

REQUEST TO ESTABLISH DOCKET

(Please Type)

Date:	1/10/2006	Docket No.:	EI 060027-E1
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1. Division Name/Staff Name:	Office Of The General Counsel/Ralph Jaeger <i>RJ</i>
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2. OPR:	Office of General Counsel
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3. OCR:	ECR/Kummer; Division of Regulatory Compliance and Consumer Assist./Plescow <i>JP</i>
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4. Suggested Docket Title:	Complaint No. 614984E of Mary Ann Valdes against Florida Power and Light Company regarding alleged current diversion/meter tampering rebilling for estimated usage of electricity.
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5. Suggested Docket Mailing List (attach separate sheet if necessary)

A. Provide NAMES OR ACRONYMS ONLY if a regulated company.

B. Provide COMPLETE NAME AND ADDRESS for all others. (Match representatives to companies.)

1. Parties and their representatives (if any):

Ms. Mary Ann Valdes, Complainant, 6101 SW 72d Ave.,	Florida Power And Light Company
Fl. 33143-1864; Represented by Mr. Robert Behar, Esq.,	David Lee, Esq.
7171 Coral Way, Suite 303, Miami Fl. 33155, Office 305-	Law Department, P.O. Box 14000, Juno Beach, Fl. 33408-
264-9700; Facsimile 305-264-7900;	0420; 700 Universe Blvd. (Street Address); 561-691-7135,
e-mail -- RBehar@RobertBeharLaw.com	Ext. 7263; Or 561-691-7107

2. Interested persons and their representatives (if any):

6. Check one:

Documentation is attached.

Documentation will be provided with recommendation.

DOCUMENT NUMBER - DACT
00206 JAN 10 08
FPSC-COMMISSION CLERK

Carmen Pena

From: Roseanne_Lucas@fpl.com
Sent: Wednesday, December 14, 2005 10:38 AM
To: Carmen Pena; Ralph Jaeger
Cc: John Plescow
Subject: Mary Ann Valdez Vs. Florida Power & Light - Case 614984E

Attachments: Valdes Mary Ann audit 5-11-04 - 1-07-05.xls; pic04954.gif



Valdes Mary pic04954.gif
audit 5-11-0 (21 KB)

As requested.....

(See attached file: Valdes Mary Ann audit 5-11-04 - 1-07-05.xls)

Roseanne Lucas (roseanne_lucas@fpl.com)

Regulatory Affairs Department (RAD)

Florida Power & Light Company (FPL)

9250 W. Flagler St. Room 5686D

Miami, FL 33174

305-552-4602 Telephone

305-552-3849 FAX

305-525-1644 Cell

----- Forwarded by Roseanne Lucas/RAD/FPL on 12/14/2005 10:29 AM -----

"Carmen Pena"
<CPena@PSC.STATE.
FL.US>
<CPena@PSC.STATE.FL.US>, "Ralph Jaeger"

To: Roseanne_Lucas@fpl.com
cc: "Carmen Pena"

<RJaeger@PSC.STATE.FL.US>

12/13/2005 01:33
PM

Subject: Mary Ann Valdez Vs. Florida Power

& Light - Case 614984E

Roseanne:

Could you please forward us the billing and payment history of the consumer for the last seven months of the year 2004.

Our records only have until May 2004.

Our attorney Ralph Jaeger needs to have this information as soon as possible.

Thank you for your cooperation.

Carmencita
(Embedded image moved to file: pic04954.gif)

Name: Mary Ann Valdes
 Address: 6101 SW 72 Ave
 Acct # 78752-99054
 12/14/05

LINE NO	DATE	METER READING	KWH	BILL AMOUNT	PREV BAL	PAYMENT	CREDIT	DEBIT	LPC	TOTAL DUE	REMARKS
1	5/11/2004	98817	1495	\$144.24	\$0.00					\$144.24	Regular bill
2	5/27/2004				\$144.24					\$0.00	Payment
3	6/1/2005				\$0.00					(\$8,939.87)	Billing canceled
4	6/1/2004			\$18,182.88	(\$8,939.87)					\$9,243.01	Revenue Protection back billing
5	6/1/2004				\$9,243.01			\$465.69		\$9,708.70	Investigation Charges
6	6/4/2004									\$2,426.70	Payment
7	6/4/2004				\$2,426.70			\$17.66		\$2,444.36	Reconnect Service Charge
8	6/10/2004	850	3010	\$292.44	\$2,444.36					\$2,736.80	Regular bill
9	6/26/2004				\$2,736.80					\$0.00	Payment
10	7/12/2004	2933	2083	\$201.77	\$0.00					\$201.77	Regular bill
11	7/29/2004				\$201.77					\$0.00	Payment
12	8/10/2004	4703	1770	\$171.15	\$0.00					\$171.15	Regular bill
13	8/25/2004				\$171.15					\$0.00	Payment
14	9/9/2004	6821	2118	\$204.59	\$0.00					\$204.59	Regular bill
15	9/30/2004				\$204.59					\$0.00	Payment
16	10/8/2004	8691	1870	\$180.40	\$0.00					\$180.40	Regular bill
17	10/30/2004				\$180.40					\$0.00	Payment
18	11/8/2004	10314	1623	\$156.28	\$0.00					\$156.28	Regular bill
19	11/27/2004				\$156.28					\$0.00	Payment
20	12/9/2004	11561	1247	\$119.62	\$0.00					\$119.62	Regular bill
21	1/7/2005				\$119.62					(\$119.62)	Payment
22											



FPL

Customer Inquiry Response

Customer's First Name: MARY
Last / Business Name: VALDES
 Alternate Name: Robert Behar
Service Address: 6101 SW 72ND AVE
 MIAMI, FL 33143

FPSC Log: 614984E **Received From:** Joy
Account #: 78752-99054 **Response Type:** Supplemental 2

Response Comments:

The following questions/concerns have been received from the FPSC and Mr. Behar, the customer's attorney.

- Mr. Behar indicated that the November 1999 bill used in the calculation may have been a true-up bill after previous estimated bills. It appears Mr. Behar is referring to the November 2000 bill. The September 2000 and October 2000 bills were originally estimated and the November 2000 bill was a true-up. The November 2000 kwh of 3164 was used in the original calculation.

<u>Svc Date</u>	<u>KWH</u>	
11/7/00	3164	true-up
10/9/00	1457	estimated
9/8/00	1830	estimated

- Can the back bill be recalculated on current usage? FPL would be willing to adjust the back billing using the original August 2003 data, since it is actual customer consumption and actual consumption used in June 2003.

<u>Month</u>	<u>Year</u>	<u>KWH</u>	<u>Percent</u>	<u>Yearly</u>	
August	2003	2719	10.01	32,595	projection
June	2003	723	9.49	32,655	projection

Adding the two data points and dividing by 2 provides an average of yearly total to multiply by the percent of usage for each month that is being recalculated. $32,595 + 32,655 / 2 = 32,625$.

Multiplying the average yearly total of 32,625 kwh by the percent of usage for each month being recalculated provides a rebill kwh amount of 174,743, which is an additional 74,203 kwh. The first rebilling was for an additional kwh of 103,379. This will provide approximately a \$2000.00 credit adjustment. The resulting balance may be more or less than \$2000.00.

- Can you please clarify why the months of November 2000 and August 2003 were chosen for recalculating the bills?
November 2000 kwh usage appeared to be without benefit of tampering and August 2003 kwh usage was obtained from check meter readings by an investigator and is actual customer consumption. Only the most current 24 months of meter reading history provides information regarding estimated readings.
- Why did the back bill go all the way back to 1999?
Per the final report, back billing began with January 1999 due to the investigator's check readings, projections and regressive reading. These factors contributed to a reasonable belief that tampering had been occurring a long time.
- Please explain the difference in the two figures for August 2003. FPL reported the usage for August 2003 as 1619; however, FPL's report states it calculated the rebill based on August 2003 usage of 2719.

The July 10, 2003 regular read date actual reading was 84450. A check read of 87169 was obtained by the investigator on August 4, 2003. The difference is 2,719 kwh in 25 days. The kwh of 2719 is divided by 25, multiplied by 30 and then divided by the percent of 10.01 to arrive at the yearly projected kwh consumption of 32,595.

The August 8, 2003 regular read date reading was estimated at 86063, originally billing 1613 kwh.

Approval Signature:	<u>Linda Cochran</u>
Approver's Title:	<u>Revenue Protection Specialist</u>
Date of Approval:	<u>12/10/2004</u>



FLORIDA PUBLIC SERVICE COMMISSION
DISPUTE RESOLUTION FORM

FPSC Complaint Number: 614984E

Utility: Florida Power and Light Company

JUN 13 2005

Florida Public Service Commission
Division of FSLA

Consumer to provide the following information:

Consumer's Name: Mary Ann Valdes

Address/Apartment: 6101 Southwest 72nd Avenue

City/State/Zip: Miami, Florida 33143-1864

Daytime Telephone Number: (305) 264-9700 Home: _____

FAX: 305 264-7900

E-mail address: RBEHAR@ROBERTBEHARLAW.COM

Authorized Representative (if applicable): Attorney Robert Behar

Utility to provide the following information:

Account Holder: _____

Utility Contact Person: _____

Telephone Number: _____ FAX: _____

E-mail address: _____

Please address the following statements using additional pages if necessary.

Describe the facts that gave rise to the complaint and the reason why it appears to be a violation of applicable statutes, rules, company tariffs, and/or orders of the Commission. **Statements should not raise any new issues not addressed in the initial complaint. Any new issues will be considered as a separate complaint.**

PLEASE SEE ATTACHED 9 PAGES

ORIGINAL

Identify the issue(s) to be resolved. _____

Identify any specific dollar amount in dispute, if applicable. _____

Provide a suggested resolution or the relief sought. _____

NOTICE: This form must be postmarked by **Monday, June 6, 2005.**

ORIGINAL

Describe the facts that gave rise to the complaint and the reason why it appears to be violation of applicable statutes, rules,, company tariffs, and/or orders for the Commission. **Statements should not raise any new issues not addressed in the initial complaint. Any new issues will be considered as a separate complaint.**

FPL backbilled the above referenced consumer a total of \$9,708.70 for billing through January 9, 1999 through May 11, 2004 based on the allegations of meter tampering. Assuming, for argument's sake, that the tampering allegations are true, the back-billed amount is excessive, abusive, and indicative of FPL taking advantage of this opportunity to penalize the consumer and obtain a financial gain.

