2004 9:22 AM
To: Dorothy Menasco
Subject: FW: New filing in Docket No. 040543-EI (Florida Power & Light Company et al.)

wrong docket

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

From: Carolyn Craig
Sent: Monday, June 21, 2004 9:20 AM
To: Adrienne Vining
Subject: FW: New filing in Docket No. 040543-EI (Florida Power & Light Company et al.)

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

From: Dorothy Menasco
Sent: Friday, June 18, 2004 4:35 PM
To: Carolyn Craig; LaSandra Givens; Janet Harrison; Rhonda Hicks; Denise Vandiver; Martha Golden; Bev DeMello; Dick Durbin; Janet Brunson; Sharon Allbritton; Marie Sapp
Subject: New filing in Docket No. 040543-EI (Florida Power & Light Company et al.)

DOCKET TITLE = Complaint by Michael Hedrick against Florida Power & Light Company regarding backbilling for alleged meter tampering.
UTILITY NAME = Florida Power & Light Company (et al.)

DOCUMENT DESCRIPTION = SGI (Johnson) - Legal notice of application for amendment of Cert 492-S to delete territory in Franklin County.

DOCUMENT PATH =
file://L:\PSC\LIBRARY\FILINGS\04\06757-04

Document ID = 06757-04
Document Filed 06/18/04

The filing described above is now available in PDF format, and may also be available in WordPerfect or other formats.

To access it, click on the DOCUMENT PATH link. This will pop up a Windows Explorer window. You will see the PDF (Adobe Acrobat) version; you will also see other versions if they exist. Double-click on the preferred version and the document will open.

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You can also go to the docket in CMS by triple-clicking on the DOCKET NUMBER, typing ctrl-C to copy, and using the paste icon to paste the docket number into the query line in CMS.

This is an automatically generated e-mail; no response/reply is necessary.

To: Adrienne Vining

From: C. Tena
5-19-04

548198JFP.doc (Case history of Michael Hedrick Vs. FPL)

On August 1, 2003, complaint number 548193E was filed on behalf of Michael Hedrick against Florida Power & Light (FPL).

Customer's Allegations:

FPL cancelled his budget billing.

The company was backbilling him for 28 months of consumption that was not recorded.

Mr. Hedrick denied the allegations of current diversion by meter tampering presented by FPL.

FPL staff removed his old meter and installed a new meter, which had 2 locks on the meter can so the meter could not be removed.

Two years prior to the back billing, Mr. Hedrick completed remodeling his house. As a result of the remodeling of his home, his average monthly consumption fell from approximately 3300 kwh per month, to about 750 Kw per month.

Mr. Hedrick alleged he had low consumption in his home because there was no one during the day there while he was working at night time. The only things being used were the fridge, a fish tank and the pool pump that ran about five hours a day. Miscellaneous items using electricity were little clocks such as VCR and clock radio. He alleged he no longer used the central AC because he locked out the padlock on the breaker, he lost the key and couldn't find it.

A second meter was placed on the pole leading to his house and FPL told him that the consumption in this one was different from the meter he had in the can. Mr. Hedrick alleged the meter in the can was old so perhaps it was not registering properly.

Company's Report:

Records indicate that on August 03, 1998, electric service was established in the name of Michael Hedrick and the meter of record was 2C70297.

On the regular read dates of April 2002 through March 2003, FPL's meter reader reported that he resealed the meter on 6 occasions due to either the seal being cut or missing each time he went out to read the meter. On 2 occasions, the meter reader reported that the seal was missing and he was not able to reseat the meter.

An investigation was initiated. An FPL investigator made a visit to Mr. Hedrick's residence on March 03, 2003. He noted the meter seal was cut and the central air conditioner and pool pump were on. As a result of the inspection, on May 20, 2003, a remote meter was installed on the pole specifically to measure the amount of energy consumed at the customer's home.

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The set reading on the remote meter was 003442. The company reports that the customer observed the setting of the remote meter. FPL's records further indicate that he contacted the company the same day, and was informed that the device was safe and would eventually be removed.

On May 30, 2003, the meter reading on the customer's regular meter was 4042, registering 910 kwh, for an electric bill of \$83.78 and a budget bill of \$68.99. On the same day, the remote meter reading was 004235, indicating 793 kwh had been registered in 10 days, which FPL projected would be 2379 kwh in 30 days.

On the regular reading date of June 30, 2003, the meter reading on the customer's regular meter was 5136, registering 1094 kwh, for an electric bill of \$101.14 and a budget bill of \$73.62. On the same day, the remote meter reading was 007255, indicating 3020 kwh had actually been registered in 31 days.

On July 14, 2003, the remote meter was removed. The reading of the meter was 008777, indicating that 1522 kwh had been consumed in 14 days. This projected to approximately 3261 kwh in 30 days.

On July 16, 2003, meter number 2C70297 was removed by the FPL Revenue Protection meter man. The reading on the meter was 5896. A new meter was set, number 5C19704. The new meter was resealed and two locks were installed. At this time the meter man observed that the removed meter had shiny blades therefore it was sent for testing.

On July 30, 2003, the meter reading on the new meter was 00371, registering 1131 kwh, for a bill of \$104.96. There was a debit deferred balance of \$42.31 that was added back in bringing the total balance to \$147.27.

On July 31, 2003, meter 2C70297 was tested. It had a Weighted Average Registration of 99.69%. The tester noted the inner meter seal was intact but the meter had blade wear. The tester noted specifically that the blade wear was extremely heavy, indicative of meter swapping or the meter being turned upside down. A visual examination of the meter confirmed extremely heavy blade wear causing the blades to become a bright copper color.

Note Per FAC 25-6.502 Test Procedure and Accuracies of Consumption Metering Devices. (1) Watt-hour Meters. The performance of an in-service watt-hour meter shall be acceptable when the meter does not creep and the average percentage registration is not more than 102 percent nor less than 98 percent...

The previous day to the meter being tested, the customer contacted the company to question why he had been removed from Budget Billing. Mr. Hedrick was referred to the Revenue Protection Representative who informed him of the tampering and that he would receive a corrected bill and letter in the mail. The customer was informed that the electric usage at his residence had been monitored by a special meter and it did not agree with the consumption recording on his meter of record. Therefore, the billing from billing period of March 15, 2001

through July 30, 2003, totaling \$2,144.72 was canceled and rebilled for \$8,424.56, a difference of \$6,279.84. Investigation charges totaling \$553.33 were assessed bringing the total back billed amount to \$6,833.17.

Back billing was started from the billing period ending on March 15, 2001, due to a significant and sustained drop in kwh registration. Mr. Hedrick's previous years of consumption showed typical seasonal fluctuations; however, beginning with the March 2001 billing cycle through July 2003 the fluctuations were not apparent.

The customer's account was rebilled using previous usage, usage on the new meter, and seasonal average. The company maintains records that can track the monthly residential kilowatt hour sales within a geographic area. From these records a chart is prepared by dividing the monthly sales in the annual sales to obtain the percentage of usage for each month of the year.

Mr. Hedrick's kilowatt history consumption is as follows:

	2003	2002	2001	2000	1999	1998
January	874	904	3375	1414	1740	
February	912	656	771	1514	1798	
March	727	924	208	1682	1342	
April	789	876	799	2088	2296	
May	910	1155	208	2560	2528	
June	1094	698	690	1901	2700	
July		666	766	2970	3090	1157
August		733	675	2517	3232	3229
September		904	696	2189	2843	2904
October		558	1088	1536	2843	2726
November		572	626	1639	2272	1802
December		1074	729	1850	1922	1914

FPL's records reflect that a corrected bill and letter of explanation providing the Revenue Protection Representative's telephone number, was mailed to the customer. On August 01, 2003, a company representative spoke with the customer and explained the condition initially reported by the meter reader, the remote meter that was installed on the pole for monitoring purposes, and the subsequent backbilling. The representative explained that the difference in consumption between the customer's regular meter and the remote meter was a clear indication of tampering, as was the multiple cuts and missing seals.

On October 29 2003, the PSC case filed by the customer was closed, and a backbilling letter was forwarded to him indicating that it appeared that the company was in compliance with FAC 25-6.104.

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Informal Conference Process:

On December 01, 2003, the customer's request to participate in the informal conference process was received. The customer's completed Form X was received in December 17, 2003. Mr. Hedrick annotated in Form X \$6,833.17 as the amount in dispute.

On January 20, 2004, the customer was informed by PSC staff that FPL had reduced the backbilled amount by \$1,942.42, making the new backbilled amount \$4,889.75 and offered payment arrangements as a settlement offer. The company was willing to accept a down payment of \$500.00 and the remaining balance of \$4,389.75 could be paid in installments of \$200.00 in addition to the regular bill each month. An interest charge each month for the backbilled amount would be added.

On January 21, 2004, the customer rejected the settlement offer. The customer made a counter offer. He was willing to pay a new deposit, but was not willing to pay the back billed amount. Mr. Hedrick requested a new backbilled amount calculated only using his current consumption. The customer was of opinion that there was not a significant drop in usage, and no current diversion ever took place.

On February 03, 2004, the company contacted PSC staff, and made a new settlement offer. FPL offered accepting a lump sum payment of \$4,500.00. On February 04, 2004, the company informed PSC staff that a company representative had contacted the customer, but he did not agree with the new offer. FPL informed PSC staff that it would not agree to the customer's counter offer of a new back billing calculated only using his current consumption.

On February 25, 2004, the informal conference was held. The customer made a settlement offer of \$500.00, which FPL rejected. The customer indicated that if FPL did not agree to his settlement offer, he would file for Chapter 7 bankruptcy. The informal conference ended without obtaining a settlement agreement.

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

STATE OF FLORIDA



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

Public Service Commission

ORIGINAL

February 13, 2004

Certified & Regular Mail

Mr. Michael Hedrick
2011 North 57th Terrace
Hollywood, Florida 33021

FEB 24 2004

Re: Informal Conference Request
PSC Inquiry No. 548198E
Mr. Michael Hedrick vs Florida Power & Light Co.

Dear Mr. Hedrick:

Thank you for contacting the Florida Public Service Commission (PSC) about Florida Power & Light Co. It appears that we have been unable to resolve this case through the mediation process. Therefore, we are moving to the next step in the informal conference process. Your informal conference will be held by telephone on **Wednesday, February 25, 2004, at 11:30 a.m.** On the day of the conference, please call us at **1-800-416-4254**. The utility will also call in on this number. Once we are all connected, I will begin the informal conference.

I wish to emphasize that this process is informal and the PSC's staff will only act as a mediator to the discussion. I hope that both sides will participate fully and reach a fair settlement. Both parties have a chance to participate in the decision and outcome of the complaint. We have provided a Settlement Agreement form to the company.

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0862

An Affirmative Action/Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>


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

Mr. Michael Hedrick
Page 2
February 13, 2004

CONFIDENTIAL

If, however, a settlement is not reached, our staff will prepare a recommendation to the Commissioners on how the matter should be resolved. Please remember that the PSC must base its decision in this matter on Florida's rules and statutes. Also, the parties may incur additional expenses in attending an agenda conference to defend their side of the case.

Sincerely,



John Plescow
Regulatory Consultant
Bureau of Consumer Outreach

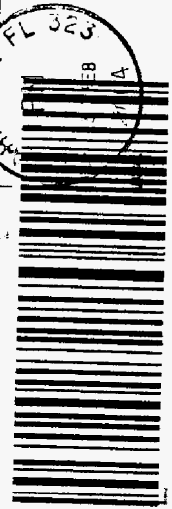
c: Florida Power & Light Co.

U.S.

State of Florida Public Service Commission

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

CERTIFIED MAIL



POSTAGE WILL BE PAID BY ADDRESSEE

UNCLAIMED

Mr. Michael Hedrick
2800 South 57th Terrace
Hollywood, Florida 33021



COMMISSION
CLERK

2-17-04
2-23
3-3

MAR 22 2004

04762004132
\$04.420
02/13/2004
Mailed From 32301
US POSTAGE

32399-0850 1+38

STATE OF FLORIDA

COMMISSIONERS:
BRAULIO L. BAEZ, CHAIRMAN
J. TERRY DEASON
LILA A. JABER
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON



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

Public Service Commission

ORIGINAL

February 5, 2004

Certified, Regular Mail & E-mail

Mr. Michael Hedrick
2011 North 57th Terrace
Hollywood, FL 33021

MAR - 5 2004

Re: Informal Conference Request
PSC Inquiry No. 548198E

Dear Mr. Hedrick:

Thank you for contacting the Florida Public Service Commission (PSC) about Florida Power & Light Company. It appears that we have been unable to resolve this case through the mediation process. Therefore, we are moving to the next step in the informal conference process. Your informal conference will be held by telephone on Wednesday, February 25, 2004, at 9:30 a.m. On the day of the conference, please call us at 1-800-413-4254. The utility will also call in on this number. Once we are all connected, I will begin the informal conference.

I wish to emphasize that this process is informal and the PSC's staff will only act as a mediator to the discussion. I hope that both sides will participate fully and reach a fair settlement. Both parties have a chance to participate in the decision and outcome of the complaint. We have provided a Settlement Agreement form to the company.

If, however, a settlement is not reached, our staff will prepare a recommendation to the Commissioners on how the matter should be resolved. Please remember that the PSC must base its decision in this matter on Florida's rules and statutes. Also, the parties may incur additional expenses in attending an agenda conference to defend their side of the case.

Sincerely,

John Plescow
John Plescow
Regulatory Consultant
Bureau of Consumer Outreach

c: Florida Power & Light Company

*Rec'd
3-12-04
BCO
Peña*

State of Florida
Public Service Commission

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

RETURN TO SERVICE 2002 0450 0001 1750 2488



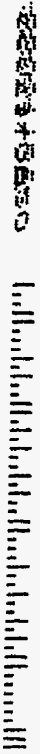
PLACE STICKER ON THE RETURN ADDRESS TO RECEIVE
CERTIFIED MAIL



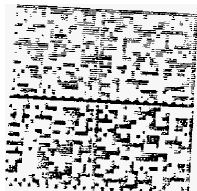
UNCLAIMED

~~Mr. [REDACTED] Hedrick~~
2011 North Street
Hollywood, FL 33021

L. W.
~~2-11-04~~
~~2-26~~



047032034132
\$04.420
02/05/2004
Mailed From 32399
US POSTAGE



Carmen Pena

From: John Plescow
Sent: Monday, February 23, 2004 9:09 AM
To: Carmen Pena
Subject: Hedrick

The following needs to be cut and pasted into the Hedrick file. It was received on 02-16-2004, and you have notes for 02-17-2004, already in the file.

I received your email. The hour for me will still stink, and I am still attempting to trade classes to where I can at least be in TX or NC on that date instead.

Michael Hedrick
954-894-4047

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

From: "John Plescow" <JPlescow@PSC.STATE.FL.US>
To: "'Mike Hedrick'" <mhed@martweb.net>
Cc: "Carmen Pena" <CPena@PSC.STATE.FL.US>; "John Plescow" <JPlescow@PSC.STATE.FL.US>
Sent: Monday, February 16, 2004 10:22 AM
Subject: RE: Copy of letter being mailed to you.

> Mr. Hedrick I have been able to move the time of the informal conference
> to
> 11:30 am, our time. The date would remain the same, February 25, 2004,
> and
> you would dial the same toll free number, to participate in the
> conference.

>
>
> Please acknowledge receipt of this e-mail.

> -----Original Message-----

> From: Mike Hedrick [mailto:mhed@martweb.net]
> Sent: Thursday, February 05, 2004 8:46 PM
> To: John Plescow
> Subject: Re: Copy of letter being mailed to you.

>
>
> John:
>
> I am assuming that no accommodation was available for my absence on the
> 25th. Therefore, the record will have to reflect that I am being forced
> to
> attend at 3:00 A.M.

>
> Lastly, it appears that my discussion with FPL was fruitless for a
> reason -
> they had already made their decision prior to any conversation by you or
> I.

