

State of Florida



# Public Service Commission

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

RECEIVED-FPSC

OCT 21 AM 10:58

COMMISSION  
CLERK

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

**DATE:** October 21, 2004

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

**FROM:** Office of the General Counsel (Brown) *MB*  
Division of Regulatory Compliance and Consumer Assistance (Hicks) *RH* *JOJ*  
Division of Economic Regulation (Kummer) *AK* *LD*

**RE:** Docket No. 041169-EI – Complaint Nos. 445185E, 446514E, 446515E, and 446516E Filed by Mr. Jude Alcegueire against Florida Power and Light Company for High Bills and Other Alleged Violations of Commission Rules and Statutes.

**AGENDA:** 11/02/04 – Regular Agenda – Proposed Agency Action – Interested Persons May Participate

**CRITICAL DATES:** None

**SPECIAL INSTRUCTIONS:** None

**FILE NAME AND LOCATION:** S:\PSC\GCL\WP\041169.RCM.DOC

### Case Background

This docket addresses a prolonged dispute involving several complaints filed by Mr. Jude Alcegueire against Florida Power & Light Company (FPL) over FPL's charges for electric service at Mr. Alcegueire's residence. Mr. Alcegueire filed four complaints between March 25, 2002 and April 1, 2002, which covered events from 1999, when Mr. Alcegueire first requested service at his Miramar residence, until 2002, when Mr. Alcegueire complained that FPL was not providing him sufficient information about its policies and practices in the provision of electric service. The dispute is ongoing. For several years Mr. Alcegueire has refused to make full payment to FPL for the electric service it has billed, and Mr. Alcegueire claims that FPL continues to overbill him for electric service. Mr. Alcegueire will estimate what he believes is an appropriate amount to pay for service to his house and pay that amount to FPL, disputing the rest. FPL's records reflect that the amount paid is consistently less than the amount billed. FPL contends that it has properly billed Mr. Alcegueire for electric service and complied with all applicable Commission rules and statutes. At this writing staff calculates that the amount due on

DOCUMENT NUMBER-DATE

11362 OCT 21 04

FPSC-COMMISSION CLERK

Docket No. 041169-EI  
Date: October 21, 2004

Mr. Alcegueire's account is \$2,347.19 plus current charges due 11/01/01 in the amount of \$232. 83, for a total amount due of 2,580.02. Mr. Alcegueire asserts that the entire amount is in dispute in light of the unresolved complaints pending before the Commission.

Complaint No. 445185E concerns Mr. Alcegueire's contention that FPL charged him an excessive deposit when he applied for service in 1999, and improperly charged him interest on the amount due for his deposit, which increased his bills more than they should have been. FPL responds that it complied with Commission rules regarding deposits and has made offers to credit outstanding late payment charges. FPL states that its charge was consistent with Commission Rule 25-6.097, Florida Administrative Code, and it reduced the required deposit when Mr. Alcegueire's usage was lower than estimated. At this time Mr. Alcegueire does not owe any further deposit for service.

Complaint No. 446514E concerns Mr. Alcegueire's contention that FPL improperly reviewed his credit report without his permission when it was determining the deposit he would owe for service. FPL responds that it did not review Mr. Alcegueire's credit report, and it complied with all applicable rules and statutes when it obtained Mr. Alcegueire's credit score to determine his deposit. FPL contends that it was not required to receive Mr. Alcegueire's consent to obtain his credit score, and that query did not adversely affect either his credit score or his credit report.

Complaint No. 446515E concerns Mr. Alcegueire's contention that his deposit was still too high and was incorrectly calculated on his bill to increase his monthly charges. FPL responds that it properly calculated Mr. Alcegueire's deposit and conducted several high bill investigations and meter readings to ensure the accuracy of his meter.

Complaint No. 446516E concerns Mr. Alcegueire's contention that FPL denied him access to procedures and policies for the establishment of electric service so that he could challenge FPL's actions regarding his request for service in 1999. FPL responds that its tariff sheet no. 6.010, revised June 1, 1999 and tariff sheet no. 6.011 address its policies for provision of electric service during the time in question.

The staff has fully investigated Mr. Alcegueire's complaints and made repeated attempts to resolve the ongoing dispute over the last several years, including investigations of the facilities by a staff engineer, four efforts to conduct informal conferences, by phone from Tallahassee and in person in Miami, and innumerable individual telephone calls with Mr. Alcegueire. The parties have not, however, been able to resolve the dispute informally. The July 29, 2004, letter to Mr. Alcegueire from Executive Director, Mary Bane, which is attached to this recommendation as Attachment A, outlines the staff's efforts to resolve Mr. Alcegueire's complaints. Pursuant to Rule 25-22.034, Florida Administrative Code, staff has opened this docket for the Commission to consider the complaints filed. The Commission has jurisdiction pursuant to sections 366.04 and 366.05, Florida Statutes.

**Discussion of Issues**

**ISSUE 1:** What is the proper disposition of Mr. Alcegueire's complaints against Florida Power & Light?

**RECOMMENDATION:** The Commission should dismiss Mr. Alcegueire's complaints. FPL's charges to Mr. Alcegueire appear to be correct, and FPL has otherwise complied with applicable statutes and Commission rules. (Brown, Hicks, Kummer)

**STAFF ANALYSIS:**

Complaint No. 445185E - filed 3/25/02. When Mr. Alcegueire first applied for service at his Miramar residence in 1999, FPL asked for a deposit of \$550, based on the usage of the previous resident. Mr. Alcegueire was a new customer and had not established any usage from which FPL could derive an appropriate deposit. This practice complies with Rule 25-6.097(3), Florida Administrative Code, which provides that, "[i]n the event the customer has had service less than twelve months, then the utility shall base its new or additional deposit upon the average actual monthly usage available." FPL responded to Mr. Alcegueire's complaint by reducing the required deposit by \$50.00 and agreeing to payment over time for the remaining amount. When Mr. Alcegueire demonstrated a usage pattern that was lower than the previous customer's usage, FPL reduced Mr. Alcegueire's deposit to \$250. It is staff's understanding that Mr. Alcegueire has paid all deposits due. FPL retains the deposit at this time and interest at 6% percent annually accrues for Mr. Alcegueire's benefit until the deposit is returned to the customer, pursuant to Rule 25-6.097(2), Florida Administrative Code. That rule provides that after 23 months FPL may refund the deposit if the customer has had continuous service and a satisfactory payment record. That has not been the case with Mr. Alcegueire's service and therefore FPL has retained the deposit. FPL's actions with respect to this complaint have been consistent with the Commission's rules and therefore staff recommends that this complaint be dismissed.

Complaint No. 446514E - filed 4/01/02. When FPL set the deposit amount for new service to Mr. Alcegueire it informed Mr. Alcegueire that it could not waive a deposit for service. At the time Mr. Alcegueire requested service, FPL used a credit score from Equifax as part of its determination whether a deposit would be required. While Mr. Alcegueire contends that FPL ran a full credit report on his credit history without his permission, the facts indicate that FPL only asked Equifax for a single credit score to determine if a deposit was needed. This practice is consistent with the practice of other utilities in setting appropriate deposits and it does not violate any Commission rules or statutes. Therefore, staff recommends that this complaint be dismissed.

Complaint No. 446515E - filed 4/01/04. In response to Mr. Alcegueire's complaint that his deposit was still set too high because he did not use that amount of electricity in a month, FPL conducted three high bill investigations and two meter tests. FPL also informed the customer that the deposit amount of \$250 was based on two months estimated usage and was therefore an accurate reflection of his monthly usage. After the first high bill investigation, FPL credited Mr. Alcegueire's account \$158.91 for repairs to an air conditioning unit and a possible meter reading error. During that investigation a meter test at Mr. Alcegueire's residence showed the meter to be 99.9 percent accurate. No other problems were found with Mr. Alcegueire's

appliances or FPL's service facilities. FPL's second high bill investigation, however, showed that Mr. Alcegueire's pool pump was running 24 hours a day, the central air conditioning unit for the house was not operable, and a window air conditioning unit was operating. A meter test conducted at that time showed that the meter was 99.7 percent accurate. FPL conducted another high bill investigation on November 6, 2001. No problems were found and the meter test showed 99.3 percent accuracy. Based on these facts, staff recommends that FPL has complied with all applicable rules and statutes and this complaint should be dismissed.

Complaint No. 446516E – filed 4/01/04. While Mr. Alcegueire contends in this complaint that FPL has not provided him with appropriate information regarding its policies and procedures in place when he requested service in 1999, it appears from the complaint record that FPL has provided Mr. Alcegueire with the requested information to the extent that it possesses that information. Therefore, staff recommends that FPL has not violated any Commission rules or statutes and this complaint should be dismissed.

### Conclusion

During the third informal conference that staff held to assist the parties in resolving this dispute, Mr. Alcegueire maintained that his high bills were a result of some malfunction of FPL's equipment, despite the results of previous meter testing. In a final effort to resolve these complaints, the Commission's staff engineer performed an on-site inspection of Mr. Alcegueire's residence to determine if there was any apparent malfunction of equipment. Apart from some recommended tree trimming, the engineer could detect no equipment or wiring malfunction that would cause a high bill. A copy of the engineer's report is attached to this recommendation as Attachment B. Also during that informal conference, the staff asked Mr. Alcegueire to submit a list of documents he alleged FPL was refusing to supply to him. Staff reviewed both the list and the documents FPL submitted and it appears to staff that FPL was responsive to Mr. Alcegueire's request.

Based on the foregoing, staff recommends that Mr. Alcegueire's complaints are without merit and should be dismissed. FPL has complied with all applicable Commission rules and statutes. FPL's billing records, which are attached to this recommendation as Attachment C, indicate that as of the filing of this recommendation, the outstanding balance now due and owing to FPL for electric service from 1999 to the present is \$2,580.02. If this amount is not paid by the date the Commission's order in this docket becomes final, FPL will have the discretion, pursuant to Rule 25-6.105, Florida Administrative Code, to disconnect Mr. Alcegueire's service for nonpayment, pursuant to the procedures described therein.

Docket No. 041169-EI  
Date: October 21, 2004

**ISSUE 2:** Should this docket be closed?

**RECOMMENDATION:** If no person whose substantial interests are affected by the Commission's proposed agency action files a protest within twenty-one days of the issuance of the order this docket should be closed upon the issuance of a consummating order. (Brown)

**STAFF ANALYSIS:** If no person whose substantial interests are affected by the Commission's proposed agency action files a protest within twenty-one days of the issuance of the order this docket should be closed upon the issuance of a consummating order.

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

STATE OF FLORIDA



EXECUTIVE DIRECTOR  
MARY ANDREWS BANE  
(850) 413-6068

## Public Service Commission

July 29, 2004

Mr. Jude Alcegueire  
2913 S. W. 68th Avenue  
Hollywood, FL 33023

**Re: PSC Inquiry Nos. 445185E, 446514E, 446515E, and 446516E**

Dear Mr. Alcegueire:

Pursuant to our conversation on July 15<sup>th</sup>, I am responding to your request to be given another opportunity for an informal conference with Florida Power and Light Company (FPL). You maintain that you have not abandoned the informal process and that you are ready to participate in an informal conference when you have the information you requested from FPL. You indicated that FPL has still not provided the information you requested earlier, so, as promised, I met with PSC Staff and personally reviewed the list of information you requested and the responses FPL provided to you by letter dated May 18, 2004. I have attached a copy of your request and the information provided by FPL. PSC Staff has added sheets within the FPL response to clearly indicate which material is responsive to each of your 12 items. There is a response for every item on your list.

Commission Rule 25-22.032, Florida Administrative Code, sets forth the informal complaint process. Pursuant to this rule, once a complaint is filed and a party does not agree with the proposed resolution, an informal conference may be held in an attempt to resolve issues that remain in dispute. During an informal conference, the Commission's staff facilitates the discussion, and all parties are encouraged to participate fully and reach a fair settlement. We have attempted to have an informal conference on four occasions over the last year, all of which were unsuccessful because of your refusal to participate. Let me briefly remind you of our efforts.

- 1) Informal telephone conference scheduled for September 18, 2003

By letter dated August 29, 2003, Staff notified you of an informal conference scheduled for September 18, 2003. This conference was to be held via a telephone conference call. On September 2, 2003, you contacted Staff and expressed concerns with having an informal conference via telephone. You insisted that you wanted to have a "face-to-face" meeting with the company and Commission staff. As a result, the informal conference was cancelled to allow Staff and the parties to make travel arrangements in order to conduct the informal conference in Miami, Florida.

Mr. Jude Alcegueire  
Page 2  
July 22, 2004

2) Informal conference scheduled for December 12, 2003 in Miami

Friday, December 12, 2003, Staff traveled from Tallahassee to Miami to hold an informal conference to address your complaints. In addition to Staff from the Commission, employees of FPL were present to try to reach some resolution. You arrived an hour late and then refused to participate. In essence, by refusing to participate, you abandoned the informal complaint process. Subsequently, you were notified by letter from the PSC General Counsel, Rick Melson, dated March 9, 2004, that the PSC was closing the informal complaints and that you must file a written, formal complaint if you wished to further pursue your complaints.

3) Informal telephone conference scheduled for April 29, 2004

On April 14, 2004, you and I spoke by phone and you insisted that you be given another opportunity for an informal conference. In agreeing to revert to the informal process, I accommodated your request for another chance to resolve your complaints without your having to file a formal complaint, and an informal conference was scheduled.

On April 29, Staff attempted to conduct an informal conference via telephone. During that conference, you insisted that you were not prepared and needed some documents/information from FPL. While there was a brief exchange of dialogue between the parties, you insisted that this meeting not be considered an informal conference because FPL did not provide you with the documents you need to support your case. Staff ended the conference and you were instructed to fax a list of all of your needs to the company, and the company was instructed to respond.

A request for documents was faxed to FPL on May 10. On May 18, an FPL representative came to your home and hand-delivered its response to your request. The FPL response was also provided on May 24 to PSC Staff who reviewed your request and the company's response and determined that all of the requested information had been provided.

To further try to assist you, a PSC engineer visited your residence on June 1 and examined your meter and the lines in the vicinity of your house. The engineer noted a number of trees which needed trimming and which could create momentary interruptions to your electric service.

4) Informal telephone conference scheduled for July 14, 2004

By letter dated June 23, 2004, Staff offered you various dates that were available to conduct your informal conference. The letter clearly stated that if you did not select a date, your informal conference would be held on July 14. Since you did not select a date, the informal conference was scheduled as specified in the letter. On Friday, July 9, Staff contacted you to remind you of the upcoming informal conference. Staff attempted to contact you via telephone several times on July 14, 2004, to begin the informal conference. Rather than participate in the informal conference, you phoned me and left a message saying that FPL had not responded to your request for information. When I returned your call, I reached your answering machine and left a message explaining that the July 14 informal conference was your last opportunity to participate in an informal conference and that the next step would be to take your complaints to the commissioners. You did not participate.

Docket No. 041169-EI  
Date: October 21, 2004

ATTACHMENT A  
Page 3 of 57

Mr. Jude Alcegueire  
Page 3  
July 22, 2004


We have made four attempts to address your complaints through the informal complaint process. All four attempts have been unsuccessful. For this reason, I believe it is appropriate for Staff to proceed to the next phase of the complaint process, which is to present your complaints to the Commissioners.

In August 2004, Staff will prepare a recommendation to the Commissioners on how your complaints should be resolved. The Commissioners, who must base their decision on Florida's rules and statutes, will vote on Staff's recommendation in September 2004 during an agenda conference.

Staff will notify you once the recommendation is filed and you will receive a copy of the recommendation along with information on how you can participate in the agenda conference. If you are not happy with the Commissioners' decision, you will have the opportunity to protest that decision and request a hearing where evidence may be presented and sworn testimony taken.

I regret that we have been unable to resolve your complaints through the informal mediation process, but I am convinced that we need to move forward with the next step in the complaint process.

Sincerely,



Mary A. Bane  
Executive Director

MAB/rh

cc: Richard D. Melson, General Counsel  
Martha Carter Brown, Attorney  
Rhonda L. Hicks, Bureau of Complaint Resolution



MAY-12-2004(WED) 08:32 FLORIDA POWER & LIGHT

(FAX)850 521 3939 P.002/002

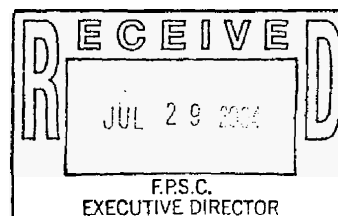
04/04/04

From: Jude Alcegueire

To: FPL

I, Jude Alcegueire requiring some documents in regard to charges number 445185e, 446514e, 446515e, 446516e. I need a document of:

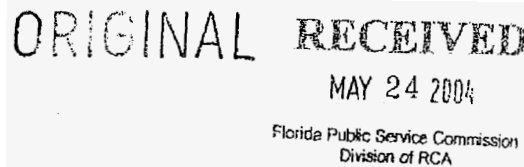
- ✓1. policy in regard to deposit from 1994-1999
- ✓2. document & policy related to credit from 1994-1999 & 2000-2004
- ✓3. policy regarding application for service from 1999 to now ✓
4. record of outage in March 2000
5. record of outage in June 2000
6. record of outage from January 2001
7. record of meters not running
8. record of outage in April 2001
9. record of claim filed for lost in June blackout in June 2002
10. record of meters stop running in part of the house has electricity while other doesn't
11. record of outage in November 2002 where the house have no electricity and the meter was running
12. record of the dispatcher going to the pole the next day and shutdown my electricity and restarted it again





P.O. Box 029100, Miami, FL, 33102-9100

May 18, 2004



Jude Alcegueire  
2913 SW 68 Avenue  
Miramar, FL 33023

Ref: FPL account number: 20902-31081

Dear Mr. Alcegueire,

The following information is being provided in response to your request for documents received by FPL on Monday, May 10, 2004.

**1. "Policy in regard to deposit from 1994- 1999":**

The regulations in the Florida Administrative Code (F.A.C.) apply to all public utilities under the jurisdiction on the FPSC. Florida Administrative Code, 25-6.033 Tariffs, requires each utility to adopt and file rules (Tariffs) that are consistent with rules or orders of the Commission. FPL's deposit policy is based on the attached rules and regulations.

25-6.097 Customer Deposits (1) (3)

FPL's current Tariff Sheet, FP& L's Thirteenth Revised Tariff Sheet 6.040  
6.1 Security Deposit/Guaranty. Effective: March 7, 2004,

As requested FPL's prior Tariff Sheets, Ninth - Twelfth Revised Tariff Sheets with effective dates of April 25, 1994, December 5, 1994, April 1, 1997, July 8, 1998 are provided.

**2. Document & Policy related to credit from 1994-1999 & 2000-2004:**

Enclosed is a copy of the Fair Credit Reporting Act (FCRA), complete in January 2002, which includes amendments to the FCRA set forth in the Consumer Credit Reporting Act of 1996. Paragraph 604. Permissible purposes of consumer reports (15 USC 1681b) outlines the circumstances in which a consumer reporting agency may furnish a consumer report without a consumer's written permission. Section (F) identifies one of the circumstances as "a legitimate business need for the information" and sub-section (i)

Jude Alcegueire  
May 18, 2004  
Page 2

ORIGINAL

identifies a requirement as being "in connection with a business transaction that is initiated by the customer."

When customers contact FPL and requests service be established (*initiating* a business transaction), FPL requests an Equifax score (utility scoring) from a consumer-reporting agency to see if a security deposit (business transaction) is required. This utility scoring is referred to as a "soft inquiry" and is not considered a consumer report because it does not have any effect on the consumers total credit score.

**3. Policy regarding application for service from 1999 to now:**

The regulations in the Florida Administrative Code (F.A.C.) apply to all public utilities under the jurisdiction on the FPSC. Florida Administrative Code, 25-6.033 Tariffs, require each utility to adopt and file rules (Tariffs) governing relations with customers that are consistent with rules or orders of the Commission. FPL's policy for initiating electric (application) service is based on the attached rules and regulations.

25-6.095 Initiation of Service (1) (2) (3)

FPL's current Tariff Sheet, FP& L's Eighth Revised Tariff Sheet 6.010,  
1.1 Application for Service, & 1.2 Information Needed. Effective: March 7, 2004,

As requested FPL's prior Tariff Sheets, Sixth and Seventh Revised Tariff Sheets with effective dates of June 1, 1999 and May 1, 2000 are provided

**4. Record of outage in March 2000:**

FPL records do not reflect any outage(s) affecting this customer in March 2000.

Please see attached outage history indicating all interruptions occurred since 1999.

**5. Record of outage in June 2000:**

FPL records do not reflect any outage(s) affecting this customer in June 2000.

Please see attached outage history indicating all interruptions occurred since 1999.

**6. Record of outage from January 2001:**

Jude Alcegueire  
May 18, 2004  
Page 3

ORIGINAL

FPL records do not reflect any outage(s) affecting this customer from June 2000.

Please see attached outage history indicating all interruptions occurred since 1999.

**7. Record of meters not running:**

FPL records do not indicate that the meter serving this customer stopped or malfunctioned at any time, except during an outage. The meter would have stop registering during any of the outages reported on the attached outage history. The outage history records reflect the number of minutes that the meter would have stopped running during each outage, time power off / minutes and then power on.

The original meter 5C11541 serving this customer was set on July 1<sup>st</sup>, 1989. The customer connected service, at this address, November 24, 1999. Meter 5C11541 was removed for testing on October 23, 2000 and subsequently tested on October 27, 2000. The test results indicated the meter was operating at a Weighted Average of 99.93%, which is within allowable tolerance.