FPL alleges in their papers that the alleged tampering began in the year 1999. FPL came to this conclusion on the basis that there was a regressive reading in 1999. That is that there was a decrease in consumption in 1999. As will be explained below, the decrease was insignificant; however, FPL chose this point in time, almost six years prior, in order to back bill for an excessive period. They also failed to mention or note that the consumers consumption actually increased significantly in subsequent years. According to the computations used for the back billing by FPL for the first year of tampering there was an over 120% increase from 1998-1999. This increase not only is excessive but nearly impossible.

The decrease in the actual consumption in 1999 from 1998 was approximately only 10%. In terms of dollars, the consumer saved \$210.00 over the course of year 1999, and FPL has commenced the back billing as far back as 1999 based on this decrease. It is not only convenient but very profitable for FPL to go back to 1999. As explained above, they actually found 1999, a year where less kwh were consumed than the in the previous year, 1998. They apparently failed

to consider whether there were any changes in the household that would save on electricity consumption (ie. installation of a Gas dryer, light sensors added, energy efficient bulbs, more awareness of A/C temperature setting when not at home, etc. . .) The only regressive reading found, going back in the household history, as far as they could was in 1999 where there was an actual savings of only 10% or approx. \$210.00 savings over the course of the entire year. Only 10% which is less than promised by the FPL Energy Savings Guide; yet they attribute this small 10% decrease to the alleged meter tampering and at the same time back bill an amount **for the same year by an increase of over 120%.**

– In 1998 the ACTUAL consumption was 16,814 kwh

– In 1999 the ACTUAL consumption was 14,239 kwh

a savings throughout the course of the year of approximately \$210.00)

– FPL back billed for 1999 37,999 kwh (**over 120% increase [more than double] from the previous year prior to the alleged tampering**)

Here is a chart of what was consumed in 1998 (per month) prior to the alleged tampering (on the left) to what was back billed by FPL for the following year (on the right):

<u>Actual</u>	<u>Estimated</u>
Dec-Jan 1998 – 1113 kwh	Dec-Jan 1999 – 2854 kwh
Jan-Feb 1998 – 700 kwh	Jan-Feb 1999 – 2402 kwh
Feb-March 1998 – 682 kwh	Feb-March 1999- 2174 kwh
Mar-Apr 1998 – 1022 kwh	Mar-Apr 1999 – 2675 kwh
Apr-May 1998 – 1775 kwh	Apr-May 1999 – 3085 kwh
May-June 1999 – 1740 kwh	May-June 1999 – 3443 kwh

ORIGINAL

June-July 1998 – 1852 kwh
July-Aug 1998 – 1733 kwh
Aug-Sept. 1998 – 2137 kwh
Sept-Oct. 1998 – 1720 kwh
Oct-Nov 1998 – 1316 kwh
Nov-Dec 1998 – 1023 kwh

June-July 1999– 3712 kwh
July-Aug. 1999 – 4267 kwh
Aug-Sept. 1999 – 4108 kwh
Sept-Oct. 1998 – 3686 kwh
Oct-Nov 1999 – 2956 kwh
Nov-Dec 1999 – 2637 kwh

Furthermore, if it is “reasonable to believe,” as FPL states in their papers, that tempering started in 1999, then in the year 2000 there would not have been an 46% increase in kwh consumed by the consumer. If tempering had occurred, why would the consumer increase his/her electrical consumption by 46%.

FPL claims that it is “reasonable to believe” that the tampering began in 1999; however, when deciding when to begin the back billing, the investigators did not look for a decrease in consumption that would make it reasonable to believe that tampering had begun, instead the investigators searched and arbitrarily chose the first decrease in the entire history of the meter, and opted for that point as the “reasonable to believe” point in time the alleged tampering began. There is NO reason to believe that the alleged tampering began in 1999 when the following year consumption increased by 46%.

The best evidence that shows that FPL investigators are taking advantage of this situation is that the month they chose as a basis to calculate, what they believe/computed is the true back billed consumption is November, 2000. This is outrageous. November, 2000 was not a month were

the consumption or bill for that period represented the actual consumption or for the month of November. FPL knows very well that the consumption for the 2 months prior to November, 2000 were ESTIMATED months; therefore, no one actually came into the yard and read the meter. The two months were grossly and obviously underestimated, based on the year before, and the November consumption documented by FPL for November was for November plus what had been underestimated for the prior two months. This resulted in an incredibly inflated November month's reading. Yet FPL conveniently and maliciously chose this month as one of the two months to insert in their formula to compute the back billing. This is outrageous and should not be permitted. Never in the consumer's kwh consumption had her kwh consumption reached the 3000 kwh mark, yet based on this FPL chose to believe the highest reading ever in the history of the meter, knowing that it was unreliable and unrepresentative because the two prior months were underestimated making November 2000 consumption more than 2 times the next highest month that year. FPL knowingly used the month of November 2000 as a benchmark not only being the highest kwh reading in the history of the meter but also the most inaccurate.

Increase in kwh in the year 2000 compared to year 1999 actual meter reading

Jan 00-59 more kwh

Feb 00- 246 more kwh

Mar 00- 552 more kwh

Apr 00- 598 more kwh

May 00- 445 more kwh

June 00- 670 more kwh

July 00-891 more kwh

Aug 00-640 more kwh

Sept 00-same estimated

October 00-321 estimated more kwh

Nov 00- 1932 more kwh (this is the month they used to calculate the backbilling)

Dec 00- 527 more kwh -

Estimated by =*

* Sept 1999- 1830 kwh

* Sept 2000- 1830 kwh

October 1999- 1136 kwh

* October 2000- 1457 kwh

November 1999- 1232 kwh

November 2000-3164 kwh professional

More evidence that it is not reasonable to believe tampering began in 1999 is that 2001 also had an increase in kwh over year 1999. Consumption in 2001 had a **63%** increase over 1999. Every subsequent year after 1999 has had a significant increase in kwh consumption.

Another point to address that FPL is taking advantage of this situation is that they used November 2000 for deceptive reasons, with a yearly total of 43,402 kwh and they also used August 2003 (the hottest month of the year) with a yearly total of 32, 595 kwh. These are the only two months they used to calculate a "FAIR" ESTIMATED USAGE FOR EACH MONTH IN THE YEAR. We have shown that reliance on November 2000 is completely inappropriate, and August 2003 which is the hottest month of the year therefore the highest kwh. When you take the 2 largest months possible, add them, divide them by 2 then apply the largest number to an approved order (PSC-96-1216-FOF-E1) it would result in not only a largely over-inflated

number, but a very inaccurate one.

Lastly we have attached the data of FPL's back billing computations, and the actual meter readings from the date the meter was replaced with a new meter by FPL in approximately May 2004. The pink, blue, brown, dark blue, light blue, yellow, and rust color lines depict the KWH consumption as per FPL's computation for the back billing. In other words they depict the basis for back billing the consumer \$9,708.70. The lonely black and red lines below the above mentioned colors depict the actual meter readings from the new, clearly untampered meter from approximately May 2004 (black) through May 2005 (red). If we take these as true and accurate (**as we must**, unless FPL claims the new meter has been tampered with) one sees the grossly excessive back billing which has taken place.

Identify the issue to be resolved.

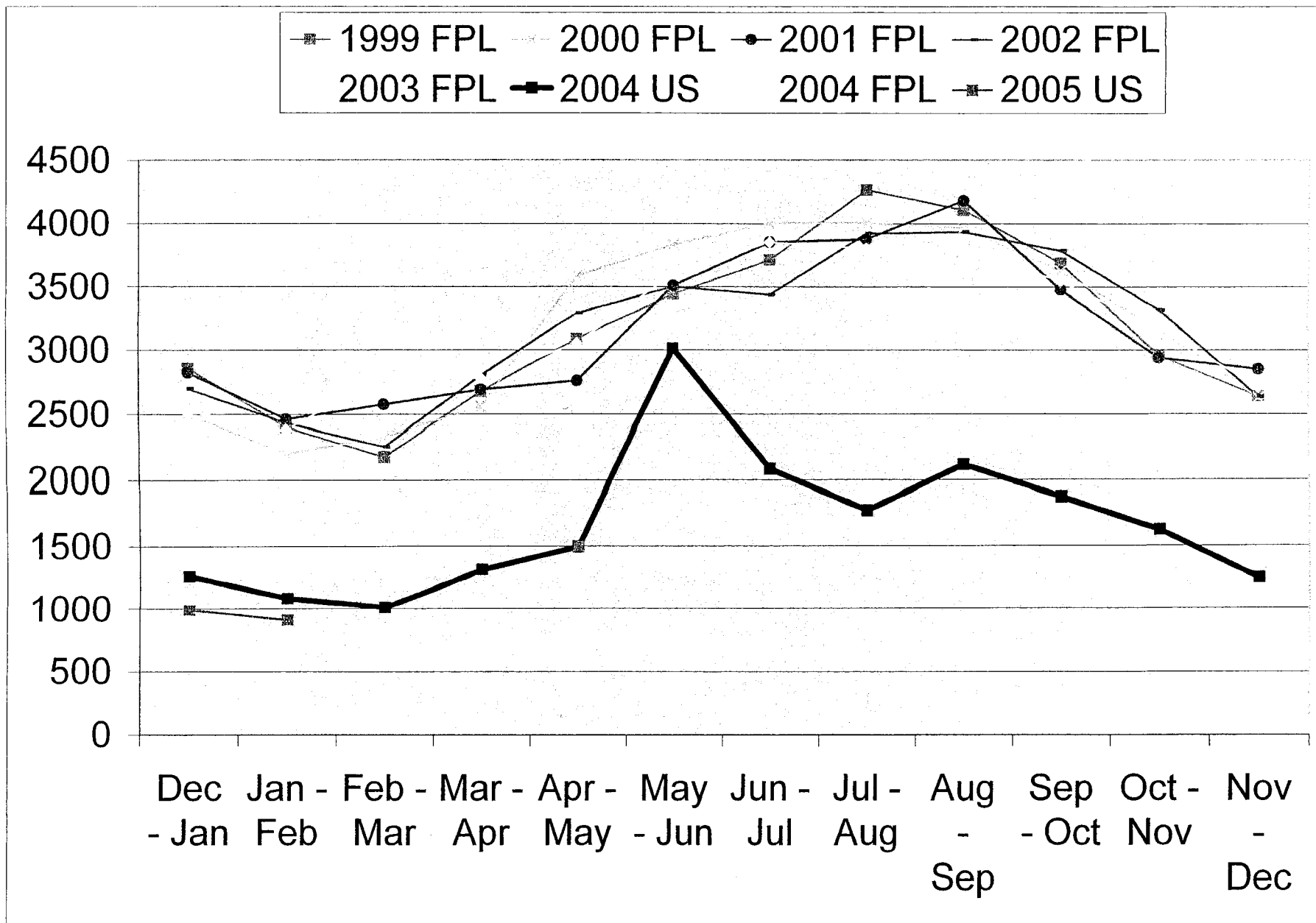
Whether the back billing in this case by FPL was excessive. Specifically, whether FPL was correct in back billing since January 1999, and whether November 2000 and August 2003 should have been used as the basis for the back billing computations. Please see explanation above supporting inadequacy and unreliability of these dates.