> I spoke with FPL on 2/3/04 regarding settlement. At that time, the bill
> from FPL was already in the mail, having been sent on 2/2/04, and I
> received
> in on 2/4/04. Therefore, FPL was not making any good faith effort to
> settle

 this matter, and most likely will continue to waste my time on the 25th as

> well.
>
> Thank you for your attention to this matter.
>
> Michael Hedrick
> 954-894-4047
>
>
> ----- Original Message -----
> From: "John Plescow" <JPlescow@PSC.STATE.FL.US>
> To: "John Plescow" <JPlescow@PSC.STATE.FL.US>; <mhed@martweb.net>
> Sent: Thursday, February 05, 2004 1:05 PM
> Subject: Copy of letter being mailed to you. .
>
>
> > The following is a copy of my letter to you regarding the scheduling of
> the
> > informal conference.



Carmen Pena

From: Mary Anne Helton
Sent: Tuesday, February 17, 2004 3:54 PM
To: Wanda Terrell; Rhonda Hicks
Cc: Adrienne Vining; Dorothy Menasco; Carmen Pena; John Plescow
Subject: FW: Informal Conference Scheduled for Michael Hedrick Vs. Florida Power & Light

Follow Up Flag: Follow up
Flag Status: Flagged

Adrienne Vining is the attorney assigned.

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

From: Carmen Pena
Sent: Friday, February 13, 2004 11:36 AM
To: Rhonda Hicks
Cc: Carmen Pena; John Plescow
Subject: Informal Conference Scheduled for Michael Hedrick Vs. Florida Power & Light

Rhonda:

The following informal conference has been scheduled for case number 548198E.

MICHAEL HEDRICK
Vs. Florida Power & Light Company
Date: Wednesday, February 25, 2004
Time: 11:30 a.m.
Via: Phone
Utility: Electric

Dispute: Current Diversion (Meter tampering). Customer denies the meter tampering and disputes the backbilled amount.

Disputed amount: \$6,833.17

An attorney from the General Counsel's office needs to be assigned to this case.

Staff from technical division needs to be assigned to this case.

John Plescow will be the Regulatory Consultant in charge of this informal conference.

<u>Identification</u>	<u>Result</u>	<u>Pages</u>	<u>Type</u>	<u>Date</u>	<u>Time</u>	<u>Duration</u>	<u>Diagnostic</u>
FL POWER&L	OK	02	Sent	Feb-05	12:25P	00:01:16	0025c6030022

1.3.0 2.8

*faxed to Roseanne Lucas
Letter of scheduled Inf. Conference
548198E
Michael Hedrick is FPL*

ORIGINAL

STATE OF FLORIDA

COMMISSIONERS:
BRAULIO L. BAEZ, CHAIRMAN
J. TERRY DEASON
LILA A. JABER
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON



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

Public Service Commission

FACSIMILE TRANSMITTAL COVER SHEET

RE: Inquiry No. 548198E

DATE: February 5, 2004

TO: Rosanne Lucas

UTILITY/BUSINESS: Florida Power & Light Co.

FAX NUMBER: Spud deal # 66

CARMEN PEÑA
DIVISION OF CONSUMER AFFAIRS
BUREAU OF CONSUMER OUTREACH
FAX NUMBER: (850) 413-6110

COMMENTS: Customer re: Michael Hedrick

Letter of scheduled Informal Conference

Marguerite Miller for Carmen Peña

NUMBER OF PAGES, INCLUDING THIS COVER SHEET:

COMMISSIONERS:
BRAULIO L. BAEZ, CHAIRMAN
J. TERRY DEASON
LILA A. JABER
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON



DIVISION OF CONSUMER AFFAIRS
BEVERLEE DEMELLO
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Public Service Commission

February 5, 2004

Certified, Regular Mail & E-mail

Mr. Michael Hedrick
2011 North 57th Terrace
Hollywood, FL 33021

Re: Informal Conference Request
PSC Inquiry No. 548198E

ORIGINAL

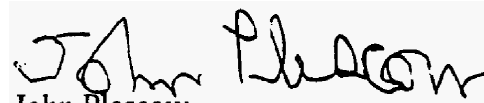
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Sincerely,


John Plescow
Regulatory Consultant
Bureau of Consumer Outreach

c: Florida Power & Light Company

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

An Affirmative Action / Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

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

COMMISSIONERS:
BRAULIO L. BAEZ, CHAIRMAN
J. TERRY DEASON
LILA A. JABER
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CHARLES M. DAVIDSON



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

Public Service Commission

February 5, 2004

Certified, Regular Mail & E-mail

Mr. Michael Hedrick
2011 North 57th Terrace
Hollywood, FL 33021

Re: Informal Conference Request
PSC Inquiry No. 548198E

ORIGINAL

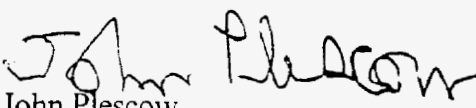
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Sincerely,


John Plescow
Regulatory Consultant
Bureau of Consumer Outreach

c: Florida Power & Light Company

**MEET-ME
CONFERENCE
CONFIRMATION AND REQUEST FORM
STATE TECHNOLOGY OFFICE-RESOURCE ACCOUNTABILITY**

**TO: KATE SMITH
TELE: 293 6113 / PSC
FAX: 413 6114**



FROM: Kathy Jackson



VCONF@MyFlorida.com

**Conference Operator
850 922 9912 SC 292 9912**

fax 413 0994 SC 293 0994



THIS IS YOUR MEET- ME CONFERENCE NUMBER(S) FOR THE DATE(S) REQUESTED.

"MEET-ME" CONFERENCE					
DATE	WHAT TIME TO WHAT TIME	LINES AVAILABLE	SUNCOM #	NON-SUNCOM #	CONFIRMATION #
2/25/04	930-130P	60	292 2903	850 922 2903	
	TOLL	FREE	8 00	416 4254	

Distribute the Meet-Me number to all participants /callers. You must call the given number approximately one (1) minute prior to the actual scheduled time. It takes two callers to dial into the number to stop the ringing. As the other participants call the Meet-Me number, you will hear a short busy signal and the person will then be connected.

Kate Smith

From: VConf [vconf@myflorida.com]
Sent: Tuesday, January 27, 2004 2:51 PM
To: 'Kate Smith'
Subject: RE: New Conference Request

Toll free number for 2/25/04 from 9:30 - 11:30 am

800 416 4254

850 92 2903

SC 292 2903

60 lines

Thanks,

Kathy Jackson
Conference Services
Vconf@myflorida.com
850 922 9912 or SC 292 9912
Fax 413 0994 or SC 293 0994

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

From: Kate Smith [mailto:KSmith@PSC.STATE.FL.US]
Sent: Tuesday, January 27, 2004 2:35 PM
To: 'VConf'
Subject: RE: New Conference Request

Can I get an 800 number for Wednesday, February 25, 2004. For 9:30 to 11:30?

Thank you.

Kate Smith
Public Service Commission
850-413-6105
850-413-6106 fax
mailto:ksmith@psc.state.fl.us



Customer Inquiry Response

Customer's First Name: MICHAEL
Last / Business Name: HEDRICK
Alternate Name:
Service Address: 2011 N 57TH TER
 HOLLYWOOD, FL 33021

FPSC Log:	548198E	Received From:	Joy KATE
Account #:	94141-28141	Response Type:	Supplemental 1

TOTAL PAGES 4

Response Comments:

This Supplemental Report will address several issues brought up during communication between the FPSC and Michael Hedrick.

1. Statement made to Mr. Hedrick by the FPSC regarding rebilling. "The company has recalculated the back bill based on two months of actual usage. The previous calculation was based on only one month of actual usage."

Response: The initial back billing was based on two months of kwh consumption recorded on the metering device installed specifically to record current actual electric usage and the month of February 2001, a total of 3 months. That billing has been adjusted by still using the two months of kwh consumption recorded on the metering device, since that is actual usage, and two months in the year 2000, a total of 4 months. This was done strictly as a courtesy and to provide the most benefit to the customer.

2. Statement made to Mr. Hedrick by the FPSC regarding blade wear on the meter and remodeling/construction phases. "The results indicated that for some reason your meter isn't registering all the kwh being used. Some reasons for this could be meter swapping or turning the meter upside down. Another possibility would be that during one of the numerous remodeling/construction phases that took place over the years, the meter was removed many times. This would account for the blade wear. But, it appears that something may be wrong inside your home as far as the wiring goes.

Hedrick
548198E
Page 2 of 4

Response: The blade wear is **extreme**. When remodeling/construction is taking place the only time a meter would be removed is for electrical work. The certified electrician would contact FPL and only FPL would remove the meter and replace it once the work is complete. In addition, an electrical inspection would be necessary and there is no record of an electrical inspection posted to Mr. Hedrick's account.

The **extreme** blade wear on the meter is only possible by removing the meter from the socket and replacing it in the socket many, many times.

3. Statement made to Mr. Hedrick by the FPSC regarding electrical service, an electrician and a nonbeneficial use credit.

Response: FPL no longer offers an adjustment for malfunctioning appliances.

4. Statement made to Mr. Hedrick by the FPSC regarding usage from 1998 to 2003. "It appears that from July 1998 through January 2003, your usage ranged from 1500 to 3000 kilowatts. Then, in February 2003 it began to drop to less than 1000 kwh, the lowest being 208 kwh, then in June of 2003 the usage returned to the 1500 kwh range.

Response: From July 1998 through December 1999, kwh consumption was as low as 1342 kwh and as high as 3232 kwh. From January 2000 to January 2001, kwh consumption was as low as 1414 kwh and as high as 3375 kwh. From February 2001 through July 2003 there is an extreme and sustained drop in kwh consumption and the seasonal highs and lows are not evident.

5. Mr. Hedrick indicated to the FPSC that "In January 2003 I signed on as a full time trainer for the TSA through American Airlines, which put me on the road quite a bit, in 2003 I was on the road 31 weeks.

Response: The metering device used to record the actual kwh consumption was installed in May 2003 and removed in July 2003. During that time period the kwh consumption recorded on the metering device was more than that recorded on the actual meter of record.

6. Mr. Hedrick stated to the FPSC that the meter reader does not have access to the meter and states that the claim that the meter reader resealed the meter is fabricated.

Hedrick
548198E
Page 3 of 4

Response: The meter was resealed on 4/1/02, 4/30/02, 8/28/02, 9/27/02, 10/28/02, 11/26/02. On 12/30/02 & 1/30/03 the meter reader reported only that the seal was gone. On 3/3/03 the meter reader resealed the meter.

According to FPL records Mr. Hedrick has been on FPL's "Call Ahead Program" since at least January 2002. A computer generated telephone call is placed to a telephone number designated by the customer the evening prior to the regular read date. The message requests that the customer provide access to the meter the next day for the meter reader. The meter reading instructions on Mr. Hedrick's account read, "4 Dalmatians inside, front gate open on reading date. Please don't estimate!!"

Mrs. Cochran spoke with the meter reader who read the meter during the above timeframe. The meter reader began reading this account in January 2002 and read it until March 2003. The meter reader stated that every month after April 2002 the customer would stand behind as he read the meter and resealed it. The meter reader stated at one point, Mr. Hedrick requested that the meter reader not reseat the meter because he left a key for his neighbor inside the meter. The meter reader informed Mr. Hedrick that it was his job to reseat the meter.

Since January 2002 actual meter readings have been obtained.

7. Mr. Hedrick believes a FPL meter reader disconnected service to his residence in an attempt to disable the alarm system. He believes FPL is billing him as a result of a police report filing.

Response: Meter readers do not disconnect service and are not trained to disconnect service. They are specifically trained to read the meter.

8. Mr. Hedrick stated to the FPSC that his "air conditioning is set and locked at 88 degrees, so it rarely runs even in the summer months..."

Response: When Mr. Hedrick's filed his FPSC complaint on 8/01/03, he stated in his e-mail "the central air conditioner has been off since 3/01". The FPL investigator was at the residence on 5/7/03 and reported the air conditioning was on.

9. Mr. Hedrick states that FPL claimed tampering, replaced the meter and the usage did not change one bit.

Hedrick
548198E
Page 4 of 4

Response:

- The actual meter reading on the regular read date of 4/30/03 was 3132. A check reading was obtained on 5/7/03 of 3289.
- The metering device was set on the pole on 5/20/03 and connected to record the actual amount of electricity going into the residence. The installation reading was 003442.
- On the regular read date of 5/30/03 the actual meter reading on the meter of record was 4042 indicating 910 kwh had been used since 4/30/03. The reading on the device was 004235, indicating 793 kwh had actually been used in 10 days, which projects to 2379 kwh in 30 days.
- On the regular read date of 6/30/03 the actual meter reading on the meter of record was 5136 indicating 1094 kwh had been used since 5/30/03. The reading on the device was 007255 indicating 3020 kwh had actually been used in that billing period, although only 1094 kwh registered on the meter of record.
- On 7/14/03 the actual meter reading on the meter of record was 5896 indicating 760 kwh had been used in 14 days, which projects to 1628 kwh in 30 days. The reading on the device was 008777 indicating 1522 kwh had actually been used in the 14 days, which projects to 3261 kwh in 30 days.

The metering device used to measure the true amount of electricity being consumed was tested prior to being set on the pole on 5/20/03 and was tested again when it was removed. The metering device tested 100%. It is common that once meter tampering is found and corrected the customer controls usage because the new meter is registering the total amount of electricity being consumed without benefit of tampering.

FPL has demonstrated a clear meter tampering situation.

Approval Signature:	<u>Linda Cochran</u>
Approver's Title:	<u>Revenue Protection Specialist</u>
Date of Approval:	<u>01/15/2004</u>

Identification

FL POWER&L

<u>Result</u>	<u>Pages</u>	<u>Type</u>	<u>Date</u>	<u>Time</u>	<u>Duration</u>	<u>Diagnostic</u>
OK	04	Sent	Dec-17	02:21P	00:02:17	0025c6030022

faxed to Roseanne Lucas

Case 548198E Michael Hedrick

- 1) completed form x (attachment)*
- 2) envelope*

ORIGINAL

STATE OF FLORIDA

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON



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

Public Service Commission

FACSIMILE TRANSMITTAL COVER SHEET

RE: Inquiry No. 548198E

DATE: December 17, 2003

TO: Roseanne Lucas

UTILITY/BUSINESS: Florida Power & Light

FAX NUMBER: Speed Dial #6

CARMEN PEÑA
DIVISION OF CONSUMER AFFAIRS
BUREAU OF CONSUMER OUTREACH
FAX NUMBER: 850-413-6110

ORIGINAL

COMMENTS: Customer: Mr. Michael Hedrick

1) completed form X - attachment

2) envelope

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 4



FLORIDA PUBLIC SERVICE COMMISSION
INFORMAL CONFERENCE REQUEST FORM

FPSC Complaint Number: 549198E
Customer's Name: Mr. Michael Hedrick
Authorized Representative:
Address: 2011 North 57th Terrace
Address: Hollywood, Florida 33021-3820
Telephone Number (voice): (954)894-4047 (Fax):
E-mail address (if any):

ORIGINAL

Please address the following statements using additional pages if necessary.

Please identify the issues to be resolved.

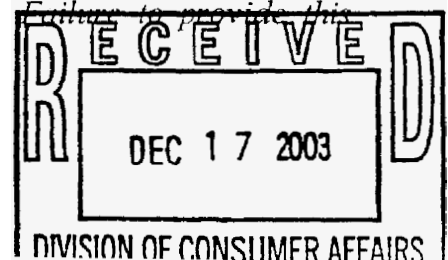
SEE ATTACHED

Please describe the facts that are in dispute.

Please identify the dollar amount in dispute.

Please provide a suggested resolution or the relief sought.

NOTICE: This form must be postmarked by **December 17, 2003**. Failure to provide this information may result in denial of the informal conference request.



Issues:

Due to a reduction in energy usage at my residence, FPL insists that some type of meter or other tampering must have occurred and as a result, FPL back-billed me for 2 years and four months resulting in billings that more than double and triple the actual energy usage claiming that by law, they are allowed to do this without recourse. The issue to be resolved is whether the customer has tampered with the meter in any way, or caused the incorrect readings of energy use by means other than what has been described. FPL further states that it does not matter if the customer actually tampered with any of FPL's equipment, and that all that matters is that the customer benefited from the perceived tampering or equipment errors.

At further issue is whether or not FPL had the right, by law, to attach data transmitting devices (a device which can only be monitored by FPL and specifically designed to prevent the customer from monitoring or obtaining it's information) to the customers private residence without the customer's knowledge or consent, and whether those devices were installed correctly, or functioning properly to provide accurate readings, which the customer asserts they were not. With the lack of independent verification of FPL's actions in this manner, the customer is without recourse as to the validity of this testing.