Meter number 5C36826 was set on October 23, 2000 and removed for testing on August 23, 2001. Meter number 5C36826 was tested on August 28, 2001 and was found to be operating at a Weighted Average of 99.72%, which is within acceptable tolerance.

Meter number 5C72808 was set on August 23, 2001 and is currently serving this premise. Copies of the meter test results are provided.

**8. Record of outage in April 2004:**

On April 8, 2004, FPL records indicate a main line feeder outage was reported at approximately 7:04 p.m., indicating service out in the area. Service was restored at approximately 8:06 p.m., that same day. Trouble ticket 1038 is provided.

**9. Record of claim filed for lost in June blackout in June 2002:**

FPL records do not reflect any blackout or claim filed in June 2002.

**10. Record of meters stopped running in part of house has electricity while other doesn't:**

Jude Alcegueire  
May18, 2004  
Page 4

ORIGINAL

FPL records reflect a Trouble Ticket, #234, was generated on January 26, 2002. The customer's remarks indicated "please check lights flickering since power disconnected last week". (The service had been disconnected at the meter for non payment on January 17, 2002.) A Restoration Specialist (RS) responded and reworked all connections at the weatherhead. No problems were found.

**11. Record of outage in November 2002 where the house have no electricity and the meter was running:**

FPL records do not reflect any outage(s) in November 2002.

FPL records do reflect that in November 2002, a Recording Volt Meter (RVM) was installed on November 14, 2002, and monitored your service from November 15 through November 19. The results indicated the voltage was within limits.

**12. Record of the dispatcher going to the pole the next day and shutdown my electricity and restarted again:**

FPL does not have record of a crew or a dispatcher being sent to the premise to disconnect or reconnect the service, or make repairs at anytime during the November 2002 time frame. As indicated in #11 a Recording Volt Meter (RVM) was set in November 2002.

If you need further assistance, please feel free to contact me at 1 800 397-6544, Ext. 1 or 305 552-4659

Sincerely,

Carol Harzinski- Byerly  
Customer Service Supervisor

Attachments

Cc: Florida Public Service Commission

**Re: Jude Alcegueire's  
Complaints**

**FPL's response to  
ITEM NO. 1  
"Policy in regard to deposit  
from 1994-1999"**

**8**

**PAGE(S)**

**FPSC Rule 25-6.097 &  
FPL's Tariff sheets  
provided.**



payment of bills for the service requested. For residential customers, a satisfactory guarantor shall, at the minimum, be a customer of the utility with a satisfactory payment record. For non-residential customers, a satisfactory guarantor need not be a customer of the utility. Each utility shall develop minimum financial criteria that a proposed guarantor must meet to qualify as a satisfactory guarantor. A copy of the criteria shall be made available to each new non-residential customer upon request by the customer. A guarantor's liability shall be terminated when a residential customer whose payment of bills is secured by the guarantor meets the requirements of subsection (2) of this rule. Guarantors providing security for payment of residential customers' bills shall only be liable for bills contracted at the service address contained in the contract of guaranty.

(b) The applicant pays a cash deposit.

(c) The applicant for service furnishes an irrevocable letter of credit from a bank or a surety bond.

(2) Refund of deposits. After a customer has established a satisfactory payment record and has had continuous service for a period of 23 months, the utility shall refund the residential customer's deposits and shall, at its option, either refund or pay the higher rate of interest specified below for nonresidential deposits, providing the customer has not, in the preceding 12 months, (a) made more than one late payment of a bill (after the expiration of 20 days from the date of mailing or delivery by the utility), (b) paid with check refused by a bank, (c) been disconnected for nonpayment, or at any time, (d) tampered with the electric meter, or (e) used service in a fraudulent or unauthorized manner.

(3) New or additional deposits. A utility may require, upon reasonable written notice of not less than thirty (30) days, a new deposit, where previously waived or returned, or additional deposit, in order to secure payment of current bills. Such request shall be separate and apart from any bill for service and shall explain the reason for such new or additional deposit, provided, however, that the total amount of the required deposit shall not exceed an amount equal to twice the average charges for actual usage of electric service for the twelve month period immediately prior to the date of notice. In the event the customer has had service less than twelve months, then the utility shall base its new or additional deposit upon the average actual monthly usage available.

(4) Interest on deposits.

(a) Each electric utility which requires deposits to be made by its customers shall pay a minimum interest on such deposits of 6 percent per annum. The utility shall pay an interest rate of 7 percent per annum on deposits of nonresidential customers qualifying under subsection (2) when the utility elects not to refund such deposit after 23 months.

(b) The deposit interest shall be simple interest in all cases and settlement shall be made annually, either in cash or by credit on the current bill. This does not prohibit any utility paying a higher rate of interest than required by this rule. No customer depositor shall be entitled to receive interest on his deposit until and unless a customer relationship and the deposit have been in existence for a continuous period of six months, then he shall be entitled to receive interest from the day of the commencement of the customer relationship and the placement of deposit. Nothing in this rule shall prohibit a utility from refunding at any time a deposit with any accrued interest.

(5) Record of deposits. Each utility having on hand deposits from customers or hereafter receiving deposits from them shall keep records to show:

(a) The name of each customer making the deposit;

(b) The premises occupied by the customer;



Supp. No. 197

ELECTRIC SERVICE

CHAPTER 25-6

(c) The date and amount of deposit; and  
(d) Each transaction concerning the deposits such as interest payments, interest credited or similar transactions.  
(6) **Receipt for deposit.** A non-transferable certificate of deposit shall be issued to each customer and means provided so that the customer may claim the deposit if the certificate is lost. Where a new or additional deposit is required under Section (3) of this rule a customer's cancelled check or validated bill coupon may serve as a deposit receipt.  
(7) Refund of deposit when service is discontinued. Upon termination of service, the deposit and accrued interest may be credited against the final account and the balance, if any, shall be returned promptly to the customer but in no event later than fifteen (15) days after service is discontinued.  
Specific Authority: 366.05(1), 350.127(2), F.S.  
Law Implemented: 366.03, 366.041(1), 366.05(1), 366.06(1), F.S.  
History: **New 7/29/69, Amended 5/9/76, 7/8/79, 6/10/80, 10/17/83, 1/31/84, formerly 25-6.97, Amended 10/13/88, 4/25/94, 03/15/99.**

**25-6.098 Interest on Deposits.**  
Specific Authority: 366.05(1), F.S.  
Law Implemented: 366.03, F.S.  
History: **Amended 7/29/69, Repealed 5/9/76, formerly 25-6.98.**

**25-6.099 Meter Readings.** Each service meter shall be clearly marked to indicate the units measured. Unless special circumstances warrant, meters shall be read at monthly intervals on the approximate corresponding day of each meter-reading period.  
Specific Authority: 366.05(1), F.S.  
Law Implemented: 366.03, 366.05(1), F.S.  
History: **Amended 7/29/69, 4/13/80, formerly 25-6.99.**

**25-6.100 Customer Billing.**  
(1) Bills shall be rendered monthly and as promptly as possible following the reading of meters.  
(2) By January 1, 1983, each customer's bill shall show at least the following information:  
(a) The meter reading and the date the meter is read, in addition to the meter reading for the previous period. If the meter reading is estimated, the word "estimated" shall be prominently displayed on the bill.  
(b) 1. Kilowatt-hours (KWH) consumed including on and off peak if customer is time-of-day metered.  
2. Kilowatt (KW) demand, if applicable, including on and off peak if customer is time-of-day metered.  
(c) The dollar amount of the bill, including separately:  
1. Customer charge.  
2. Energy (KWH) charge, exclusive of fuel, in cents per KWH, including amounts for on and off peak if the customer is time-of-day metered and energy conservation costs.  
3. Demand (KW) charge, exclusive of fuel, in dollar cost per KW, if applicable, including amounts for on and off peak if the customer is time-of-day metered.  
4. Fuel cost in cents per KWH (no fuel costs shall be included in the base charge for demand or energy).

OF BINAL

FLORIDA POWER & LIGHT COMPANY

Thirteenth Revised Sheet No. 6.040  
Cancels Twelfth Revised Sheet No. 6.040

## 5 COMPANY'S INSTALLATIONS

5.1 Protection of Company's Property. The Customer shall properly protect the Company's property on the Customer's premises, and shall permit no one but the Company's agents, or persons authorized by law, to have access to the Company's wiring, meters, and apparatus.

5.2 Damage to Company's Property. In the event of any loss or damage to property of the Company caused by or arising out of carelessness, neglect or misuse by the Customer, the cost of making good such loss or repairing such damage shall be paid by the Customer.

5.3 Relocation of Company's Facilities. When there is a change in the Customer's operation or construction which, in the judgment of the Company, makes the relocation of Company's facilities necessary, or if such relocation is requested by the Customer, the Company will move such facilities at the Customer's expense to a location which is acceptable to the Company.

5.4 Attachments to Poles. The use of the Company's poles, wires, towers, structures or other facilities for the purpose of fastening or supporting any radio or television aerials or other equipment, or any wires, ropes, signs, banners or other things, not necessary to the supplying by the Company of electric service to the community, or the locating of same in such proximity to the Company's property or facilities as to cause, or be likely to cause, interference with the supply of electric service, or a dangerous condition in connection therewith, is prohibited, and the Company shall have the right forthwith to remove same without notice. The violator of these rules is liable for any damage resulting therefrom.

5.5 Interference with Company's Facilities. The Customer should not allow trees, vines and shrubs to interfere with the Company's adjacent overhead conductors, service wires, pad mounted transformers and meter. Such interference may result in an injury to persons, or may cause the Customer's service to be interrupted. In all cases the customer should request the Company to trim or remove trees and other growth near the Company's adjacent overhead wires, and under no circumstances should the Customer undertake this work himself, except around service cables when specifically authorized by and arranged with the Company.

5.6 Unobstructed Access to Company's Facilities. The Company shall have perpetual unobstructed access to its overhead and underground facilities such as poles, underground cables, pad mounted transformers and meters in order to perform repair and maintenance in a safe, timely and cost-efficient manner. The Customer is responsible for contacting the Company for guidance before constructing any items which may obstruct the Company's access. Such items include, but are not limited to, building additions, decks, patios, pools, fences or pavings. Relocation of the Company's facilities, as provided in Section 5.3 of these Rules and Regulations, may be necessary. Should an item interfere with access to Company facilities requiring repair or maintenance, the Company will explore with the Customer all alternatives deemed feasible by the Company to determine the method of repair most acceptable to the Customer. When the most acceptable or only option involves the Customer removing the obstruction or the Customer taking other actions, the Customer shall accomplish the work within 20 working days. Should the Customer fail to accomplish said work within 20 working days or to make other satisfactory arrangements with the Company, the Company may elect to discontinue service to the Customer, pursuant to F.A.C. Rule 25-6.105 (5) (f). In all cases, the Customer will be responsible for all costs in excess of a standard, unobstructed repair.

## 6 SECURITY DEPOSITS/GUARANTIES

### 6.1 Security Deposit/Guaranty.

- (1) Before the Company renders service or upon termination of an existing Unconditional Guaranty Contract, each applicant will be required to provide:
  - a) information which satisfies the Company's application requirements for no deposit; or
  - b) a Security Deposit consisting of cash, surety bond, or irrevocable bank letter of credit; or
  - c) a guaranty satisfactory to the Company to secure payment of bills.
- (2) Each guarantor must enter into a guaranty contract set forth as Tariff Sheet No. 9.400 or 9.410. The amount of such initial Security Deposit, if required, shall be based upon estimated billings for a period of two average months, but not less than \$25.00. Estimations shall be based on previous billings at the service address, and/or the equipment/appliances in service or to be put into service. After four (4) months history is recorded, the initial Security Deposit may be adjusted to compensate for over or under estimations. Such adjustment may consider seasonal factors. After twelve (12) months of billing history is recorded, the initial Security Deposit may again be adjusted to compensate for over or under estimations. The Company may require a subsequent Security Deposit from a Customer, including one whose initial Security Deposit was refunded/released. A Security Deposit/guaranty may be held by the Company until refunded or released under the terms of rule 6.3.

FLORIDA POWER & LIGHT COMPANY

Ninth Revised Sheet No. 6.040  
Cancels Eighth Revised Sheet No. 6.040

5 COMPANY'S INSTALLATIONS

5.1 Protection of Company's Property. The Customer shall properly protect the Company's property on the Customer's premises, and shall permit no one but the Company's agents, or persons authorized by law, to have access to the Company's wiring, meters, and apparatus.

5.2 Damage to Company's Property. In the event of any loss or damage to property of the Company caused by or arising out of carelessness, neglect or misuse by the Customer, the cost of making good such loss or repairing such damage shall be paid by the Customer.

5.3 Relocation of Company's Facilities. When there is a change in the Customer's operation or construction which, in the judgment of the Company, makes the relocation of Company's facilities necessary, or if such relocation is requested by the Customer, the Company will move such facilities at the Customer's expense to a location which is acceptable to the Company.

5.4 Attachments to Poles. The use of the Company's poles, wires, towers, structures or other facilities for the purpose of fastening or supporting any radio or television aerials or other equipment, or any wires, ropes, signs, banners or other things, not necessary to the supplying by the Company of electric service to the community, or the locating of same in such proximity to the Company's property or facilities as to cause, or be likely to cause, interference with the supply of electric service, or a dangerous condition in connection therewith, is prohibited, and the Company shall have the right forthwith to remove same without notice. The violator of these rules is liable for any damage resulting therefrom.

5.5 Interference with Company's Facilities. The Customer should not allow trees, vines and shrubs to interfere with the Company's adjacent overhead conductors, service wires, pad mounted transformers and meter. Such interference may result in an injury to persons, or may cause the Customer's service to be interrupted. In all cases the customer should request the Company to trim or remove trees and other growth near the Company's adjacent overhead wires, and under no circumstances should the Customer undertake this work himself, except around service cables when specifically authorized by and arranged with the Company.

6 SECURITY DEPOSITS/GUARANTIES

6.1 Security Deposit/Guaranty.

- (1) Before the Company renders service, each applicant will be required to provide:
  - a) information which satisfies the Company's application requirements for no deposit; or
  - b) a Security Deposit consisting of cash, surety bond, or irrevocable bank letter of credit; or
  - c) a guaranty satisfactory to the Company to secure payment of bills.
- (2) Each guarantor must enter into the guaranty contract set forth as Tariff Sheet No. 9.400. The amount of such initial Security Deposit, if required, shall be based upon estimated billings for a period of two average months, but not less than \$25.00. Estimations shall be based on previous billings at the service address, and/or the equipment/appliances in service or to be put into service. After four (4) months history is recorded, the initial Security Deposit may be adjusted to compensate for over or under estimations. Such adjustment may consider seasonal factors. After twelve (12) months of billing history is recorded, the initial Security Deposit may again be adjusted to compensate for over or under estimations. The Company may require a subsequent Security Deposit from a Customer, including one whose initial Security Deposit was refunded/released. A Security Deposit/guaranty may be held by the Company until refunded or released under the terms of rule 6.3.

6.2 Deposit Interest. The interest due will be paid once a year, ordinarily as a credit on regular bills, and on final bills when service is discontinued. No interest will be paid if service is ordered disconnected for any cause within six months from the date of initial service.

6.21 Residential Deposits. Simple interest at the rate of 6% per annum will be paid to residential Customers for cash deposits when held by the Company.

6.22 Nonresidential Deposits. Simple interest at the rate of 6% per annum will be paid on cash deposits of nonresidential customers. However, simple interest at the rate of 7% per annum will be paid on cash deposits of nonresidential Customers provided the Customer has had continuous service for a period of not less than 23 months, and has not in the preceding 12 months: a) made more than one late payment of the bill (after the expiration of 20 days from the date of mailing or delivery by the Company), b) paid with a check refused by a bank, c) been disconnected for nonpayment at any time, d) tampered with the electric meter, or e) used service in a fraudulent or unauthorized manner.

FLORIDA POWER & LIGHT COMPANY

Tenth Revised Sheet No. 6.040  
Cancels Ninth Revised Sheet No. 6.040

5 COMPANY'S INSTALLATIONS

5.1 Protection of Company's Property. The Customer shall properly protect the Company's property on the Customer's premises, and shall permit no one but the Company's agents, or persons authorized by law, to have access to the Company's wiring, meters, and apparatus.

5.2 Damage to Company's Property. In the event of any loss or damage to property of the Company caused by or arising out of carelessness, neglect or misuse by the Customer, the cost of making good such loss or repairing such damage shall be paid by the Customer.

5.3 Relocation of Company's Facilities. When there is a change in the Customer's operation or construction which, in the judgment of the Company, makes the relocation of Company's facilities necessary, or if such relocation is requested by the Customer, the Company will move such facilities at the Customer's expense to a location which is acceptable to the Company.

5.4 Attachments to Poles. The use of the Company's poles, wires, towers, structures or other facilities for the purpose of fastening or supporting any radio or television aerials or other equipment, or any wires, ropes, signs, banners or other things, not necessary to the supplying by the Company of electric service to the community, or the locating of same in such proximity to the Company's property or facilities as to cause, or be likely to cause, interference with the supply of electric service, or a dangerous condition in connection therewith, is prohibited, and the Company shall have the right forthwith to remove same without notice. The violator of these rules is liable for any damage resulting therefrom.

5.5 Interference with Company's Facilities. The Customer should not allow trees, vines and shrubs to interfere with the Company's adjacent overhead conductors, service wires, pad mounted transformers and meter. Such interference may result in an injury to persons, or may cause the Customer's service to be interrupted. In all cases the customer should request the Company to trim or remove trees and other growth near the Company's adjacent overhead wires, and under no circumstances should the Customer undertake this work himself, except around service cables when specifically authorized by and arranged with the Company.

6 SECURITY DEPOSITS/GUARANTIES

6.1 Security Deposit/Guaranty.

- (1) Before the Company renders service or upon termination of an existing Unconditional Guaranty Contract, each applicant will be required to provide:
  - a) information which satisfies the Company's application requirements for no deposit; or
  - b) a Security Deposit consisting of cash, surety bond, or irrevocable bank letter of credit; or
  - c) a guaranty satisfactory to the Company to secure payment of bills.
- (2) Each guarantor must enter into the guaranty contract set forth as Tariff Sheet No. 9.400. The amount of such initial Security Deposit, if required, shall be based upon estimated billings for a period of two average months, but not less than \$25.00. Estimations shall be based on previous billings at the service address, and/or the equipment/appliances in service or to be put into service. After four (4) months history is recorded, the initial Security Deposit may be adjusted to compensate for over or under estimations. Such adjustment may consider seasonal factors. After twelve (12) months of billing history is recorded, the initial Security Deposit may again be adjusted to compensate for over or under estimations. The Company may require a subsequent Security Deposit from a Customer, including one whose initial Security Deposit was refunded/released. A Security Deposit/guaranty may be held by the Company until refunded or released under the terms of rule 6.3.

6.2 Deposit Interest. The interest due will be paid once a year, ordinarily as a credit on regular bills, and on final bills when service is discontinued. No interest will be paid if service is ordered disconnected for any cause within six months from the date of initial service.

6.21 Residential Deposits. Simple interest at the rate of 6% per annum will be paid to residential Customers for cash deposits when held by the Company.

6.22 Nonresidential Deposits. Simple interest at the rate of 6% per annum will be paid on cash deposits of nonresidential customers. However, simple interest at the rate of 7% per annum will be paid on cash deposits of nonresidential Customers provided the Customer has had continuous service for a period of not less than 23 months, and has not in the preceding 12 months: a) made more than one late payment of the bill (after the expiration of 20 days from the date of mailing or delivery by the Company), b) paid with a check refused by a bank, c) been disconnected for nonpayment at any time, d) tampered with the electric meter, or e) used service in a fraudulent or unauthorized manner.

FLORIDA POWER & LIGHT COMPANY

Eleventh Revised Sheet No. 6.040  
Cancels Tenth Revised Sheet No. 6.040

5 COMPANY'S INSTALLATIONS

5.1 Protection of Company's Property. The Customer shall properly protect the Company's property on the Customer's premises, and shall permit no one but the Company's agents, or persons authorized by law, to have access to the Company's wiring, meters, and apparatus.

5.2 Damage to Company's Property. In the event of any loss or damage to property of the Company caused by or arising out of carelessness, neglect or misuse by the Customer, the cost of making good such loss or repairing such damage shall be paid by the Customer.

5.3 Relocation of Company's Facilities. When there is a change in the Customer's operation or construction which, in the judgment of the Company, makes the relocation of Company's facilities necessary, or if such relocation is requested by the Customer, the Company will move such facilities at the Customer's expense to a location which is acceptable to the Company.

5.4 Attachments to Poles. The use of the Company's poles, wires, towers, structures or other facilities for the purpose of fastening or supporting any radio or television acrials or other equipment, or any wires, ropes, signs, banners or other things, not necessary to the supplying by the Company of electric service to the community, or the locating of same in such proximity to the Company's property or facilities as to cause, or be likely to cause, interference with the supply of electric service, or a dangerous condition in connection therewith, is prohibited, and the Company shall have the right forthwith to remove same without notice. The violator of these rules is liable for any damage resulting therefrom.

5.5 Interference with Company's Facilities. The Customer should not allow trees, vines and shrubs to interfere with the Company's adjacent overhead conductors, service wires, pad mounted transformers and meter. Such interference may result in an injury to persons, or may cause the Customer's service to be interrupted. In all cases the customer should request the Company to trim or remove trees and other growth near the Company's adjacent overhead wires, and under no circumstances should the Customer undertake this work himself, except around service cables when specifically authorized by and arranged with the Company.