Identify any specific dollar amount in dispute, if applicable.

\$9,708.70

Provide a suggested resolution of the relief sought.

As discussed and suggested by Joy Anderson of the Public Service Commission, a fair back billing should be computed and based on the consumption from the time the new meter was installed at the consumers residence.



Attorney R. Jaeger

Request No. 614984E

Name MARY ANN VALDES

Business Name _____

Consumer Information

Name: MARY ANN VALDES

Business Name:

Svc Address: 6101 SW 72ND AVE.

Phone:

Can Be Reached: (305)-264-9700

City/Zip: Miami / 33143-

Date Transferred to BCO: 12/01/2004

Date Received by BCO: 12/01/2004

Suspense Date: 01/07/2005

Utility Information

Company Code: EI802

Company: FLORIDA POWER & LIGHT COMPANY

Attn. Roseanne Lucas614984E

Sent to Agenda:

Conf. Agenda Date: / /

Form X Date Sent: 05/13/2005

Form X Date Due: 06/06/2005

Form X Received Late: N

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

Review Settlement Deadline: 02/22/2005

Review Analyst: KATE SMITH

Pre. Conf. Sett. Amount: 0.00

Pre. Conf. Settement:

Informal Conference Deadline: / /

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

Date of Informal Conference: 08/24/2005

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

Informal Conf. Resolve: Conf. Closed Date: / /

Post Conf. Sett. Amount: 0.00

Post Conf. Settement:

Preclose Type - Improper Bills

Other Comments:

Mr. Behar is the representative for the customer. The customer was disconnected in May for current diversion. Customer made payment to restore service. Customer is disputing the amount of the backbilling, as well as, the fact the meter was tampered with. Mr. Behar would like to be contacted regarding this matter.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent

Request No. 614984E

Name MARY ANN VALDES

Business Name _____

to the company.

3. The response should include the following:

- a) the cause of the problem
- b) actions taken to resolve the customer's complaint
- c) the company's proposed resolution to the complaint
- d) answers to any questions raised by staff in the complaint
- e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Angela Calhoun

08/27/2004 Corrected customer name and address. Resent to FPL. ACalhoun

09/14/2004 Report received via e-mail. EEstelle

09-23-04 Customer states that the company hasn't called him to resolve the issue yet. Customer called on status. P. Walker

In addition, Customer is requesting a copy of the report from FPL. Customer is faxing additional info to Joy. P. Walker

10/01/04 - Attempted to Robert Behar, customer's attorney. Was advised that Mr. Behar was unavailable. Advised receptionist that I was attempting to provide some requested information to Mr. Behar. Receptionist provided a fax number of (305) 264-7900 for Mr. Behar. janderson

ORIGINAL

10/01/04 - Faxed copy of company's response to (305) 264-7900. janderson

10/14/04 - Reviewed report. According to the company's report, the customer's attorney was contacted. The company reports that as a result of an ongoing two-year investigation, the company, the State Attorney's Office and the Miami-Dade Police Department began taking action on approximately 120 customers who have been under investigation for organized electricity theft. Timing associated with various activities including billing and account disconnection for accounts that were part of the large investigation of organized theft were determined by the State Attorney's Office. Accounts investigated as part of the large organized theft ring were kept separate and apart from individual investigations handled by the company on a routine basis and for this reason were not entered into the company's automated system until several months of activity had taken place. On 08/11/03, the electric meter serving the residence at 6101 SW 72 Avenue, Miami, revealed a current diversion condition of dial tampering. This condition allowed the full use of the electric service within the residence without complete kilowatt-hour registration on the

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Name MARY ANN VALDES

Business Name

meter. The company reports that it did not authorize this condition.

On 06/10/03, the regular read date, the meter reading was 82825, billing 1588 kwh, for an electric amount of \$144.49.

On 06/17/03, a Revenue Protection Investigator obtained a check reading of 83548, indicating 723 kwh had been used in 7 days, which projects to 3090 kwh in 30 days. A rigged gold seal #42499 was also reported.

On 06/26/03, the investigator obtained a check reading of 84361, indicating 819 kwh had been used in 9 days, which projects to 2700 kwh in 30 days.

On 07/10/03, the regular read date, the meter reading was 84450, billing 1625 kwh, for an electric amount of \$147.92. Since the investigator's check reading of 84361 on 06/26/03 the meter had only advanced 89 kwh in 14 days, which projects to only 191 kwh in 30 days.

On 08/04/03, the investigator obtained a check reading of 87169, indicating 2719 kwh had been used in 25 days, which projects to 3263 kwh in 30 days.

On 08/08/03, the regular read date, the meter reading was estimated at 82063, billing 1613 kwh, for an electric amount of \$155.37.

On 08/11/03 the investigator obtained a check reading of 86430, which is regressive from the 08/04/03 check reading of 87169.

As a result of meter tampering, billing from billing period ending 01/09/99 through 05/11/04, totaling \$8,939.87 was canceled and rebilled for \$18,182.88, a difference of \$9,243.01 plus investigation charges totaling \$465.69, for a total back billed amount of \$9,708.70. Actual kwh consumption from November 2000 and August 2003 were used along with Seasonal Average to calculate the rebilling. The company reports that back billing began with January 1999 due to the investigator's check readings, projections and regressive reading. It was reasonable to believe tampering had been occurring a long time.

On 06/03/04, electric service was disconnected without notice. The meter man noted the central air conditioning was on, multiple outside lights were on, and indicated a large house with a pool. The customer was informed a payment of \$9,708.70 was required in order to have the service restored.

On 06/04/04, after speaking with the Revenue Protection representative, it was agreed to reconnect the service for a payment of \$7,282.00 and to provide a payment arrangement on the difference of \$2,426.70. Payment was received the same day, service was restored and a reconnect charge of \$17.66 was billed. An arrangement was established for the customer to pay \$2,426.70 with the regular 06/10/04 electric bill. Payment was received on time.

Meter 5C32805 was tested and revealed a Weighted Average Registration of 100.37%. The tester noted a broken inner seal,

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ORIGINAL

off scale, dial tampering, broken base, smudges on register and bent canopy ring.

Linda Cochran, Revenue Protection Specialist, spoke with Robert Behar, customer's attorney, and informed him that a letter of representation would be required before the customer's case could be discussed with him. Minimal information was provided to Mr. Behar regarding the special investigation for organized electricity theft. At time of the company's response, no further contact had been received from Mr. Behar, no letter of representation had been received and no contact had been received from the customer. janderson

10/14/04 - Contacted company to get meter removal and test date information. Spoke with Debbie. Debbie to research the matter and return my call. janderson

10/14/04 - Debbie returned my call. Debbie advised that the customer's meter was removed on 06/03/04. A new meter was set on that same date. Debbie advised that the customer's old meter was tested on 06/08/04. janderson

10/14/04 - Contacted company to get clarification on the 06/17/03 and 06/26/03 check readings. Spoke with Iris Lutes. Ms. Lutes to research the matter and return my call. janderson

10/15/04 - Joni Beugnot returned my call. Ms. Beugnot advised that the readings were correct; however, the kwh consumption was reported incorrectly. Ms. Beugnot advised the kwh consumption was 813 for the 06/26/03 reading. Question Ms. Beugnot about the date of the customer's backbilling. Ms. Beugnot advised that the backbilling occurred on 06/01/04. janderson

10/18/04 - Resolution letter forwarded to customer requesting contact by 11/04/04. janderson

11/04/04 Customer correspondence received by fax. Forward to JAnderson. DHood

11/16/04 - Contacted Mr. Behar about the additional information that he advised would be forthcoming. Mr. Behar advised that he was in the process of compiling the information. Questioned Mr. Behar for an exact date when the compilation would be completed and the information provided to the Commission. Mr. Behar advised that he would provide the information on 11/24/04. janderson

11/29/04 (11/24/04 date on fax) Customer correspondence received by fax. Forward to JAnderson. DHood

12/01/04: Ref customer correspondence of 11/24/04, Mr. Behar is requesting additional time to provide additional information to the PSC. His previous correspondence of 11/04/04, Mr. Behar advised that the matter should not be considered resolved. Forwarding case file to Process Review. RRoland

12/01/04: Delivered case file to Process Review. RRoland

ORIGINAL

Request No. 614984E Name MARY ANN VALDES Business Name _____

* * * * * PROCESS REVIEW TEAM STATUS * * * * *

December 1, 2004: We received an e-mail at approximately 2:41 p.m. indicating that this case had been assigned to the Process Review Team. The case is open. Copy of the e-mail has been placed in the case file. Carmen Peña - Supervisor Process Review Group (BCR/RCA)

December 1, 2004: FAXED TO THE COMPANY: THE CUSTOMER'S CASE HAS BEEN REASSIGNED TO THE PROCESS REVIEW TEAM. PLEASE DO NOT TAKE COLLECTION ACTION ON THE CUSTOMER'S ACCOUNT FOR ANY DISPUTED AMOUNT, IF APPLICABLE, REGARDING THE CASE, PENDING THE OUTCOME OF THE PROCESS REVIEW. A member of the PSC's Process Review Group will be following up with the company regarding this case. Carmen Peña - Supervisor Process Review Group (BCR/RCA)

The above message was faxed to the company at approximately 4:42 p.m. Copy of the fax log report has been placed in the case file.