Facts in Dispute:

FPL refuses to acknowledge that remodeling, rewiring and replacement of all appliances, electrical outlets, lighting, heating/cooling, ducts, insulation, windows, irrigation pumps and other general energy conserving changes are responsible for the drop in energy usage and insists, through it's billing, that such changes actually caused the doubling and tripling of prior energy usage.

The customer travels extensively for employment, an average of 22 weeks per year, and such absence from the home is successfully responsible for some of the reduction in energy usage.

That FPL's equipment, though aged, was actually working properly, and that FPL has not provided any proof or results of testing on the equipment to the customer. The customer disputes the fact that FPL removed equipment, allegedly conducted testing on the equipment, found the equipment to be in perfect working order, and back billed the customer of it's own accord without the benefit of any type of checks and balances to verify the claims made by FPL. The customer has not been provided with any testing results, nor has the customer been afforded the opportunity to have the equipment tested independently, even though demand was made to do so.

FPL further claims that since they replaced the old meter and placed locking devices on the meter to prevent any assertion of tampering, that the customer is now controlling his energy usage, as the usage still remains as low as it did prior to the replacement of the meter, in some instances less. The customer asserts that he has always controlled his energy usage, and has engaged in practices and habits designed to reduce energy waste and costs and had done so long before the replacement of FPL equipment. The customer asserts that FPL's claims are spurious in the face of revenue lost due to nothing more than the customer's energy conservation habits and energy saving home projects.

The dollar amount in dispute is \$6,833.17

Possible Resolutions:

ORIGINAL

- Dismiss current re-billing and re-test customer's energy usage, or;
- Allow for a re-billing of the 1.5 month period tested only instead of 28 months, and;
- FPL to leave current locking devices in place permanently so as to prevent this type of issue from arising again in the future.
- Customer will consider a deposit for service which is commensurate with actual energy usage and not based on the inflated re-billing amounts.

Case 549198E
Mr. Michael Hedrick vs Florida Power & Light



Michael Hedrick
2011 North 57th Terrace
Hollywood, FL 33021



ORIGINAL

Ms. Carmen Pena
Regulatory Program Administrator
Bureau of Consumer Outreach
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Completed form x

Rec'd 12/17/03



FLORIDA PUBLIC SERVICE COMMISSION
INFORMAL CONFERENCE REQUEST FORM

FPSC Complaint Number: 54⁸198E

Customer's Name: Mr. Michael Hedrick

Authorized Representative:

ORIGINAL

Address: 2011 North 57th Terrace

Address: Hollywood, Florida 33021-3820

Telephone Number (voice): (954)894-4047 (Fax):

E-mail address (if any):

Please address the following statements using additional pages if necessary.

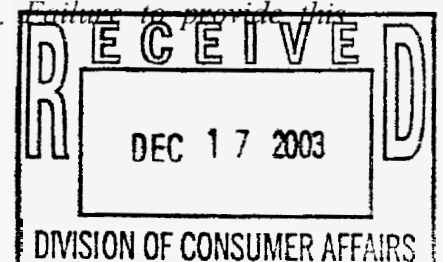
Please identify the issues to be resolved. SEE ATTACHED

Please describe the facts that are in dispute.

Please identify the dollar amount in dispute.

Please provide a suggested resolution or the relief sought.

NOTICE: This form must be postmarked by **December 17, 2003**. Failure to provide this information may result in denial of the informal conference request.



Issues:

Due to a reduction in energy usage at my residence, FPL insists that some type of meter or other tampering must have occurred and as a result, FPL back-billed me for 2 years and four months resulting in billings that more than double and triple the actual energy usage claiming that by law, they are allowed to do this without recourse. The issue to be resolved is whether the customer has tampered with the meter in any way, or caused the incorrect readings of energy use by means other than what has been described. FPL further states that it does not matter if the customer actually tampered with any of FPL's equipment, and that all that matters is that the customer benefited from the perceived tampering or equipment errors.

At further issue is whether or not FPL had the right, by law, to attach data transmitting devices (a device which can only be monitored by FPL and specifically designed to prevent the customer from monitoring or obtaining it's information) to the customers private residence without the customer's knowledge or consent, and whether those devices were installed correctly, or functioning properly to provide accurate readings, which the customer asserts they were not. With the lack of independent verification of FPL's actions in this manner, the customer is without recourse as to the validity of this testing.

Facts in Dispute:

FPL refuses to acknowledge that remodeling, rewiring and replacement of all appliances, electrical outlets, lighting, heating/cooling, ducts, insulation, windows, irrigation pumps and other general energy conserving changes are responsible for the drop in energy usage and insists, through it's billing, that such changes actually caused the doubling and tripling of prior energy usage.

The customer travels extensively for employment, an average of 22 weeks per year, and such absence from the home is successfully responsible for some of the reduction in energy usage.

That FPL's equipment, though aged, was actually working properly, and that FPL has not provided any proof or results of testing on the equipment to the customer. The customer disputes the fact that FPL removed equipment, allegedly conducted testing on the equipment, found the equipment to be in perfect working order, and back billed the customer of it's own accord without the benefit of any type of checks and balances to verify the claims made by FPL. The customer has not been provided with any testing results, nor has the customer been afforded the opportunity to have the equipment tested independently, even though demand was made to do so.

FPL further claims that since they replaced the old meter and placed locking devices on the meter to prevent any assertion of tampering, that the customer is now controlling his energy usage, as the usage still remains as low as it did prior to the replacement of the meter, in some instances less. The customer asserts that he has always controlled his energy usage, and has engaged in practices and habits designed to reduce energy waste and costs and had done so long before the replacement of FPL equipment. The customer asserts that FPL's claims are spurious in the face of revenue lost due to nothing more than the customer's energy conservation habits and energy saving home projects.

The dollar amount in dispute is \$6,833.17

Possible Resolutions:

ORIGINAL

- Dismiss current re-billing and re-test customer's energy usage, or;
- Allow for a re-billing of the 1.5 month period tested only instead of 28 months, and;
- FPL to leave current locking devices in place permanently so as to prevent this type of issue from arising again in the future.
- Customer will consider a deposit for service which is commensurate with actual energy usage and not based on the inflated re-billing amounts.

Case 549198E
re. Michael Hedrick vs Florida Power & Light



Michael Hedrick
2011 North 57th Terrace
Hollywood, FL 33021



ORIGINAL

Ms. Carmen Pena
Regulatory Program Administrator
Bureau of Consumer Outreach
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

completed form x

Rec'd 12/17/03

Carmen Pena

From: Carmen Pena
Sent: Monday, December 15, 2003 10:00 AM
To: 'MHED'
Cc: Carmen Pena
Subject: RE: Hedrick No. 548198E
Importance: High

Mr. Hedrick:

You may return the form to my attention at the address of the Florida Public Service Commission.

Please make sure that the envelope has the postmark stamped no later than December 17, 2003.

Thank you for your cooperation.

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

From: MHED [mailto:mhed@mindspring.com]
Sent: Monday, December 15, 2003 12:26 PM
To: Carmen Pena
Subject: Hedrick No. 548198E
Importance: High

Ms. Pena:

I am in receipt of your informal conference request form, which I am endeavoring to return today. My question: is this form to be returned to your attention, or to someone else, or just to the commission address in general?

Thank you
Michael Hedrick
954-894-4047

ORIGINAL

Carmen Pena

From: MHED [mhed@mindspring.com]
Sent: Monday, December 15, 2003 12:26 PM
To: Carmen Pena
Subject: Hedrick No. 548198E
Importance: High

Ms. Pena

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Thank you
Michael Hedrick
954-894-4047

ORIGINAL

SENDER: COMPLETE THIS SECTION	COMPLETE THIS SECTION ON DELIVERY	
<ul style="list-style-type: none"> ■ Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired. ■ Print your name and address on the reverse so that we can return the card to you. ■ Attach this card to the back of the mailpiece, or on the front if space permits. 	A. Received by (Please Print Clearly)	B. Date of Delivery
	C. Signature	<input type="checkbox"/> Agent
	<input checked="" type="checkbox"/> Is delivery address different from item 1? If YES, enter delivery address below:	<input type="checkbox"/> Addressee
		<input type="checkbox"/> Yes <input type="checkbox"/> No
1. Article Addressed to:	3. Service Type	
Mr. Michael Hedrick 2011 North 57th Terrace Hollywood, Florida 33021-3820	<input type="checkbox"/> Certified Mail <input type="checkbox"/> Express Mail <input type="checkbox"/> Registered <input type="checkbox"/> Return Receipt for Merchandise <input type="checkbox"/> Insured Mail <input type="checkbox"/> C.O.D.	
2. Article Number (Transfer from service label)	4. Restricted Delivery? (Extra Fee) <input type="checkbox"/> Yes	
7001 2510 0007 6217 6955		

ORIGINAL

Case Number
548198E

Carmen Pena

From: Carmen Pena
Sent: Tuesday, December 02, 2003 4:09 PM
To: Ruth McHargue
Cc: Carmen Pena
Subject: Fax from Mr. Michael Hedrick

Ruth:

Thank you for leaving the fax information belonging to Mr. Michael Hedrick.

This is a fax copy of his informal conference request.

I have already forwarded him since early this morning, the informal conference acknowledgment letter along with Form X.

Again, thank you for your cooperation.

Fax

DEC 1 2003

To: Beverlee DeMello/ Joy Anderson **From:** Michael R. Hedrick

Fax: 1-800-511-0809

Pages: 2 Including Cover Sheet

Phone: 800-342-3552

Date: 12/1/03

Re: FPSC Inquiry No. 548198E

CC: File

x Urgent

Dear Ms. Anderson:

Thank you for speaking with me today. Attached please find a copy of the request letter that I faxed to your office last week. Understandably, I sent it close to the holiday (November 26, 2003) so without a doubt it will eventually be found in the backlog.

This facsimile will replace the previous fax sent, and I note that it will be considered as timely received by your office, having been completed this time on December 1, 2003 which is the deadline set by your office in your letter of October 30, 2003.

Thank you again for your attention to this matter. Should there be any additional information you may need from me, please feel free to contact me.

Sincerely,

Michael R. Hedrick

ORIGINAL

Michael Hedrick
2011 N. 57th Terrace
Hollywood, FL 33021
954-894-4047

November 26, 2003

Ms. Beverlee DeMillo, Director
Division of Consumer Affairs
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399

[Redacted]

[Redacted]

RE: FPSC Inquiry No. 548198E

Dear Ms. DeMillo:

With regards to the above referenced inquiry, and in accordance with the instructions provided by your office, I am requesting an informal conference in order to pursue my claim regarding Florida Power & Light Company (FPL).

Thank you,


Michael Hedrick

[Redacted]

VIA Facsimile: 800-511-0809

<u>Identification</u>	<u>Result</u>	<u>Pages</u>	<u>Type</u>	<u>Date</u>	<u>Time</u>	<u>Duration</u>	<u>Diagnostic</u>
FL POWER&L	OK	05	Sent	Dec-02	12:11P	00:02:15	0025r6030022

1.3.0 2.8

Customer: Michael Hedrick
faxed to Roseanne Lucas
1) informal conference request
2 form x letter

ORIGINAL

STATE OF FLORIDA

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON



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

Public Service Commission

FACSIMILE TRANSMITTAL COVER SHEET

RE: Inquiry No. 548198E

DATE:

December 2, 2005

TO:

Roseanne Lucas

UTILITY/BUSINESS:

FP+L

FAX NUMBER:

Speed Dial # 06

CARMEN PEÑA
DIVISION OF CONSUMER AFFAIRS
BUREAU OF CONSUMER OUTREACH
FAX NUMBER: 850-413-6110

COMMENTS:

Customer: Michael Hedrick

(1) Mr. Hedrick's letter requesting an
informal conference. (1 page)

(2) Informal Conference acknowledgment
letter along with Form X. (3 pages)

The Regulatory Consultant in charge of
reviewing this case is Kate Smith (850)
413-6105.

C. Peña
5

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 5

ORIGINAL

Michael Hedrick
2011 N. 57th Terrace
Hollywood, FL 33021
954-894-4047

November 26, 2003

Ms. Beverlee DeMillo, Director
Division of Consumer Affairs
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399

ORIGINAL

RE: FPSC Inquiry No. 548198E

Dear Ms. DeMillo:

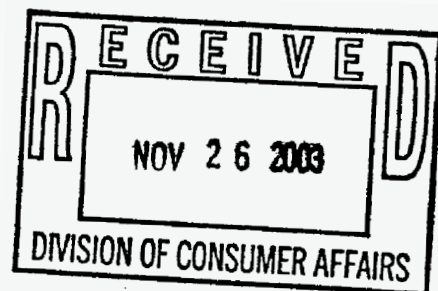
With regards to the above referenced inquiry, and in accordance with the instructions provided by your office, I am requesting an informal conference in order to pursue my claim regarding Florida Power & Light Company (FPL).

Thank you,



Michael Hedrick

VIA Facsimile: 800-511-0809



COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

STATE OF FLORIDA



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

Public Service Commission

December 2, 2003

Certified and Regular Mail

Mr. Michael Hedrick
2011 North 57th Terrace
Hollywood, Florida 33021-3820

**Re: Informal Conference Request
PSC Inquiry No. 548198E**

031203

Dear Mr. Hedrick:

Thank you for contacting the Florida Public Service Commission (PSC) about Florida Power & Light Co. We appreciate the opportunity to help you.

In accordance with Commission Rule 25-22.032(8), Florida Administrative Code, you must complete the attached PSC/CAF Form X, and return it to the Commission within 15 days from the date of this letter. **If the completed Form X is not postmarked by December 17, 2003, which is 15 days from the date of this letter, your informal conference request will be denied.**

The Director of the Division of Consumer Affairs (the Director) will review your Form X and recommend if an informal conference should be granted. In the event that the conference is granted, a staff member will be assigned to your case, and he/she will contact you.

If the Director finds that your case has no basis upon which relief may be granted, a recommendation will be made to the Commissioners to dismiss the complaint. You will be notified in writing about this decision.

Mr. Michael Hedrick
Page 2
December 2, 2003

I hope this information is helpful. If you have any questions, please contact me at 1-800-342-3552, by toll-free fax at 1-800-511-0809, or by e-mail at cpena@psc.state.fl.us.

Sincerely,



Carmen R. Peña
Regulatory Program Administrator
Bureau of Consumer Outreach

CRP:mvg

Attachment

c: Florida Power & Light Co.

ORIGINAL



FLORIDA PUBLIC SERVICE COMMISSION
INFORMAL CONFERENCE REQUEST FORM

FPSC Complaint Number: 549198E
Customer's Name: Mr. Michael Hedrick
Authorized Representative:
Address: 2011 North 57th Terrace
Address: Hollywood, Florida 33021-3820
Telephone Number (voice): (954)894-4047 (Fax):
E-mail address (if any):

Please address the following statements using additional pages if necessary.

Please identify the issues to be resolved. _____

Please describe the facts that are in dispute. _____

Please identify the dollar amount in dispute. _____

Please provide a suggested resolution or the relief sought. _____

NOTICE: This form must be postmarked by **December 17, 2003**. Failure to provide this information may result in denial of the informal conference request.

STATE OF FLORIDA

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON



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

Public Service Commission

December 2, 2003

Certified and Regular Mail

Mr. Michael Hedrick
2011 North 57th Terrace
Hollywood, Florida 33021-3820

**Re: Informal Conference Request
PSC Inquiry No. 548198E**

ORIGINAL

Dear Mr. Hedrick:

Thank you for contacting the Florida Public Service Commission (PSC) about Florida Power & Light Co. We appreciate the opportunity to help you.

In accordance with Commission Rule 25-22.032(8), Florida Administrative Code, you must complete the attached PSC/CAF Form X, and return it to the Commission within 15 days from the date of this letter. **If the completed Form X is not postmarked by December 17, 2003, which is 15 days from the date of this letter, your informal conference request will be denied.**

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If the Director finds that your case has no basis upon which relief may be granted, a recommendation will be made to the Commissioners to dismiss the complaint. You will be notified in writing about this decision.

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0862

An Affirmative Action/Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

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

Mr. Michael Hedrick
Page 2
December 2, 2003

I hope this information is helpful. If you have any questions, please contact me at 1-800-342-3552, by toll-free fax at 1-800-511-0809, or by e-mail at cpena@psc.state.fl.us.