5.6 Unobstructed Access to Company's Facilities. The Company shall have perpetual unobstructed access to its overhead and underground facilities such as poles, underground cables, pad mounted transformers and meters in order to perform repair and maintenance in a safe, timely and cost-efficient manner. The Customer is responsible for contacting the Company for guidance before constructing any items which may obstruct the Company's access. Such items include, but are not limited to, building additions, decks, patios, pools, fences or pavings. Relocation of the Company's facilities, as provided in Section 5.3 of these Rules and Regulations, may be necessary. Should an item interfere with access to Company facilities requiring repair or maintenance, the Company will explore with the Customer all alternatives deemed feasible by the Company to determine the method of repair most acceptable to the Customer. When the most acceptable or only option involves the Customer removing the obstruction or the Customer taking other actions, the Customer shall accomplish the work within 20 working days. Should the Customer fail to accomplish said work within 20 working days or to make other satisfactory arrangements with the Company, the Company may elect to discontinue service to the Customer, pursuant to F.A.C. Rule 25-6.105 (5) (f). In all cases, the Customer will be responsible for all costs in excess of a standard, unobstructed repair.

6 SECURITY DEPOSITS/GUARANTIES

6.1 Security Deposit/Guaranty

- (1) Before the Company renders service or upon termination of an existing Unconditional Guaranty Contract, each applicant will be required to provide:
  - a) information which satisfies the Company's application requirements for no deposit; or
  - b) a Security Deposit consisting of cash, surety bond, or irrevocable bank letter of credit; or
  - c) a guaranty satisfactory to the Company to secure payment of bills.
- (2) Each guarantor must enter into the guaranty contract set forth as Tariff Sheet No. 9.400. The amount of such initial Security Deposit, if required, shall be based upon estimated billings for a period of two average months, but not less than \$25.00. Estimations shall be based on previous billings at the service address, and/or the equipment/appliances in service or to be put into service. After four (4) months history is recorded, the initial Security Deposit may be adjusted to compensate for over or under estimations. Such adjustment may consider seasonal factors. After twelve (12) months of billing history is recorded, the initial Security Deposit may again be adjusted to compensate for over or under estimations. The Company may require a subsequent Security Deposit from a Customer, including one whose initial Security Deposit was refunded/released. A Security Deposit/guaranty may be held by the Company until refunded or released under the terms of rule 6.3.

FLORIDA POWER & LIGHT COMPANY

Twelfth Revised Sheet No. 6.040  
Cancels Eleventh Revised Sheet No. 6.040

5 COMPANY'S INSTALLATIONS

5.1 Protection of Company's Property. The Customer shall properly protect the Company's property on the Customer's premises, and shall permit no one but the Company's agents, or persons authorized by law, to have access to the Company's wiring, meters, and apparatus.

5.2 Damage to Company's Property. In the event of any loss or damage to property of the Company caused by or arising out of carelessness, neglect or misuse by the Customer, the cost of making good such loss or repairing such damage shall be paid by the Customer.

5.3 Relocation of Company's Facilities. When there is a change in the Customer's operation or construction which, in the judgment of the Company, makes the relocation of Company's facilities necessary, or if such relocation is requested by the Customer, the Company will move such facilities at the Customer's expense to a location which is acceptable to the Company.

5.4 Attachments to Poles. The use of the Company's poles, wires, towers, structures or other facilities for the purpose of fastening or supporting any radio or television aerials or other equipment, or any wires, ropes, signs, banners or other things; not necessary to the supplying by the Company of electric service to the community, or the locating of same in such proximity to the Company's property or facilities as to cause, or be likely to cause, interference with the supply of electric service, or a dangerous condition in connection therewith, is prohibited, and the Company shall have the right forthwith to remove same without notice. The violator of these rules is liable for any damage resulting therefrom.

5.5 Interference with Company's Facilities. The Customer should not allow trees, vines and shrubs to interfere with the Company's adjacent overhead conductors, service wires, pad mounted transformers and meter. Such interference may result in an injury to persons, or may cause the Customer's service to be interrupted. In all cases the customer should request the Company to trim or remove trees and other growth near the Company's adjacent overhead wires, and under no circumstances should the Customer undertake this work himself, except around service cables when specifically authorized by and arranged with the Company.

5.6 Unobstructed Access to Company's Facilities. The Company shall have perpetual unobstructed access to its overhead and underground facilities such as poles, underground cables, pad mounted transformers and meters in order to perform repair and maintenance in a safe, timely and cost-efficient manner. The Customer is responsible for contacting the Company for guidance before constructing any items which may obstruct the Company's access. Such items include, but are not limited to, building additions, decks, patios, pools, fences or pavings. Relocation of the Company's facilities, as provided in Section 5.3 of these Rules and Regulations, may be necessary. Should an item interfere with access to Company facilities requiring repair or maintenance, the Company will explore with the Customer all alternatives deemed feasible by the Company to determine the method of repair most acceptable to the Customer. When the most acceptable or only option involves the Customer removing the obstruction or the Customer taking other actions, the Customer shall accomplish the work within 20 working days. Should the Customer fail to accomplish said work within 20 working days or to make other satisfactory arrangements with the Company, the Company may elect to discontinue service to the Customer, pursuant to F.A.C. Rule 25-6.105 (5) (f). In all cases, the Customer will be responsible for all costs in excess of a standard, unobstructed repair.

6 SECURITY DEPOSITS/GUARANTIES

6.1 Security Deposit/Guaranty.

- (1) Before the Company renders service or upon termination of an existing Unconditional Guaranty Contract, each applicant will be required to provide:
  - a) information which satisfies the Company's application requirements for no deposit; or
  - b) a Security Deposit consisting of cash, surety bond, or irrevocable bank letter of credit; or
  - c) a guaranty satisfactory to the Company to secure payment of bills.
- (2) Each guarantor must enter into a guaranty contract set forth as Tariff Sheet No. 9.400 or 9.410. The amount of such initial Security Deposit, if required, shall be based upon estimated billings for a period of two average months, but not less than \$25.00. Estimations shall be based on previous billings at the service address, and/or the equipment/appliances in service or to be put into service. After four (4) months history is recorded, the initial Security Deposit may be adjusted to compensate for over or under estimations. Such adjustment may consider seasonal factors. After twelve (12) months of billing history is recorded, the initial Security Deposit may again be adjusted to compensate for over or under estimations. The Company may require a subsequent Security Deposit from a Customer, including one whose initial Security Deposit was refunded/released. A Security Deposit/guaranty may be held by the Company until refunded or released under the terms of rule 6.3.

**Re: Jude Alcegueire's  
Complaints**

**FPL's response to  
ITEM NO. 2  
"Document & policy related  
to credit from 1994-1999 &  
2000-2004"**

**2 PAGE(S)**

**A copy of the  
Fair Credit Reporting Act  
provided.**

Fair Credit Reporting Act

Page 6 of 38

ORIGINAL

(iii) in the case of consent under clause (i) or (ii) given orally, is provided written confirmation of that consent by the person making the communication, not later than 3 business days after the receipt of the consent by that person;

(B) the person who makes the communication does not, for the purpose of making the communication, make any inquiry that if made by a prospective employer of the consumer who is the subject of the communication would violate any applicable Federal or State equal employment opportunity law or regulation; and

(C) the person who makes the communication

(i) discloses in writing to the consumer who is the subject of the communication, not later than 5 business days after receiving any request from the consumer for such disclosure, the nature and substance of all information in the consumer's file at the time of the request, except that the sources of any information that is acquired solely for use in making the communication and is actually used for no other purpose, need not be disclosed other than under appropriate discovery procedures in any court of competent jurisdiction in which an action is brought; and

(ii) notifies the consumer who is the subject of the communication, in writing, of the consumer's right to request the information described in clause (i).

(p) Consumer reporting agency that compiles and maintains files on consumers on a nationwide basis. The term "consumer reporting agency that compiles and maintains files on consumers on a nationwide basis" means a consumer reporting agency that regularly engages in the practice of assembling or evaluating, and maintaining, for the purpose of furnishing consumer reports to third parties bearing on a consumer's credit worthiness, credit standing, or credit capacity, each of the following regarding consumers residing nationwide:

(1) Public record information.

(2) Credit account information from persons who furnish that information regularly and in the ordinary course of business.

**§ 604. Permissible purposes of consumer reports [15 U.S.C. § 1681b]**

(a) In general. Subject to subsection (c), any consumer reporting agency may furnish a consumer report under the following circumstances and no other:

(1) In response to the order of a court having jurisdiction to issue such an order, or a subpoena issued in connection with proceedings before a Federal grand jury.

(2) In accordance with the written instructions of the consumer to whom it relates.

(3) To a person which it has reason to believe

(A) intends to use the information in connection with a credit transaction involving the consumer on whom the information is to be furnished and involving the extension of credit to, or review or collection of an account of, the consumer; or

(B) intends to use the information for employment purposes; or

(C) intends to use the information in connection with the underwriting of insurance involving the consumer; or



(D) intends to use the information in connection with a determination of the consumer's eligibility for a license or other benefit granted by a governmental instrumentality required by law to consider an applicant's financial responsibility or status; or

(E) intends to use the information, as a potential investor or servicer, or current insurer, in connection with a valuation of, or an assessment of the credit or prepayment risks associated with, an existing credit obligation; or

(F) otherwise has a legitimate business need for the information

(i) in connection with a business transaction that is initiated by the consumer; or

(ii) to review an account to determine whether the consumer continues to meet the terms of the account.

(4) In response to a request by the head of a State or local child support enforcement agency (or a State or local government official authorized by the head of such an agency), if the person making the request certifies to the consumer reporting agency that

(A) the consumer report is needed for the purpose of establishing an individual's capacity to make child support payments or determining the appropriate level of such payments;

(B) the paternity of the consumer for the child to which the obligation relates has been established or acknowledged by the consumer in accordance with State laws under which the obligation arises (if required by those laws);

(C) the person has provided at least 10 days' prior notice to the consumer whose report is requested, by certified or registered mail to the last known address of the consumer, that the report will be requested; and

(D) the consumer report will be kept confidential, will be used solely for a purpose described in subparagraph (A), and will not be used in connection with any other civil, administrative, or criminal proceeding, or for any other purpose.

(5) To an agency administering a State plan under Section 454 of the Social Security Act (42 U.S.C. § 654) for use to set an initial or modified child support award.

(b) Conditions for furnishing and using consumer reports for employment purposes.

(1) Certification from user. A consumer reporting agency may furnish a consumer report for employment purposes only if

(A) the person who obtains such report from the agency certifies to the agency that

(i) the person has complied with paragraph (2) with respect to the consumer report, and the person will comply with paragraph (3) with respect to the consumer report if paragraph (3) becomes applicable; and

(ii) information from the consumer report will not be used in violation of any applicable Federal or State equal employment opportunity law or regulation; and

**Re: Jude Alcegueire's  
Complaints**

**FPL's response to  
ITEM NO. 3  
"Policy regarding application  
for service from 1999 to  
now"**

**4 PAGE(S)**

**FPSC Rule 25-6.095 &  
FPL's Tariff Sheets provided**

ORIGINAL

Supp. No. 197

ELECTRIC SERVICE

CHAPTER 25-6

consumption of electric energy by that customer for each billing period during the previous 12 months.

Specific Authority: 366.05(1), 350.127(2), F.S.

Law Implemented: 366.03, 366.041(1), 366.04(2)(f), 366.04(6), 366.05(1), 366.05(3), 366.06(1), F.S.

History--Amended 7/29/69, 11/26/80, 6/28/82, 10/15/84, formerly 25-6.93, 04/18/99.

25-6.094 Complaints and Service Requests.

(1) The utility shall make a full and prompt investigation of all customer complaints and other service requests. The word "complaints" as used in this rule shall be construed to mean substantial objection made to a utility by a customer as to its charges, facilities, or service, the disposal of which complaint requires investigation or analysis. Each utility shall provide a means of receiving and promptly responding to emergency calls on a 24-hour-per-day basis.

(2) Reports of electrical conditions wherein property damage or personal injury is reasonably foreseeable are to be considered as emergencies requiring immediate attention commensurate with ability to provide performance in situations resulting from acts of God.

Specific Authority: 366.05(1), F.S.

Law Implemented: 366.03, 366.04(2)(d), 366.04(5), 366.05(1), F.S.

History: New 7/29/69, Amended 12/16/85, formerly 25-6.94.

→ 25-6.095 Initiation of Service.

(1) Anyone desiring service may be required to make application in writing in accordance with practices prescribed by the utility. Such application shall be considered as notice to utility that the applicant desires service and an expression of his willingness to conform to such reasonable rules and regulations regarding service as are in effect.

(2) Upon compliance by the applicant with the provisions governing utility service, the utility shall undertake to initiate service without unreasonable delay. To be effective, the policy adopted by each utility for the initiation of service shall have uniform application and shall be set forth in its filed tariff.

(3) When service is initiated the utility may charge a reasonable fee to defray the cost of establishing service provided such charge is specified in its filed tariff.

Specific Authority: 366.05(1), F.S.

Law Implemented: 366.03, 366.041(1), 366.05(1), 366.06(1), F.S.

History: New 7/29/69, formerly 25-6.95.

25-6.096 Termination of Service by Customer.

Specific Authority: 366.05(1), F.S.

Law Implemented: 366.05(1), F.S.

History: New 7/29/69, formerly 25-6.96, Repealed 5/5/97.

25-6.097 Customer Deposits.

(1) Deposit required; establishment of credit. Each company's tariff shall contain their specific criteria for determining the amount of initial deposit. Each utility may require an applicant for service to satisfactorily establish credit, but such establishment of credit shall not relieve the customer from complying with the utilities' rules for prompt payment of bills. Credit will be deemed so established if:

(a) The applicant for service furnishes a satisfactory guarantor to secure

FLORIDA POWER & LIGHT COMPANY

Eighth Revised Sheet No. 6.0  
Cancels Seventh Revised Sheet No. 6.0

## GENERAL RULES AND REGULATIONS FOR ELECTRIC SERVICE

### INTRODUCTION

These General Rules and Regulations are a part of the Company's Tariff, covering the terms and conditions under which Electric Service is supplied by the Company to the Customer. They are supplementary to the "Rules and Regulations Governing Electric Service by Electric Utilities" issued by the Florida Public Service Commission.

### 1 SERVICE AGREEMENTS

1.1 Application for Service. Service may be obtained upon application. Usually all that is required is the service application, a form of identification acceptable to the Company, and the posting of a guarantee deposit.

1.2 Information Needed. To provide service promptly the Company will need the applicant's name, telephone number and address including the street, house number (or apartment number), or the name of the subdivision with lot and block numbers. The types of identification required upon application for service include a valid social security number, tax identification number, driver's license, birth certificate or any other form of identification acceptable to the Company. On new or changed installations, the Company will also need to know the equipment that will be used. The Company will advise the Customer as to whether the desired type of service is available at the designated location.

1.3 Agreement. Service is furnished upon acceptance of the agreement or contract by the Company. Applications are accepted by the Company with the understanding that there is no obligation to render service other than the character of service then available at the point of delivery. A copy of any written agreement accepted by the Company will be furnished to the applicant upon request.

1.4 Applications by Agents. Applications for service requested by firms, partnerships, associations, corporations, etc., shall be made only by duly authorized parties. When service is rendered under an agreement or agreements entered into between the Company and an agent of a principal, the use of such service by the principal shall constitute full and complete ratification by the principal of such agreement or agreements.

1.5 Prior Indebtedness. The Company may refuse or discontinue service for failure to settle, in full, all prior indebtedness incurred by any Customer(s) for the same class of service at any one or more locations of such Customer(s). The Company may also refuse service for prior indebtedness by a previous customer provided that the current applicant or customer occupied the premises at the time the prior indebtedness occurred and the previous customer continues to occupy the premises.

1.6 Discontinuance of Service. Service may be discontinued for violation of the Company's rules or by actions or threats made by a customer, or anyone on the customer's premises, which are reasonably perceived by a utility employee as violent or unsafe, after affording the Customer reasonable opportunity to comply with said rules, and/or the customer agrees to cease from any further act of violence or unsafe condition, including five (5) days written notice to the Customer. However, where the Company believes a dangerous condition exists on the Customer's premises, service may be discontinued without notice.

(Continued on Sheet No. 6.011)

FLORIDA POWER & LIGHT COMPANY

Sixth Revised Sheet No. 6.010  
Cancels Fifth Revised Sheet No. 6.010

GENERAL RULES AND REGULATIONS FOR ELECTRIC SERVICE

INTRODUCTION

These General Rules and Regulations are a part of the Company's Tariff, covering the terms and condition under which Electric Service is supplied by the Company to the Customer. They are supplementary to the "Rules and Regulations Governing Electric Service by Electric Utilities" issued by the Florida Public Service Commission.

1 SERVICE AGREEMENTS

1.1 Application for Service. Service may be obtained upon application in writing or by telephone. Usually all that is required is the service application, a form of identification acceptable to the Company, and the posting of a guarantee deposit.

1.2 Information Needed. To provide service promptly the Company will need the applicant's name, telephone number and address including the street, house number (or apartment number), or the name of the subdivision with lot and block numbers. The types of identification required upon application for service include a valid social security number, tax identification number, driver's license, birth certificate or any other form of identification acceptable to the Company. On new or changed installation the Company will also need to know the equipment that will be used. The Company will advise the Customer as to whether the desired type of service is available at the designated location.

1.3 Agreement. Service is furnished upon acceptance of the agreement or contract by the Company. Applications are accepted by the Company with the understanding that there is no obligation to render service other than the character of service then available at the point of delivery. A copy of any written agreement accepted by the Company will be furnished to the applicant upon request.

1.4 Applications by Agents. Applications for service requested by firms, partnerships, associations, corporations, etc., shall be made only by duly authorized parties. When service is rendered under an agreement or agreements entered into between the Company and an agent of a principal, the use of such service by the principal shall constitute full and complete ratification by the principal of such agreement or agreements.

1.5 Prior Indebtedness. The Company may refuse or discontinue service for failure to settle, in full, all prior indebtedness incurred by any Customer(s) for the same class of service at any one or more locations of such Customer(s). The Company may also refuse service for prior indebtedness by a previous customer provided that the current applicant or customer occupied the premises at the time the prior indebtedness occurred and the previous customer continues to occupy the premises.

1.6 Discontinuance of Service. Service may be discontinued for violation of the Company's rules or by actions or threats made by a customer, or anyone on the customer's premises, which are reasonably perceived by a utility employee as violent, unsafe, after affording the Customer reasonable opportunity to comply with said rules, and/or the customer agrees to cease from any further act of violence or unsafe condition, including five (5) days written notice to the Customer. However, where the Company believes a dangerous condition exists on the Customer's premises, service may be discontinued without notice.

(Continued on Sheet No. 6.011)

FLORIDA POWER & LIGHT COMPANY

Seventh Revised Sheet No. 6.0  
Cancels Sixth Revised Sheet No. 6.0

GENERAL RULES AND REGULATIONS FOR ELECTRIC SERVICE

INTRODUCTION

These General Rules and Regulations are a part of the Company's Tariff, covering the terms and conditions under which Electric Service is supplied by the Company to the Customer. They are supplementary to the "Rules and Regulations Governing Electric Service by Electric Utilities" issued by the Florida Public Service Commission.

1 SERVICE AGREEMENTS

1.1 Application for Service. Service may be obtained upon application. Usually all that is required is the service application, a form of identification acceptable to the Company, and the posting of a guarantee deposit.

1.2 Information Needed. To provide service promptly the Company will need the applicant's name, telephone number and address including the street, house number (or apartment number), or the name of the subdivision with lot and block numbers. The types of identification required upon application for service include a valid social security number, tax identification number, driver's license, birth certificate or any other form of identification acceptable to the Company. On new or changed installations, the Company will also need to know the equipment that will be used. The Company will advise the Customer as to whether the desired type of service is available at the designated location.

1.3 Agreement. Service is furnished upon acceptance of the agreement or contract by the Company. Applications are accepted by the Company with the understanding that there is no obligation to render service other than the character of service then available at the point of delivery. A copy of any written agreement accepted by the Company will be furnished to the applicant upon request.

1.4 Applications by Agents. Applications for service requested by firms, partnerships, associations, corporations, etc., shall be made only by duly authorized parties. When service is rendered under an agreement or agreements entered into between the Company and an agent of a principal, the use of such service by the principal shall constitute full and complete ratification by the principal of such agreement or agreements.

1.5 Prior Indebtedness. The Company may refuse or discontinue service for failure to settle, in full, all prior indebtedness incurred by any Customer(s) for the same class of service at any one or more locations of such Customer(s). The Company may also refuse service for prior indebtedness by a previous customer provided that the current applicant or customer occupied the premises at the time the prior indebtedness occurred and the previous customer continues to occupy the premises.

1.6 Discontinuance of Service. Service may be discontinued for violation of the Company's rules or by actions or threats made by a customer, or anyone on the customer's premises, which are reasonably perceived by a utility employee as violent or unsafe, after affording the Customer reasonable opportunity to comply with said rules, and/or the customer agrees to cease from any further act of violence or unsafe condition, including five (5) days written notice to the Customer. However, where the Company believes a dangerous condition exists on the Customer's premises, service may be discontinued without notice.