The PRG staff in charge of reviewing this case is Kate Smith. Carmen Peña - Supervisor Process Review Group (BCR/RCA)

December 1, 2004: This case was e-mailed from Margarita Valdez' computer to the company at approximately 4:48 p.m. Carmen Peña - Supervisor Process Review Group (BCR/RCA)

December 6, 2004: A review of this file indicates that the customer is disputing the amount of the backbill. There is no dispute as to whether or not the meter was tampered with.

I called the customer's attorney, Mr. Robert Behar. We discussed the case at great length. The customer is seeking a reduction in the backbilled amount. Mr. Behar alleged that the November 1999 bill used in the calculation may have been a true-up bill. The September and October 1999 bills were estimated very low. When the meter was actually read in November, the resulting bill was too high. Mr. Behar insisted that the customer's usage was consistent throughout the backbilled period. I looked at the company's chart and really didn't see anything usual. There were periods of low usage, but the usage in the period backbilled did not seem to show a sustained drop. KSmith

December 6, 2004: I sent the following email to FPL. KSmith

I spoke with her attorney Mr. Behar at length this morning. The customer is not disputing the tampering. However, they are seeking a reduction in the backbilled amount. It appears that the November 1999 bill used in the calculation may have been a true-up bill. The customer is alleging that both September and October 1999 were estimated very low. When the meter was actually read in November, the resulting bill was too high.

Can you verify this for me?

ORIGINAL

Request No. 614984E Name MARY ANN VALDES Business Name _____

Question: Can the backbill be recalculated on current usage? I know that the customer could be actively conserving, but it would be interesting to see the difference, if any.

Mr. Behar insisted that the customer's usage was consistent throughout the backbilled period. I looked at your chart and really didn't see anything usual. Can you please clarify for me why those two months used were chosen and why the backbill went all the way aback to 1999?

Can I please have a supplemental report by December 13, 2004. Thank you.

December 6, 2004: In my discussions with Mr. Behar, he advised me that the customer has paid the entire bill. KSmith

December 6, 2004: I reviewed the usage chart provided by FPL. The customer alleged that the September and October 1999 bills were estimate low. Therefore, the November 1999 bill was a true-up and would be higher than normal. The usage chart does not appear to support this. The kwh in September 1999 was 1830; in October it was 1135 and in November 1999, the usage was 1232 kwh.

The months used to backbill were November 2000 and August 2003. FPL reported the usage for November 2000 as 3164 kwh. For August 2003, FPL reported usage of 1619. However, in its report, FPL stated it calculated the rebill based on August 2003 usage of 2719.

NOTE TO COMPANY: Please explain the difference in these two figures for August 2003 (see note above). Please include this information in the supplemental report due on December 13, 2004. Thank you.

December 10, 2004: Supplement report received. FPL used actual readings to calculate the backbill. The billilng back to 1999 was based on meter checks and actual readings. FPL is willing to recalculate the bill based on current usage. I sent the following email to FPL. KSmith

Joni, do I read this report correctly. FPL is willing to recalculate the backbill which COULD result in a \$2.000 reduction/credit for the customer? Is so, please go ahead and let me know the figures so I can present them to the attorney. Perhaps that will help resolve the issue. Thank you. Kate

December 10, 2004: I received the following email from FPL. KSmith

We are making the offer to rebill, but will not rebill until after a Settlement Agreement is prepared and is signed by the customer. As indicated in the report, the credit will be approximately \$2000.00.

("This will provide approximately a \$2000.00 credit adjustment. The resulting balance may be more or less than \$2000.00") Please contact the attorney and ask him to discuss with his client. Joni S Beugnot

December 10, 2004: I called Mr. Behar, attorney for Ms. Valdes. He was not in the office. I left a message with his secretary that I had a settlement offer from FPL. I asked for a return call. KSmith

ORIGINAL

Request No. 614984E

Name MARY ANN VALDES

Business Name _____

December 13, 2004: Having not heard back from Mr. Behar, I called his office to discuss the settlement offer from FPL. He was not available so I left another message asking for a return call. KSmith

December 13, 2004: I called Mr. Behar and was able to speak with him. We discussed the company's settlement offer. He indicated that he believed the backbill was abusive and punitive. We discussed the seasonal average formula and the customer's current usage. Mr. Behar indicated that he thought the backbill would still be too high. I explained that FPL chose the months of June and August of 2003 because those were months when they were reasonable sure no current diversion had taken place. These months were verified with meter reading checks.

The customer still does not have the paperwork they promised to send ready. Mr. Behar could not provide a date when the material would be ready for review by the Commission. Mr. Behar promised Ms. Anderson that he would be sending the documentation on September 23, 2004.

I explained to him that the customer had paid the entire bill. If the company recalculated the bill based on the months it chose, June and August of 2003, it would result in a credit of approximately \$2,000 to the customer. FPL would most likely send Ms. Valdes a check. Mr. Behar indicated that the amount of the credit was not sufficient and declined the offer. KSmith

January 31, 2005: This case will be addressed at the PRT meeting of February 22, 2005. Carmen Peña - Supervisor Process Review Group (BCR/RCA)

February 25, 2005: I spoke with Ms. Lucas at FPL about the August 8, 2003 reading. I asked for information as to why it was estimated after the company just got an actual reading four days earlier on the 4th of August. Also, I asked why it was estimated so low - more than 5,000 kwh lower than the actual read taken on August 4th. Ms. Lucas will look into the case and send a e-mail answering these questions. KSmith

February 28, 2005: I received the following email from FPL. KSmith

There is a typographical error on the Final Report for Valdes. A check of the customer's account reflects the regular meter reading date of 8/08/03 as an estimated bill with a meter reading of 86063, as follows:

READ DATE	TIME	RDG	USAGE	DAYS	TYPE	STATUS
08/08/03	10:26	86063	1613			29K *FE

*The reading was estimated due to a locked fence.

Please note the file that the following sentence in the Final Report should be corrected to read, as follows:

On the regular read date of 8/8/03 the meter reading was estimated at

ORIGINAL

Request No. 614984E Name MARY ANN VALDES Business Name _____

(~~strikethrough: 82063~~), 86063 billing 1613 kwh, for an electric amount of \$155.37.

Please let me know if you need anything further.

Roseanne Lucas
Regulatory Affairs
305-552-4602

February 28, 2005: I obtained two telephone numbers for Ms. Valdes. I called both numbers to speak with her or leave a message. On 305-661-5001, I left a message identifying myself and asking her to call me. I left my direct number as well as the 800#. It appears that whoever placed the recorded message on her machine speaks English quite well.

On 305-577-4775, I reached the Steel Hector and Davis Law Firm. I asked to speak with Ms. Valdes and was transferred to her line. When I asked to speak with her, the woman who answered said she didn't know any such person. The woman answering the phone appears to have been Hispanic.

I then called Mr. Behar's office. He has been out of town for some time, but is returning to the office tomorrow, March 1, 2005. I left a message with the secretary telling her that Mr. Behar needed to supply his promised documentation no later than close of business March 10, 2005. I left my name and telephone number. KSmith

February 28, 2005: I called Steel Hector & Davis at 305-577-7000. The secretary confirmed that the number provided to me by FPL belonged to them (305-577-4775). It appears that the owner of this number is Christy Valdes. I left a message on her voice mail explaining the reason for my call and that I was trying to help Ms. Mary Anne Valdes. I asked for a call back. KSmith

March 1, 2005: I received a voice message from Mr. Behar. He asked for a return call and mentioned that he knew I had called his client. KSmith

March 2, 2005: I returned Mr. Behar's call, but had to leave a message asking for a return call. KSmith

March 4, 2005: Mr. Behar returned my call. He advised me that he would send a letter indicating he was representing Ms. Valdes. Also, he said he sent in the documentation prepared by his client. He was willing to resend it if necessary. He indicated that the customer's usage now was significantly lower than those months used for the backbill. He is willing to go to informal conference if necessary. KSmith

March 7, 2005: After verifying that we had not received any documentation from Mr. Behar, I called his office and asked to have it resent. KSmith

March 7, 2005: Received faxed letter from Mr. Behar stating that his law firm represents Ms. Valdes. KSmith

ORIGINAL

Request No. 614984E

Name MARY ANN VALDES

Business Name _____

May 13, 2005: A dispute resolution form with a cover letter have been forwarded to the customer's legal representative, attorney Robert Behar via certified and regular mail. The completed dispute resolution is to be postmarked no later than June 6, 2005. Copy of the form and letter were faxed to the company. The fax log report indicates that the aforementioned document was faxed to Florida Power & Light at 3:52 p.m. Copy of the letter and the dispute resolution have been placed in the case file. Carmen Peña - Supervisor Process Review Group (BCR/RCA)

May 20, 2005: The green card belonging to the certified correspondence forwarded to the customer has been received. The post office delivered the letter on May 18, 2005. The card has been placed in the case file. Carmen Peña - Supervisor Process Review Group (BCR/RCA)

May 25, 2005: At approximately 4:24 p.m. on May 24, 2005, the office of attorney R. Behar forwarded an e-mail with a letter of acknowledgment attached. The letter acknowledges that the completed dispute resolution is to be postmarked by June 6, 2005. Copy of the e-mail and the cover sheet have been placed in the case file. Carmen Peña - Supervisor Process Review Group (BCR/RCA)

June 13, 2005: We have not received the completed disputed resolution form from the legal representative of the consumer that was due June 6, 2005. At approximately 10:43 a.m. I contacted the company and spoke to Joni Beugnot. The attorney nor the consumer have contacted FP&L. The disputed amount was paid before the filing of the complaint. On June 4, 2005, Ms. Valdes paid \$7,282.00 and on June 26, 2004, she paid \$2,736.80. The total amount paid to FP&L was \$10,018.80. If we do not receive today the completed dispute resolution with the postmark of June 6, 2005 by tomorrow, this case will be closed. Carmen Peña - Supervisor Process Review Group (BCR/RCA)

June 14, 2005: The completed dispute resolution form was stamped received at the PSC on June 13, 2005. The postmark date on the envelope with the completed dispute resolution form is dated June 6, 2005. The form has been submitted in a timely manner. A second completed dispute resolution form was mailed to the attention of Joy Anderson, the specialist handling the case in the call center.