Sincerely,



Carmen R. Peña
Regulatory Program Administrator
Bureau of Consumer Outreach

CRP:mvg

Attachment

c: Florida Power & Light Co.

ORIGINAL



FLORIDA PUBLIC SERVICE COMMISSION
INFORMAL CONFERENCE REQUEST FORM

FPSC Complaint Number: 549198E
Customer's Name: Mr. Michael Hedrick
Authorized Representative:
Address: 2011 North 57th Terrace
Address: Hollywood, Florida 33021-3820
Telephone Number (voice): (954)894-4047 (Fax):
E-mail address (if any):

ORIGINAL

Please address the following statements using additional pages if necessary.

Please identify the issues to be resolved. _____

Please describe the facts that are in dispute. _____

Please identify the dollar amount in dispute. _____

Please provide a suggested resolution or the relief sought. _____

NOTICE: This form must be postmarked by **December 17, 2003**. Failure to provide this information may result in denial of the informal conference request.

Carmen Pena

From: Leroy Rasberry
Sent: Monday, December 01, 2003 5:58 PM
To: Carmen Pena

COMPLAINT 548198E IS A INFORMAL CONF. CASE

Michael Hedrick

Nb.

JP L

.

ORIGINAL

STATE OF FLORIDA

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON



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

Public Service Commission

October 30, 2003

ORIGINAL

Mr. Michael Hedrick
2011 North 57 Terrace
Hollywood, FL 33021

Re: FPSC Inquiry No. 548198E .

Dear Mr. Hedrick:

This is a follow-up to your recent inquiry concerning backbilling by Florida Power & Light Company (FPL).

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

- **On 08/03/98, electric service at 2011 North 57 Terrace was established in the name of Michael Hedrick and the meter of record was 2C70297.**
- **On the regular read dates of 04/30/02 through 01/30/03, the meter reader reported that he resealed the meter on six occasions due to either the meter seal being gone or cut. On two occasions the meter reader was unable to reseat the meter due to the seal being gone.**
- **On 03/03/03, the meter reader resealed the meter. The meter reader recalled multiple reseals and a request was issued to the Revenue Protection Department to investigate.**
- **On 04/01/03, the account billed for 727 kwh.**
- **On 04/30/03, the account billed for 789 kwh.**
- **On 05/07/03, a Revenue Protection Investigator inspected the meter and noticed that the meter seal installed on 03/03/03 was cut. The investigator noted that the central air conditioning and pool pump was on.**
- **On 05/20/03, a remote meter was installed on the pole specifically to measure the amount of energy going to your home. The set reading was 003442. The company**

reports that you contacted Customer Care Center the same day and were informed that the device was safe and would eventually be removed.

- On 05/21/03, your account was enrolled in the Budget Billing Program.
- On 05/30/03, the meter reading on your regular meter was 4042, billing 910 kwh. On the same day, the remote meter reading was 004235, indicating 793 kwh had been recorded in 10 days, which projected 2376 kwh in 30 days.
- On 06/30/03, the meter reading on your regular meter was 5136, billing 1094 kwh. On the same day, the remote meter reading was 007255, indicating 3020 kwh had actually been recorded in 31 days.
- The two readings obtained on the remote meter were sufficient evidence of meter tampering along with the cut seal condition occurring over one year.
- On 07/14/03, a Revenue Protection Meter Man removed meter 2C70297 with a reading of 5896 and set new meter 5C19704. The meter man noted that the meter seal was cut and the meter had shiny blades. The meter man installed two locks on the new meter.
- On 07/30/03, the meter reading on the new meter was 00371, billing 1131 kwh. The company removed your account from the Budget Billing and the debit deferred balance of \$42.31 that was added back to your account.
- On 07/31/03, meter 2C70297 tested with a Weighted Average Registration of 99.69%. The tester noted that the inner meter seal was intact and there was blade wear. The tester noted that the blade wear was extremely heavy, indicative of meter swapping or the meter being turned upside down. Visual examination of the meter confirmed extremely heavy blade wear causing the blades to become a bright copper color.
- Billing from billing period 03/15/01 through 07/30/03, totaling \$2,144.72 was canceled and rebilled for \$8,424.56, a difference of \$6,279.84. Investigation charges totaling \$553.33 were assessed bringing the total back billed amount to \$6,833.17. The corrected bill and standard letter was mailed to you.
- On 08/01/03, Linda Cochran spoke with you and explained the condition initially reported by the meter reader, the remote meter that was installed on the pole for monitoring purposes, and the subsequent backbilling. Ms. Cochran explained that the difference in consumption between your regular meter and the remote meter was a clear indication of tampering as was the multiple cut and missing seals. Ms. Cochran also explained that once the customer is made aware of meter tampering it is very

ORIGINAL

Mr. Michael Hedrick
Page 3
October 30, 2003

typical that the consumption recording on the new meter is lower than the backbilling consumption because the customer then controls usage.

PSC Rule 25-6.104 states:

“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.

Documents provided to the PSC by Florida Power & Light Company indicate that the company backbilled your account from March 15, 2001, when a noticeable and sustained drop in consumption began, until July 30, 2003. The company calculated the backbilled amount of \$6,833.17, which includes investigative costs of \$553.33.

It appears that FPL has backbilled your account in compliance with the rules of the PSC and that no adjustment is appropriate. 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 by December 1, 2003, and direct that correspondence to:

**Ms. Beverlee DeMello, Director
Division of Consumer Affairs
Florida Public Service Commission
2540 Shumard Oak Boulevard
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.

ORIGINAL

Sincerely,



Joy L. Anderson
Regulatory Specialist II

cc: Florida Power & Light Company

Michael R. Hedrick
2011 N. 57th Terrace
Hollywood, FL 33021
(954) 894-4047
mhed@mindspring.com

August 29, 2003

ORIGINAL

Joy Anderson
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

RE: Florida Power & Light
Case Number 548198E

SEP - 5 2003

Dear Ms. Anderson:

This letter will serve as a follow up to my fax of August 25th, 2003 regarding the above referenced complaint. I have now had the opportunity to collect all of my pertinent records, and to have them copied for forwarding to your office. I apologize for the length of this letter, but admittedly, we have a lot of issues to cover.

First, I would like to address the letter written to me by Florida Power & Light Company ("FPL") on August 20, 2003 and specifically from Linda Cochran. I note that the PSC is listed as a recipient of a copy of that letter also, so I will not include it here.

First, FPL asserts that from 4/02 to 3/03 that the meter reader resealed the meter seven times due to seals being cut or missing each time he went out to read the meter, as well as reporting a meter seal gone on two occasions. This is false. To my knowledge, and ever since I have owned this property (8/98) the same meter tag has hung conspicuously on that meter. Whether it was old, broken, or damaged in any way is beyond my control. I don't ever recall the tag being replaced until July of this year. This area of my home also serves as my pool supply storage area so I have reason to see it often.

Next, FPL asserts that an investigator made a visit to my residence on May 7, 2003 and that he noted the meter seal was cut and that the central air conditioner and pool pump was on, contradicting previous statements made to the PSC regarding non-use of the central AC. Again, Ms. Cochran is mistaken. I specifically recall the visit from the FPL representative as it occurred on a day off for me. My maintenance person was also here that day preparing to do mowing and assisted me in rounding up my guard dogs so the FPL representative could enter my property. The statement regarding the AC being operated is false. This is the last time I will address any claims by FPL regarding my central air conditioner. Any claims made by FPL regarding the operation of my central air conditioner are false, and only used to further their claim. Additionally, the representative asserts that the pool pump was running. Again, this claim was false,

The representative came in the morning hours, between 9AM and 9:30AM I believe. My pool filtration system, which FPL is aware uses very little electricity to run the pump, is set to run on a daily cycle during the summer from 1PM until 6PM (the time of day when the sun is actually on the pool). It does not run on the timers on Saturdays or Wednesdays as they are cleaning days and the pump is manually operated for that purpose on those days (and admittedly may even run a bit longer). Lastly, the area of my property that was accessed by FPL's investigator was nowhere near the pool pump, which is on the other side of my property completely (1 ¼ acres). FPL's representative could not possibly have seen or heard the pump running, even if it were on, from that distance.

Next, FPL asserts that on May 20, 2003 a remote meter was installed at 2011 N. 57th Terrace, my residence. FPL continues by providing several readings, and pointing out the differences between the two units. As I discussed with Ms. Cochran, the possibility that the "transmitter" (identified as a "remote meter" by FPL) was incorrectly installed, or perhaps the readings were incorrect upon installation, or subsequent reading. Ms. Cochran would hear none of it and insisted that FPL installed the transmitter correctly as well as taking readings correctly. First, I am having the installation of a transmission device of any kind attached to my residence without my permission looked into. Both the office of the District Attorney and private counsel insist that the attachment of any device to my home for the specific purpose of transmitting intercepted or copied communications or data constitutes "wire tapping" and must be accompanied by a court order. While it is not my intent to discuss the intricacies of federal law with you or FPL, I am still unsure if this issue has been visited before regarding FPL, but if not, in this instance, it most likely will be. In any event, Ms. Cochran is basing the 28 month re-billing of my account on the accuracy of that transmitter over a short period of time. Since FPL refuses the possibility of inaccuracies, and had previously refused my request for meter readings on the house meter (not to mention making false statements regarding what the transmitter actually was and what it was used for when I pressed for information from FPL customer service), FPL does not appear to be willing to conduct their "test" again, especially now that they have installed a new meter on my residence, and have securely locked same in place with a new seal and two sizeable dead bolt locks, and especially not now that I am aware of what the transmitter actually is.

Finally, Ms. Cochran capitulated to my inquiry about having the meter and the transmitter privately tested. Ms. Cochran offered to allow me to have the meter tested at my own expense, but not the transmitter. I contacted Hialeah Meter Company regarding the private testing of a power meter and was basically told that if I hadn't tested before FPL took the meter, since FPL tests their own, that I would be wasting my time and money, as it would be expensive to do and after FPL already had the meter, they pretty much guaranteed me that it would test accurately, even if it actually did not when it was removed from my property. I also discussed with them the "blade wear" that FPL referenced, as discussed below. I was informed that such wear can happen for any number of reasons, but on those older meters that a couple of times being removed and put back again was enough to cause blade wear. They also informed me that turning a meter upside down normally has no affect on it's reading or accuracy. I

was also informed that a meter that has been in use for 35 years could have been removed any number of times for any number of reasons or, not at all.

Aside from the readings, FPL makes a final assumption regarding the old meter that was removed from my property. FPL asserts that their revenue protection meter man noted that "blade wear" on the meter was "heavy" and that the blades were "shiny" (*sic*) so the meter was tested. First, this meter was originally installed in about 1964 or 1965, at a time when an addition was built to my residence by previous owners. At that time, the addition required the removal of FPL's power line as well as the meter box and other electrical equipment on the house, as the addition would attach to the house exactly where the meter and power line were located. After the addition was built, the line, meter box and other electrical equipment was replaced with new. Later additional equipment was added to that area to include a pool filtration system (which has since been moved) and the previous owners again underwent major construction in that area as an additional breaker panel was installed outdoors for the operation of all outdoor electrical systems. In speaking with an electrician who had done some work for me in the past, I was assured that the addition of that breaker panel, especially due to the size of it, would definitely have required FPL to cut power to the house during installation and, most likely the removal of the power meter and other equipment to prevent damage or injury. FPL assumes that my ownership of this home for 4.5 years is responsible for heavy meter wear, with total disregard as to what could possibly have happened to this meter in the 31.5 years before I purchased the property.

FPL has record of the energy use at my address prior to my ownership of this property. I have since contacted the party that I purchased the home from to inquire about their FPL experiences and billing habits. Their energy usage was high, and as business owners they entertained extensively in this home with gatherings of 20 or more being normal for them almost weekly. FPL is completely disregarding those 31.5 years simply because energy usage was high and to their liking, therefore the previous owners, as FPL appears to choose to believe, could not possibly have done anything with FPL's meter, regardless of the fact that the previous owners ran a business out of this home for 23 years, and regardless of several separate construction incidents in the past that would clearly have affected that meter. FPL instead chooses to allege meter tampering in an attempt to force me to pay them nearly seven thousand dollars that I do not owe. I do not like the fact that the administrative code, and partial statute, allows a utility such as FPL to merely allege meter tampering and without proof or due process of any kind, the utility is allowed to be judge and jury and execute their own judgment against their customers, through back billing (unlimited when meter tampering is alleged) and complete disconnection of service, even though they are a monopoly, at their own discretion. Clearly those rules need to change.

FPL further asserts that it maintains records that track the monthly residential kilowatt hour sales within geographic areas. I don't doubt that they do. I assume that these records were the basis that FPL used when re-billing my account for 28 months. I further assume that the "geographic area" they are referring to means my immediate neighborhood and/or surrounding area. I have now spoken to 11 of my neighbors in my

"immediate geographic area" and discussed their energy usage at length. Most of the homes in my area are identical in size as they were all built in the same subdivision in the early 1960s, so around 1100 Sq. Ft. The only differences is the aforementioned addition to my home, an 8X10 utility room which is separated from the house by a solid core door and not air conditioned. None of my neighbors report energy usage of the type that FPL claims should be the usage for my residence. In fact, many of my neighbors were more than willing to pull out their FPL bills and compare kilowatt usage. None of my neighbor's bills even come close to what FPL claims is the seasonal averages used to calculate my bills, and most of my neighbors have central air conditioning units that are 15 years old or more. My next door neighbor keeps her central AC set at 71degrees, her bills are less than half of what FPL claims mine should be. My immediate neighbor across the street keeps their central AC set at 70 degrees and their bills are also less than half of what FPL claims mine should be. My neighbors, many of whom are also friends, are fully aware of the fact that I cannot tolerate refrigerated air like most other people can, due to a chronic sinus problem that has steadily worsened over the past two and a half to three years. FPL has used some type of outlandish figures in order to generate "shock value" bills, and by alleging criminal activity such as meter tampering in an attempt to coerce me into paying for something that I do not owe.

FPL's claims of meter tampering, and the re-estimating of my bills for the past 28 months are completely without merit, and are based totally and solely on speculation, conjecture and theory and have no basis in fact. FPL attempts to lump my "expected usage" into a geographic category that does not mirror what goes on in my home. FPL assumes that I have reaped some sort of benefit for nearly three years, based on a poorly administrated stealth test they conducted for approximately 6 weeks. FPL dares to assume that a 6 week testing period is indicative and identical to nearly three years of usage. The fact that this presumption is completely unbelievable alone points out the severe flaws in FPL's thinking, testing and results.

It is with great concern that I wonder why FPL waited almost three years before taking action on what they perceived, through their own records and documentation, to be meter tampering and/or theft of their service, or in the very least, a noticeable problem. In doing so, now 28 months after FPL claims said meter tampering began, they have decided that it is in their best interests to treat me like a criminal in my own home. FPL had an obligation to inform me immediately of any suspicions they had that there may be a problem with the utility usage at my address, in order to give me the opportunity to investigate myself and clear up any problems as quickly as possible. FPL did not afford me that opportunity. They merely allowed the problem to continue.

I assert that there was actually no problem with my utility usage at all, nor was there any verifiable meter tampering. The fact that FPL has made several assumptions regarding their "theory" of meter tampering, and has provided no proof of meter tampering on my part, and has come right out and stated that they could not, and would never attempt to accuse me directly of meter tampering, should be all the proof necessary to conclude

that this problem was created based on a test that was badly performed and produced false data. Due to that fact I stand victim before FPL and the PSC.