(Continued on Sheet No. 6.011)

**Re: Jude Alcegueire's  
Complaints**

**FPL's response to  
ITEM NO. 4  
"Record of outage in March  
2000"**

**16 PAGE(S)**

**FPL records do not reflect  
any outages for  
Mr. Alcegueire.  
Outage history since 1999  
& the related trouble  
tickets provided.**

Outage History

Service Interruptions from January 1, 1999 thru April 20, 2004

Date	1999	2000	2001	2002	2003	2004
# of interruptions	1	0	0	1	3	1

Detailed information regarding service interruptions from January 1, 1999 thru April 20, 2004

DATE	POWER OFF	POWER ON	DEVICE TYPE	CAUSE/REMARKS
10/15/99	5557 minutes		Lateral	Hurricane Irene
9/30/02	8:00AM 35 minutes	8:35AM	Lateral	Unknown / Fuse Switch
7/2/03	2:22PM 27 minutes	2:49PM	Feeder	Tree /limb
9/27/03	5:04PM 121 minutes	7:05PM	Feeder	Lightning
12/15/03	2:17PM 19 minutes	2:36PM	Lateral	Crew Request (Planned)
4/8/04	7:04PM 56 minutes	8:06PM	Feeder	Equipment failed, jumper/cause unknown

\* October 15, 1999, Hurricane Irene (Trouble ticket is no longer available)

FPL records also reflect the following trouble tickets were generated to investigate a specific problem that was occurring at his residence:

1/26/02 Trouble Ticket 234 generated at approximately 2:33 pm, Customer remarks, please check lights flickering since power disconnected last week. (Disconnected for non payment) Restoration Specialist responded and reworked all connections at weatherhead. No other problems were found.

12/15/03: On December 15, 2003 a prearranged interruption was scheduled to upgrade existing facilities that serve Mr. Alcegueire's home as well as other neighboring customers. The service was disconnected at approximately 9:00 a.m. and transformer was upgraded. Service was reconnected prior to 12 noon. Later that day, the crew was required to make minor adjustments and the service was disconnected for approximately 20 minutes. In addition, on December 16, 2003 a prearranged interruption to complete the work was conducted. The service was disconnected at approximately 10:30 a.m. and restored at approximately 12:15 p.m.

12/16/03 Trouble Ticket 362 generated at approximately 11:37a.m. Mr. Alcegueire contacted Customer Service and reported he was without power. Restoration Specialist (RS) arrived and reported "no trouble found." Voltage was normal. (119V 119V 238V ) Trouble ticket was completed at 12:34p.m.



Momentary Power Interruptions from January 1, 2002 thru April 20 2004

2002:

JAN	FEB	MARCH	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
0	0	0	0	2	0	3	0	0	0	1	1

2003:

JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
0	0	0	0	1	2	7*	2	5**	0	3	0

\* 5 momentary power interruptions were associated with extended that occurred outage on 7/2/03

\*\* All 5 momentary power interruptions were associated with extended outage that occurred on 9/27/03

2004:

JAN	FEB	MARCH	APRI
0	0	0	24*

\* 12 of the 24 momentary power interruptions were associated with the extended outage that occurred on 4/8/04

St. St. Florida - SFD

SEARCH: 124-09/30/2002

COMS/2 TICKET OVERVIEW created at 18:52:00 on 12/07/2002

Ticket Creation Information

Ticket number: 124  
Ticket Date & Time: 08:01:00 09/30/2002  
Ticket Type: SNC  
Ticket Key: 74820645  
Interruption Type: Lateral  
Priority: 1E  
Ticket Referred Time:  
Threat Code: [ ]

Interruption Information

Location: 6801 MIRAMAR PKWY  
Trouble Coordinate: 8-7069-9293  
Customers Affected: 7

Trouble Reported Summary

Fire/Police - 1  
No Current - 1  
See Remarks - 1  
See Comments - 2

Linked Tickets

126 (09/30)

Dispatcher Information

Dispatch Position: BRW 5  
Dispatcher Initials:   
Truck Number: 3301

Service Center Information

Service Center:  
Truck Number: 0000  
Foreman:  
ER96:

Investigation Information

Cause Code: UNKNOWN  
Equipment Code: FUSE SWITCH  
Support Code:  
Interruption Category: oa  
Dispatch Position: BRW 5  
Dispatcher Initials:   
Truck Number: 3301  
Restoration Specialist:

Completed Actions

Refuse C Lateral

BRW S

Repair Instructions

ITR/ETR History

Restoration Time	Type	Mode	Creation Time
11:00:00 09/30/2002	ITR	Normal	08:01:00 09/30/2002

Dispatcher / Service Center Comments

BRW S -

Customer Comments

Ticket Event Log

Generated: 08:01:00 09/30/2002  
Time Off At: 08:00:00 09/30/2002  
Allocated 3301L by SYSTEM at 08:01:00 09/30/2002  
Deps Scheduled false by SYSTEM at 08:01:00 09/30/2002  
Number Of Affected Customers 1 by SYSTEM at 08:01:00 09/30/2002  
Time Off 08:00:00 09/30/2002 by SYSTEM at 08:01:00 09/30/2002  
Ticket Type NLS by SYSTEM at 08:01:00 09/30/2002  
Set Type SNC by SYSTEM at 08:01:00 09/30/2002  
Worked At Time by [REDACTED] at 08:04:00 09/30/2002  
Assign 3301 by [REDACTED] at 08:04:00 09/30/2002  
Arrive 3301 by MDTSERVER at 08:26:00 09/30/2002  
Cause Code OTHER (EXPLAIN) by MDTSERVER at 08:37:00 09/30/2002  
Equipment Type by MDTSERVER at 08:37:00 09/30/2002  
Fpl Wire Down nil by MDTSERVER at 08:37:00 09/30/2002  
Interruption Type Lateral by MDTSERVER at 08:37:00 09/30/2002  
Number Of Affected Customers 7 by MDTSERVER at 08:37:00 09/30/2002  
Completed With Truck 3301 by MDTSERVER at 08:37:00 09/30/2002  
Work Order DCMT by MDTSERVER at 08:37:00 09/30/2002  
Restore Time 08:35:00 09/30/2002 by MDTSERVER at 08:37:00 09/30/2002  
Support Code by MDTSERVER at 08:37:00 09/30/2002  
TLN Error UnChecked by MDTSERVER at 08:37:00 09/30/2002  
Completed By [REDACTED] by [REDACTED] at 08:46:00 09/30/2002  
Completed With Truck 3301 by VEM0DGT at 08:46:00 09/30/2002  
Cause Code UNKNOWN by [REDACTED] at 14:37:00 09/30/2002  
Equipment Type FUSE SWITCH by [REDACTED] at 14:37:00 09/30/2002  
Interruption Category oa by [REDACTED] at 14:37:00 09/30/2002

Follow-up Investigations:

( ) TLM Error ( ) Engr ( ) UPR ( ) Claims ( ) CFR

Docket No. 041169-EI  
Date: October 21, 2004

ATTACHMENT A  
Page 31 of 57

South Florida - SFD

SEARCH: 783-07/02/2003

TCMS/2 TICKET OVERVIEW created at 18:13:00 on 09/06/2003

Ticket Creation Information

Ticket number: 783  
Ticket Date & Time: 14:22:00 07/02/2003  
Ticket Type: FDR  
Ticket Key: 89812185  
Interruption Type: Feeder  
Priority: WE  
Ticket Referred Time: 15:12:00 07/02/2003  
Threat Code: [ ]

Interruption Information

Location: COUNTY LINE/4832  
Trouble Coordinate: 8-7169-5718  
Customers Affected: 1728

Trouble Reported Summary

No Current - 2  
Assigned Account - 22  
See Remarks - 56  
Arcing at pole - 56  
Fire/Police - 80  
Critical/Major Account - 119

Contained Tickets

Dispatcher Information

Dispatch Position: DADE N  
Dispatcher Initials:   
Truck Number: 3306

Service Center Information

Service Center: NEOX  
Truck Number: TREE  
Foreman:  
ER96:

Investigation Information

Cause Code: TREE NOT PREVENTABLE  
Equipment Code:  
Support Code:  
Interruption Category: cf  
Dispatch Position: DADE N  
Dispatcher Initials:   
Truck Number: 3306  
Restoration Specialist:

Completed Actions

See Comments - NEGX  
Reclose Breaker  
Trim/Remove Tree

Repair Instructions

ITR/ETR History

Restoration Time	Type	Mode	Creation Time
16:15:00 07/02/2003	ITR	Normal	14:22:00 07/02/2003

Dispatcher / Service Center Comments

DADE N - BROWARD CREW WORKING IN AREA  
DADE N - TREES IN FDR R/O SHOPPING-CENTER AT R/O 6340 MIRAMAR  
PARWAY(MIRAMAR).  
NEED PRO/T/T ASAP BEFORE FDR-LOCKS OUT AGAIN!!!; Work Today  
NEGX - CALLED PRO/T/T: 1510

Customer Comments

Ticket Event Log

Created: 14:22:00 07/02/2003  
Time Off At: 14:22:00 07/02/2003  
Allocated 3530L by SYSTEM at 14:22:00 07/02/2003  
Dcps Scheduled false by SYSTEM at 14:22:00 07/02/2003  
Number Of Affected Customers 1728 by SYSTEM at 14:22:00 07/02/2003  
Time Off 14:22:00 07/02/2003 by SYSTEM at 14:22:00 07/02/2003  
Ticket Type FDR by SYSTEM at 14:22:00 07/02/2003  
Looked At Time by [REDACTED] at 14:22:00 07/02/2003  
A Page Was Sent Out by [REDACTED] at 14:23:00 07/02/2003  
Looked At Time by [REDACTED] at 14:38:00 07/02/2003  
Looked At Time by [REDACTED] at 14:46:00 07/02/2003  
Restore Time 14:51:00 07/02/2003 by OXS0SEP at 14:53:00 07/02/2003  
Allocated 3306L by [REDACTED] at 14:54:00 07/02/2003  
Assign 3306 by [REDACTED] at 14:55:00 07/02/2003  
Enroute 3306 by [REDACTED] at 14:55:00 07/02/2003  
Arrive 3306 by [REDACTED] at 14:55:00 07/02/2003  
Add Repair Action See Comments by [REDACTED] at 14:58:00 07/02/2003  
Add Repair Action Reclose Breaker by [REDACTED] at 14:58:00 07/02/2003  
Add Repair Action Trim/Remove Tree by [REDACTED] at 14:58:00 07/02/2003  
Interruption Type Feeder by [REDACTED] at 14:58:00 07/02/2003  
Completed Repair Action Trim/Remove Tree by [REDACTED] at 14:58:00 07/02/2003  
Completed Repair Action Reclose Breaker by [REDACTED] at 14:58:00 07/02/2003  
Cause Code TREE NOT PREVENTABLE by [REDACTED] at 14:58:00 07/02/2003  
Equipment Type OCB (FEEDER BREAKER) by [REDACTED] at 14:58:00 07/02/2003  
Wire Down false by [REDACTED] at 14:58:00 07/02/2003  
Completed With Truck 3306 by [REDACTED] at 14:58:00 07/02/2003  
Allocated 3306L by [REDACTED] at 15:03:00 07/02/2003  
Equipment Type CONDUCTOR DAMAGED by [REDACTED] at 15:09:00 07/02/2003  
Restore Time 14:49:00 07/02/2003 by [REDACTED] at 15:09:00 07/02/2003

Modify Repair Action See Comments by [REDACTED] at 15:12:00 07/02/2003  
Completed With Truck 3306 by [REDACTED] at 15:12:00 07/02/2003  
Refer To NEGX by [REDACTED] at 15:12:00 07/02/2003  
Equipment Type OCB (FEEDER BREAKER) by [REDACTED] at 15:13:00 07/02/2003  
Equipment Type by [REDACTED] at 16:18:00 07/02/2003  
Interruption Category of by [REDACTED] at 19:43:00 07/02/2003  
Weather Changed To Adverse by [REDACTED] at 19:43:00 07/02/2003  
Weather Changed To Lightning by [REDACTED] at 19:43:00 07/02/2003  
Weather Changed To Rain by [REDACTED] at 19:43:00 07/02/2003  
Weather Changed To Wind by [REDACTED] at 19:43:00 07/02/2003  
Completed With Truck 3306 by [REDACTED] at 21:41:00 07/02/2003  
Completed Repair Action See Comments by [REDACTED] at 21:42:00 07/02/2003  
SC Assign TREE by [REDACTED] at 21:42:00 07/02/2003  
SC Enroute TREE by [REDACTED] at 21:42:00 07/02/2003  
SC Arrive TREE by [REDACTED] at 21:42:00 07/02/2003  
Completed By OXS by [REDACTED] at 21:42:00 07/02/2003  
Completed With SC Truck TREE by [REDACTED] at 21:42:00 07/02/2003

Follow-up Investigations:

-----  
[ ] ; TIM Error [ ] Engr [ ] UPR [ ] Claims [ ] CFR  
-----

South Florida - SFD

→ ICH: 711-09/27/2003

PLMS/2 TICKET OVERVIEW created at 18:08:00 on 11/29/2003

ORIGINAL

Ticket Creation Information

-----  
Ticket number: 711  
Ticket Date & Time: 17:05:00 09/27/2003  
Ticket Type: FDR  
Ticket Key: 84459665  
Interruption Type: Feeder  
Priority: 1M  
Ticket Referred Time:  
Threat Code: [ ]

Interruption Information

-----  
Location: COUNTY LINE/4832  
Trouble Coordinate: 8-7169-5718  
Customers Affected: 1737

Trouble Reported Summary

-----  
No Current - 1  
See Remarks - 3  
Unplanned Green Ticket - 5  
    sr - 5  
Customer checked breaker - 7  
Assigned Account - 73  
MESP CUSTOMER - 87  
Critical/Major Account - 91

Contained Tickets

-----  
714 (09/27) , 713 (09/27)

Dispatcher Information

-----  
Dispatch Position: DADE C  
Dispatcher Initials:   
Truck Number: 3528

Service Center Information

-----  
Service Center:  
Truck Number: 0000  
Foreman:  
ER96:

Investigation Information

-----  
se Code: LIGHTNING W/EQP DAM  
Equipment Code: CONDUCTOR DOWN  
Support Code: WIRE LARGE 1/0 AND GREATER  
Interruption Category: CE  
Dispatch Position: DADE C

Dispatcher Initials: [REDACTED]  
Truck Number: 3528  
Restoration Specialist:

Completed Actions  
-----

Repair Instructions  
-----

ITR/ETR History  
-----

Restoration Time	Type	Mode	Creation Time
19:00:00 09/27/2003	ITR	Normal	17:06:00 09/27/2003
20:00:00 09/27/2003	ITR	Normal	17:05:00 09/27/2003

Dispatcher / Service Center Comments  
-----

DADE C - [REDACTED]

Customer Comments  
-----

Ticket Event Log  
-----

Generated: 17:05:00 09/27/2003  
: Off At: 17:04:00 09/27/2003  
Allocated 3305L by SYSTEM at 17:05:00 09/27/2003  
Number Of Affected Customers 1 by SYSTEM at 17:05:00 09/27/2003  
Time Off 17:04:00 09/27/2003 by SYSTEM at 17:05:00 09/27/2003  
Time Off 17:04:00 09/27/2003 by SYSTEM at 17:05:00 09/27/2003  
Ticket Type NLS by SYSTEM at 17:05:00 09/27/2003  
Ticket Type SNC by SYSTEM at 17:05:00 09/27/2003  
Allocated 3528L by SYSTEM at 17:06:00 09/27/2003  
Number Of Affected Customers 1737 by SYSTEM at 17:06:00 09/27/2003  
Ticket Type FDR by SYSTEM at 17:06:00 09/27/2003  
Looked At Time by [REDACTED] at 17:06:00 09/27/2003  
Assign 3528 by [REDACTED] at 17:07:00 09/27/2003  
Enroute 3528 by [REDACTED] at 17:07:00 09/27/2003  
A Page Was Sent Out by [REDACTED] at 17:09:00 09/27/2003  
Part On Time 17:35:00 09/27/2003 60% Added by [REDACTED] at 17:47:00 09/27/2003  
Part On Time 17:35:00 09/27/2003 85% Added by [REDACTED] at 17:49:00 09/27/2003  
Part On Time 17:35:00 09/27/2003 60% Removed by [REDACTED] at 17:49:00 09/27/2003  
Arrive 3528 by MDTSERVER at 18:04:00 09/27/2003  
Next Step Investigating Circuit by MDTSERVER at 18:04:00 09/27/2003  
Cause Code UNKNOWN by [REDACTED] at 19:50:00 09/27/2003  
Interruption Type Feeder by [REDACTED] at 19:50:00 09/27/2003  
Restore Time 19:35:00 09/27/2003 by [REDACTED] at 19:50:00 09/27/2003  
Completed By GXC by [REDACTED] at 20:52:00 09/27/2003  
Completed With Truck 3528 by [REDACTED] at 20:52:00 09/27/2003  
Cause Code EQUIPMENT FAILED by [REDACTED] at 01:17:00 09/28/2003  
Equipment Type CONDUCTOR DOWN by [REDACTED] at 01:17:00 09/28/2003  
Restore Time 19:05:00 09/27/2003 by [REDACTED] at 01:17:00 09/28/2003  
Support Code WIRE LARGE 1/0 AND GREATER by [REDACTED] at 01:17:00 09/28/2003  
Cause Code LIGHTNING W/EQP DAM by [REDACTED] at 18:45:00 09/28/2003  
Interruption Category CE by [REDACTED] at 18:45:00 09/28/2003



Part On Time 18:40:00 09/27/2003 91% Added by ████████ at 14:31:00 09/29/2003  
Weather Changed To Adverse by ████████ at 14:31:00 09/29/2003  
Weather Changed To Lightning by ████████ at 14:31:00 09/29/2003  
Weather Changed To Rain by ████████ at 14:31:00 09/29/2003  
Weather Changed To Wind by ████████ at 14:31:00 09/29/2003

Follow-up Investigations:

-----  
 TLM Error  Engr  UPR  Claims  CFR  
-----

South Florida - SFD  
SEARCH: 610-12/15/2003  
TCMS/2 TICKET OVERVIEW created at 18:17:00 on 02/14/2004

Ticket Creation Information

Ticket number: 610  
Ticket Date & Time: 14:17:00 12/15/2003  
Ticket Type: LAT  
Ticket Key: 72248281  
Interruption Type: Lateral  
Priority: I  
Ticket Referred Time: 14:17:00 12/15/2003  
Threat Code: [ ]

ORIGINAL

Interruption Information

Location: 3032 SW 68 AV MR  
Trouble Coordinate: 8-7069-9493  
Customers Affected: 61

Trouble Reported Summary

Unplanned Green Ticket - 1

Contained Tickets

Dispatcher Information

Dispatch Position: BRW S  
Dispatcher Initials:   
Truck Number:

Service Center Information

Service Center: GSO  
Truck Number: 8217  
Foreman:  
ER96:

Investigation Information

Cause Code: CREW REQUEST, PLANNED  
Equipment Code: OTHER EQUIP OH OR UG  
Support Code: FPL CREW  
Interruption Category: 00  
Dispatch Position: BRW S  
Dispatcher Initials:   
Truck Number:  
Restoration Specialist:

Completed Actions

Repair Instructions

ITR/ETR History

Duration Time	Type	Mode	Creation Time
14:00:00 12/15/2003	ETR	Manual	14:37:00 12/15/2003
14:30:00 12/15/2003	ETR	Manual	14:17:00 12/15/2003

Dispatcher / Service Center Comments

Cust Remarks - GR TK CLEAR UP HAZZARD

Customer Comments

GR TK CLEAR UP HAZZARD.