The completed dispute resolution form has 9 pages of addendums. The first seven pages are in reply to the dispute resolution form. The eighth page is a graph comparing the consumer's electric consumption as presented by FP&L and the consumer's opinion of actual consumption. The ninth page is showing FP&L's actual billing from 1999 to 2004, FP&L's estimate of consumption (re-billing) from 1999 to 2004. A comparison table of what FP&L's re-billing is compared to the consumer's opinion of what the billing should be. A smaller version of the graph presented on page 8, is also on page nine. A scale summary of the final back-billing is shown to compare between FP&L's 2,854 additional kwh usage versus the consumer's opinion of 985 kwh. usage.

Copies of the documents have been placed in the case file. A copy of the case has been forwarded to John Plescow to begin pre-informal conference negotiations. Carmen Peña - Supervisor Process Review Group (BCR/RCA)

07-05-2005 - Mr. Behar called. In his message, he requested to know the status of the complaint. He requested I return his call, and he provided (305)264-9700, as his call back number./JPlescow

FIGINA

Request No. 614984E

Name MARY ANN VALDES

Business Name

07-05-2005 - I spoke to Mr Behar. We discussed the complaint and related PSC rules.

MR. Behar believes the estimated backbill is higher than is reasonable. he has provided supporting documentation. He would like the company to use the customer's consumption, since the new meter was installed, to calculate the backbill. Mr. Behar is also willing to have an energy audit performed, which he believes would prove the estimated bill is more than would be reasonable for the customer's home. Note, he would still have to get his client's's approval, before the audit could be conducted.

Mr. Behar is also willing to provide receipts, for gas appliances, and gas bills, which he believes would show the customer's bill should be lower than FPL's estimated.

I told MR. Behar I would relay the above information to FPL, and I would follow-up with him./JPlescow

07-05-2005 - I called Ms. Lucas with FPL, but she will not be in the office until tomorrow. I requested she return my call./JPlescow

07-18-2005 - I left a message for the customer's lawyer, requesting he return my call.

I need to know if the customer will agree to the energy audit, and can FPL staff contact the customer, to schedule the visit?/JPlescow

August 4, 2005: An informal conference has been scheduled. A letter has been forwarded to the legal representative of the consumer (attorney Robert Behar) by certified and regular mail. The date of the informal conference will be Wednesday, August 24, 2005, beginning at 1:30 p.m., in Room 136 at the Betty Easley Building, via phone. The toll free number for the consumer and the company to call in is 1-800-416-4254. Copy of the letter has been faxed to the company. The fax log report and copy of the letter have been placed in the case file. RCCA will be represented by John Plescow (850) 461-8118.

An e-mail has been forwarded to Bureau Chief Rhonda Hicks in reference to the scheduled informal conference. We have requested that an attorney and technical staff be assigned to this informal conference. A copy of the e-mail has been placed in the case file. Copies of the case file will be forwarded to the assigned attorney and technical staff. Carmen Peña - Supervisor Process Review Group (BCR/RCA)

August 5, 2005: The informal conference team will be attorney Ralph Jaeger, (850) 413-6234, representing the Office of General Counsel, Connie Kummer, (850) 413-6701, representing ECR, and John Plescow (850) 413-6115, representing RCCA. Carmen Peña - Supervisor Process Review Group (BCR/RCA)

August 9, 2005: The informal conference team members have been forwarded a copy of the case file. Carmen Peña - Supervisor Process Review Group (BCR/RCA)

RIGINA

Request No. 614984E

Name MARY ANN VALDES

Business Name

Carmen Pena

From: Randy Roland
Sent: Wednesday, December 01, 2004 2:41 PM
To: Carmen Pena

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COMPLAINT 614984E IS A INFORMAL CONF. CASE

Mary Ann Waldes (Legal rep—)

NP.
JPL

Attorney
Robert Behar

(She Case is open)

Pena

ORIGINAL

LAW OFFICES OF
ROBERT BEHAR
A PROFESSIONAL ASSOCIATION

7171 CORAL WAY
SUITE 303
MIAMI FLORIDA 33155
TELEPHONE (305) 264-9700
FACSIMILE (305) 264-7900

FACSIMILE TRANSMITTAL COVER SHEET

TO: Public Service Commission
ATTN: Ms. Joy L. Anderson
FAX: (800) 511-0809
FROM: Law Offices of Robert Behar
DATE: November 24, 2004
RE: FPSC Inquiry No. 614984 E
PAGES: 2 Including Cover sheet.

IF YOU EXPERIENCE A PROBLEM WITH THIS TRANSMISSION
PLEASE CALL (305) 264-9700 AS SOON AS POSSIBLE.

COMMENTS:

Please see attached correspondence.

NbvcmESSAGE

This facsimile contains PRIVILEGED AND CONFIDENTIAL INFORMATION intended only for the use of the addressee named above. If you are not the intended recipient of this facsimile, nor the agent or employee responsible for delivering it to the intended recipient, you are hereby notified that any copying of this facsimile or its contents is strictly prohibited. If you have received this facsimile in error, please immediately notify us by telephone, collect, if necessary, and return the original facsimile to us at the address above via the U.S. Postal Service. We will reimburse you for postage. Thank you.

ORIGINAL

LAW OFFICES OF
ROBERT BEHAR
A PROFESSIONAL ASSOCIATION

26

7171 CORAL WAY
SUITE 303
MIAMI FLORIDA 33155
TELEPHONE (305) 264-9700
FACSIMILE (305) 264-7900

November 24, 2004

Via Facsimile: (800) 511-0809

Ms. Joy L. Anderson
Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Re: FPSC Inquiry No. 614984 E

Dear Ms. Anderson:

Although we have attempted to complete our research in support of our complaint in this matter, this firm is not able to provide you with our package by today as I indicated to you in our last telephone conversation.

We are doing everything possible to provide you with our package by next week. I hope that this does not create or cause you any inconvenience. Thank you for your current and anticipated further cooperation in this regard.

If you have any questions and/or concerns, please do not hesitate to contact me.

Very truly yours,

LAW OFFICES OF ROBERT BEHAR, P.A.

By: 

Robert Behar

RB/ap

ORIGINAL

LAW OFFICES OF
ROBERT BEHAR
A PROFESSIONAL ASSOCIATION

7171 CORAL WAY
SUITE 303
MIAMI FLORIDA 33155
TELEPHONE (305) 264-9700
FACSIMILE (305) 264-7900

24

FACSIMILE TRANSMITTAL COVER SHEET

TO: Public Service Commission
ATTN: Ms. Joy L. Anderson
FAX: (800) 511-0809
FROM: Law Offices of Robert Behar
DATE: November 4, 2004
RE: FPSC Inquiry No. 614984 E
PAGES: 2 Including Cover sheet.

RECEIVED

NOV 04 2004

Florida Public Service Commission
Division of FPSC

ORIGINAL

IF YOU EXPERIENCE A PROBLEM WITH THIS TRANSMISSION
PLEASE CALL (305) 264-9700 AS SOON AS POSSIBLE.

COMMENTS:

Please see attached correspondence.

MESSAGE

This facsimile contains PRIVILEGED AND CONFIDENTIAL INFORMATION intended only for the use of the addressee named above. If you are not the intended recipient of this facsimile, nor the agent or employee responsible for delivering it to the intended recipient, you are hereby notified that any copying of this facsimile or its contents is strictly prohibited. If you have received this facsimile in error, please immediately notify us by telephone, collect, if necessary, and return the original facsimile to us at the address above via the U.S. Postal Service. We will reimburse you for postage. Thank you.

LAW OFFICES OF
ROBERT BEHAR
A PROFESSIONAL ASSOCIATION

7171 CORAL WAY
SUITE 303
MIAMI FLORIDA 33155
TELEPHONE (305) 264-9700
FACSIMILE (305) 264-7900

November 4, 2004

Via Facsimile: (800) 511-0809

Ms. Joy L. Anderson
Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

RECEIVED

NOV 04 2004

Florida Public Service Commission
Division of RCA

23
ORIGINAL

Re: FPSC Inquiry No. 614984 E

Dear Ms. Anderson:

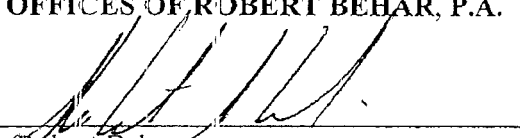
I am writing to inform you that the above referenced matter should not be considered resolved. We have very compelling evidence that we intend on sharing with you regarding this matter; however, we have had to compile a great deal of information and figures which has been a long and arduous task. This firm will be sending you the basis of our client's complaint, and support thereof, within a short period of time. I anticipate that you will be in receipt of our evidence and arguments against FPL's excessive and outrageous back billing of our client.

If you have any questions and/or concerns, please do not hesitate to contact me.

Very truly yours,

LAW OFFICES OF ROBERT BEHAR, P.A.