I bought this home with a clear intent of retiring here. I have invested heavily in my home both in modernization, and energy efficient upgrades. Attached you will find various receipts, permits, and other documentation that certify my investment from the smallest of light fixtures all the way up to major appliances. You will note door treatments, window treatments, removal of antiquated outdoor lighting in favor of more energy efficient, time and motion sensor controlled lighting, replacement of very old appliances and even the replacement of an old 2 ton 8 seer central air unit, that actually was broken at the time of replacement, with a more energy efficient 4 ton 12 seer all in one unit, including insulation and an entire replacement of the duct system. After installation of that AC unit alone I saw my power bills drop significantly, and so did FPL, and FPL recognized that energy savings when it provided me with an energy credit in November 2000 in the amount of 275.00 for the replacement of that unit. You will also note replacement of much of the older wiring in my home, as well as the replacement of every receptacle and switch, and most breakers and panel. You will note the replacement of the old 220 coil stove with a new radiant model, the replacement of a 20 + year old refrigerator with a newer model which carries an energy guide of 42.00 per year to operate. You will note the replacement of the dishwasher with a whirlpool energy star compliant unit, as well as the washer and dryer, all with newer energy efficient models. You will note storm window installation, as well as replacement of 5 very old ceiling fans, and dropping that total down to 2, one in the master bedroom and one in the dining room which doesn't get used much at all, and one outdoor fan in the patio area which likewise doesn't get used much. Again, you will note the replacement of the entire duct system, as well as new insulation throughout the attic, and the installation of an exhaust fan to help keep the attic cool. You will further note the replacement of the well pump with a new model, including updated wiring. You will note the replacement of the pool pump with a new model, including updated wiring. I have invested upwards of 30,000.00 in upgrading my home.

Please realize that I work for a major airline, a job that comes with extensive travel needs throughout the year. When I am not home, I refuse to leave all the lights on, all the pumps running and air conditioning running, simply so FPL can collect revenue and not suspect anything. When I bought this home, I worked nights, and was home during the day which causes the use of more energy. I also had a roommate the first 14 months I owned this home, that contributed to higher than normal energy usage also. The only energy usage in my absence is for refrigeration, a tropical fish tank and my hot water heater which I assume cycles occasionally in my absence. My outdoor lighting may activate at night based on activity, but that's it. Now, my work schedule has changed, I no longer work evening shifts, therefore I am gone during the day, and many times I am gone for ten days or more at a time and make arrangements for the care of my animals and the supervision of my home in my absence. Again, nothing runs in my absence, I no longer have a roommate, and I don't believe my animals use very much energy either.

My energy usage for August is going to be different than previous months because I was on vacation the first three weeks of the month, which I spent at home performing even more maintenance and upgrades on my home. Also, during my vacation, my parents visited me for 5 days with their RV, which was plugged into the house during their stay (although it ran nothing much than the refrigerator and battery charger). Extra energy usage has no bearing on the fact that FPL changed meters, or locked the new meter in place. In fact, in the first two weeks the new meter was in place, the Kw usage was a mere 371, which is less than half of what FPL alleges all other $\frac{1}{2}$ months' readings should be. The entire months reading for August was approximately 1300 Kw, far, far from the more than 3000 FPL insists it should be, and should have been consistently month after month for the past 28 months. Rather than address that issue at face value, Ms. Cochran chose to tell me a "story" of another customer who had turned off their air conditioner and left all their windows open in an attempt to fool FPL about actual usage. Further Ms. Cochran related to me other "stories" of customers who had done things such as pull meters out and turn them upside to make the readings spin backwards. (which I later learned most likely does not happen). Also, Ms. Cochran related "theories" about *foreign meter swapping*, whatever that may mean. I dismissed her entire conversation in those areas as an attempt to cover each and every basis that I may raise at a future date regarding FPL's actions. Clearly, a witch hunt of sorts was being conducted by Ms. Cochran to see if she could either get me to admit to one of her "stories" or to actually try some of the ludicrous suggestions she was making. Ms. Cochran even went so far as to insinuate that I may have four roommates or even tenants and that any one of them could be tampering with the meter in my absence and I would not know it, but I am still responsible for it because supposedly I benefited from the alleged meter tampering. Regardless, her assumptions and stories remain exactly that, assumptions.

FPL has no factual basis, no proof whatsoever of any type of alleged meter tampering for the months that they re-billed other than a flawed test and something they refer to as "blade wear" on a meter. They are simply assuming that it must have been happening. Their billing adjustments based on assumptions are even higher than what my usage was before I performed all of the expensive, energy saving upgrades on my home. Their actions in that sense alone are unconscionable!

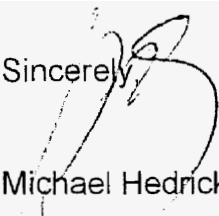
Lastly, I wish to address a final avenue that may or may not apply to this matter, but that has yet to be determined. On April 30, 2003 there was an attempted break in at my residence. The person(s) who made this attempt did so by entering my utility area behind my house where all electrical equipment, including the main breaker panel is located. The main breakers that power the house were shut off, this, according to my security company, in an attempt to disable the security system. Entry was then attempted in the area of a 2.5ft by 2ft entrance used by my guard dogs. Upon response to the silent alarm, my security company noted that the only individual in the area was the FPL meter reader. Further they surmised that only the FPL meter reader knew that on that specific date, my gates would be left open, my utility area left accessible, and the guard dogs would be locked away. Since break-in was not successful, local authorities were not interested in following up, and I do not believe FPL was notified by

local authorities of my suspicions, but I may be mistaken. I do note however, that my maintenance person has reported that the meter reader for the last two times (last month and today) is a different person than the meter reader who has been reading meters in my area for quite some time. If any of this information was learned by FPL, then this entire action could be retaliatory in nature. If not, then FPL has done a terrible disservice to itself by not acting on this alleged meter tampering much sooner than they did, and by not notifying me sooner that they felt there may be a problem. Instead, they allowed the problem to continue for nearly three years and now, thanks to their tariffs and administrative code, they allow themselves to back bill me according to their rules with unlimited back billing by merely alleging meter tampering. FPL refuses to admit their own equipment may have been at fault, which would have limited them to 12 months of back billing. In any event, the entire activity caused me to have to go to the expense of the construction of gates and installation of steel locks to enclose the utility area in back of my home to prevent this from ever happening again, no easy task.

I look forward to working with the PSC in an atmosphere of complete cooperation to find a favorable conclusion to this matter. If not, the only other avenue left will be to decide whether I, or FPL will be the plaintiff, as I will not allow this attack on my home, my person, and my bank accounts to go unchallenged. FPL is attempting to assert that my energy usage equals 1/5th of my annual take home pay, which is more than my mortgage! I would much rather put this issue before a jury of FPL bill payers than hand over the kind of money FPL claims that it is owed without question. FPL's claims are false, their data used in re-billing me is flawed. I do not owe FPL this money.

The enclosed items are for your information only, and I would consider it an invasion of my privacy if they were shared with anyone else. It is my staunch belief that no one, including FPL, has the right to know what my work schedules are, and what goes on inside my home or on my property. Though I may provide FPL with a copy of this letter, I will not provide them copies of the documents because in all honesty, I don't want FPL to know when I am and am not in my home, or what kind of equipment I have placed on my home. Because of their actions, I no longer trust FPL, or any of their employees, and they will not longer be trusted with access to my property without appointment and escort.

This letter, and all subsequent communications, are an attempt to mitigate my damages, if any.

Sincerely,

Michael Hedrick

Enc: 14
CC: File

FAMILY OWNED & OPERATED
SINCE 1969

www.aaamodernair.com

PROPOSAL

AAA MODERN AIR

FAX# 926-5469

SO. BROWARD CALL

921-4486

SALES-SERVICE-INSTALLATION

CONTRACTOR # 470-LICENSED & INSURED

901 PHIPPEN RD. DANIA FL 33004

NO. BROWARD CALL

524-4693

BILL TO:

MIKE HEDRICK
2011 N 57TH TERR
HLWD, FL 33021

JOB INFO:

ORIGINAL

Home Ph. # 954-961-8934

Work Ph. #

Job Ph: #

Page #

1

Proposal #

16729

Proposal Date

5/2/00

REMOVE FROM PROPERTY ALL DEBRIS AND ANY A/C EQUIPMENT. FURINSH AND INSTALL ALL ITEMS LISTED BELOW. START & TEST SYSTEM FOR PROPER HEATING & COOLING. ALL TAXES, MATERIALS, LABOR INCLUDED.

Amount

2,507.00

-207.00

Attached is copy of Triple A Modern Air work orders for AC and receipt for Duct replacements.

TOTAL

2300.00

ACCEPTANCE OF THIS CONTRACT

The above prices, and conditions are hereby accepted. We are authorized to do the work as specified. Payments will be made as outlined above.

Signature _____

Signature _____

CONDITION OF SALE

You are entitled to an exact copy of the paper you sign. Goods sold and delivered to named in this order shall remain the property of the vendor until the purchase price is paid in full. The vendor reserves the right to retake possession of same upon default by the purchaser of any payment. Purchaser agrees to pay all costs of enforcing vendor's right, including attorney's fees and to pay a "late charge" of six per centum of the amount of any principal payment or payments in default.

OWNED & OPERATED

69

AAA MODEL

SALES-SERVICE-INSTALL

&
L. 33

CALL TO:
MIKE HEDRICK
2011 N 57TH TERR
HLWD, FL 33021

JOB INFO:

Mailed 4/

ORIGINAL

Page #	1	Proposal #	31976	Proposal Date	
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REMOVE FROM PROPERTY ALL DEBRIS AND ANY A/C EQUIPMENT. FURNISH AND INSTALL ALL ITEMS LISTED BELOW. START & TEST SYSTEM FOR PROPER HEATING & COOLING. ALL TAXES, MATERIALS, LABOR INCLUDED. PRICE QUOTED IS GOOD FOR 3 MONTHS FROM DATE INDICATED.

Amount

2,000

.....TOTAL

- REMOVE EXISTING DAMAGED DUCT SYSTEM.
- REPLACE WITH NEW FLEXABLE DUCT SYSTEM, CONNECTING INTO EXISTING PANS AND GRILLS.
- TOTAL OF 8 SUPPLY DUCTS.
- ADD ONE DUCT INTO UTILITY ROOM (LITTLE DUCT).
- WARRANTY: 1 YEAR PARTS & LABOR, ON WORK PERFORMED.
- TO BE PAID BY CHECK UPON COMPLETION



Any Warranties DO NOT cover any maintenance service, such as dirty air filters, dirty coils, clogged drain pans or drainlines, or water damage. Also excluded are any existing electrical wiring, circuit breakers, fuses, or disconnect boxes, etc.

TOTAL

2000.00

ACCEPTANCE OF THIS CONTRACT

The above prices, and conditions are hereby accepted. We are authorized to do the work as specified. Payments will be made as outlined above.

CONDITION OF SALE

You are entitled to an exact copy of the paper you sign. Goods sold and delivered to named in this order shall remain the property of the vendor until the purchase price is paid in full. The vendor reserves the right to retake possession of same upon default by the purchaser of any payment. Purchaser agrees to pay all costs of enforcing vendor's right, including attorney's fees and to pay a "late charge" of six per centum of the amount of any principal payment or payments in default.

Signature _____
Print _____
Name _____

**BrandsMart
U.S.A.**



SOLD BY INTERBOND CORPORATION OF AMERICA

12601 W. SUNRISE BLVD
SUNRISE FL 33323
(954) 846 0000

RECEIPT
12/19/01

000378006

0003716003

TO HEDRICK, MIKE
2011 N 57 TERR
HOLLYWOOD FL 33021

SHIP TO

FINAL

ACCOUNT NUMBER 3716003 9549818934	PURCHASE ORDER NUMBER	REQ. DEL. DATE	SPECIALIST NATHAN, JONATHAN MARCIA GERSI	TIME 12:37 12:54	PAGE 1 OF 1
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RAND	MODEL NUMBER	DESCRIPTION	QUANTITY		UNIT PRICE	EXTENDED AMOUNT	* See Below For Wtg. Warranty / Extended Se			
			ORDER	SHIPPED			PARTS	LABOR	WARRANTY	EXTENDED
WHIRL SERVIC	DU945P/MT-BT	SLVL/50Y2/DIRECT FEED/C EXTEND WARRA. CUST DECLINES ** SOLD BY JONATHAN **	1	1	318.85	318.85	12	12	4	30
			1	1	0.00	0.00				0

I authorize the merchant to convert my check to a draft or an Electronic Funds Transfer (EFT) and to debit my account for the amount of the transaction. In the event that my draft or EFT is returned unpaid, I agree that up to a 5% return item fee plus any applicable taxes may be charged to my account electronically or drafted.

Signature: *[Handwritten Signature]*

1722

FOR SERVICE/DELIVERY/SALE CALL (305) 6245400 (DADE) (954) 846-0000 (BROW) (561) 641-5000 (PLM BCH)

OPENED
CUSTOMER SIGNATURE: *[Handwritten Signature]*

8093544 STR CR 0000 44.54
EOA 00001 6412 1353643933001209004354 298.87

CHANGE 0.00

[Handwritten Signature]

SALES AMOUNT	318.85
SALES TAX	19.13
CREDIT USED	0.00
TOTAL	338.01

ND OF CODES

Take/With	G Freight Forward	F Floor Sample
Ship-To	R Raincheck	C Carry-In-Service
Future Pickup	X Special Order	H In-Home-Service

* The numbers shown on the first line are the number of months of warranty provided by the manufacturer for parts and labor. If you purchased an Extended Service Contract, the numbers on the next line show the total months service protection, including the manufacturer's warranty. THERE ARE NO WARRANTIES EXPRESSED OR IMPLIED EXCEPT THOSE OF THE MANUFACTURER OR EXTENDED SERVICE CONTRACT.

Attached is copy of Brandsmart USA receipt for purchase of replacement dishwasher.

Attached is copy of Sears receipt for purchase of washer, **dryer**
and refrigerator, as well as the haul away charge for the old
appliances.



Appliances • Automotive • Clothing • Computers & Office • Electronics
 Fitness & Recreation • For the Home • Jewelry & Watches • Kids • Lawn & Garden • Tools

Dear Customer,
 Thank you for your order with sears.com! This page is your receipt for the item(s) listed below.
 We recommend you print this page to use as reference if you need to check the status of your
 order or if for any reason you need to return any of the item(s).

We have charged your credit card for the following item(s). If you have purchased other item(s),
 you will receive separate notification(s). To review your entire order or to check the status of
 your order on-line, please visit http://www.sears.com/order_status

Confirmed Item(s):

Item Description	Item #	Price	Qty	Sub Total	Salescheck#
21.0 cu. ft. Top Freezer	04671114000	519.99	1	519.99	093001791285
Delivery Date: 10/11/02					
3.0 cu. ft. Top Loader	02622056000	719.88	1	719.88	093001791285
Delivery Date: 10/11/02					
7.5 cu. ft. Electric Dryer	02662982000	529.88	1	529.88	093001791285
Delivery Date: 10/11/02					
HAUL AWAY CHARGE	000HA999000	10.00	3	30.00	093001791285
Delivery Date: 10/11/02					
HOME DELIVERY CHARGE	000HD999000	45.00	1	45.00	093001791285
Delivery Date: 10/11/02					

Order Subtotal: \$ 1,844.67
 Total Shipping: \$ 0.00
 Tax: \$ 110.68
 Total Discount: \$ 0.00
 Total: \$ 1,955.35

This order was billed to:

Michael Hedrick
2011 N. 57th Terrace
Hollywood, FL 33021

Payment method used: Visa

This order will be shipped to:

Michael Hedrick
2011 N. 57th Terrace
HOLLYWOOD, FL 33021

Should you have any questions regarding your order, please contact us.

By email: order@sears.com or

By Phone: 1-800-349-4358

Your Satisfaction is guaranteed! For our return policies and procedures, please visit

<http://www.sears.com>.

Thank you for shopping at Sears.com.

Based on standard U.S. Government tests

ENERGYGUIDE

Dishwasher
Capacity: Standard



Whirlpool Corporation
Models: DU940, DU941, DU943,
DU945, DU948, DU600, DU620,
DU950, DU951, DU960, DUL200

**Compare the Energy Use of this Dishwasher
with Others Before You Buy.**



ENERGY STAR
A symbol of
energy efficiency

This Model Uses
553 kWh/year



Energy use (kWh/year) range of all similar models

**Uses Least
Energy
344**

ENERGY STAR dishwashers are at least
25% more efficient than
the Federal Minimum.

**Uses Most
Energy
699**

kWh/year (kilowatt-hours per year) is a measure of energy (electricity) use.
Your utility company uses it to compute your bill. Only standard size dishwashers
are used in this scale.

**Dishwashers using more energy cost more to operate.
This model's estimated yearly operating cost is:**

\$46

when used with an electric water heater

\$31

when used with a natural gas water heater

Based on six washloads a week and a 1997 U.S. Government national average cost of
8.31¢ per kWh for electricity and 61.2¢ per therm for natural gas. Your actual operating
cost will vary depending on your local utility rates and your use of the product.