Ticket Event Log

Generated: 14:17:00 12/15/2003  
Time Off At: 14:17:00 12/15/2003  
Allocated 3303L by SYSTEM at 14:17:00 12/15/2003  
Generate Manual ETR 14:30:00 12/15/2003 by SYSTEM at 14:17:00 12/15/2003  
Number Of Affected Customers 61 by SYSTEM at 14:17:00 12/15/2003  
Time Off 14:17:00 12/15/2003 by SYSTEM at 14:17:00 12/15/2003  
Refer To GSO by SYSTEM at 14:17:00 12/15/2003  
Ticket Type LAT by SYSTEM at 14:17:00 12/15/2003  
SC Assign 8217 by ~~XXXXXXXXXX~~ at 14:17:00 12/15/2003  
SC Enroute 8217 by ~~XXXXXXXXXX~~ at 14:18:00 12/15/2003  
Arrive 8217 by ~~XXXXXXXXXX~~ at 14:18:00 12/15/2003  
Next Step Investigating Circuit by JDRONSV at 14:18:00 12/15/2003  
Cause Code CREW REQUEST, PLANNED by ~~XXXXXXXXXX~~ at 14:18:00 12/15/2003  
Interruption Type Lateral by ~~XXXXXXXXXX~~ at 14:18:00 12/15/2003  
Next Step Investigating Circuit by ~~XXXXXXXXXX~~ at 14:18:00 12/15/2003  
Generate Manual ETR 15:00:00 12/15/2003 by ~~XXXXXXXXXX~~ at 14:37:00 12/15/2003  
Reason Code 11 by ~~XXXXXXXXXX~~ at 14:37:00 12/15/2003  
Restore Time 14:36:00 12/15/2003 by ~~XXXXXXXXXX~~ at 14:43:00 12/15/2003  
Completed By JDR by ~~XXXXXXXXXX~~ at 14:43:00 12/15/2003  
Completed With SC Truck 8217 by ~~XXXXXXXXXX~~ at 14:43:00 12/15/2003  
Equipment Type OTHER EQUIP OH OR UP by ~~XXXXXXXXXX~~ at 06:18:00 12/16/2003  
Interruption Category oo by ~~XXXXXXXXXX~~ at 06:18:00 12/16/2003  
Support Code FPL CREW by ~~XXXXXXXXXX~~ at 06:18:00 12/16/2003

Follow-up Investigations:

[ ] TLM Error [ ] Engr [ ] UPR [ ] Claims [ ] CFR

Docket No. 041169-EI  
Date: October 21, 2004

ATTACHMENT A  
Page 39 of 57

South Florida - SFD

SEARCH: 362-12/16/2003

TCMS/2 TICKET OVERVIEW created at 18:11:00 on 02/14/2004

Ticket Creation Information

Ticket number: 362  
Ticket Date & Time: 11:37:00 12/16/2003  
Ticket Type: SNC  
Ticket Key: 15536533  
Interruption Type: No Loss Of Service (includes ITCA/ RSB/RCF)  
Priority: 3  
Ticket Referred Time:  
Threat Code: [ ]

Interruption Information

Location: 2913 SW 68TH AV  
Trouble Coordinate: 8-7070-9706  
Customers Affected: 1

Trouble Reported Summary

No Current - 1  
Customer checked breaker - 1

Contained Tickets

Dispatcher Information

Dispatch Position: BRW S  
Dispatcher Initials: [REDACTED]  
Truck Number: 3334

Service Center Information

Service Center: [REDACTED]  
Truck Number: 0000  
Foreman:  
ER96:

Investigation Information

Cause Code:  
Equipment Code:  
Support Code:  
Interruption Category:  
Dispatch Position: BRW S  
Dispatcher Initials: [REDACTED]  
Truck Number: 3334  
Restoration Specialist:

Completed Actions

No Trouble Found

Repair Instructions  
-----

'ETR History

Restoration Time	Type	Mode	Creation Time
14:00:00 12/16/2003	ITR	Normal	11:37:00 12/16/2003

Dispatcher / Service Center Comments  
-----

Cust Remarks - N-DOG  
BRW S - 119V 119V 238V

Customer Comments  
-----

Ticket Event Log

Generated: 11:37:00 12/16/2003  
Time Off At: 11:36:00 12/16/2003  
Allocated 3334L by SYSTEM at 11:37:00 12/16/2003  
Number Of Affected Customers 1 by SYSTEM at 11:37:00 12/16/2003  
Time Off 11:36:00 12/16/2003 by SYSTEM at 11:37:00 12/16/2003  
Time Off 11:36:00 12/16/2003 by SYSTEM at 11:37:00 12/16/2003  
Ticket Type NLS by SYSTEM at 11:37:00 12/16/2003  
Ticket Type SNC by SYSTEM at 11:37:00 12/16/2003  
Red At Time by [REDACTED] at 11:46:00 12/16/2003  
Resign 3334 by [REDACTED] at 11:46:00 12/16/2003  
Enroute 3334 by MDTSERVER at 11:49:00 12/16/2003  
Arrive 3334 by MDTSERVER at 11:57:00 12/16/2003  
Next Step Checking Service by MDTSERVER at 11:57:00 12/16/2003  
Cause Code by MDTSERVER at 12:17:00 12/16/2003  
Equipment Type by MDTSERVER at 12:17:00 12/16/2003  
Fpl Wire Down all by MDTSERVER at 12:17:00 12/16/2003  
Interruption Type No Loss Of Service (includes ITCA/ RSB/RCF) by MDTSERVER at 12:17:00 12/16/2003  
Completed With Truck 3334 by MDTSERVER at 12:17:00 12/16/2003  
Work Order DCMT by MDTSERVER at 12:17:00 12/16/2003  
Restore Time 11:36:00 12/16/2003 by MDTSERVER at 12:17:00 12/16/2003  
Support Code by MDTSERVER at 12:17:00 12/16/2003  
TLM Error UnChecked by MDTSERVER at 12:17:00 12/16/2003  
Completed By JCC by [REDACTED] at 12:34:00 12/16/2003  
Completed With Truck 3334 by [REDACTED] at 12:34:00 12/16/2003

Follow-up Investigations:  
-----

[ ] TLM Error [ ] Engr [ ] UPR [ ] Claims [ ] CFR  
-----

Jul-27-04 09:33am From-FPL RATES & TARIFFS

305 552 3848

T-542 P.002/004 F-569

3) MAKE 1042  
7657001

Ticket Creation Information

Ticket number: 1038  
Ticket Date & Time: 19:04:00 04/08/2004  
Ticket Type: FDR  
Ticket Key: 12903817  
Interruption Type: Feeder  
Priority: WA  
Ticket Referred Time: 21:42:00 04/08/2004  
Threat Code: [ X ]

Interruption Information

Location: COUNTY LINE/4832  
Trouble Coordinate: 8-7169-5718  
Customers Affected: 1736

Trouble Reported Summary

No Current - 2  
See Remarks - 11  
Assigned Account - 57  
Has Threat Code - 148  
No Loss of Service - 176  
Flickering Lights - 176

Contained Tickets

1156 (04/08)

Dispatcher Information

Dispatch Position: DADE N  
Dispatcher Initials: ~~DADE N~~  
Truck Number: 3315

Service Center Information

Service Center: INS  
Truck Number: 5443  
Foreman:  
RR96: 35880420875

Investigation Information

Cause Code: EQUIPMENT FAILED  
Equipment Code: JUMPER  
Support Code:  
Interruption Category: bd  
Dispatch Position: DADE N  
Dispatcher Initials: ~~DADE N~~  
Truck Number: 3315  
Restoration Specialist:

Completed Actions

Reclose Breaker - INS

Repair Instructions

ITR/EIR History

Restoration Time	Type	Mode	Creation Time
21:00:00 04/08/2004	ITR	Normal	19:04:00 04/08/2004

Dispatcher / Service Center Comments

Cost Remarks - Feeder call created by DMS0DMS  
DADE N - DURING RESTORATION PROCESS, NEED CREW TO REPAIR JUMPERS AT THE 01 SWITCH - ALSO FDR BREAKER 2W40  
F/4832 WAS BAD...NEED SUBSTATION CREW TO FIX OR REPLACE BREAKER. ALSO NEED TO CHECK FDR TELEMETRY @ REGS FOR  
F/4832. RDGS ARE NOT ACCURATE ACCORDING TO SCADA...SEE SW ORD # 315477  
NEOX - Work Today

Customer Comments

Ticket Event Log

Generated: 19:04:00 04/08/2004  
Time Off At: 19:04:00 04/08/2004  
Allocated 3522L by SYSTEM at 19:04:00 04/08/2004  
Number Of Affected Customers 1736 by SYSTEM at 19:04:00 04/08/2004  
Time Off 19:04:00 04/08/2004 by SYSTEM at 19:04:00 04/08/2004  
Ticket Type FDR by SYSTEM at 19:04:00 04/08/2004  
Looked At Time by ~~DADE N~~ at 19:06:00 04/08/2004  
Allocated 3315M by ~~DADE N~~ at 19:09:00 04/08/2004  
Enroute 3315 by ~~DADE N~~ at 19:09:00 04/08/2004

ORIGINAL

RECEIVED

JUL 27 2004

Florida Public Service Commission  
Division of RCA

Jul-27-04 09:33am From-FPL RATES & TARIFFS 305 552 3849 T-542 P.003/004 F-669

*Call Log*  
A Page Was Sent Out by [redacted] at 19:09:00 04/08/2004  
Arrive 3315 by [redacted] at 21:21:00 04/08/2004  
Next Step Investigating Circuit by [redacted] at 21:21:00 04/08/2004  
Add Repair Action Reclose Breaker by [redacted] at 21:25:00 04/08/2004  
Interruption Type Feeder by [redacted] at 21:25:00 04/08/2004  
Next Step Investigating Circuit by [redacted] at 21:25:00 04/08/2004  
Cause Code EQUIPMENT FAILED by [redacted] at 21:26:00 04/08/2004  
Equipment Type OCB (FEEDER BREAKER) by [redacted] at 21:26:00 04/08/2004  
Interruption Type Feeder by [redacted] at 21:26:00 04/08/2004  
Part On Time 19:55:00 04/08/2004 60% Added by [redacted] at 21:26:00 04/08/2004  
Restore Time 20:18:00 04/08/2004 by [redacted] at 21:26:00 04/08/2004  
Er96 Job Number Pending WMS by [redacted] at 21:27:00 04/08/2004  
Er96 Job Number 35880420875 by [redacted] at 21:27:00 04/08/2004  
Modify Repair Action Reclose Breaker by [redacted] at 21:42:00 04/08/2004  
Completed With Truck 3315 by [redacted] at 21:42:00 04/08/2004  
Refer To NEOX by [redacted] at 21:49:00 04/08/2004  
Add Repair Action See Comments by [redacted] at 21:49:00 04/08/2004  
Modify Repair Action See Comments by [redacted] at 21:49:00 04/08/2004  
Modify Repair Action Reclose Breaker by [redacted] at 21:49:00 04/08/2004  
Refer To ENS by [redacted] at 21:49:00 04/08/2004  
Completed With Truck 3315 by [redacted] at 22:23:00 04/08/2004  
Equipment Type JUMPER by [redacted] at 15:48:00 04/09/2004  
Equipment Type OCB (FEEDER BREAKER) by [redacted] at 07:38:00 04/11/2004  
Interruption Category bd by [redacted] at 07:38:00 04/11/2004  
Part On Time 19:55:00 04/08/2004 60% Added by [redacted] at 07:38:00 04/11/2004  
Part On Time 19:55:00 04/08/2004 60% Removed by [redacted] at 07:38:00 04/11/2004  
Equipment Type JUMPER by [redacted] at 17:24:00 04/12/2004  
SC Assign 5443 by [redacted] at 06:57:00 04/13/2004  
SC Enroute 5443 by [redacted] at 06:57:00 04/13/2004  
SC Arrive 5443 by [redacted] at 06:57:00 04/13/2004  
Next Step Investigating Circuit by [redacted] at 06:59:00 04/13/2004  
Modify Repair Action Reclose Breaker by [redacted] at 06:59:00 04/13/2004  
Completed By JLC by [redacted] at 06:59:00 04/13/2004  
Completed With SC Truck 5443 by [redacted] at 06:59:00 04/13/2004

ORIGINAL

Follow-up Investigations:  
[ ] TLM Error [ ] Bagr [ ] UPR [ ] Claims [ ] CFR

CALL OVERVIEW

Customer/Call Information  
Call Date/Time: 19:04:00 04/08/2004  
Name:  
Address:  
City:  
ZipCode:  
Phone Number:  
Account Number:  
FPLID:  
ITR:  
Last Callback:

Customer Trouble Reported

Customer remarks  
Feeder call created by DMSODMS

Device Stack

Meter:  
TLM:  
LLM:  
OCR:  
Feeder: 8-7169-5718-1-F

Customer Representative

ID:  
Name:

**Re: Jude Alcegueire's  
Complaints**

**FPL's response to  
ITEM NO. 5  
"Record of outage in June  
2004"**

0 PAGE(S)

**FPL records do not reflect  
any outages for  
Mr. Alcegueire.  
Outage history since 1999  
& the related trouble  
tickets provided.**

**See Response to Item 4.  
No separate attachment.**



**Re: Jude Alcegueire's  
Complaints**

**FPL's response to  
ITEM NO. 6  
"Record of outage from  
January 2001"**

**0 PAGE(S)**

**FPL records do not reflect  
any outages for  
Mr. Alcegueire.  
Outage history since 1999  
& the related trouble  
tickets provided.**

**See Response to Item 4.  
No separate attachment.**

**Re: Jude Alcegueire's  
Complaints**

**FPL's response to  
ITEM NO. 7  
"Record of meters not  
running"**

**2 PAGE(S)**

**Two meter tests provided**



FPL

## FPL METER TEST REPORT

---

FPL SYMBOL.....: 5C  
COMPANY NUMBER: 11541  
SERIAL NUMBER.: G084211541  
TYPE CODE.....: 29  
DISTRICT.....: 72  
ADDRESS.....: 2913 SW 66 AVE  
PPID.....: 001644787  
→ DATE OF TEST...: 10/27/2000 14:31:31  
AS FOUND TEST RESULTS: SF: 99.93 SP: SL: 99.9 WA: 99.93  
AS LEFT TEST RESULTS.: SF: 99.93 SP: SL: 99.9 WA: 99.93  
DIAL READING IN.: 00738  
DIAL READING OUT: 00747  
TEST REASON...: SHP  
CREEP (YES/NO)....: N  
OPERATOR.....: PJB  
KWH BOARD #.....: 2552  
REGISTER TEST (VERIBOARD) RESULTS: 10/9  
DEMAND BOARD #....: 2  
KWD % ERROR AF....:  
KWD % ERROR AL....: \\  
TRANSMITTAL NUMBER:  
TRANSMITTAL DATE...:  
TAMPER INFORMATION.:

GENERAL REMARKS...:

COMMENTS: \_\_\_\_\_

\_\_\_\_\_  
SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_



**FPL FPL METER TEST REPORT**

FPL SYMBOL.....: 5C  
COMPANY NUMBER: 36626  
SERIAL NUMBER.: S020336826  
TYPE CODE.....: 37  
DISTRICT.....: 72  
ADDRESS.....: 2913 SW 68<sup>th</sup> AVE  
PPID.....: 001644787  
→ DATE OF TEST...: 8/28/2001 08:50:36  
AS FOUND TEST RESULTS: SF: 99.68    SP:            SL: 99.88    WA: 99.72  
AS LEFT TEST RESULTS.: SF: 99.68    SP:            SL: 99.88    WA: 99.72  
DIAL READING IN.: 12642  
DIAL READING OUT: 12652  
TEST REASON...: SHP  
CREEP (YES/NO)....: N  
OPERATOR.....: PJB  
KWH BOARD #.....: 2552  
REGISTER TEST (VERIBOARD) RESULTS: 10/10  
DEMAND BOARD #....: 1  
KWD % ERROR AF....:  
KWD % ERROR AL....:  
TRANSMITTAL NUMBER:  
TRANSMITTAL DATE...:  
TAMPER INFORMATION.: 53

GENERAL REMARKS, ...:

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

**Re: Jude Alcegueire's  
Complaints**

**FPL's response to  
ITEM NO. 8  
"Record of outage in April  
2004"**

**2 PAGE(S)**

**Trouble ticket 1038  
Provided.**

Ticket Creation Information

Ticket number: 1038  
Ticket Date & Time: 19:04:00 04/08/2004  
Ticket Type: FDR  
Ticket Key: 12903817  
Interruption Type: Feeder  
Priority: WA  
Ticket Referred Time: 21:42:00 04/08/2004  
Threat Code: [ X ]

ORIGINAL

Interruption Information

Location: COUNTY LINE/4832  
Trouble Coordinate: 8-7169-5718  
Customers Affected: 1736

Trouble Reported Summary

No Current - 2  
See Remarks - 11  
Assigned Account - 57  
Has Threat Code - 148  
No Loss of Service - 176  
Flickering Lights - 176

Contained Tickets

1156 (04/08)

Dispatcher Information

Dispatch Position: DADE N  
Dispatcher Initials: [REDACTED]  
Truck Number: 3315

Service Center Information

Service Center: INS  
Truck Number: 5443  
Foreman:  
ER96: 35880420875

Investigation Information

Cause Code: EQUIPMENT FAILED  
Equipment Code: JUMPER  
Support Code:  
Interruption Category: bd  
Dispatch Position: DADE N  
Dispatcher Initials: [REDACTED]  
Truck Number: 3315  
Restoration Specialist:

Completed Actions

Reclose Breaker - INS

Repair Instructions

ITR/ETR History

Restoration Time	Type	Mode	Creation Time
21:00:00 04/08/2004	ITR	Normal	19:04:00 04/08/2004

Dispatcher / Service Center Comments

Cust Remarks - Feeder call created by DMSODMS  
DADE N - DURING RESTORATION PROCESS, NEED CREW TO REPAIR JUMPERS AT THE 01 SWITCH . ALSO FDR BREAKER 2W40 F/4832 WAS BAD...NEED SUBSTATION CREW TO FIX OR REPLACE BREAKER. ALSO NEED TO CHECK FDR TELEMETRY @ REGS F/4832. RDGS ARE NOT ACCURATE ACCORDING TO SCADA...SEE SW ORD # 335477  
NEOX - Work Today

Customer Comments

Ticket Event Log

Generated: 19:04:00 04/08/2004  
Time Off At: 19:04:00 04/08/2004  
Allocated 3522L by SYSTEM at 19:04:00 04/08/2004  
Number Of Affected Customers 1736 by SYSTEM at 19:04:00 04/08/2004  
Time Off 19:04:00 04/08/2004 by SYSTEM at 19:04:00 04/08/2004  
Ticket Type FDR by SYSTEM at 19:04:00 04/08/2004  
Looked At Time by [REDACTED] at 19:06:00 04/08/2004  
Allocated 3315M by [REDACTED] at 19:09:00 04/08/2004  
Enroute 3315 by [REDACTED] at 19:09:00 04/08/2004

A Page Was Sent Out by [REDACTED] at 19:09:00 04/08/2004  
Arrive 3315 by [REDACTED] at 21:21:00 04/08/2004  
Next Step Investigating Circuit by [REDACTED] at 21:21:00 04/08/2004  
Add Repair Action Reclose Breaker by [REDACTED] at 21:25:00 04/08/2004  
Interruption Type Feeder by [REDACTED] at 21:25:00 04/08/2004  
Next Step Investigating Circuit by [REDACTED] at 21:25:00 04/08/2004  
Cause Code EQUIPMENT FAILED by [REDACTED] at 21:26:00 04/08/2004  
Equipment Type OCB (FEEDER BREAKER) by [REDACTED] at 21:26:00 04/08/2004  
Interruption Type Feeder by [REDACTED] at 21:26:00 04/08/2004  
Part On Time 19:55:00 04/08/2004 60% Added by [REDACTED] at 21:26:00 04/08/2004  
Restore Time 20:10:00 04/08/2004 by [REDACTED] at 21:26:00 04/08/2004  
Er96 Job Number Pending WMS by [REDACTED] at 21:27:00 04/08/2004  
Er96 Job Number 35880420875 by [REDACTED] at 21:27:00 04/08/2004  
Modify Repair Action Reclose Breaker by [REDACTED] at 21:42:00 04/08/2004  
Completed With Truck 3315 by [REDACTED] at 21:42:00 04/08/2004  
Refer To NEOX by [REDACTED] at 21:42:00 04/08/2004  
Add Repair Action See Comments by [REDACTED] at 21:49:00 04/08/2004  
Modify Repair Action See Comments by [REDACTED] at 21:49:00 04/08/2004  
Modify Repair Action Reclose Breaker by [REDACTED] at 21:49:00 04/08/2004  
Refer To INS by [REDACTED] at 21:49:00 04/08/2004  
Completed With Truck 3315 by [REDACTED] at 22:23:00 04/08/2004  
Equipment Type JUMPER by [REDACTED] at 15:48:00 04/09/2004  
Equipment Type OCB (FEEDER BREAKER) by [REDACTED] at 07:38:00 04/11/2004  
Interruption Category bd by [REDACTED] at 07:38:00 04/11/2004  
Part On Time 19:55:00 04/08/2004 69% Added by [REDACTED] at 07:38:00 04/11/2004  
Part On Time 19:55:00 04/08/2004 60% Removed by [REDACTED] at 07:38:00 04/11/2004  
Equipment Type JUMPER by [REDACTED] at 17:24:00 04/12/2004  
SC Assign 5443 by [REDACTED] at 06:57:00 04/13/2004  
SC Enroute 5443 by [REDACTED] at 06:57:00 04/13/2004  
SC Arrive 5443 by [REDACTED] at 06:57:00 04/13/2004  
Next Step Investigating Circuit by [REDACTED] at 06:57:00 04/13/2004  
Modify Repair Action Reclose Breaker by [REDACTED] at 06:59:00 04/13/2004  
Completed By JLC by [REDACTED] at 06:59:00 04/13/2004  
Completed With SC Truck 5443 by [REDACTED] at 06:59:00 04/13/2004

Follow-up Investigations:

[ ] TLM Error [ ] Engr [ ] DPR [ ] Claims [ ] CFR

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 19:04:00 04/08/2004  
Name:  
Address:  
City:  
ZipCode:  
Phone Number:  
Account Number:  
PPID:  
ITR:  
Last Callback:

Customer Trouble Reported

Customer remarks

Feeder call created by DMS0DMS

Device Stack

Meter:  
TIN:  
LLN:  
OCR:  
Feeder: 8-7169-5718-1-P

Customer Representative

ID:  
Name:

**Re: Jude Alcegueire's  
Complaints**

**FPL's response to  
ITEM NO. 9  
"Record of claim filed for  
lost in June blackout in June  
2002"**

0 PAGE(S)

**FPL records do not reflect  
any blackout or  
claim filed in June 2002.  
No separate attachment.**



**Re: Jude Alcegueire's  
Complaints**

**FPL's response to  
ITEM NO. 10**

**"Record of meters stopped  
running in part of house has  
electricity while other  
doesn't"**

**2 PAGE(S)**

**Trouble ticket #234  
Provided.**

Docket No. 041169-EI  
Date: October 21, 2004

ATTACHMENT A  
Page 53 of 57

Ticket Creation Information

Ticket number: 234  
Ticket Date & Time: 14:33:31 01/26/2002  
Ticket Type: NLS  
Ticket Key: 347602649  
Interruption Type: Service  
Priority: 4  
Ticket Referred Time:  
Threat Code: { }

ORIGINAL

Interruption Information

Location: 2913 SW 68TH AV  
Trouble Coordinate: 8-7070-9706  
Customers Affected: 1

Trouble Reported Summary

No Loss of Service - 1  
Flickering Lights - 1  
See Remarks - 1

Contained Tickets

Dispatcher Information

Dispatch Position: BRW S  
Dispatcher Initials: [REDACTED]  
Truck Number: 3305

Service Center Information

Service Center:  
Truck Number: 0000  
Foreman:  
ER96:

Investigation Information

Cause Code: UNKNOWN, EQUIP FAILED  
Equipment Code: CONNECTOR (OH OR UG)  
Report Code:  
Interruption Category:  
Dispatch Position: BRW S  
Dispatcher Initials: [REDACTED]  
Truck Number: 3305  
Restoration Specialist:

Completed Actions

Reworked Connections - BRW S

Repair Instructions

ITR/ETR History

Restoration Time	Type	Mode	Creation Time
------------------	------	------	---------------

Dispatcher / Service Center Comments

Cust Remarks - pls ck lights flickering since power disco last week  
BRW S - REWK/ALL CONN/AT W/H.