By: _____


Robert Behar

RB/ap

User name: admin (480)

Queue: PS2/CN=PQ_E1P.OU=Printers.O=*

File name:

Server: PS_E1P

Directory:

Description: AutoPrint Document

November 4, 2004

3:03pm

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aaa     dddd mm m     ii     nnnn
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ORIGINAL

STATE OF FLORIDA

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



DIVISION OF REGULATORY
COMPLIANCE AND CONSUMER
ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

21

Public Service Commission

October 18, 2004

Mr. Robert Behar
Suite 300
7171 Coral Way
Miami, FL 33155

Re: FPSC Inquiry No. 614984E

Dear Mr. Behar:

This is a follow-up to your inquiry on behalf of Ms. Mary Ann Valdes concerning backbilling of Florida Power & Light Company (FPL).

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

- **On June 10, 2003, the meter reading at Ms. Valdes' residence of 6101 Southwest 72 Avenue, Miami, Florida was 82825, billing 1588 kwh.**
- **On June 17, 2003, a FPL Revenue Protection Investigator obtained a check reading of 83548, indicating 723 kwh had been used in 7 days. The investigator also reported that gold seal #42499 was rigged.**
- **On June 26, 2003, a Revenue Protection Investigator obtained a check reading of 84361, indicating 813 kwh had been used in 9 days.**
- **On July 10, 2003, the meter reading was 84450, billing 1625 kwh since the June 10, 2003 meter reading.**
- **On August 4, 2003, a Revenue Protection Investigator obtained a check reading of 87169, indicating 2719 kwh had been used in 25 days.**
- **On August 8, 2003, the meter reading was estimated at 86063, billing 1613 kwh since the July 10, 2003 meter reading.**

ORIGINAL

- On August 11, 2003, a Revenue Protection Investigator obtained a check reading of 86430, which was regressive from the August 4, 2003 check reading of 87169.
- On June 1, 2004, billing from billing period ending January 9, 1999 through May 11, 2004, totaling \$8,939.87 was canceled and rebilled for \$18,182.88, a difference of \$9,243.01 plus investigation charges totaling \$465.69, for a total back billed amount of \$9,708.70.
- On June 3, 2004, the electric service at 6101 Southwest 72 Avenue was disconnected without notice. Meter 5C32805 was removed and a new meter was set. The meter man noted that the central air conditioning was on and multiple outside lights were on. The meter man also noted that the service was being supplied to a large house with a pool.
- On June 4, 2004, a Revenue Protection Representative agreed to reconnect the customer's service for a payment of \$7,282.00. The service was restored that same day, upon receipt of the payment. A reconnect charge of \$17.66 was billed and an arrangement was established for the customer to pay \$2,426.70 with the regular June 10, 2004 electric bill.
- On June 8, 2004, meter 5C32805 was tested and revealed a Weighted Average Registration of 100.37%. The meter tester noted a broken inner seal, off scale, dial tampering, broken base, smudges on register, and bent canopy ring.
- On June 10, 2004, payment was received on time.

PSC rule 25-6.104 states:

"Unauthorized Use of Energy. In the event of unauthorized or fraudulent use, or meter tampering, the utility may bill the customer on a reasonable estimate of the energy used."

This rule authorizes electric utilities to backbill the customer of record for a reasonable estimate of the electricity consumed but not metered due to meter tampering or fraudulent use. It is not necessary for the utility to demonstrate who tampered with the meter. The company only needs to demonstrate that the meter was tampered with, and that you, as the customer of record, benefited from that tampering by paying less for electricity than you would have with a properly working meter. The company may also recover the cost of its investigation.

Documents provided to the PSC by FPL indicate that the company backbilled Ms. Valdes' account from January 9, 1999 until May 11, 2004. The company calculated the backbilled amount of \$9,708.70, which includes investigative costs of \$465.69, by using actual kilowatt consumption from November 2000 and August 2003 and seasonal average.

Mr. Robert Behar
Page 3
October 18, 2004

3

It appears that FPL has backbilled your account in compliance with the rules of the PSC and that no adjustment is appropriate. If you have any questions or concerns, please contact me toll free at 1-800-342-3552 or by fax at 1-800-511-0809 prior to November 4, 2004; otherwise, I will consider the matter resolved.

Sincerely,



Joy L. Anderson
Regulatory Specialist II

cc: Florida Power & Light Company

ORIGINAL

From: Joni_S_Beugnot@fpl.com
Sent: Tuesday, September 14, 2004 1:54 PM
To: PSCREPLY
Subject: Valdes - 614984E



VALDES - Attachments
84E Final Respddes - 614984E

(See attached file: VALDES - 614984E Final Response.pdf) (See attached

file:
Attachments Valdes - 614984E (12 pgs).pdf)

ORIGINAL



Customer Inquiry Response

Customer's First Name: MARY
Last / Business Name: VALDES
Alternate Name: Robert Behar
Service Address: 6101 SW 72ND AVE
 MIAMI, FL 33143

FPSC Log:	614984E	Received From:	Joy
Account #:	78752-99054	Response Type:	Final

ORIGINAL

Response Comments:

Mrs. Cochran, Revenue Protection Specialist, spoke with Mr. Robert Behar, an attorney who contacted the FPSC on behalf of Mary Ann Valdes.

The customer was disconnected in May due to meter tampering and made payment to have the service restored. The customer feels the back billing amount is excessive and disputes the meter tampering.

Background:

As a result of an ongoing two-year investigation, FPL, the State Attorney's Office and the Miami-Dade Police Department began taking action on approximately 120 customers who have been under investigation for organized electricity theft.

Timing associated with various activities including billing and account disconnection for accounts that were part of the large investigation of organized theft were determined by the State Attorney's Office.

Accounts investigated as part of the large organized theft ring were kept separate and apart from individual investigations handled by FPL on a routine basis and for this reason were not entered into FPL's automated system until several months of activity had taken place.

On August 11, 2003, the electric meter serving the residence at 6101 SW 72 Avenue, Miami, revealed a current diversion condition of dial tampering. This condition allowed the full use of the electric service within the residence without complete kilowatt-hour registration on the meter. Florida Power & Light did not authorize this condition.

Investigation:

On the regular read date of 6/10/03 the meter reading was 82825, billing 1588 kwh, for an electric amount of \$144.49

On 6/17/03 a Revenue Protection investigator obtained a check reading of 83548, indicating 723 kwh had been used in 7 days, which projects to 3090 kwh in 30 days. A rigged gold seal #42499 was also reported.

On 6/26/03 the investigator obtained a check reading of 84361, indicating 819 kwh had been used in 9 days, which projects to 2700 kwh in 30 days.

On the regular read date of 7/10/03 the meter reading was 84450, billing 1625 kwh, for an electric amount of \$147.92. Since the investigator's check reading of 84361 on 6/26/03 the meter had only advanced 89 kwh in 14 days, which projects to only 191 kwh in 30 days.

On 8/4/03 the investigator obtained a check reading of 87169, indicating 2719 kwh had been used in 25 days, which projects to 3263 kwh in 30 days.

On the regular read date of 8/8/03 the meter reading was estimated at 82063, billing 1613 kwh, for an electric amount of \$155.37.

On 8/11/03 the investigator obtained a check reading of 86430, which is regressive from the 8/4/03 check reading of 87169.

As a result of meter tampering, billing from billing period ending 1/9/99 through 5/11/04, totaling \$8,939.87 was canceled and rebilled for \$18,182.88, a difference of \$9,243.01 plus investigation charges totaling \$465.69, for a total back billed amount of \$9,708.70. Actual kwh consumption from November 2000 and August 2003 were used along with Seasonal Average to calculate the rebilling.

Back billing began with January 1999 due to the investigator's check readings, projections and regressive reading. It was reasonable to believe tampering had been occurring a long time.

- November 2000 kwh of 3164 divided by the average percent of use of 7.29% provided an average yearly total of 43,402 kwh.
- August 2003 kwh of 2719 divided by 25 days, multiplied by 30 days and divided by the average percent of use of 10.01% provided an average yearly total of 32,595.
- Adding the two yearly totals and dividing by 2 provides a total average yearly consumption of 37,999 kwh.

FPL multiplies the average yearly total of kwh by the specific monthly percentage of usage to determine the estimated usage for each month in the year. The original billed kwh is subtracted from the estimated monthly kwh, leaving the additional billed kwh.

ORIGINAL

FPL maintains records that track the monthly residential kilowatt-hour sales within geographic areas. From these records a chart is prepared by dividing the monthly sales into the annual sales to obtain the percentage of usage for each month of the year. Since the annual sales for the most current year on the chart is not known until the end of the year, the previous year's sales is duplicated.

This method of back billing was approved by Order No. PSC-96-1216-FOF-EI, issued September 24, 1996, in Docket No. 960903-EI (In Re: Complaint of Mrs. Blanca Rodriguez against Florida Power & Light Company regarding alleged current diversion/meter tampering rebilling for estimated usage of electricity).

On 6/3/04 electric service was disconnected without notice. The meter man noted the central air conditioning was on, multiple outside lights were on, and indicated a large house with a pool. The customer was informed a payment of \$9,708.70 was required in order to have the service restored.

On 6/4/04, after speaking with the Revenue Protection representative, it was agreed to reconnect the service for a payment of \$7,282.00 and to provide a payment arrangement on the difference of \$2,426.70. Payment was received the same day, service was restored and a reconnect charge of \$17.66 was billed.

An arrangement was established for the customer to pay \$2,426.70 with the regular June 10 electric bill. Payment was received on time.

Meter 5C32805 was tested and revealed a Weighted Average Registration of 100.37%. The tester noted a broken inner seal, off scale, dial tampering, broken base, smudges on register and bent canopy ring.

Mrs. Cochran spoke with Mr. Behar and informed him that a letter of representation would be required before the customer's case could be discussed with him. Minimal information was provided to Mr. Behar regarding the special investigation for organized electricity theft.


To date, no further contact has been received from Mr. Behar, no letter of representation has been received and no contact has been received from the customer. If either Mr. Behar or the customer contacts Mrs. Cochran in the future, their concerns will be addressed.

It appears FPL is in compliance with F.A.C. 25-6.104 and 25-6.105(5)(i)(j).