Important: Removal of this label before consumer purchase violates the Federal Trade Commission's Appliance Labeling Rule
(16 CFR Part 305). (Part No. 8275376)

Based on standard U.S. Government tests.

ENERGYGUIDE

Refrigerator-Freezer
With Automatic Defrost
With Top-Mounted Freezer
Without Through-the-Door-Ice-Service



71118
Capacity: 20.6 Cubic Feet

**Compare the Energy Use of this Refrigerator
with Others Before You Buy.**

This Model Uses

509 kWh/year



Energy use (kWh/year) range of all similar models

**Uses Least
Energy
457**

**Uses Most
Energy
530**

kWh/year (kilowatt-hours per year) is a measure of energy (electricity) use.
Your utility company uses it to compute your bill. Only models with 20.5 to 22.4
cubic feet and the above features are used in this scale.

**Refrigerators using more energy cost more to operate.
This model's estimated yearly operating cost is:**

\$42

Based on a 2001 U.S. Government national average cost of 8.29¢
per kWh for electricity.
Your actual operating cost will vary depending on your local utility rates and your use of the product.

Important: Removal of this label before consumer purchase violates the Federal Trade Commission's
Appliance Labeling Rule (16 C.F.R. Part 305).

PART NO. 213791425

SUNRISE APPLIANCE, INC.

5440 S. State Road 7
Davie, Florida 33314

Invoice

7214

(954) 583-2727 FAX (954) 583-4188

TO: MICHAEL HEDRICK

954-894-4047

DATE <u>3-07-03</u>	ORDER NO.
SHIP TO <u>2011 N. 57 Terr.</u>	
<u>Hollywood 33021</u>	

SALESPERSON	DATE SHIPPED	SHIPPED VIA	F.O.B. POINT	TERMS
	<u>3-07-03</u>	<u>AFTER</u>	<u>3:00 PM</u>	

QUANTITY	DESCRIPTION	UNIT PRICE	TOTAL
	<u>PLES389</u>	<u>825.00</u>	<u>825.00</u>
	<u>007734</u>		<u>49.50</u>
	<u>* PICKUP DONE</u>		<u>874.50</u>

All orders are C.O.D. All merchandise as is. No Returns.
DLID
Signature:

Thank You

Attached is copy of Sunrise Appliance Inc. receipt for purchase of replacement stove. Haul away of the old stove was done at no charge

THE HOME DEPOT 6310

3401 OAKWOOD BLVD
HOLLYWOOD, FL 33020 (954) 922-7886

6310 00057 22194 06/03/00
SALE 14 388 03:00 PM



659099456725	GUARDIAN RL R49 INSULAT FBRGLSS		
	30 @ 21.77		653.10
742366999740	60 YD SILVR DUCT TAPE		
080596003951	12 @ 4.89		58.68
	T50 3/8 In. STAPLES BOX		
	8 @ 2.98		23.84
		SUBTOTAL	735.62
	735.62	TAX FL 6.000	44.14
		TOTAL	\$779.76
		DISCOVER	779.76
	XXXXXXXXXX8932		
	AUTH #/INVOICE 015778/5687249		TA

6310 57 78769 06/03/00 0096

YOUR OPINION COUNTS! COMPLETE A SURVEY
AT WWW.HOMEDEPOTOPINION.COM AND ENTER
TO WIN A \$300 HOME DEPOT GIFT CARD!

Attached is receipt from Home Depot for purchase of insulation for attic and supplies.

FAX TO:

Joy Anderson

FROM:

Michael Hedrick

COMPANY: FLORIDA PSC**FAX NUMBER:** 800-511-0809**PHONE NUMBER:** 800-342-3552**RE:** CASE # 548198E**DATE:** SEPTEMBER 2, 2003**TOTAL NO. OF PAGES +COVER:** 2**SENDER'S PHONE NUMBER:** 954-894-4047

Ms. Anderson:

ORIGINAL

This is a follow-up to my letter to you of last week, which you should have either received by now, or should be receiving shortly.

This is the second consecutive month in a row that my power usage with FPL has read less than 1/3rd of what FPL assumes it should be. It is also the second consecutive month that the meter has had FPL's triple lock system on it, removing their ability to claim "meter tampering" again.

Clearly, FPL has made an egregious error in their testing and monitoring and, short of doing the test(s) again, FPL must now admit that their methods used in monitoring my residence, or testing my meters and usage, could have been incorrectly performed.

After the first 15 days of readings after the installation of a new meter, with triple locks, the reading was 371. Doubling that figure to equal a full month, the total of 742 is 1/5th of the amount that FPL asserts is the correct usage amount. Upon the second reading after the installation of a new meter, with triple locks, the reading was 1364, which was slightly higher than it has been in the past three years, but with good reason due to the aforementioned vacation and parental visits I noted in my previous letter to you, I fully expected a slightly elevated reading. This second reading is clearly 1/3rd of the amount that FPL asserts is the correct usage.

I am requesting that, after an examination of my responses and materials provided by me, that the Florida PSC issue a finding in my favor regarding this dispute or, in the very least, instruct FPL to perform their testing procedures again to justify their findings. It is clear that there is an error here, and it is my anticipation that the Florida PSC will, in light of this obvious error, find in favor of the customer.

I look forward to a telephone interview with you as soon as possible, and to responding to you further as necessary.

Michael Hedrick
954-894-4047

SEP 2 - 2003



Florida Power & Light Company
PO Box 025576
Miami, FL 33102

/ 27

7202941412814146443100000

Please request changes on the back.
Notes on the front will not be detected.

I added my donation for the Care to Share Energy Fund
to help those in need. (Fill in or other amount)



B 3,4,8 7202 4

\$1 \$2 \$5 \$10 Other _____

#BWNDJNQ *** AUTO **CO 2111
#1484943BQ148824# 030934

\$ _____

MICHAEL R HEDRICK
2011 N 57TH TER
HOLLYWOOD FL 33021-3820

PLEASE ENTER TOTAL AMOUNT PAID

Make check payable to FPL in U.S. funds
and mail along with this coupon to:

FPL
GENERAL MAIL FACILITY
MIAMI FL 33188-0001



Account Number	NEW Charges Past Due	Total Now Due
94141-28141	SEP 18 2003	\$134.46

FOLD ON PERFORATION BEFORE TEARING

CUSTOMER STATEMENT

Account Number: 94141-28141

Statement Date: AUG 28 2003
Customer Name: MICHAEL R HEDRICK
Service Address: 2011 N 57TH TER

Service Dates: JUL 30 03 to AUG 28 03
Service Days: 29
NEXT SCHEDULED READ DATE: SEP 29 2003

Previous Statement Balance	Payments	Additional Activity	Balance Before NEW Charges	NEW Charges	NEW Charges Past Due	Total Now Due (=)
6,980.44	147.27 CR	6,833.17 CR	0.00	134.46	SEP 18 2003	\$134.46

Meter Reading - Meter 5C19704

Current Reading 01735
Previous Reading - 00371
KWH Used 1364

Energy Usage

	Last Year	This Year
KWH This Month	3906	1364
Service Days	29	29
KWH/Day	135	47

***Amt includes the following charges:**

Customer Charge:	\$5.25 per Month
Non-Fuel Energy Charge:	
First 750 KWH	\$0.041180 per KWH
Over 750 KWH	\$0.050480 per KWH
Fuel Charge:	\$0.037110 per KWH

Account Activity

Previous Statement Balance	6,980.44
Payment Received - THANK YOU	147.27CR
Additional Activity:	
Adjustment/Temporary Extension	6,833.17CR
Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE	
Electric Service Amount	117.73**
Gross Receipts Tax Increase	1.21
Franchise Charge	7.02
Utility Tax	8.50
Current Electric Charges	134.46

TOTAL NOW DUE: \$134.46

Messages

- A late payment charge of 1.5% will apply if not paid by SEP 18, 2003, and your account may be subject to being billed an additional deposit.
- For tips to help control your electric bill and to understand what drives it up, visit www.FPL.com. Click on "Home Energy Advisor."

Please have your account number ready when calling FPL

USEFUL TELEPHONE NUMBERS
Customer Service: (954) 797-5000
Outside Florida: 1-800-226-3545



Florida Power & Light Company





08/23/2001 11:04 AM
RECEIPT EXPIRES ON 11/21/01

A receipt dated within 90 days is required for ALL returns & exchanges
(Giving a gift? Include a gift receipt.)

085070838	FLUSH MOUNT VANITY LT	27.99
085070833	VANITY LIGHT	17.99
085100870	ALY LIGHTING	16.88
		SUBTOTAL 62.86
* FL TAX 8.0000%		8.75
		TOTAL 71.61

0011 CREDIT TOTAL PAYMENT 71.61

RECEIPT ID# Z-2019-0275-9186-0249-5
VOT56767294746 TRM51174873

Save All Receipts
Give Gift Receipts & Gift Cards
Ask about Receipt Lookup

Attached is receipt from Target for purchase of replacement lights for bathrooms and hallway.

THE HOME DEPOT 6310

3461 OAKWOOD BLVD
HOLLYWOOD, FL 33020 (954) 922-7686

VAL

6310 00167 55749 04/22/01
SALE 34 922 01:14 PM



040056106117 WAYNE 1/2 HP Shallow Well Pump
SWS50 1 @ 159.86 159.86

	SUBTOTAL	159.86
159.86	TAX FL 6.000	9.59
	TOTAL	\$169.47
	VISA	169.47
00010001X7350		
AUTH 8/JN/JOICE 177482/6487924		TA

6310 55 43991 04/22/01 1922

THANK YOU FOR YOUR PATRONAGE
HOME DEPOT GARDEN CENTER AND
NURSERY BEDDING PLANTS
FERTILIZERS AND MORE!

Attached is receipt from Home Depot for purchase of replacement well pump for irrigation system.

THE HOME DEPOT 6310
 3401 OAKWOOD BLVD
 HOLLYWOOD, FL 33020 (954) 922-7886

0210 12893 148392 04/30/18
 SALE , 228 19 10.07 436



079477151436	15 Amp 1/8" Res Grade Rom Cable	12.08
	15 @ 0.39	
07847780170	15 Amp 3-Way Quiet Wire Switch	41.04
	16 @ 2.59	
132505641034	100 Ft 14/2 Romex Std Core Rom Wire	210.00
	1 @ 21.00	
7804314013	15 Amp 1/2" Thin Sq Polym Romex	11.29
	14 @ 0.84	
780648105847	20 Amp Int Gt Pole Cir Breaker	18.99
	5 @ 3.80	
0004314013	15 Amp 1/2" Thin Sq Romex	18.99
	7 @ 2.71	
780648105823	100 Amp Int Gt Pole Cir Breaker	31.99
785901367551	100 Amp 40-5p Mn Brk Load Center	210.00
	1 @ 195.00	

SUBTOTAL	210.00
TAX @ 6.000	12.67
TOTAL	222.67
CASH	222.67
000000000000	

Attached is receipt from Home Depot for purchase of wiring, switches, plugs, breakers and panel.

FINAL

THE HOME DEPOT 6310
3801 OAKWOOD BLVD
HOELLWOOD, FL 33020 (954) 922-7696

6310 00167 58749 05/17/01
34 922 11:18 AM



078275030317	10-Light Black Tier Kit	
	2 @ 23.74	47.48
078275030686	300 w Low Volt. Transformer	97.94
078275076659	600 w Low Volt. Transformer	112.76
078275076652	40 w Low Volt. Transformer	54.67
078275076652	40 w Low Volt. Transformer	54.67
078275076652	40 w Low Volt. Transformer	54.67
078275076652	40 w Low Volt. Transformer	54.67
016563531302	240 Deg. Motion Sensor Sec. Light	
	4 @ 31.00	124.00

	SUBTOTAL	602.06
602.06	TAX FL 6.000	36.12
	TOTAL	638.18
	VISA	638.18

VOID VOID VOID
AUTH: #/INVOICE 324481/2958629 TA

6310 SS 22931 05/17/01 0384

THANK YOU FOR YOUR PATRONAGE
HOME DEPOT HAS FREE NEXT DAY
DELIVERY ON ALL MAJOR APPLIANCES

Attached is receipt from Home Depot for purchase of outdoor lighting and transformers for security lights.

11/17/00

THE HOME DEPOT 6310

3401 OAKWOOD BLVD
HOLLYWOOD, FL 33020 (954) 922-7886

6310 00167 55749 11/17/00
SALE 146 716 10:53 AM



077578015378	THERM WEATHER STRIP	
	11 @ 11.48	126.28
742366999740	36 in. Fire Rated Threshold	
	2 @ 11.85	23.70
	SUBTOTAL	149.98
149.98	TAX FL 6.000	9.00
	TOTAL	\$158.98
	VISA	158.98

XXXXXXXX7350
AUTH #/INVOICE 657842/2784591 TA

6310 SS 68157 11/17/00 0342

THANK YOU FOR YOUR PATRONAGE
HOME DEPOT CREDIT CARDS NO INTEREST
FOR SIX MONTHS ON PURCHASES OVER
299.00 WITH NEW APPLICATION

Attached is receipt from Home Depot for purchase of weather treatments for sealing jalousy windows and replacement door thresholds for both outside doors.

THE HOME DEPOT 6310

3401 OAKWOOD BLVD
HOLLYWOOD, FL 33020 (954) 922-7886

SALE 6310 14667 28886 07/03/01
317 804 12:56 PM



022315207233 FLOTEC 1 -1/2 HP In-Ground Pool Pump
1 @ 329.95 329.95


	SUBTOTAL	329.95
329.95	TAX FL 6.000	19.80
	TOTAL	\$349.75
	VISA	349.75

XXXXXXXXX7350
AUTH #/INVOICE 544681/1322844 TA

6310 SS 29130 07/03/01 0004

THANK YOU FOR YOUR PATRONAGE
HOME DEPOT GARDEN CENTER AND
NURSERY LANDSCAPING SPRUCE UP
TIME IS HERE ALL BEDDING PLANTS
ON SALE NOW THROUGH JULY 15

Attached is receipt from Home Depot for purchase of replacement pool pump. This is second replacement purchase, first one returned did not match current pool fittings.

	HOME ENERGY SURVEY	Survey Home	FPL Home	FAQ
---	--------------------	-------------	----------	-----

AUG 25 2003

[Faint, illegible text]



Your Bill Breakdown

This chart shows how individual appliances contributed to your

June
energy bill.

Appliance	Cost	Percent
Pools & Spas	\$ 24	29 %
Water Heating	\$ 20	24 %
Appliances	\$ 13	16 %
Laundry	\$ 11	13 %
Refrigerators	\$ 7	8 %
Cooking	\$ 6	7 %
Lighting	\$ 2	2 %
Cooling & Heating	\$ 1	1 %
Unassigned	\$ 0	0 %
Total Bill Amount	\$ 84	100%

AUG 25 2003

Express Recommendations

Easy, low cost steps that deliver big savings.

Adjust Pool Pump Timer

Well done! You are already saving money by running your pool pump for FPL's recommended 6 hours or less each day in the summer and 4 hours or less each day in the winter.

Intermediate Recommendations

Moderately priced projects help to keep your home comfortable, and energy bills low.

Insulation

Excellent! Your well-insulated home is already saving you money. Additional ceiling insulation would not be cost effective.

Long Term Recommendations

Investments that can increase the value of your home - while decreasing your energy cost.

High Efficiency Water Heating

Supplementing your electric water heater with a solar system or heat recovery system can cut your water heating costs. See what you can save:

Annual Water

Home Energy Survey - Personal Report

Page 3 of 5

Water Heating System	Heating System (excludes boiler)	Structure Pays for itself in
Solar System *	\$143	18.9 years

* Based on 40 sq. ft. solar collector and new 80 gallon water tank

Learn how solar water heating can help you save

More Personalized Recommendations

Ways to save everyday.

Cooling and Heating

Your good practice of cleaning or replacing your air conditioner's filter every month helps trim dollars off your cooling costs and keeps your home more comfortable.

Fans add about \$1.50 per month to your cooling costs. Ceiling fans cost about a penny an hour to run, so a fan that never gets turned off will cost you about \$7.00 a month. FPL recommends turning fans off when you leave the room to lower your electric bill.

When sunlight streaming through windows makes a room uncomfortable, try blocking the sun with interior shades, blinds or low cost landscaping. You'll stay cooler, and help to keep down cooling cost.