Customer Comments

pls ck lights flickering since power disco last week

Follow-up Investigations:

TLM Error  Engr  UPR  Claims  CFR

CALL OVERVIEW

Customer/Call Information

Date/Time: 14:31:34 01/26/2002  
Name: JUDE ALCEGUEIRE  
Address: 2913 SW 68TH AV  
City: MIRAMAR  
Code: 33023  
Phone Number: (954)893-7755  
Account Number: 20902-#1081  
ID: 1644787  
Next Callback:

Customer Trouble Reported

Loss of Service  
Remarks

Customer Remarks

Check lights flickering since power disco last week

Stack

Order: 5C72808  
ID: 8-7070-9706-0  
ID: 8-7069-9493-0 E  
ID:  
Order: 8-7169-5718-1-F

Customer Representative

ID:

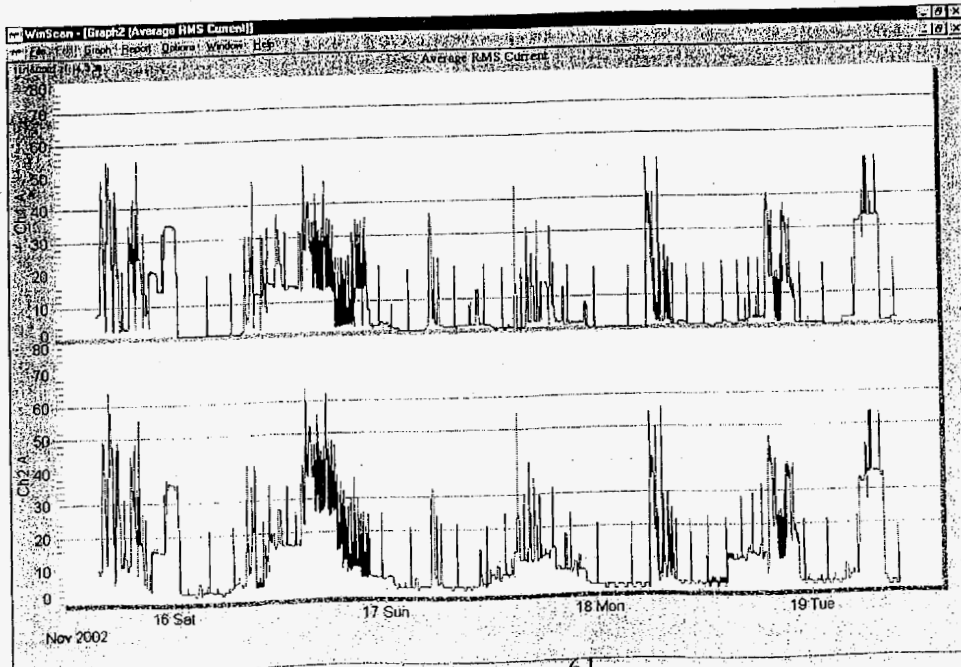
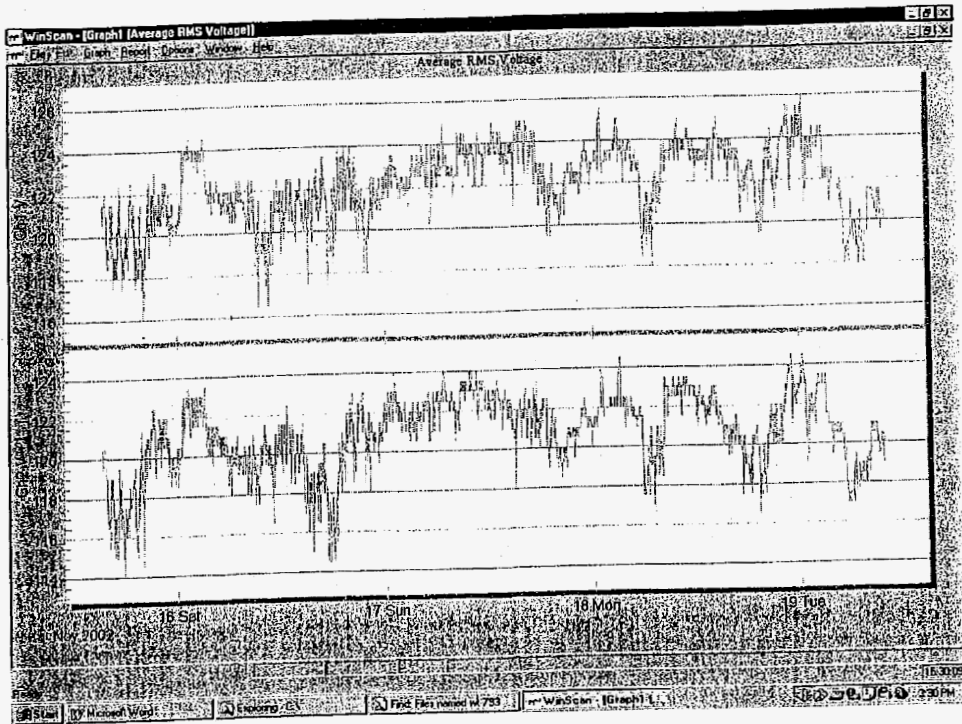
**Re: Jude Alcegueire's  
Complaints**

**FPL's response to  
ITEM NO. 11**

**"Record of outage in  
November 2002 where the  
house have no electricity and  
the meter was running"**

**1 PAGE(S)**

**FPL records do not reflect  
any outages for Mr. Alcegueire  
in November 2002. A Recording  
Volt Meter (RVM) was installed on  
Nov. 14, 2002, to monitor service.  
The results indicated the voltage  
was within limits. A copy  
Of the RVM test is attached.**



## **Re: Jude Alcegueire's Complaints**

**FPL's response to  
ITEM NO. 12**

**"Record of the dispatcher going to  
the pole the next day and  
shutdown my electricity and  
restarted again"**

**0**

**PAGE(S)**

**FPL does not have record of a  
crew or a dispatcher being sent  
to the premise or disconnect or  
reconnect the service, or make  
repairs at anytime during the  
November 2002 time frame.  
A RVM was set in November 2002.  
No separate attachment.**

**Ernesto Rencurrell**

---

**From:** Jim Ruehl  
**Sent:** Thursday, April 29, 2004 3:18 PM  
**To:** Ernesto Rencurrell  
**Subject:** FW: request for site visit by PSC engineer

Hi Ernie here is a complaint I would like for you to look into. This is a long running complaint and as you can see there are several things we would like you to check on. If you have any questions please call Connie for she is handling this one.

Thanks  
Jim

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

**From:** Connie Kummer  
**Sent:** Thursday, April 29, 2004 3:16 PM  
**To:** Jim Ruehl  
**Cc:** Martha Brown; Rhonda Hicks  
**Subject:** request for site visit by PSC engineer

Complaints 445185E, 446514E, 446515E and 446516E were filed by Mr. Jude Alcequeire, 2913 S.W. 68th Avenue, Hollywood, Florida 33023. Although the original complaints addressed a deposit issue, during an informal conference call, an issue arose concerning the proper measurement of electricity to Mr. Alcequeire's residence. The customer is disputing bills based on the assertion that he is not using the amount of electricity being registered on the meter. FPL has performed a meter test, showing the meter to be within tolerance, however, the customer insists that the problem is not necessarily in the meter but in the transformer or other distribution equipment, causing the meter reading to be inaccurate. Please have a field engineer make an appointment with FPL to complete the following tasks:

1. Obtain copies of, and review any meter tests performed on the meter serving that address in the last five years, if available;
2. Obtain copies of, and review any tests performed or work orders issued for service on the meter or transformer serving that address in the last 5 years, if available;
3. Obtain copies of, and review any tests performed or work orders issued on any reliability complaints at that address in the last 5 years, if available;
4. Perform a site visit to visually inspect the pole, transformer and meter for any unusual conditions which might impact the amount of electricity registering on the meter;
5. If the customer consents, accompany an FPL employee in the conduct of a energy audit of the residence. An audit was done some years ago, but it appears some changes may have taken place in appliances or number of residents in the home since the last audit.

The complete complaint file is rather large, and the original complaints dealt primarily with deposits but if you believe a complete copy would be helpful, we'll be a happy to supply it. I would appreciate if the site visit could be completed within the next two weeks, but if that is not possible, please advise me when it can be completed. FPL is aware that we will asking for a site visit and should be prepared to accommodate whomever is assigned. If you or the engineer assigned have any questions, please let me know.

Thanks,

Connie Kummer

**Connie Kummer**

---

**From:** Ernesto Rencurrell  
**Sent:** Wednesday, June 02, 2004 7:06 AM  
**To:** Jim Ruehl  
**Cc:** Connie Kummer  
**Subject:** Customer Complaint #445185E--Address-2913 S.W. 68 Avenue, Miramar--Name-Jude Alcegueire

6/2/2004

I visited the area of the above-mentioned subject on 6/1/2004. Since Florida Power and Light issued a work order to install an added transformer, I proceeded to check the current transformer which services Mr. Alcegueire. This transformer has a capacity of 50 KVA. Its transformer load number is 8-7069-9795-0-4. This transformer services a total of 17 customers including Mr. Alcegueire and is in the R/O 3008 S.W. 67 Lane. Whether overloaded or not, FPL has proposed to install a 50 KVA transformer on the pole located in the R/O Mr. Alcegueire's property.

I looked at the existing open wire secondary circuit and single phase primary circuit which is currently serving Mr. Alcegueire's home for possible tree contacts. There are two tree contacts with the open wire secondary circuit and the locations are as follows:  
1) Need trimming on tree in R/O 2919 S.W. 68 Avenue due to touching and rubbing on open wire secondary circuit and very close to primary circuit.  
2) Need trimming on tree in the R/O 3007 S.W. 68 Avenue due to touching and rubbing on open wire secondary circuit.  
I didn't find any other particular condition which could affect Mr. Alcegueire.

Mr. Alcegueire needs to cooperate with FPL for them to replace the existing pole(35 feet tall) with a taller pole(40 feet) in the R/O his property to accommodate the new 50 KVA transformer.

If there are any questions please let me know.

Ernie Rencurrell



May-12-04 07:04pm From-FPL RATES & TARIFFS

305 552 3949

T-460 P.002/013 5-075



### Customer Inquiry Response

**Customer's First Name:** JUDE  
**Last / Business Name:** ALCEGUEIRE  
**Alternate Name:**  
**Service Address:** 2913 SW 68TH AVE  
MIRAMAR, FL 33023

**FPSC Log:** 445185E **Received From:** Ernie  
**Account #:** 20902-31081 **Response Type:** Supplemental 2

### Response Comments:

1. Obtain copies of, and review any meter tests performed on the meter servicing that address in the last five years, if available;

The original meter 5C11541 serving this customer was set on July 1, 1989. The customer connected service, at this address, November 24, 1999. Meter 5C11541 was removed for testing on October 23, 2000 and subsequently tested on October 27, 2000. The test results indicated the meter was operating at a Weighted Average of 99.93%, which is within allowable tolerance (Attachment #1).

Meter number 5C36826 was set on October 23, 2000 and removed for testing on August 23, 2001. Meter number 5C36826 was tested on August 28, 2001 and was found to be operating at a Weighted Average of 99.72%, which is within acceptable tolerance (Attachment #2).

Meter number 5C72808 was set on August 23, 2001 and is currently serving this premise

A chart with the customer's billing history from January 2000 thru April 2004 is also provided (Attachment #3).

2. Obtain copies of, and review any tests performed or work orders issued for service on the meter or transformer serving that address in the last 5 years, if available;

In an effort to thoroughly check the service/voltage, FPL installed a Recording Volt Meter (RVM) at Mr. Alcegueire's premise on November 14th, 2002, which monitored his service from November 15th thru November 19th. The results indicated the voltage was within allowable limits (Attachment #4A and #4B).

Msy-10-04 07:04pm From-FPL RATES & TARIFFS 305 552 3848 T-490 P.003/013 F-076

Jude Alcegueire  
445185E

The Area Service Center has engineered a job to upgrade the existing facilities that are serving Mr. Alcegueire's residence. FPL will split the existing bus and add an additional transformer on an existing pole that is located in the rear of Mr. Alcegueire's property. The existing pole will also need to be changed out to a taller pole and a support guy wire will be installed for support. A new transformer will then be installed. (Attachment #5 and #6).

The Area Service Center has made numerous attempts to contact Mr. Alcegueire, in order to complete the work. However, they have not been able to speak with him. On December 15 and 16, 2003 an FPL crew upgraded the existing transformer serving Mr. Alcegueire.

**3. Obtain copies of, and review any tests performed or work orders issued on any reliability complaints at that address in the last 5 years, if available;**

Attached is the Outage History from January 1, 1999 thru April 20, 2004 (Attachment #7), which includes trouble tickets generated to investigate a specific problem at the premise.

**4. Perform a site visit to visually inspect the pole, transformer and meter for any unusual conditions which might impact the amount of electricity registering on the meter;**

In February, 2003, Phillip Gonzalez, Service Planner, visited the site and took field notes to upgrade the existing facilities serving Mr. Alcegueire.

**5. If the customer consents, accompany an FPL employee in the conduct of an energy audit of the residence. An audit was done some years ago, but it appears some changes may have taken place in appliances or number of residents in the home since the last audit.**

FPL is willing to meet with the customer and an FPSC Field Engineer, at the customer's premise.

Approval Signature: Juan Khoury  
Approver's Title: Power Systems Supervisor  
Date of Approval: 05/19/2004

May-19-04 07:04pm From-FPL RATES & TARIFFS

305 552 3849

T-480 P.004/013 F-076

ATTACHMENT  
#1



FPL

### FPL METER TEST REPORT

FPL SYMBOL..... 5C  
COMPANY NUMBER: 36626  
SERIAL NUMBER.: S020336826  
TYPE CODE..... 37  
DISTRICT..... 72  
ADDRESS..... 2913 SW 68 AVE  
PFID..... 001644787  
DATE OF TEST... 8/28/2001 09:50:36  
AS FOUND TEST RESULTS: SF: 99.68 SP: SL: 99.68 WA: 99.72  
AS LEFT TEST RESULTS.: SF: 99.68 SP: SL: 99.68 WA: 99.72  
DIAL READING IN.: 12642  
DIAL READING OUT: 12652  
TEST REASON...: SHP  
CREEP (YES/NO)....: N  
OPERATOR.....: PJB  
KWH BOARD #.....: 2552  
REGISTER TEST (VERIBOARD) RESULTS: 10/10  
DEMAND BOARD #....: 1  
KWD & ERROR AF....:  
KWD & ERROR AL....:  
TRANSMITTAL NUMBER:  
TRANSMITTAL DATE..:  
TAMPER INFORMATION.: 53

GENERAL REMARKS...

COMMENTS:

SIGNATURE

DATE

May-19-04 07:05pm From-FPL RATES & TARIFFS

305 552 3848

T-480 P 095/013 F-076

ATTACHMENT  
#2



FPL

## FPL METER TEST REPORT

FPL SYMBOL..... 5C  
COMPANY NUMBER: 11541  
SERIAL NUMBER.: G004211541  
TYPE CODE..... 29  
DISTRICT..... 72  
ADDRESS..... 2913 SW 69 AVE  
EPID..... 001644787  
→ DATE OF TEST... 10/27/2000 14:31:31  
AS FOUND TEST RESULTS: SF: 99.93 SP: SL: 99.9 WA: 99.93  
AS LEFT TEST RESULTS: SF: 99.93 SP: SL: 99.9 WA: 99.93  
DIAL READING IN.: 00738  
DIAL READING OUT: 00747  
TEST REASON...: SHF  
CREEP (YES/NO)....: N  
OPERATOR.....: PNB  
KWH BOARD #:.....: 2552  
REGISTER TEST (VERIBOARD) RESULTS: 10/9  
DEMAND BOARD #:....: 2  
KWD % ERROR AF....:  
KWD % ERROR AL....: \\  
TRANSMITTAL NUMBER:  
TRANSMITTAL DATE...:  
TAMPER INFORMATION..:

GENERAL REMARKS...:

COMMENTS: \_\_\_\_\_

SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

May-19-04 07:05pm From:FPL RATES & TARIFFS

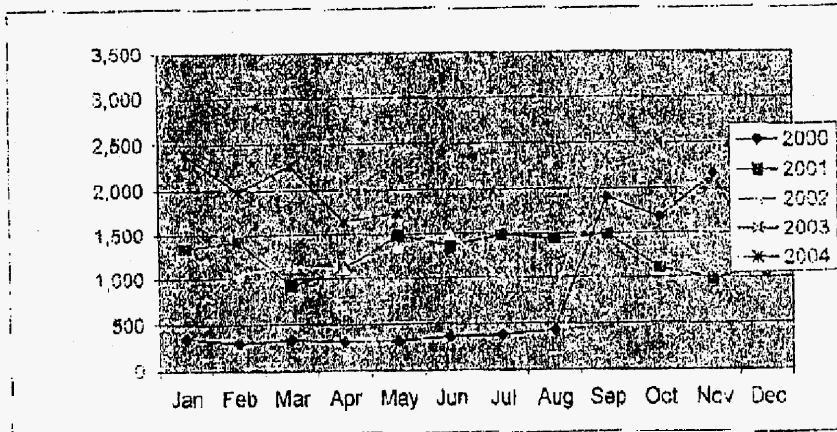
305 552 3849

T-430 P.008/013 F-076

ATTACHMENT  
 # 3

Name: Jude Alcegueire  
 Account Number: 20902-31081

	2000	2001	2002	2003	2004
Jan	351	1,344	1,637	2,413	2400
Feb	298	1,422	1,057	2,456	1980
Mar	331	923	1,144	1,855	2266
Apr	310	1,092	1,108	1,968	1646
May	319	1,486	1,358	2,299	1739
Jun	364	1,363	1,496	2,547	
Jui	378	1,488	983	2,589	
Aug	424	1,435	849	2,747	
Sep	1,904	1,490	2,226	2,811	
Oct	1,682	1,101	2,393	2,540	
Nov	2,149	861	1,991	2,090	
Dec	1,051	1,108	1,762	2,104	



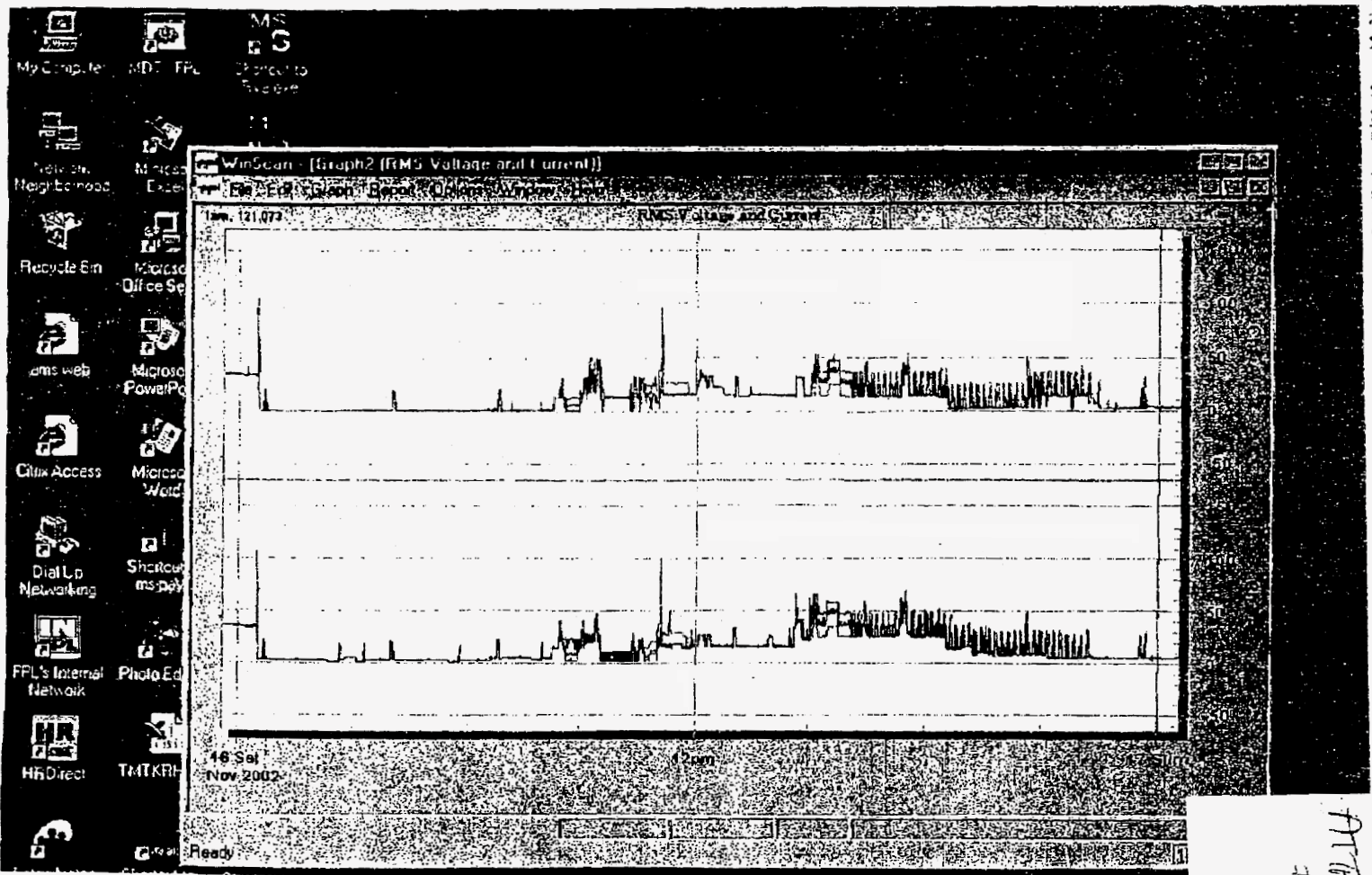
Notes: In early 2000, customer informed FPL that family was in Illinois.  
 October 2000, attic inspection "0" ceiling insulation.  
 August 2001, hvi revealed central air inoperable, small room a/c unit was in use.  
 October 2002, field visit revealed a new 2.5 ton central unit operating, SEER 10.