FPSC RECEIVED: 08/27/04 - FINAL RESPONSE: 09/14/04

Approval Signature: Linda Cochran
Approver's Title: Revenue Protection Specialist
Date of Approval: 09/14/2004

ORIGINAL

 **Customer Response**

Customer Information:

Phase:	Editing✓	Due to RP:	09/10/2004
Due to RAC:	09/15/2004	Due to FPSC:	09/20/2004
Rep Assigned:	Linda Cochran	BU Analyst Assigned:	Linda Cochran

FPSC No.: 614984E Report Status: Date: 08/31/2004 02:12:07 PM

1. Customer Name: MARY ANN VALDES
2. Service Address: 6101 SW 72ND AVE
3. City: MIAMI State: FL Zip: 33143
4. Account No.: 78752-99054
Case No.: 778040504
5. Customer Connect Date: 08/23/96
6. Investigation Initiated By: Revenue Protection
7. Meter Seal Status: Meter Set Date: 01/01/79
Initial Observation: dial tampering Date: 08/14/2003
Meter No.: 5C32805
8. Meterman Inspection Date: 06/03/2004 New Meter Set: Yes
Pretested:
9. Observations: meter seal rigged
10. Test FL 100.39 LL 100.30 WA 100.37 VB
Results:
Date: 06/08/2004
11. Observations: broken inner seal, off scale, dial tampering, broken base, smudges on register, bent canopy ring
12. Additional Billing Time Frame Fr: 01/09/99 To: 05/11/2004
13. Reason for Start Date: check readings, projections, regressive reading
14. Method Used In Additional Billing: seasonal average
15. Billing In Accordance With: 25-6.104 FLA. ADMINISTRATIVE CODE.
16. Number of Months Billed: 65 Date Bill Mailed:
17. Total KWH Additional Billed: 103.379 Dollar Amt.: \$9243.01
18. Investigative Cost Billed: yes Amount.: \$465.69
Reason: manual diversion
19. Total Additional Billed Amt: \$9708.70
20. Payment Arrangements Made: paid in full
Initial Payment Of:
Balance In Equal Payments of Per Month.

ORIGINAL

RPIN RPI DETAIL INFO
78752-99054 81 09 195 ELE ACT
MARY ANN VALDES
6101 SW 72ND AVE
MIAMI

RPI DETAIL INFO
08/23/96 1/044/ 5C68301
PH (305)661-5001 S
S/T#

08/31/04
VALDES
6149848
TRTO
FPSC SPEC
CDBI 3
CCIN

RPI NUMBER 778040504 DATE CREATED 08/14/03 SOURCE OTH TYPE R4 STATUS BLLD
RMKS TO CHG STATUS
DATE FOUND 08/14/03 TIME FOUND 1033 (MILITARY TIME) PAGE 1 OF 1
METER AS FOUND: TYPE CD MTR NUMBER RDG
METER SEALED SEAL COND SEAL NO. COLOR YR
DISK TURNING (Y/N) INNER SEAL INTACT (Y/N) METER ACCESS CODE AC

EQUIP ON (X): CENTRAL A/C WALL A/C WASHER DRYER POOL PUMP UNKNOWN X
INSIDE LIGHTS OUTSIDE LIGHTS OTHER
INITIAL CONDITION OBSERVED (CODE) 21 DIAL TAMPERING
DESCRIPTION SPECIAL INVESTIGATION

EMR REMARKS
EMPLOYEE NAME J ZAMORA
EMP DEPT NAME SRP-GO
NEXT TYPE A FIND
COMPLETE LIST
18-RPI INSPECT

MTR RDR ID
SSN 999-99-9999 PAYROLL LOC 9999

GWA 90

ORIGINAL NEWS

RPIP RPI INSPECTION INFO RPI INSPECTION INFO 08/31/04 VALDES
78752-99054 81 09 195 ELE ACT 08/23/96 1/044/ 5C68301 TRTO 6/14/98/4E
MARY ANN VALDES PH (305)661-5001 S FPSC SPEC
6101 SW 72ND AVE S/T# CDBI CCIN

MIAMI FL 33143 P
RPI NUMBER 778040504 DATE CREATED 08/14/03 SOURCE OTH TYPE R4 STATUS BLDG
DATE INSPECTED 06/03/04 MTRMAN NM THOMAS PRESTON
METER AS FOUND: TYPE CD MTR NUMBER RDG

METER SEALED Y SEAL COND SR SEAL NO. 0042499 COLOR GOLD YR 04
DISK TURNING (Y/N) Y METER FOUND LOCKED (Y/N) N INNER SEAL COND
EQUIP ON (X): CENTRAL A/C X WALL A/C WASHER DRYER POOL PUMP X UNKNOWN
INSIDE LIGHTS OUTSIDE LIGHTS X OTHER
INSPECT COND OBSERVED (CODE) 21 DIAL TAMPERING
ACTION METERMAN TOOK (CODE) 02 REPLACED METER
METER RESEALED (Y/N) Y SEAL NO. 5000 COLOR Y YEAR 04
METER LOCKING DEVICE TYPE LR LOCK RING
INSPECT RMKS BIG HSE W BIG POOL-MULTIPLE OUTSIDE LIGHTS ON

NEXT TYPE A FIND GWA 90
COMPLETE LIST
13-RPI DETAIL 15-BILL HIST 16-RPI CASE 17-RDG MAINT 22-GN DTA MAIN NEWS

ORIGINAL

GMMM METER MAINTENANCE/SELECT

08/31/04

VALDES
604984E

78752-99054 81 09 195 ELE ACT 08/23/96 1/044/ 5C68301

TRTO

MARY ANN VALDES

PH (305)661-5001 S

FPSC SPEC

6101 SW 72ND AVE

S/T#

CDBI 11

CCIN

MIAMI

FL 33143 P

ACTION	CD	MTR NUMBER	KWH CONST	KWD CONST	MFG	SERIAL#	CHN	SET DATE
(X/C)	43	5C 68301	1	0000.0000				06/03/04

MTR TYP	HOW LEFT	NO DIAL	PULSE	LOCK	DIGITAL METER #	REMV DATE
ELE	ON	5				

ACTION	CD	MTR NUMBER	KWH CONST	KWD CONST	MFG	SERIAL#	CHN	SET DATE
(X/C)	81	5C 32805	1	0000.0000	G			01/01/79

MTR TYP	HOW LEFT	NO DIAL	PULSE	LOCK	DIGITAL METER #	REMV DATE
ELE	ON	5				06/03/04

-----SSDR RECORDER INFORMATION-----

MANUFACTURER:

SERIAL NUMBER:

TYPE:

NEXT TYPE A FIND

GWA 90

COMPLETE LIST

17-RDG MAINT 18-TEST HSTRY

NEWS

ORIGINAL

FPL



FPL METER TEST REPORT

FPL SYMBOL: 5C

COMPANY NUMBER: 32805

SERIAL NUMBER: G068054121

TYPE CODE: 81

DATE OF TEST: 06/08/2004

DISTRICT: 81

ADDRESS: 6101 SW 72 AVE

PPID: 002007396

DIAL READING IN: 01987

DIAL READING OUT: 01987

TEST REASON: RPT

CREP (YES/NO): N

OPERATOR: RWS

KWH BOARD #: 2552

AS FOUND TEST RESULTS: SF: 100.39

SP:

SL: 100.30

WA: 100.37

REGISTER TEST (VERIBOARD) RESULTS:

DEMAND BOARD #:

KWD % ERROR AF:

KWD % ERROR AL:

TRANSMITTAL NUMBER:

TRANSMITTAL DATE:

TAMPER INFORMATION: 55,89,21,26,05,90,

LOCK-UP

broken when read

off scale

GENERAL REMARKS:

*broken loc
average or negative
but copy wrong*

COMMENTS:

SIGNATURE: *[Signature]*

DATE: 6-8-04

ORIGINAL

UNDES 53777
614488E

8

ORIGINAL

May	5/11/04	0	29	98817	0	1495	0	8.03	3051	0
Apr	4/12/04	0	31	97322	0	1314	0	7.31	2778	0
Mar	3/12/04	0	30	96008	0	1010	0	7.36	2797	0
Feb	2/11/04	0	30	94998	0	1086	0	6.26	2379	0
Jan	1/12/04	0	34	93912	0	1264	0	6.65	2527	0
Dec	12/9/03	0	33	92648	0	1711	0	7.13	2709	0
Nov	11/6/03	0	29	90937	0	1683	0	8.34	3169	0
Oct	10/8/03	0	29	89254	0	1560	0	9.33	3545	0
Sep	9/9/03	0	32	87694	0	1631	0	9.96	3785	0
Aug	8/8/03	0	29	86063	0	1613	0	10.01	3804	0
Jul	7/10/03	0	30	84450	0	1625	0	10.14	3853	0
Jun	6/10/03	0	32	82825	0	1588	0	9.49	3606	0
May	5/9/03	0	29	81237	0	1595	0	8.03	3051	0
Apr	4/10/03	0	29	79642	0	1572	0	7.31	2778	0
Mar	3/12/03	0	30	78070	0	1430	0	7.36	2797	0
Feb	2/10/03	0	32	76640	0	1022	0	6.26	2379	0
Jan	1/9/03	0	31	75618	0	1061	0	6.65	2527	0
Dec	12/9/02	0	33	74557	0	1414	0	6.93	2633	0
Nov	11/6/02	0	29	73143	0	1401	0	8.73	3317	0

Month: Svc To: Days: Kwh Read: Kwd Read: Kwh Asbill: Kwd Asbill: Pct Usage: Kwh Rebill: Kwd Rebill: Remarks:

Account Rebilled From Billing Period Ending 01/09/99 to 05/11/04, using Seasonal Average.

Month Year	2000	3164	7.29	43402	Projected
Nov	2000	3164	7.29	43402	Projected
Aug	2003	2719	10.01	32595	proj
	0	0	0.00	0	
	0	0	0.00	0	

Asbill: 100540
Rebill: 203919
Addit Kwh: 103379
Avg of Yearly Total: 37999
Cdic Charge: 465.68

Month	Year	KWH	Percent	Yearly	Projected
Nov	2000	3164	7.29	43402	
Aug	2003	2719	10.01	32595	proj
	0	0	0.00	0	
	0	0	0.00	0	

Asbill: 100540

Rebill: 203919

Addit Kwh: 103379

Avg of Yearly Total 37999

Cdic Charge: 465.68

Remarks: Account Rebilled From Billing Period Ending 01/09/99 to 05/11/04, using Seasonal Average .