Water Heating

Your water heater is set at the safe and energy-saving temperature of 120 degrees.

The most energy and cost efficient way to wash dishes by hand is to fill one sink with hot soapy wash water and the other sink with cold rinse water.

When using the dishwasher:

- Run the dishwasher only when full.
- Select an air-dry option, which does not use the electric heater during the drying cycle.

When replacing the dishwasher, the rule is "the less water used, the less energy consumed," so check the manufacturer's data on water use and shop for models with variable wash cycles, including energy-saving cycles.

Curious about energy efficient dishwashing and how to choose a new dishwasher? FPL has your answers.

Shower

Replacing a standard showerhead with a water-efficient model (uses 1 to 2.5 gallons per minute) is an inexpensive way to trim dollars from your energy and water bills. A water-efficient showerhead that costs \$10 to \$15 can pay for itself in a month or two.

Laundry

FPL recommends checking your lint filter before every load. Keeping the lint filter and vent on your dryer clean helps to save energy and dry clothes faster.

When it's time to replace the clothes dryer, shop for models that are able to sense dryness and shut off automatically. Compared with the older models, which have only a timer, new models can save about

Home Energy Survey - Personal Report

Page 4 of 5

10% to 15% on energy costs.

When it's time to replace your clothes washer, look for machines that offer several water temperature selections for both the wash and rinse cycles. The most efficient new washers are horizontal-axis (usually side loading) models that save both energy and water. Horizontal-axis washers also save drying time and energy by spinning clothes faster than top loading washers.

FPL has money-saving laundry tips, including what to look for in new dryers.

Lighting

Consider replacing porch lights with compact fluorescent lamps. Compact fluorescents use only a quarter of the energy of standard light bulbs and last ten times as long. When used 8 hours per night, they pay for themselves in one year.

FPL has tips about the benefits of compact fluorescent lights.

Cooking

Cover pots with lids to prevent heat from escaping, and use as little boiling water as needed to do the job. Use only flat-bottomed pans that make full contact with the electric element. A warped or rounded pan will waste most of the heat.

Oven cooking introduces heat into the home, which must be removed by the air conditioner. Consider broiling with glass or ceramic pans. Broiling with glass or ceramic pans allows you to lower the

FAX TO:

Joy Anderson

FROM:

Michael Hedrick

COMPANY: FLORIDA PSC**FAX NUMBER:** 800-511-0809**PHONE NUMBER:** 800-342-3552**RE:** CASE # 548198E**DATE:** AUGUST 25, 2003**TOTAL NO. OF PAGES +COVER:** 8**SENDER'S PHONE NUMBER:** 954-894-4047

Ms. Anderson:

I understand that Florida PSC has received a report from FPL with regards to the above referenced case number. First, I would like to receive a copy of that report at your convenience, and prior to Florida PSC rendering an opinion in this matter.

Secondly, attached for your reference please find a copy of a two (2) page letter that I received from Linda Cochran. I note that a copy of the letter was sent to you, so just to make sure you receive a copy, I am including it here. Also, attached please find a five (5) page Home Energy Survey from FPL regarding my home. While I understand this Home Energy Survey is "general" in nature, it does appear to most accurately reflect where my electric bills with FPL have been for the past several months.

The letter from Ms. Cochran contains a myriad of inaccuracies, and I intend to respond to this letter directly, but did not want to circumvent anything your office may be doing at this point. Additionally, I have the information in the form of bids, receipts, permits, etc., regarding all of the energy saving projects I have completed on my home in the past 2 + years, which required a second mortgage to pay for. While FPL is attempting to re-bill my account (which bills I also received last week in a single mailing) for the past 28 months, the amounts being re-billed are at or above 300% of what they were prior to any energy saving improvements I did to my home. FPL has made no provision for increasing any of the home improvements I have completed, even though they themselves are aware

AUG 25 2003

Eyönne Estelle

From: NET SatisFAXtion [postmaster]
To: PSCREPLY
Subject: 305 552 2737, 14 page(s)

This is a **FAX** message received by **NET SatisFAXtion**

Received: 8/21/2003 12:03 PM
Total pages: 14
CSID: 305 552 2737
Transfer time: 0:04:46
Transfer rate: 14400
Error count: 0
Port used: Rockwell 56000 External M...#11
Status: Success



FAX.TIF

ORIGINAL



Linda Cochran

08/15/03 05:21 PM

To: mhed@mindspring.com

CC:

Subject: FPL & FPSC Inquiry

Dear Mr. Hedrick,

It was a pleasure to speak with you this afternoon regarding your concerns with FPL back billing on your electric account. As promised, I am providing an e-mail with the details of the investigation.

- From April 2002 through March 2003, the meter reader resealed the meter serving your residence seven times due to the seals being cut or missing each time he went out to read the meter. He also reported the meter seal gone on two occasions and was not able to reseal.
- An investigation was initiated and an investigator made a visit to your residence on May 7, 2003. He noted the meter seal was cut and that the central air conditioner and pool pump was on. This contradicts your statement to the FPSC that the central air conditioner has been off (locked out with a padlock on the AC unit breaker.) since March 2001.
- On May 20, 2003, a remote meter, used to measure the exact amount of electricity used, was installed at 2011 N. 57th Terrace. The set reading for the remote meter was 003442.
- On the regular read date of 5/30/03 your regular meter number 2C70297 had a reading of 4042, indicating 910 kwh had been used since the last regular read date of 4/30/03, when the reading was 3132. The remote meter had a reading of 004235, indicating 793 kwh had actually been used at your residence in 10 days, which projects to approximately 2379 kwh in 30 days.
- On the regular read date of 6/30/03, meter number 2C70297 had a reading of 5136, billing your account for 1094 kwh. The remote meter reading was 007255, indicating 3020 kwh had actually been used at your residence during this billing period.
- On 7/14/03 the remote meter was removed and the removal reading was 008777, indicating 1522 kwh had been used at your residence in 14 days, which projects to approximately 3261 kwh in 30 days.
- On 7/16/03 meter 2C70297 was removed by a FPL Revenue Protection meter man, with a reading of 5896 and new meter 5C19704 was set. The meter man noted the meter blades on meter 2C70297 were shiny and the meter was sent for testing. The new meter was resealed and two locks were installed.
- Meter 2C70297 was tested on 7/31/03 and reflected a Weighted Average Registration of 99.69. The tester noted that the blade wear on the meter was extremely heavy, indicative of meter swapping or the meter being turned upside down. The blades are worn to bright copper.

Per Florida Administrative Code 25-6.052 **Test Procedures and Accuracies of Consumption Metering Devices. (1) Watt-hour Meters.** The performance of an in-service watt-hour meter shall be acceptable when the meter does not creep and the average percentage registration is not more than 102 percent nor less than 98 percent...

As a result of the investigation, billing from billing period ending 3/15/01 through 7/30/03, totaling \$2,144.72 was canceled and rebilled for \$8,424.56, a difference of \$6,279.84. Investigation charges totaling \$553.33 were assessed bringing the total back bill amount to \$6,833.17. Back billing began with the billing period ending 3/15/01 due to a significant and sustained drop in kwh registration. Previous years consumption showed typical seasonal fluctuations; however, beginning with the March 2001 billing cycle through July 2003 the fluctuations were not there.

Previous usage, usage on the new meter, and Seasonal Average were used to rebill your account. FPL maintains records that track the monthly residential kilowatt hour sales within geographic areas. From these records a chart is prepared by dividing the monthly sales in the annual sales to obtain the percentage of usage for each month of the year.

Following is a history of your kwh consumption.

	2003	2002	2001	2000	1999	1998
January	874	903	3375	1414	1740	
February	912	656	771	1514	1798	
March	727	924	208	1682	1342	
April	789	876	799	2088	2296	
May	910	1155	208	2560	2528	
June	1094	698	690	1901	2700	
July		666	766	2970	3090	1157
August		733	675	2517	3232	3229
September		904	696	2189	2843	2904
October		558	1088	1536	2843	2726
November		572	626	1639	2272	1802
December		1074	729	1850	1922	1914

As we discussed, I've protected your account for the amount of \$6,833.17 pending the Florida Public Service Commission's ruling.

Sincerely,

Mrs. Cochran

ORIGINAL

Page: 1 Document Name: Linda

RPIN RPI DETAIL INFO RPI DETAIL INFO 08/18/03 13:19:44
 94141-28141 72 02 051 ELE ACT 08/03/98 1/044/ 5C19704 TRTO
 MICHAEL R HEDRICK PH (954)961-8934 S FPSC SPEC PEXT
 2011 N 57TH TER S/T# CDBI CCIN
 HOLLYWOOD FL 33021 P
 RPI NUMBER 222864955 DATE CREATED 04/01/03 SOURCE EMR TYPE R4 STATUS BLLD

DATE FOUND 04/01/03 TIME FOUND 1211 (MILITARY TIME) PAGE 1 OF 1
 METER AS FOUND: TYPE CD MTR NUMBER 2C 70297 RDG 2343
 METER SEALED (Y/N) SEAL COND SEAL NO. COLOR YR
 DISK TURNING (Y/N) INNER SEAL INTACT (Y/N) METER ACCESS CODE

EQUIP ON (X): CENTRAL A/C WALL A/C WASHER DRYER POOL PUMP UNKNOWN
 INSIDE LIGHTS OUTSIDE LIGHTS OTHER
 INITIAL CONDITION OBSERVED (CODE) 84 TAMPERED LOCKING DEVICE
 DESCRIPTION

EMR REMARKS ALWAYS GOLD SEAL CUT 1 YEAR
 EMPLOYEE NAME
 EMP DEPT NAME
 NEXT TYPE A FIND
 COMPLETE LIST
 18-RPI INSPECT

SSN
 MTR RDR ID JSR
 PAYROLL LOC
 GWA 90

NEWS

ORIGINAL

RPIP RPI INSPECTION INFO RPI INSPECTION INFO 08/18/03 13:19:50
 94141-28141 72 02 051 ELE ACT 08/03/98 1/044/ 5C19704 TRTO
 MICHAEL R HEDRICK PH (954)961-8934 S FPSC SPEC PEXT
 2011 N 57TH TER S/T# CDBI CCIN
 HOLLYWOOD FL 33021 P
 RPI NUMBER 222864955 DATE CREATED 04/01/03 SOURCE EMR TYPE R4 STATUS BLLD
 DATE INSPECTED 07/16/03 MTRMAN NM WJV
 METER AS FOUND: TYPE CD MTR NUMBER RDG
 METER SEALED (Y/N) Y SEAL COND SC SEAL NO. 0000055489 COLOR GOLD YR 2001
 DISK TURNING (Y/N) Y METER FOUND LOCKED (Y/N) N INNER SEAL COND IN
 EQUIP ON (X): CENTRAL A/C WALL A/C WASHER DRYER POOL PUMP UNKNOWN X
 INSIDE LIGHTS OUTSIDE LIGHTS OTHER
 INSPCT COND OBSERVED (CODE) 34 BLADE WEAR/SHINY BLADES
 ACTION METERMAN TOOK (CODE) 02 REPLACED METER
 METER RESEALED (Y/N) Y SEAL NO. 0000004412 COLOR YELLOW YEAR 2002
 METER LOCKING DEVICE TYPE FK FORT KNOX LOCK
 INSPCT RMKS 2 FT KNOX LOCKS

NEXT TYPE A FIND GWA 90

13-RPI DETAIL 15-BILL HIST 16-RPI CASE 17-RDG MAINT 22-GN DTA MAIN NEWS

ORIGINAL

Code	Meter Symb	Meter Numb	Kwh Const	Kwd Const	Set Date	Remove Date
	375C	19704		10	7/16/03	1/1/00
	632C	70297		10	7/1/59	7/16/03

Date Assigned: 7/21/03

Rate 1/044

Case Number C222864955

Meter Sealed

7/21/03

Address 2011 N 57TH TER, HOLLYWOOD, 33021

Meter Number 2C70297

Invest Initialed By: Meter R

Date 4/1/03

Observ Code 84 - Tampered Locking Device

Description1 ALWAYS GOLD SEAL CUT 1 YEAR

Mtrman Invest Date

7/16/03

New Meter Set

yes

Demand 3/ PH Test

Remarks HEAVY BLADE WARE

53- vixes seal intact

34- blade wear

41- other / explain

ORIGINAL

94141-28141 72 24 51 08/03/98 1 44 5Q 19704
 MICHAEL R HEDRICK W: 854 558-8308
 2011 N 67TH TER H: 854 961-8934
 HOLLYWOOD FL 33021 S:

	2003	2002	2001	2000	1999	1998	1997
January	874	903	3375	1414	1740	0	0
February	912	656	771	1514	1790	0	0
March	727	924	200	1682	1342	0	0
April	789	876	799	2088	2296	0	0
May	910	1155	200	2560	2520	0	0
June	1084	690	690	1901	2700	0	0
July	1131	666	766	2970	3090	1157	0
August	0	733	675	2517	3232	3229	0
September	0	904	696	2189	2643	2904	0
October	0	660	1080	1636	2643	2726	0
November	0	572	626	1639	2272	1802	0
December	0	1074	729	1850	1922	1814	0

Month	Year	KWH	Percent	Yearly	Projected
Feb	2001	3375	6.98	48352	
Jul	2003	3020	9.00	33556	
Aug	2003	1522	10.42	31300	p
	0	0	0.00	0	

Asbill: 23412
 Rebill: 90150
 Addit Kwh: 66738
 Avg of Yearly Total 37736
 Cdic Charge: 553.33

Remarks: Account Rebilled From Billing Period Ending 03/15/01 to 07/16/03 (NMS), using Seasonal Average
 $3932 / 30 \text{ days} = 131.07 \text{ per day} * 16 \text{ days on old meter} = 2097 . 2097 + 371 \text{ on NMS} = 2468$

Month: Svc To: Days: Kwh Read: Kwd Read: Kwh Asbill: Kwd Asbill: Pct Usage: Kwh Rebill: Kwd Rebill: Remarks:

Aug	7/30/03	0	30	371	0	1131	0	10.42	2468	0	
Jul	6/30/03	0	31	5136	0	1094	0	9.00	3020	0	POLE MTR'
Jun	5/30/03	0	30	4042	0	910	0	9.19	3468	0	
May	4/30/03	0	29	3132	0	789	0	8.74	3298	0	
Apr	4/1/03	00	29	2343	0	727	0	7.45	2811	0	
Mar	3/3/03	00	32	1616	0	912	0	6.17	2328	0	
Feb	1/30/03	0	31	704	0	914	0	5.57	2102	0	
Jan	12/30/02		34	9830	0	1074	0	7.50	2830	0	
Dec	11/26/02		29	8756	0	572	0	6.90	2604	0	
Nov	10/28/02		31	8184	0	558	0	8.64	3260	0	
Oct	9/27/02	0	30	7626	0	904	0	10.06	3796	0	
Sep	8/28/02	0	29	6722	0	733	0	10.35	3906	0	
Aug	7/30/02	0	32	5989	0	666	0	10.42	3932	0	
Jul	6/28/02	0	29	5323	0	698	0	9.00	3396	0	
Jun	5/30/02	0	30	4625	0	1156	0	9.19	3468	0	
May	4/30/02	0	29	3470	0	876	0	8.74	3298	0	
Apr	4/1/02	00	31	2594	0	924	0	7.45	2811	0	
Mar	3/1/02	00	29	1670	0	656	0	6.17	2328	0	
Feb	1/31/02	0	31	1014	0	903	0	5.57	2102	0	

Aug-21-03 12:11 PM FROM-RATES DEPT. MIAMI 305-552-7137 1-103 P.008/014 P-120

6

Month	Year	KWH	Percent	Yearly	Projected
Feb	2001	3375	6.98	48352	
Jul	2003	3020	9.00	33556	
Aug	2003	1522	10.42	31300	p
	0	0	0.00	0	

Asbill: 23412
 Rebill: 90150
 Addit Kwh: 66738
 Avg of Yearly Total 37736
 Cdic Charge: 553.33

Remarks: Account Rebilled From Billing Period Ending 03/15/01 to 07/16/03 (NMS), using Seasonal Average
 $3932 / 30 \text{ days} = 131.07 \text{ per day} * 16 \text{ days on old meter} = 2097 . 2097 + 371 \text{ on NMS} = 2468 .$