May-19-04 07:39pm From-FPL RATES & TARIFFS

305 552 3949

T-480 P.007/013 F-07E

*ATTACHMENT  
# 4A*



10/21/04

07:08am

From-FPL RATES & TARIFFS

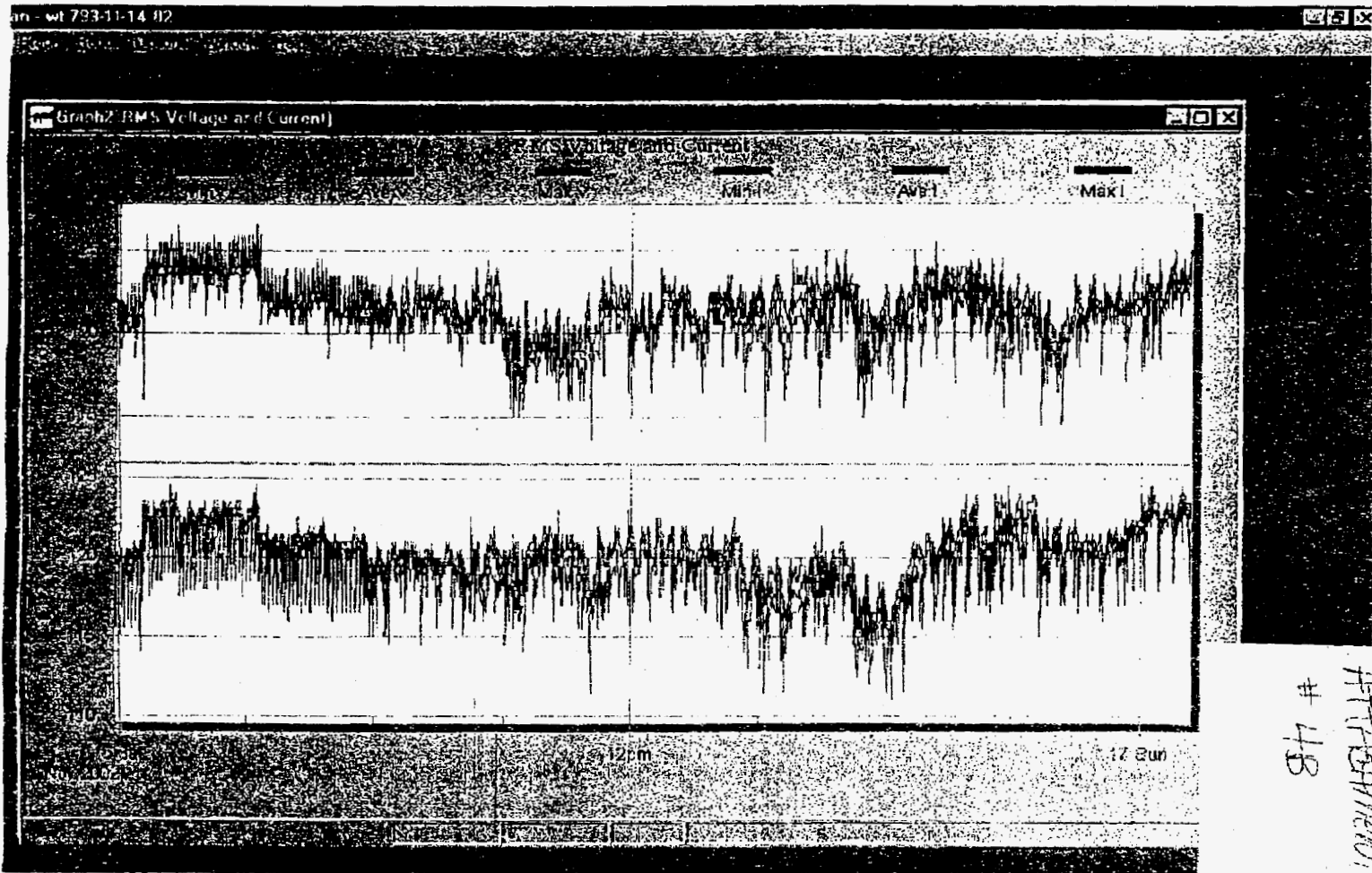
305 552 3848

T-480

P 008/013

F-076

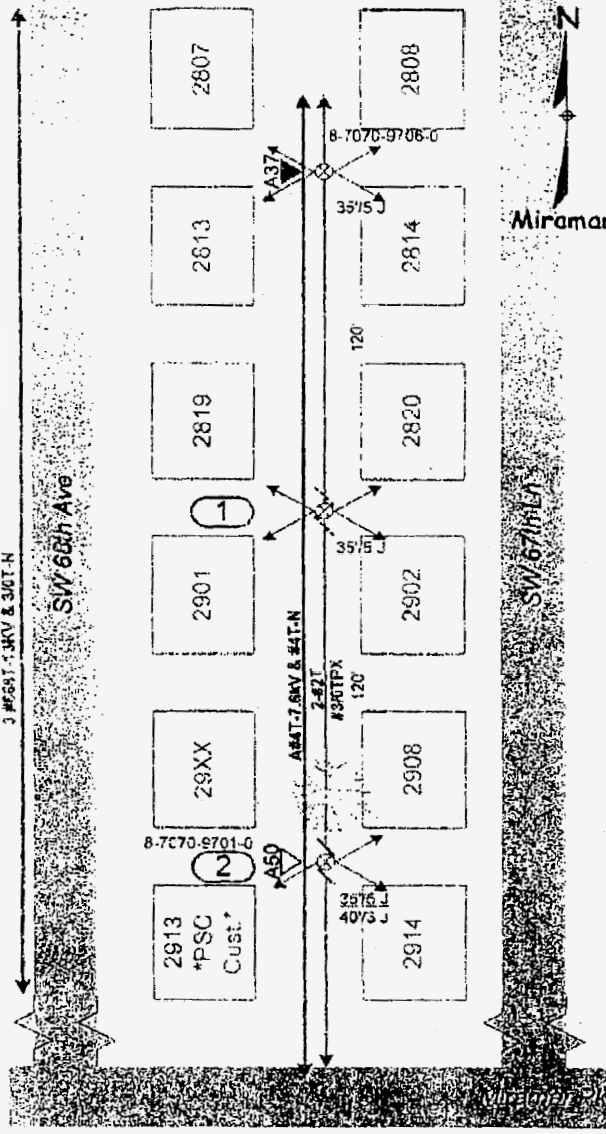
# 4B  
ATTORNEY



May-19-04 07:07pm From:FPL RATES & TARIFFS 305 552 3848 T-480 P.009/013 F-07E

INACCESSIBLE 13 kV FUTURE 23 kV 23 kV SALT SPRAY

ATTACHMENT #5



**Construction Notes**

**Locn 1**

- Replace Tangent Secondary with Double Deadend to Change Wire Size

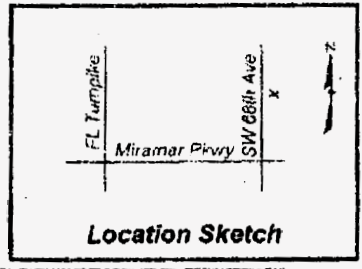
**Span 1 to 2**

- Replace Open Wire Sec Bus with #3/0 TPX
- Install Secondary with semi slack to avoid down guy installation

**Locn 2**

- Replace existing pole with new 40/3 Pole
- Transfer Primary Facilities & Secondary Bus from South Side
- Install 50 kVa TX per DCS I-41.0.0
- Attach New TX to Secondary Bus
- Verify Services are connected to New TX/ Secondary Bus
- Tree Trimming Required

INACCESSIBLE LOCN'S



AS-BUILT CREW PRINT		ALL REQUIRED WORKING NOTES HAVE BEEN DRAWN & VERIFIED TO BE WITHIN THE STANDARDS, VALUES ARE SHOWN AT ALL LOCATIONS.		FOR LOCAL USE ONLY - NOT TO BE USED FOR THE AS-BUILT PRINT. NO LOCAL CHANGES ALLOWED HERE.		AS-BUILT COPY	
DESIGNER'S SIGNATURE	DATE	PREPARED BY'S SIGNATURE	DATE	SUPERVISOR'S SIGNATURE	DATE	DETAILS	CERT. DATE
Customer? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Survey/State? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Work with SMO? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	FPL				
Tree Work? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Design/State? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	OT/Special? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Hang 75 kVa TX & Split Secondary Bus 2913 SW 68th Ave Miramar				
CITY	COUNTY RD.	COUNTY AIR	STATE ROAD	FAA			
WMD	RR XING	DR. DIST.	Transm.				
Requested Tol Co. on Poles? YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>	Requested Tol Co. Transfer? YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>	Tol. Abatement Per		Designed by:	Devil Shah	Date:	05/18/04
				Drawn by:	DSS	Check by:	
				Rural Location Sec.	41	TWP.	51
				S.R.	26	E.	
				SCALE:	N.T.S	SI LI MAP No.	
				WR	525086	IWR	0436-43-727
						M/A	SB



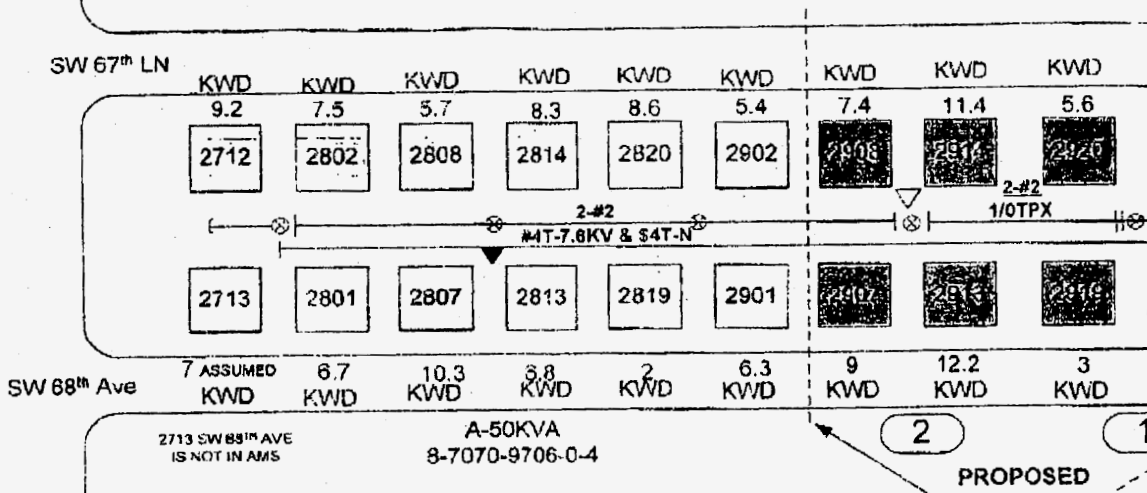
May-18-04 07:08pm From-FPL RATES & TARIFFS

305 552 3849

T-480 P.010/013 F-076

ATTACHMENT  
 # 1

INACCESSIBLE



**PROPOSED  
 A-50KVA  
 8-7070-9701-0-4**  
 (This TX is already in AMS, but  
 does not have premises on the  
 right TX)

**CONSTRUCTION NOTES**

- LOC 1: Install secondary breakers or double deadend secondary as per crew discretion.
- LOC 1-2: Replace open wire secondary with 1/0TPX
- LOC 2: Replace 35/5 pole with a 40/3 pole Frame similar to E-5.1.0
- Fig. 3. Frame similar to I-42.0.1 fig 2. and install 50KVA AE TX



AS-BUILT CREW PRINT	
Estimator's name	Est.
Estimator? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	SI
True Work? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	CI
City	County
WMD	RR Xing
Requested Tol. Co. Set Poles? YES	
Requested Tol. Co. Transfer? YES	
Request CAVT Transfer? YES	
POLE LINE FEET	0'
POLE LINE FT. ON TRANS. POLE:	
FLAULON MODEL No.	

May-18-04 07:08pm From-FPL RATES & TARIFFS 305 552 3846 T-480 P.011/013 F-076

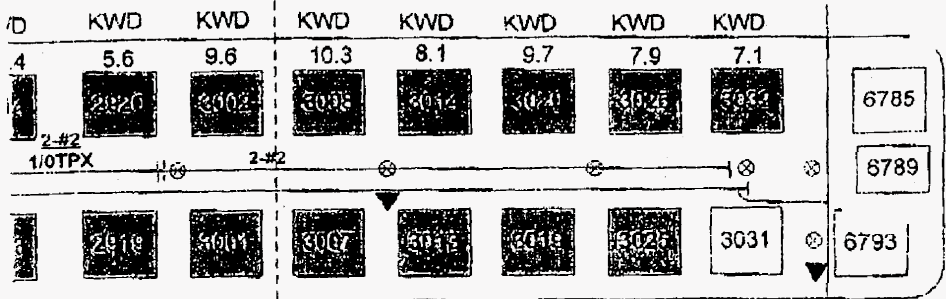
INACCESSIBLE  13 KV  FUTURE 23 KV  23 KV  SALT SPRAY



City of Miramar

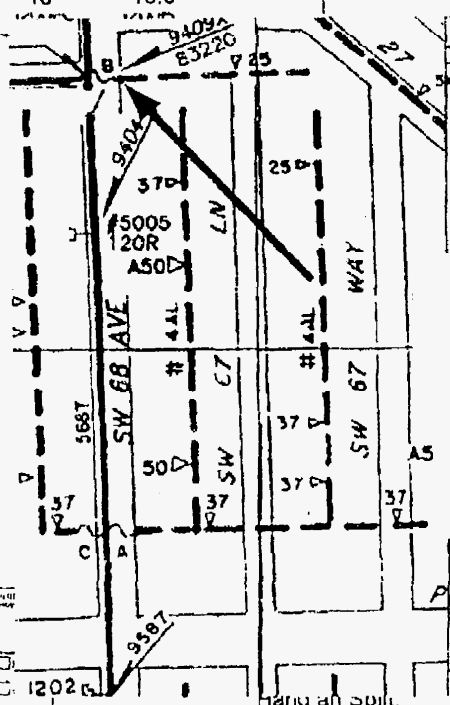
ATTACHMENT  
 #6

RIGHT SIDE



ROPOSED  
 A-50KVA  
 070-9701-0-4  
 is already in AMS, but  
 have premises on the  
 right TX)

A-50KVA  
 8-7069-9795-0-4



AS-BUILT CROW PRINT		ALL DIMENSIONS ON LAND NOTES MUST BE IN FEET UNLESS OTHERWISE SPECIFIED		AS-BUILT CCP	
DATE	DATE	DATE	DATE	DATE	DATE
Submitted? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Survey/State? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Work with SMC? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	1202		
For Work? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Designer/State? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	CT/Special Mt? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>			
City	County Rd.	County Air	State Road	FAA	
WMD	RR Xing	DR. Dist	Transm.		
Requested Tel. Co. Set Poles? YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>	Requested Tel. Co. Transfer? YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>	Requested CABT Transfer? YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>	Designed by: P/ GONZALEZ	Date: 05/18/04	
DUCT BANK FT. 0'	TRENCH FT. 0'	Work Request No. 1022999	Drawn by: GHX	Check by:	Dwg No. 1 OF 1
SCALE: N.T.S	SL LI MAP No.	Pr Map No. 20F	Rural Location Sec. 26	TWP. 51	S.R. 41 E
Map Posting? YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>	Posted by:	Work Request No. 1022999	W/R 6218-44	M/A 727	

ATTACHMENT  
#7 (PS1)

Outage History

Service Interruptions from January 1, 1999 thru April 20, 2004

Date	1999	2000	2001	2002	2003	2004
# of interruptions	1	0	0	1	3	1

Detailed information regarding service interruptions from January 1, 1999 thru April 20, 2004

DATE	POWER OFF	POWER ON	DEVICE TYPE	CAUSE/REMARKS
10/15/99	5557 minutes		Lateral	Hurricane Irene
9/30/02	8:00AM 35 minutes	8:35AM	Lateral	Unknown / Fuse Switch
7/2/03	2:22PM 27 minutes	2:49PM	Feeder	Tree /limb
9/27/03	5:04PM 121 minutes	7:05PM	Feeder	Lightning
12/15/03	2:17PM 19 minutes	2:36PM	Lateral	Crew Request (Planned)
4/8/04	7:04PM 56 minutes	8:06PM	Feeder	Equipment failed, jumper/cause unknown

\* October 15, 1999, Hurricane Irene (Trouble ticket is no longer available)

FPL records also reflect the following trouble tickets were generated to investigate a specific problem that was occurring at his residence:

1/26/02 Trouble Ticket 234 generated at approximately 2:33 pm, Customer remarks, please check lights flickering since power disconnected last week. (Disconnected for non payment) Restoration Specialist responded and reworked all connections at weatherhead. No other problems were found.

12/15/03. On December 15, 2003 a prearranged interruption was scheduled to upgrade existing facilities that serve Mr. Alcegueire's home as well as other neighboring customers. The service was disconnected at approximately 9:00 a.m. and transformer was upgraded. Service was reconnected prior to 12 noon. Later that day, the crew was required to make minor adjustments and the service was disconnected for approximately 20 minutes. In addition, on December 16, 2003 a prearranged interruption to complete the work was conducted. The service was disconnected at approximately 10:30 a.m. and restored at approximately 12:15 p.m.

12/16/03 Trouble Ticket 362 generated at approximately 11:37a.m. Mr. Alcegueire contacted Customer Service and reported he was without power. Restoration Specialist (RS) arrived and reported "no trouble found." Voltage was normal. (119V 119V 238V) Trouble ticket was completed at 12:34p.m.

MAY-18-04 07:58pm F-08-FPL RATES & TARIFFS  
 305 552 3649  
 1-489 P. 012/013 F-075

ATTACHMENT  
#7 (pg 2)

May-19-04 07:09pm From-FPL RATES & TARIFFS

Docket No. 041169-EI  
Date: October 21, 2004

Momentary Power Interruptions from January 1, 2002 thru April 20, 2004

2002:											
JAN	FEB	MARCH	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
0	0	0	0	2	0	3	0	0	0	1	1
2003:											
JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
0	0	1	0	1	2	7*	2	5**	0	3	0
2004:											
JAN	FEB	MARCH	APRIL								
0	0	0	24*								

\* 5 momentary power interruptions were associated with extended that occurred outage on 7/2/03  
 \*\* All 5 momentary power interruptions were associated with extended outage that occurred on 9/27/03

\* 12 of the 24 momentary power interruptions were associated with the extended outage that occurred on 4/8/04

305 582 3849 T-480 P 013/013 F-076

Oct-19-04 11:02am From-

T-006 P.001/008 F-079

# FLORIDA POWER & LIGHT COMPANY

## FACSIMILE TRANSMITTAL SHEET

TO: <i>Florida Keys</i>	FROM: IRIS LUTES
COMPANY:	DATE: <i>10-19-04</i>
FAX NUMBER: <i>850-413-6450</i>	SENDER'S PHONE NUMBER: (305) 552-3803
PHONE NUMBER: <i>850-413-6449</i>	SENDER'S FAX NUMBER: (305) 552-3849
Re: <i>Jude Alceguere Audit of Acc.</i>	TOTAL NUMBER OF PAGES INCLUDING COVER SHEET: <i>8</i>
<input type="checkbox"/> FOR REVIEW <input type="checkbox"/> INTERIM <input type="checkbox"/> FINAL <input type="checkbox"/> SUPPLEMENTAL	

### NOTES/COMMENTS

*Florida,*  
*As requested, attached is the Account Audit for Jude Alceguere.*  
*Iris*