Month: Svc To: Days: Kwh Read: Kwd Read: Kwh Asbill: Kwd Asbill: Pct Usage: Kwh Rebill: Kwd Rebill: Remarks:

Oct	10/8/02 00	29	71742	0	1551	0	9.96	3785	0	
Sep	9/9/02 00	32	70191	0	1579	0	10.35	3933	0	
Aug	8/8/02 00	29	68612	0	1694	0	10.32	3921	0	
Jui	7/10/02 00	30	66918	0	1412	0	9.04	3435	0	
Jun	6/10/02 00	32	65506	0	1512	0	9.21	3500	0	
May	5/9/02 00	30	63994	0	2254	0	8.66	3291	0	
Apr	4/10/02 00	30	61740	0	1631	0	7.36	2797	0	
Mar	3/12/02 00	30	60109	0	1068	0	5.93	2253	0	
Feb	2/11/02 00	30	59041	0	1463	0	6.40	2432	0	
Jan	1/10/02 00	30	57578	0	1621	0	7.10	2698	0	
Dec	12/7/01 00	30	55957	0	1505	0	7.50	2850	0	
Nov	11/6/01 00	30	54452	0	1851	0	7.73	2937	0	
Oct	10/8/01 00	30	52601	0	2054	0	9.15	3477	0	
Sep	9/7/01 00	30	50547	0	2665	0	11.01	4184	0	
Aug	8/8/01 00	30	47882	0	2428	0	10.20	3876	0	
Jul	7/10/01 00	30	45454	0	2207	0	10.14	3853	0	
Jun	6/8/01 00	30	43247	0	1994	0	9.24	3511	0	
May	5/9/01 00	30	41253	0	1664	0	7.26	2759	0	
Apr	4/10/01 00	30	39589	0	1601	0	7.08	2690	0	

ORIGINAL

ORIGINAL

3488419
5302111

9

Mar	3/12/01	0	30	37988	1456	0	6.78	2576	0
Feb	2/9/01	0	30	36533	1216	0	6.48	2462	0
Jan	1/10/01	0	30	35317	1691	0	7.43	2823	0
Dec	12/8/00	0	30	33626	1425	0	6.91	2626	0
Nov	11/7/00	0	30	32201	3164	0	7.29	3164	0
Oct	10/9/00	0	30	29037	1457	0	9.54	3625	0
Sep	9/8/00	0	30	27580	1830	0	10.43	3963	0
Aug	8/9/00	0	30	25750	2496	0	10.54	4005	0
Jul	7/10/00	0	30	23254	2283	0	10.54	4005	0
Jun	6/8/00	0	30	20971	1992	0	10.09	3834	0
May	5/9/00	0	30	18979	1748	0	9.44	3587	0
Apr	4/10/00	0	30	17231	1482	0	6.73	2557	0
Mar	3/10/00	0	30	15749	1184	0	6.13	2329	0
Feb	2/9/00	0	30	14565	1005	0	5.79	2200	0
Jan	1/10/00	0	30	13560	1044	0	6.57	2497	0
Dec	12/8/99	0	30	12516	908	0	6.94	2637	0
Nov	11/8/99	0	30	11608	1232	0	7.78	2956	0
Oct	10/8/99	0	30	10376	1136	0	9.70	3686	0
Sep	9/9/99	00	30	9240	1830	0	10.81	4108	0

Month: Svc To: Days: Kwh Read: Kwd Read: Kwh Ashill: Kwd Ashill: Pct Usage: Kwh Rebill: Kwd Rebill: Remarks:

Account Rebilled From Billing Period Ending 01/09/99 to 05/11/04, using Seasonal Average.

Month Year	2000	2003	2000	2000	2000
KWH	3164	2719	0	0	0
Percent	7.29	10.01	0.00	0.00	0.00
Yearly Projected	43402	32595	0	0	0

Asbill: 100540
 Rebill: 203919
 Addtl Kwh: 103379
 Avg of Yearly Total: 37999
 Cdic Charge: 465.68

Month	Year	KWH	Percent	Yearly	Projected
Nov	2000	3164	7.29	43402	
Aug	2003	2719	10.01	32595	proj
	0	0	0.00	0	
	0	0	0.00	0	

Asbill: 100540

Rebill: 203919

Addit Kwh: 103379

Avg of Yearly Total 37999

Cdic Charge: 465.68

Remarks: Account Rebilled From Billing Period Ending 01/09/99 to 05/11/04, using Seasonal Average

Month: Svc To: Days: Kwh Read: Kwd Read: Kwh Asbill: Kwd Asbill: Pct Usage: Kwh Rebill: Kwd Rebill: Remarks:

Aug	8/10/99 00	30	7410	0	1856	0	11.23	4267	0	
Jul	7/9/99 00	30	5554	0	1392	0	9.77	3712	0	
Jun	6/9/99 00	30	4162	0	1322	0	9.06	3443	0	
May	5/10/99 00	30	2840	0	1303	0	8.12	3085	0	
Apr	4/9/99 00	30	1537	0	884	0	7.04	2675	0	
Mar	3/10/99 00	30	653	0	632	0	5.72	2174	0	
Feb	2/9/99 00	30	21	0	759	0	6.32	2402	0	
Jan	1/9/99 00	30	99262	0	985	0	7.51	2854	0	

ORIGINAL

UN2DES
6/11/04

RPGC RPI GENERAL CASE INFO RPI GENERAL CASE INFO 08/31/04
 78752-99054 81 09 195 ELE ACT 08/23/96 1/044/ 5C68301
 MARY ANN VALDES PH (305)661-5001 S FPSC SPEC
 6101 SW 72ND AVE S/T# DBI CCIN
 MIAMI FL 33143 P

A VALDES
 614984E

TRTO

RPI NUMBER 778040504 DATE CREATED 08/14/03 SOURCE OTH TYPE R4 STATUS BLLD
 INVESTIGATOR ASSIGNED TO CASE HJC0KYG HUMBERTO CUNILL
 DATE ASSIGNED TO INVESTIGATOR 05/25/04 DATE INIT BONUS PAID 01/01/01
 DATE EVIDENCE RECEIVED 05/25/04 DATE PCT BONUS PAID 01/01/01
 DATE INV BILLED/REVIEWED CASE 05/25/04 RPI STATUS DATE 06/04/04
 RESULTS OF INVESTIGATION (CD) 01 DIVERSION
 TYPE OF DIVERSION (CODE) 21 DIAL TAMPERING
 CASE BILLED (Y/N) Y INHERITED (Y/N/U) N
 METHOD OF BILLING (CODE) 01 SEASONAL AVERAGE
 NUMBER OF MONTHS OF BACKBILL 65 TOTAL CDIC BILLED 465.69
 TOTAL ADDL KWH BACKBILLED 103,379
 TOTAL ADDL DOLLARS BACKBILLED 9,243.01
 METER LOCN IN EVIDENCE ROOM DATE METER PURGED 01/01/01
 REMARKS SPECIAL INVESTIGATION-C CASE FILE
 \$9708.70 75% 7282.00

ORIGINAL

NEXT TYPE A FIND GWA 90
 COMPLETE LIST
 13-RPI DETAIL 15-BILL HIST 17-RDG MAINT 18-RPI INSPECT 22-GN DTA MAIN NEWS

Meter Type 5C Meter Charge \$23.68

VALDES
LD1498YE

3

		Total
Locking Mechanisms		
0	Fr Entry Lr	\$0.00
0	Sd Entry Lr	\$0.00
0	Hasp	\$0.00
0	Bracket	\$0.00
0	Brl Lock	\$0.00
0	Brl Pdck	\$0.00
0	Ft Knox	\$0.00
0	Lock Pin	\$0.00

		Total
Johnny Bar		
0	Jb24	\$0.00
0	Jb31	\$0.00
0	Jb35	\$0.00
0	Jb48	\$0.00

		Total
Vehicle Cost- In Time		
1	Meter Truck	\$4.58
0	Trbl Truck	\$0.00
0	Line Truck	\$0.00
0	U Grnd Trk	\$0.00
0	Co Pass Car	\$0.00

48	Contract Mi	\$15.60
0	Num Pict	\$0.00
	Other Mat T	\$0.00

		Total
CDIC Labor Cost		
3	Inv1 Hr	\$135.18
3	Inv2 Hr	\$135.18
1	Mtrman A1	\$56.99
0	Mtrman A2	\$0.00
0	Mtrman B1	\$0.00
0	Mtrman B2	\$0.00
0	Svcman A	\$0.00
0	Trblman	\$0.00
0	Cd Man	\$0.00
0	Collector	\$0.00
0	Mtr Rdr	\$0.00
1	No Mtr Tst	\$28.19

Charge Type: **month**

Chg Typ Amt	\$66.88
Clerical T	\$0.00
Other T	\$0.00
Cdic Total	\$465.68

ORIGINAL

Fax

ORIGINAL

To: Robert Behar **From:** Joy L. Anderson
Fax: (305) 264-7000 **Pages:** 16, including coversheet
Phone: (305) 264 0700 **Date:** 10/1/2001
Re: FPSC Inquiry No. 614984 **CC:**

Urgent For Review Please Comment Please Reply Please Recycle

• **Comments:** Per Your Request

Fax/Phone Number	Mode	Start	Time	Page	Result	Note
613052647900	NORMAL	1,15:23	11'49"	16	* O K	

P.1 Oct 1 2004 15:23

** Transmit Conf. Report **

Fax

To: Robert Behar **From:** Joy L. Anderson
Fax: (305) 264-7900 **Pages:** 16, including coversheet
Phone: (305) 264-9700 **Date:** 10/1/2004
Re: FPSC Inquiry No. 614984 **CC:**

Urgent **For Review** **Please Comment** **Please Reply** **Please Recycle**

• **Comments:** Per Your Request