Month: Svc To: Days: Kwh Read: Kwd Read: Kwh Asbill: Kwd Asbill: Pct Usage: Kwh Rebill: Kwd Rebill: Remarks:

Jan	12/31/01	33	111	0	729	0	7.50	2830	0	
Dec	11/28/01	33	9382	0	626	0	7.36	2777	0	
Nov	10/26/01	29	8756	0	1088	0	7.47	2819	0	
Oct	9/27/01	30	7668	0	696	0	9.05	3415	0	
Sep	8/28/01	29	6872	0	675	0	10.83	4087	0	
Aug	7/30/01	32	6297	0	766	0	10.05	3792	0	
Jul	6/28/01	30	5531	0	690	0	9.90	3736	0	
Jun	6/30/01	16	4841	0	208	0	9.20	1852	0	16 DAYS'
May	5/14/01	30	4633	0	799	0	7.10	2679	0	
Apr	4/13/01	30	3834	0	208	0	7.00	2642	0	
Mar	3/15/01	30	3626	0	771	0	6.89	2600	0	

AUG 2 03 12:07 PM FROM SALES DEPT. MIAMI 109-56 173 F-103 P.010/014 P-123 5 78771

Page: 1 Document Name: Linda

RPGC RPI GENERAL CASE INFO RPI GENERAL CASE INFO 08/18/03 13:19:55
94141-28141 72 02 051 ELE ACT 08/03/98 1/044/ 5C19704 TRTO
MICHAEL R HEDRICK PH (954)961-8934 S FPSC SPEC PEXT
2011 N 57TH TER S/T# CDBI CCIN
HOLLYWOOD FL 33021 P

RPI NUMBER 222864955 DATE CREATED 04/01/03 SOURCE EMR TYPE R4 STATUS BLLD
INVESTIGATOR ASSIGNED TO CASE CH00AJI CAROL H OLDHAM
DATE ASSIGNED TO INVESTIGATOR 07/21/03 DATE INIT BONUS PAID 01/01/01
DATE EVIDENCE RECEIVED 01/01/01 DATE PCT BONUS PAID 01/01/01
DATE INV BILLED/REVIEWED CASE 07/31/03 RPI STATUS DATE 08/06/03
RESULTS OF INVESTIGATION (CD) 01 DIVERSION
TYPE OF DIVERSION (CODE) 41 OTHER-EXPLAIN
CASE BILLED (Y/N) Y INHERITED (Y/N/U) N
METHOD OF BILLING (CODE) 01 SEASONAL AVERAGE
NUMBER OF MONTHS OF BACKBILL 30 TOTAL CDIC BILLED 553.33
TOTAL ADDL KWH BACKBILLED 67,043
TOTAL ADDL DOLLARS BACKBILLED 6,279.84
METER LOCN IN EVIDENCE ROOM DATE METER PURGED 01/01/01
REMARKS SNOOP METER ON POLE-CASE FILE-JZ..EITHER 01 OR 13/RMVD BUDG BLG
CASE FILED W/2003 FPSC'S **CASE NOTES**
NEXT TYPE A FIND GWA 90

13-RPI DETAIL 15-BILL HIST 17-RDG MAINT 18-RPI INSPECT 22-GN DTA MAIN NEWS

ORIGINAL

Meter Type 5C Meter Charge \$23.68

548198E

Total

Total

-Locking Mechanisms-

0	Fr Entry Lr	
0	Sd Entry Lr	
0	Hasp	
0	Bracket	
0	Brl Lock	
0	Brl Pdck	
2	Ft Knox	
0	Lock Pin	

CDIC Labor Cost

3	Inv1 Hr	
2	Inv2 Hr	
1	Mtrman A1	
0	Mtrman A2	
0	Mtrman B1	
0	Mtrman B2	
0	Svcman A	
2	Trblman	
0	Cd Man	
0	Collector	
0.5	Mtr Rdr	
1	No Mtr Tst	

-Johnny Bar-

0	Jb24	
0	Jb31	
0	Jb35	
0	Jb48	

-Vehicle Cost- In Time

1	Meter Truck	
2	Trbl Truck	
0	Line Truck	
0	U Gmd Trk	
0	Co Pass Car	

Charge Type: Maint

Chg Typ Amt	
Clerical T	
Other T	
Cdic Total	

130	Contract Mi	
0	Num Pict	
	Other Mat T	

 **Customer Inquiry Response**

Customer's First Name: MICHAEL
Last / Business Name: HEDRICK
Alternate Name:
Service Address: 2011 N 57TH TER
 HOLLYWOOD, FL 33021

FPSC Log: 548198E **Received From:** Joy
Account #: 94141-28141 **Response Type:** Final

ORIGINAL

Response Comments:

Mrs. Cochran, Revenue Protection Specialist, spoke with Mr. Hedrick's regarding his inquiry to the FPSC.

Mr. Hedrick is concerned that FPL back billed his account due to meter tampering.

Electric service has been in the name of Michael Hedrick since 8/3/98 and the meter of record was 2C70297.

On the regular read dates of 4/30/02 through 1/30/03, the meter reader reported that he resealed the meter on 6 occasions due either to seal gone or seal cut, and he reported seal gone on 2 occasions and was unable to reseat the meter on those two occasions.

On the regular read date of 3/3/03 the meter reader resealed the meter. A request was issued to the Revenue Protection Department to investigate. The meter reader does not have any information available in the meter reading device regarding previous month reseals and a meter reader does not always read the same route. Therefore, when the meter reader recalled multiple reseals he initiated the investigation.

On the regular read date of 4/1/03 the account billed for 727 kwh, for an electric amount of \$63.16.

On the regular read date of 4/30/03 the meter reading was 3132, billing 789 kwh, for an electric amount of \$72.37.

Hedrick
548198E
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On 5/7/03 a Revenue Protection investigator inspected the meter and noticed the meter seal that was installed on 3/3/03 was cut. He noted that the central air conditioning and pool pump was on.

On 5/20/03 a remote meter was installed on the pole specifically to measure the amount of energy going to the customer's home. The set reading was 003442. Mr. Hedrick observed the setting of the remote meter and contacted FPL's Customer Care Center the same day. He was informed the device was safe and would eventually be removed. The customer was aware of the investigation at this point.

On 5/21/03 Mr. Hedrick signed up for Budget Billing.

On the regular read date of 5/30/03 the meter reading on the customer's regular meter was 4042, billing 910 kwh, for an electric amount of \$83.78 and a budget bill amount of \$68.99. On the same day the remote meter reading was 004235, indicating 793 kwh had been recorded in 10 days, which projects to 2379 kwh in 30 days.

On the regular read date of 6/30/03 the meter reading on the customer's regular meter was 5136, billing 1094 kwh, for an electric amount of \$101.14 and a budget bill amount of \$73.62. On the same day the remote meter reading was 007255, indicating 3020 kwh had actually been recorded in 31 days.

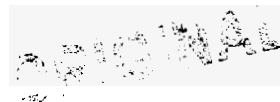
The two readings obtained on the remote meter were sufficient evidence of meter tampering along with the cut seal condition occurring over one year. On 7/14/03 the remote meter was removed with a reading of 008777, indicating 1522 kwh had been recorded in 14 days, which projects to 3261 kwh in 30 days.

On 7/16/03 a FPL Revenue Protection meter man removed meter 2C70297 with a reading of 5896 and set new meter 5C19704. The meter man noted the meter seal was cut and the meter had shiny blades. He installed two locks on the new meter.

The customer was removed from budget billing in order to back bill the account. On the regular read date of 7/30/03 the meter reading on the new meter was 00371 billing 1131 kwh, for an electric amount of \$104.96. There was a debit deferred balance of \$42.31 that was added back in bringing the total balance to \$147.27.

On 7/31/03 meter 2C70297 tested with a Weighted Average Registration of 99.69 %. The tester noted the inner meter seal was intact and blade wear. The tester noted specifically, that the blade wear was extremely heavy, indicative of meter swapping or the meter being turned upside down. Visual examination of the meter confirms extremely heavy blade wear causing the blades to become a bright copper color.

Billing from billing period ending 3/15/01 through 7/30/03, totaling \$2,144.72 was canceled and rebilled for \$8,424.56, a difference of \$6,279.84. Investigation charges totaling \$553.33 were assessed bringing the total back billed amount to \$6,833.17. The total account balance was \$6,980.44. Billing began with 3/15/01 due to a distinct and sustained drop in consumption. The corrected bill and standard letter was mailed to the customer providing the Revenue Protection representative's telephone number.



Hedrick
548198E
Page 3 of 14

The customer contacted FPL on 7/31/03 after accessing the account via the internet to question why he had been removed from budget billing. He was referred to the revenue Protection representative who informed him of the tampering and that he would receive a corrected bill and letter in the mail. Mr. Hedrick informed the representative he had done a considerable amount of renovation on his house. The representative then informed Mr. Hedrick that the electric usage at his residence had been monitored by a special meter and it did not agree with the consumption record on his meter of record.

He contacted the revenue Protection representative who provided him with a corrected bill and letter in the mail. Mr. Hedrick informed the representative he had done a considerable amount of renovation on his house. The representative then informed Mr. Hedrick that the electric usage at his residence had been monitored by a special meter and it did not agree with the consumption record on his meter of record.

Mr. Hedrick contacted the FPSC on 8/1/03. Mrs. Cochran spoke with Mr. Hedrick and explained the condition initially reported by the meter reader, the remote meter that was installed on the pole for monitoring purposes, and the subsequent back billing. She explained that the difference in consumption between the customer's regular meter and the remote meter was a clear indication of tampering as was the multiple cut and missing seals.

He contacted the FPSC on 8/1/03. Mrs. Cochran spoke with Mr. Hedrick and explained the condition initially reported by the meter reader, the remote meter that was installed on the pole for monitoring purposes, and the subsequent back billing. She explained that the difference in consumption between the customer's regular meter and the remote meter was a clear indication of tampering as was the multiple cut and missing seals.

Mr. Hedrick indicated he lived alone; however, in his letter to the FPSC he continuously referred to "we" when he spoke of things occurring at the residence. He also stated in his letter to the FPSC, "the central air conditioner has been off since 3/01, in fact, it's locked out with a padlock on the AC unit breaker and I don't even remember where the --- the key is." However, a field investigator was at the residence on 5/7/03 and the central air conditioner was running. In addition, the kwh consumption recorded on the remote meter was indicative of air conditioning usage.

He indicated he lived alone; however, in his letter to the FPSC he continuously referred to "we" when he spoke of things occurring at the residence. He also stated in his letter to the FPSC, "the central air conditioner has been off since 3/01, in fact, it's locked out with a padlock on the AC unit breaker and I don't even remember where the --- the key is." However, a field investigator was at the residence on 5/7/03 and the central air conditioner was running. In addition, the kwh consumption recorded on the remote meter was indicative of air conditioning usage.

Mr. Hedrick questioned why his consumption recording on the new meter was lower than the back billing and Mrs. Cochran explained that it is very typical that once meter tampering is discovered and corrected the customer controls usage. In Mr. Hedrick's case, he was aware of the investigation before everything was completed and immediately began controlling the usage.

He questioned why his consumption recording on the new meter was lower than the back billing and Mrs. Cochran explained that it is very typical that once meter tampering is discovered and corrected the customer controls usage. In Mr. Hedrick's case, he was aware of the investigation before everything was completed and immediately began controlling the usage.

An e-mail was also sent to Mr. Hedrick explaining the investigation. A copy of the e-mail is included.

Mr. Hedrick indicated he would continue to dispute the charges and wait until the FPSC ruled.

Every effort has been made to assist this customer.

It appears FPL is in compliance with F.A.C. 25-6.104.

FPSC RECEIVED: 08/01/03 - FINAL RESPONSE: 08/21/03

Approval Signature:	<u>Linda Cochran</u>	_____
Approver's Title:	<u>Revenue Protection Specialist</u>	_____
Date of Approval:	<u>08/21/2003</u>	_____

ORIGINAL

Angie Calhoun

From: contact@psc.state.fl.us
Sent: Thursday, July 31, 2003 10:52 PM
To: contact@psc.state.fl.us
Subject: E-Form Improper Billing - 8268

TRACKING NUMBER - 0008268 July 31, 2003

SERVICE ADDRESS

Account Number: 94141-28141
Business Account Name: FPL
Name: Michael Hedrick
Address: 2011 N. 57th Terrace
City: Hollywood
Zip: 33021

CUSTOMER INFORMATION

Business Account Name: FPL
Name: Michael Hedrick
Address: 2011 N. 57th Terrace
City: Hollywood
State: FL
Zip: 33021
Primary Phone: 954-894-4047
Secondary Phone: 954-894-4047
E-mail: mhed@mindspring.com
Contact By: Day Time Phone Number

COMPLAINT INFORMATION

Utility Name: FPL *E I O L*
Did customer previously contact the utility?: Carol at FPL revenue dept. Spoke today 7/31/03 She gave no tracking or case number
Did customer previously contact the PSC?:

PROBLEM INFORMATION

Problem Type: Improper Billing
Complaint Detail: I am unfortunate enough to live in an area of Florida where FPL has a tidy monopoly. I was on budget billing with them until the past few days. They turned off my budget billing and added the balance to the current due. I called to ask why. I was told that my power bills had dropped dramatically more than two years ago and because of that, they suspected meter tampering. They sent out a couple of guys who yanked out the old meter (about 38 years old) and put in a new

one. After installing the new meter, they placed two huge special locks on the can so the meter could not be removed. Ok, I don't mind that. I asked them for the reading on the old meter they took out, several times, each time they refused. The old meter reading was not given on my latest statement. I called today 7/31/03 and asked for it (spoke with "Carol" in revenue) and she told me that reading was not available. FPL now tells me that they believe there has been some type of tampering going on for the past two years, and that they are going to go back over my bills for the past two years and average them out according to previous usage at that time and "average customer use" in the area and re-bill me for the difference for approximately the past 28 months! This could easily run into the thousands of dollars. Two years ago we remodeled the house (985 Sq Ft.) FPL claims that when we bought the house the average usage was about 3300 Kw per month. After remodeling, it dropped to around 750 Kw per month. We re-wired the house, replaced the attic insulation, installed new AC ductwork for the entire house, put in a new 14 seer Central AC unit (FPL was aware of this because they gave me a 250.00 credit for replacing the AC with an energy efficient model), replaced all appliances with new energy efficient models, replaced our pool pump with a new model, replaced well pump with a new model, replaced all of the outside and security lighting with lights that run on timers or trip sensors, replaced ALL receptacles in the house, replaced all old ceiling fans with new Hunters, (Taking a previous total of 5 ceiling fans down to 2) and have basically bent over backwards to lower energy consumption. Further, no one is in the home during the day as I now work days where I used to work nights and was home all day, so nothing is really being used except the fridge when it kicks on, a fish tank and the pool pump runs about 5 hours a day - and misc little clocks such as VCR and a clock radio. Everything we have done is being rewarded by FPL with suspicion. They put a secondary meter on the pole leading to our house and claimed that the two meters did not match, so we must be tampering with the power meter. I stated that perhaps their old meter just wasn't registering properly and they said we tested the meter and it works perfectly, there is nothing wrong with it. When I asked...then are you telling me the meter actually has NOT been tampered with? . . .they refused to discuss further and told me to wait for an adjusted bill to arrive next week by special letter. In early 2001 my sinus problems had gotten so bad that breathing became difficult, and i finally had to realize that I could no longer handle refrigerated air, it was causing my sinuses to swell and cut off circulation. Lucky for me I work outside. But because of this, the central air conditioner has been off since 3/01. In fact, it's locked out with a padlock on the AC unit breaker and I don't even remember where the hell the key is. It can't be turned on. In florida, that's no fun sometimes but I suffer, and of course, I'm able to breathe better. Because of all that I have done, and because I no longer use Central AC, FPL is absolutely sure that some kind of tampering or power theft must be taking place, simply because my bills dropped dramatically. I'm stuck between a rock and a hard place, they are the only game in town and I'm expecting a huge bill from them any day now which will result in them cutting my power because I won't be able to pay it. My FPL account number is 94141-28141

For PSC Webmaster Use Only:

Mozilla/4.0 (compatible; MSIE 6.0; Windows 98)

<http://www.psc.state.fl.us/consumers/complaint/review.cfm>

www.psc.state.fl.us

ORIGINAL