ACCOUNT AUDIT  
 ADDR : 2913 SW 68th Ave

NAME: Jude Alceguire  
 CITY/STATE: Miramar, FL

ACCT# 20902-31081  
 DATE 10/19/04 Page 1 of 7

LINE NO.	DATE	METER READING	KWH	BILL AMOUNT	PREV BAL	PAYMENT	CREDIT	DEBIT	PO	TOTAL DUE	REMARKS
1	11/2/99			\$550.00						\$550.00	Initial Deposit
2	11/27/99				\$550.00	(\$250.00)				\$300.00	Payment
3	12/4/99				\$300.00			\$16.00		\$316.00	Initial Service Charge
4	12/4/99	92598	150	\$13.01	\$316.00					\$329.01	Bill for 11/24/99- 12/4/99
5	12/6/99				\$329.01		(\$50.00)			\$279.01	Deposit reduction
6	12/15/99				\$279.01	(\$30.00)				\$249.01	Payment
7	12/30/99				\$249.01	(\$100.00)				\$149.01	Payment
8	1/6/00	92949	351	\$31.31	\$149.01					\$180.32	Bill for 12/4/99-1/6/00
9	1/24/00				\$180.32	(\$30.00)				\$150.32	Payment
10	2/4/00	93247	298	\$27.58	\$150.32				\$2.25	\$180.15	Bill for 1/6/00-2/4/00 & LPC
11	2/15/00				\$180.15		(\$250.00)			(\$69.85)	Deposit reduction
12	2/18/00				(\$69.85)			\$19.00		(\$50.85)	Reconnect Charge
13	3/7/00	93578	331	\$29.91	(\$50.85)					(\$20.94)	Bill for 2/4/00 - 3/7/00
14	4/5/00	93888	310	\$28.43	(\$20.94)					\$7.49	Bill for 3/7/00-4/5/00
15	5/4/00	94207	319	\$29.06	\$7.49				\$0.11	\$36.66	Bill for 4/5/00-5/4/00
16	5/12/00				\$36.66	(\$15.00)				\$21.66	Payment
17	6/5/00				\$21.66		(\$0.45)			\$21.21	Revenue Rebate
18	6/5/00	94571	364	\$32.22	\$21.21				\$0.32	\$53.75	Bill for 5/4/00 - 6/5/00
19	6/14/00				\$53.75	(\$20.00)				\$33.75	Payment
20	7/5/00	94949	378	\$34.94	\$33.75				\$0.51	\$69.20	Bill for 6/5/00- 7/5/00
21	7/21/00				\$69.20	(\$20.00)				\$49.20	Payment
22	8/3/00	95373	424	\$38.40	\$49.20				\$0.74	\$88.34	Bill for 7/5/00-8/3/00
23	8/30/00				\$88.34	(\$25.00)				\$63.34	Payment
24	8/22/00				\$63.34	(\$30.00)				\$33.34	Payment
25	9/5/00	97277	1904	\$162.88	\$33.34				\$0.50	\$196.72	Bill for 8/3/00-9/5/00
26	9/6/00				\$196.72	(\$50.00)				\$146.72	Payment
27	9/25/00				\$146.72	(\$50.00)				\$96.72	Payment
28	10/4/00	98659	1682	\$143.63	\$96.72					\$240.35	Bill for 8/3/00-10/4/00
29	10/9/00				\$240.35	(\$50.00)				\$190.35	Payment
30	10/27/00				\$190.35	(\$50.00)				\$140.35	Payment
31	11/2/00	370	2149	\$84.11	\$140.35				\$2.11	\$326.57	Bill for 10/4/00-11/2/00 (mlr chg)
32	12/11/00				\$326.57	(\$50.00)				\$276.57	Payment
33	12/11/00				\$276.57	(\$50.00)				\$226.57	Payment

-78-

Oct-1-00 11:12a Fri

T-006 P-002/008 F-01

Docket No. 041169-EI  
 Date: October 21, 2004

ATTACHMENT C  
 Page 2 of 8

Oct-19-04 11:02am From-

Docket No. 041169-EI  
Date: October 21, 2004

ATTACHMENT C  
Page 3 of 8

T-006 P-003/008 F-079

Acct # 20902-31081  
Page 2 of 7

LINE NO.	DATE			BILL AMOUNT	PREV BAL	PAYMENT	DIRECT	DEBIT	LPC	TOTAL DUE	REMARKS
34					\$226.57					\$226.57	
35	12/1/00				\$226.57			(\$2.11)		\$224.46	Cancel 11/2/00 LPC
36	12/4/00				\$224.46			(\$184.11)		\$40.35	Cancel 11/2/00 billing
37	12/4/00				\$40.35			\$97.42		\$137.77	Re bill 11/2/00 billing
38	12/5/00	1422	1051	\$88.94	\$137.77				\$0.61	\$227.32	Reg. Bill, Service 11/2/00-12/5/00 & LPC
39	12/18/00				\$227.32			(\$143.63)		\$83.69	Cancel 9/5/00 billing
40	12/18/00				\$83.69			(\$162.88)		(\$79.19)	Cancel 10/4/00 billing
41	12/18/00				(\$79.19)			\$124.64		\$45.45	Re bill 9/5/00 billing
42	12/18/00				\$45.45			\$109.65		\$155.10	Re bill 10/4/00 billing
43	12/22/00				\$155.10	(\$25.00)				\$130.10	Payment
44	12/30/00				\$130.10	(\$25.00)				\$105.10	Payment
45	1/6/01	2766	1344	\$123.51	\$105.10					\$228.61	Reg. Bill, Service 12/5/00-1/6/01
46	1/8/01				\$228.61	(\$25.00)				\$203.61	Payment
47	2/1/01				\$203.61	(\$25.00)				\$178.61	Payment
48	2/6/01	4188	1422	\$130.79	\$178.61				\$2.68	\$312.08	Reg. Bill, Service 1/6/01 -2/6/01 & LPC
49	2/12/01				\$312.08	(\$25.00)				\$287.08	Payment
50	3/5/01				\$287.08	(\$50.00)				\$237.08	Payment
51	3/7/01	5111	923	\$84.12	\$237.08				\$3.56	\$324.76	Reg. Bill, Service 2/6/01-3/7/01 & LPC
52	3/15/01				\$324.76	(\$30.00)				\$294.76	Payment
53	3/23/01				\$294.76	(\$30.00)				\$264.76	Payment
54	4/6/01	6203	1092	\$108.56	\$264.76				\$3.97	\$377.29	Reg. Bill, Service 3/7/01-4/5/01 & LPC
55	4/9/01				\$377.29	(\$50.00)				\$327.29	Payment
56	5/2/01				\$327.29	(\$50.00)				\$277.29	Payment
57	5/10/01	7689	1486	\$148.72	\$277.29				\$4.16	\$430.17	Reg. Bill, Service 4/5/01-5/10/01 & LPC
58	5/12/01				\$430.17	(\$100.00)				\$330.17	Payment
59	6/8/01				\$330.17		(\$19.68)			\$310.49	Deposit Interest Credit
60	6/9/01				\$310.49	(\$80.00)				\$230.49	Payment
61	6/11/01				\$230.49		(\$16.36)			\$214.13	Revenue Rebate Credit
62	6/11/01	9052	1363	\$136.22	\$214.13				\$3.21	\$353.56	Reg. Bill, Service 5/10/01 - 6/11/01 & LPC
63	6/22/01				\$353.56	(\$60.00)				\$293.56	Payment
64	7/11/01	10540	1488	\$148.92	\$293.56				\$4.40	\$446.88	Reg. Bill, Service 6/1/01-7/11/01 & LPC
65	7/14/01				\$446.88	(\$70.00)				\$376.88	Payment
66	7/23/01				\$376.88	(\$30.00)				\$346.88	Payment
67	8/9/01	11975	1435	\$143.53	\$346.88				\$5.20	\$495.61	Reg. Bill, Service 7/11/01-8/9/01 & LPC
68	8/12/01				\$495.61	(\$70.00)				\$425.61	Payment
69	8/19/01				\$425.61	(\$50.00)				\$375.61	Payment

-79-

Acct # 20902-31081  
Page 3 of 7

LN	DATE	DEBIT AMOUNT	CREDIT AMOUNT	PAYMENT	TOTAL DUE	REMARKS
70	8/20/01			\$375.61	\$394.61	Reconnect Charge
71	8/20/01			\$394.61	\$279.61	Payment
72	9/4/01			\$279.61	\$254.61	Payment
73	9/10/01	*00824 1490	\$149.13	\$254.61	\$407.27	Reg. Bill, Service 8/9/01- 9/10/01 & LPC
74	9/12/01			\$407.27	\$337.27	Payment
75	9/18/01			\$337.27	\$287.27	Payment
76	9/27/01			\$287.27	\$217.27	Payment
77	10/9/01	1925 1101	\$102.20	\$217.27	\$322.73	Reg. Bill, Service 9/10/01-10/9/01 & LPC
78	10/9/01			\$322.73	\$272.73	Payment
79	10/15/01			\$272.73	\$222.73	Payment
80	10/25/01			\$222.73	\$172.73	Payment
81	11/6/01			\$172.73	\$112.73	Payment
82	11/7/01	2906 981	\$90.85	\$112.73	\$205.27	Reg. Bill, Service 10/9/01-11/7/01 & LPC
83	11/21/01			\$205.27	\$135.27	Payment
84	12/7/01			\$135.27	\$75.27	Payment
85	12/10/01	4014 1108	\$102.89	\$75.27	\$179.29	Reg. Bill, Service 11/7/01-12/10/01 & LPC
86	12/31/01			\$179.29	\$129.29	Payment
87	11/11/02	5651 1637	\$153.29	\$129.29	\$284.52	Reg. Bill, Service 12/1/01-1/11/02 & LPC
88	1/17/02			\$284.52	\$303.52	Reconnect Charge
89	1/17/02			\$303.52	\$174.23	Payment
90	2/5/02			\$174.23	\$104.23	Payment
91	2/12/02	6708 1057	\$98.20	\$104.23	\$203.71	Reg. Bill, Service 1/11/02-2/12/02 & LPC
92	2/18/02			\$203.71	\$133.71	Payment
93	3/6/02			\$133.71	\$73.71	Payment
94	3/13/02	7852 1144	\$106.46	\$73.71	\$181.28	Reg. Bill, Service 2/12/02-3/13/02 & LPC
95	3/18/02			\$181.28	\$121.28	Payment
96	4/10/02			\$121.28	\$41.28	Payment
97	4/11/02	8960 1108	\$103.05	\$41.28	\$144.33	Reg. Bill, Service 3/13/02-4/11/02 & LPC
98	5/6/02			\$144.33	\$64.33	Payment
99	5/10/02	10318 1358	\$118.59	\$64.33	\$182.92	Reg. Bill, Service 4/11/02-5/10/02 & LPC
100	5/21/02			\$182.92	\$102.92	Payment
101	6/10/02			\$102.92	\$87.84	Deposit Interest Credit
102	6/11/02			\$87.84	\$70.13	Revenue Rebate Credit



Acct # 20902-31081  
Page 4 of 7

LINE NO.	DATE	METER READING	KWH	BIll AMOUNT	PREV BAL	PAYMENT	CREDIT	DEBIT	LP	TOTAL DUE	REMARKS
103	6/11/02	11814	1496	\$130.85	\$70.13					\$200.98	Reg. Bill, Service 5/10/02-6/11/02 & LPC
104	6/13/02				\$200.98	(\$70.00)				\$130.98	Payment
105	7/11/02	12797	983	\$85.27	\$130.98				\$1.96	\$218.21	Reg. Bill, Service 6/11/02-7/11/02 & LPC
106	7/11/02				\$218.21	(\$60.00)				\$158.21	Payment
107	8/2/02				\$158.21	(\$50.00)				\$108.21	Payment
108	8/9/02	13646	849	\$73.37	\$108.21				\$1.62	\$183.20	Reg. Bill, Service 7/11/02-8/9/02 & LPC
109	8/26/02				\$183.20	(\$70.00)				\$113.20	Payment
110	8/6/02				\$113.20	(\$60.00)				\$53.20	Payment
111	9/10/02	15872	2226	\$195.66	\$53.20					\$248.86	Reg. Bill, Service 8/9/02-9/10/02
112	9/19/02				\$248.86	(\$53.20)				\$195.66	Payment
113	10/9/02	18270	2398	\$210.95	\$195.66					\$406.61	Reg. Bill, Service 9/10/02-10/9/02
114	10/11/02				\$406.61	(\$90.00)				\$316.61	Payment
115	11/5/02				\$316.61	(\$70.00)				\$246.61	Payment
116	11/7/02	20261	1991	\$174.80	\$246.61				\$3.70	\$425.11	Reg. Bill, Service 10/9/02-11/7/02 & LPC
117	12/3/02				\$425.11	(\$85.00)				\$340.11	Payment
118	12/10/02	22023	1762	\$154.45	\$340.11					\$494.56	Reg. Bill, Service 11/7/02-12/10/02
119	12/23/02				\$494.56	(\$100.00)				\$394.56	Payment
120	1/10/03	24436	2413	\$213.81	\$394.56					\$608.37	Reg. Bill, Service 12/10/02-1/10/03
121	2/11/03				\$608.37		(\$2.81)			\$605.56	Revenue Rebate
122	2/11/03	26892	2456	\$217.65	\$605.56					\$823.21	Reg. Bill, Service 1/10/03 - 2/11/03
123	2/11/03				\$823.21	(\$100.00)				\$723.21	Payment
124	2/24/03				\$723.21	(\$100.00)				\$623.21	Payment
125	3/12/03				\$623.21	(\$100.00)				\$523.21	Payment
126	3/13/03	28747	1856	\$163.88	\$523.21				\$7.85	\$694.94	Reg. Bill, Service 2/11/03-3/13/03
127	3/20/03				\$694.94			\$55.00		\$749.94	Additional deposit billed
128	3/21/03				\$749.94		(\$7.85)			\$742.09	3/13/03 late payment charge waived
129	3/21/03				\$742.09		(\$55.00)			\$687.09	Additional deposit waived
130	3/24/03				\$687.09	(\$50.00)				\$637.09	Payment

LINE NO.	DATE		BILL AMOUNT	PREV BAL	PAYMENT	CREDIT	DEBIT	LPC	TOTAL DUE	REMARKS
131	4/11/03	30715	1968	\$183.94	\$637.09				\$821.03	Reg. Bill, Service 3/13/03-4/11/03
132	4/21/03				\$821.03	(\$121.00)			\$700.03	Payment
133	5/12/03	33014	2299	\$215.23	\$700.03				\$915.26	Reg. Bill, Service 4/11/03-5/12/03
134	5/19/03				\$915.26	(\$120.00)			\$795.26	Payment
135	5/19/03				\$795.26	(\$120.00)			\$675.26	Payment
136	6/2/03				\$675.26		\$120.00		\$795.26	Returned bank item
137	6/2/03				\$795.26		\$23.24		\$818.50	Returned bank item charge
138	6/9/03				\$818.50	(\$120.00)			\$698.50	Payment
139	6/10/03				\$698.50	(\$15.00)			\$683.50	Deposit interest credit
140	6/11/03	35561	2547	\$238.65	\$683.50				\$922.15	Reg. Bill, Service 5/12/03-6/11/03
141	6/13/03				\$922.15	(\$120.00)			\$802.15	Payment
142	6/18/03				\$802.15		\$100.00		\$902.15	Additional deposit billed
143	6/20/03				\$902.15	(\$100.00)			\$802.15	Additional deposit waived
144	6/27/03				\$802.15		\$120.00		\$922.15	Returned bank item (CASH ONLY)
145	6/27/03				\$922.15		\$23.24		\$945.39	Returned bank item charge
146	7/11/03	38450	2889	\$270.98	\$945.39				\$1,216.37	Reg. Bill, Service 6/11/03-7/11/03
147	7/14/03				\$1,216.37	(\$120.00)			\$1,096.37	Payment
148	8/8/03				\$1,096.37	(\$100.00)			\$996.37	Payment
149	8/11/03	41197	2747	\$272.54	\$996.37				\$1,268.91	Reg. Bill, Service 7/11/03-8/11/03
150	8/18/03				\$1,268.91		\$165.00		\$1,433.91	Additional deposit billed
151	8/20/03				\$1,433.91	(\$165.00)			\$1,268.91	Additional deposit waived
152	8/22/03				\$1,268.91	(\$100.00)			\$1,168.91	Payment
153	9/10/03	44008	2811	\$278.96	\$1,168.91				\$1,447.87	Reg. Bill, Service 8/11/03-9/10/03
154	9/22/03				\$1,447.87	(\$120.00)			\$1,327.87	Payment
155	10/9/03	46548	2540	\$251.85	\$1,327.87			\$19.92	\$1,599.64	Reg. Bill, Service 9/10/03-10/9/03
156	10/13/03				\$1,599.64	(\$19.92)			\$1,579.72	10/9/03 LPC credit
157	10/13/03				\$1,579.72	(\$100.00)			\$1,479.72	Payment
158	11/7/03	48638	2090	\$206.88	\$1,479.72			\$22.20	\$1,708.80	Reg. Bill, Service 10/9/03-11/7/03
159	11/14/03				\$1,708.80		\$190.00		\$1,898.80	Additional deposit
160	11/15/03				\$1,898.80	(\$100.00)			\$1,798.80	Payment
161	12/1/03				\$1,798.80	(\$22.20)			\$1,776.60	11/7/03 LPC credit
162	12/3/03				\$1,776.60	(\$190.00)			\$1,586.60	Additional deposit
163	12/4/03				\$1,586.60	(\$1.96)			\$1,584.98	7/11/02 LPC credit
164	12/4/03				\$1,584.98	(\$1.62)			\$1,583.02	8/9/02 LPC credit
165	12/4/03				\$1,583.02	(\$3.70)			\$1,579.32	11/7/02 LPC credit
166	12/10/03	50742	2104	\$208.59	\$1,579.32				\$1,787.91	Reg. Bil, Service 11/7/03-12/10/03

-82-

Oct-19-04 11:03am Fri

T-006 P.006/008 F-079

Docket No. 041169-EI  
Date: October 21, 2004

ATTACHMENT C  
Page 6 of 8

Oct-19-04 01:16pm From-

T-018 P 10/01 :-08

Acct # 20902-31081  
Page 6 of 7

LINE NO.	METER DATE	KWH READING	BILL AMOUNT	PREV BAL	PAYMENT	CREDIT	DEBIT	LPC	TOTAL DUE	REMARKS
166	12/10/03			\$1,787.91					\$1,787.91	Previous Balance
167	1/13/04	53142	2400	\$237.27	\$1,787.91				\$2,025.18	Reg. Bill, Service 12/10/03 - 1/13/04
168	1/24/04				\$2,025.18	(\$138.00)			\$1,887.18	Payment
169	2/12/04				\$1,887.18		(\$1.26)		\$1,885.92	Revenue Rebate
170	2/12/04	55122	1980	\$195.40	\$1,885.92				\$2,081.32	Reg. Bill, Service 1/13/04 - 2/12/04
171	2/20/04				\$2,081.32		\$200.00		\$2,281.32	Additional deposit
172	2/23/04				\$2,281.32	(\$100.00)			\$2,181.32	Payment
173	2/23/04				\$2,181.32		(\$200.00)		\$1,981.32	Cancel 2/20/04 additional deposit
174	3/12/04				\$1,981.32	(\$120.00)			\$1,861.32	Payment
175	3/15/04	57388	2266	\$223.91	\$1,861.32				\$2,085.23	Reg. Bill, Service 2/12/04-3/15/04
176	4/2/04				\$2,085.23	(\$120.00)			\$1,965.23	Payment
177	4/13/04	59034	1646	\$162.10	\$1,965.23			\$29.48	\$2,156.81	Reg. Bill, Service 3/15/04-4/13/04
178	4/16/04				\$2,156.81		(\$29.48)		\$2,127.33	4/13/04 LPC credit
179	4/26/04				\$2,127.33	(\$120.00)			\$2,007.33	Payment
180	5/12/04	60773	1739	\$171.04	\$2,007.33			\$30.11	\$2,208.48	Reg. Bill, Service 4/13/04-5/12/04
181	5/17/04				\$2,208.48		(\$30.11)		\$2,178.37	5/12/04 LPC credit
182	5/19/04				\$2,178.37		\$200.00		\$2,378.37	Additional deposit
183	5/20/04				\$2,378.37		(\$200.00)		\$2,178.37	Cancel 5/19/04 additional deposit
184	5/20/04				\$2,178.37	(\$120.00)			\$2,058.37	Payment
185	6/10/04				\$2,058.37		(\$15.04)		\$2,043.33	Deposit interest credit
186	6/11/04	63062	2289	\$225.79	\$2,043.33				\$2,269.12	Reg. Bill, Service 5/12/04-6/11/04
187	6/19/04				\$2,269.12	(\$100.00)			\$2,169.12	Payment
188	6/30/04				\$2,169.12	(\$100.00)			\$2,069.12	Payment
189	7/13/04	65695	2633	\$260.01	\$2,069.12			\$31.04	\$2,360.17	Reg. Bill, Service 6/11/04-7/13/04
190	7/14/04				\$2,360.17		(\$31.04)		\$2,329.13	7/13/04 LPC credit
191	7/20/04				\$2,329.13		\$195.00		\$2,524.13	Additional deposit
192	7/22/04				\$2,524.13		(\$195.00)		\$2,329.13	Cancel 7/20/04 additional deposit
193	7/29/04				\$2,329.13	(\$100.00)			\$2,229.13	Payment
194	8/11/04	68090	2395	\$236.32	\$2,229.13				\$2,465.45	Reg. Bill, Service 7/13/04-8/11/04
195	8/23/04				\$2,465.45	(\$120.00)			\$2,345.45	Payment
196	8/31/04				\$2,345.45	(\$120.00)			\$2,226.45	Payment
197	9/10/04	*70841	2741	\$271.74	\$2,226.45			\$33.38	\$2,530.57	Reg. Bill, Service 8/11/04 - 9/10/04
198	9/22/04				\$2,530.57		(\$33.38)		\$2,497.19	9/10/04 LPC credit
199	10/11/04				\$2,497.19	(\$150.00)			\$2,347.19	Payment

-83-

ACCT# 20902-31081

Page 7 of 7

	DATE	BILL NO	PREV BAL	PAYMENT	CREDIT	DEBIT	UPC	TOTAL DUE	REMARKS
200	10/11/04	73201	2360	\$232.83	\$2,347.19			\$2,580.02	Reg. Bill, Service 9/10/04 - 10/11/04
201	10/18/04				\$2,580.02		\$185.00	\$2,765.02	Additional deposit
202	10/19/04				\$2,765.02	(\$185.00)		\$2,580.02	Cancel 10/18/04 additional deposit

Docket No. 041169-EI  
Date: October 21, 2004

ATTACHMENT C  
Page 8 of 8

Oct-19-04 01:16pm From-

T-008 P.003/003 F-084