

State of Florida



ORIGINAL

Public Service Commission

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**DATE:** April 18, 2007 070000  
**TO:** Ann Cole, Commission Clerk - PSC, Office of Commission Clerk  
**FROM:** Kira Scott, Senior Attorney, Office of the General Counsel *KS*  
**RE:** Undocketed — Review of Existing Rules Relating to Customer Information and Relocation of Facilities.

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Please file the attached post-workshop comments and suggestions sent via e-mail to me in regards to the above-referenced undocketed matter in generic Docket No. 070000. These additional comments and suggestions were submitted by Mrs. Danielle Dobbs.

Thank you for your assistance. Please contact me at 413-6216 if there are any questions.

KS

cc: Timolyn Henry  
Hong Wang

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Additional comments

April 17, 2007

Florida Public Service Commission  
ATTN: Ms. Kira Scott  
Division of Legal Services  
2540 Shumard Oak Blvd  
Tallahassee, Florida 32399-0850

**Re: Workshop 25-6.0440**

**Notice ID: 3823757,**

**GENERAL SUBJECT MATTER TO BE CONSIDERED:**

Undocketed - The purpose of this Informal Workshop is to review existing Commission rules regarding the information customers do, or should, receive when a utility relocates existing facilities. This initial workshop will explore existing practices and determine if those practices need to be clarified or amended.

From:

Danielle Dobbs, spokesperson for Dommerich Hills,  
2945 Waumpi Trail  
Maitland, FL 32751  
Tel: 407-629-4820

**PSC Attorneys and Commissioners should stop being influenced  
by buzz words coming from Utility Companies**

Something should be said about buzz words coming from the Utility companies to affect and influence the PSC Attorneys and the Commission in their decision process in siding for the Utility companies. Buzz words, such as:

For the public good  
Increase efficiency  
Avoid delay  
More cost efficient  
Avoid added cost being passed on to the customers  
Increase safety  
Citing the Tariff (whenever cost is involved)

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These buzz words are too often used to influence the Commission to side with the Utility Companies.

The Attorneys for the PSC and Commissioners should be reminded that Utility Companies, such as Florida Power and Progress Energy are large companies FOR-PROFIT traded on the stock exchanges. They are quite rich to say the least. They are large corporations having a multitude of lawyers on their staff.

In our case, when we requested that Progress Energy Company, underground the system instead of planting 50 ft. poles in our neighborhood, Progress Energy Company cited the Tariff - saying that the Tariff stipulated that whoever asks for the system to be undergrounded is called the "applicant", and the "applicant" has to pay for the cost of undergrounding the system even though we never asked for our infrastructure to be changed. All our poles until then had been in our backyards . . .

In the so-called "Tariff" there is no provision for Progress Energy to ever pay to underground the system, even as in our case, when Progress Energy Company decided unilaterally to change the infrastructure of our neighborhood which:

- Changed the character of our neighborhood because all the poles had been hidden from view for the past 40 years.
- Increased safety issues because this doubled the number of poles
- Decreased our property values

Progress Energy hid behind the Tariff claiming that the "added cost of undergrounding could not be passed on to other customers" (buzz words) - which was totally false. Yet, it was not enough for Progress Energy Company to mislead the residents, Progress Energy felt it necessary to argue the same point to the Commission at the hearing of December 5, 2006. Why? Because of the BUZZ WORDS - "cost could not be passed on to other consumers". Only after being confronted by Mrs. Dobbs at the end of the hearing that Mr. Burnett, Attorney for Progress Energy Company, conceded that Mrs. Dobbs was right - the cost would not have been passed on to the consumers, but would have been passed on to the City of Winter Park. None of the Commissioners reacted to hearing this admission. However, Mr. Burnett was quick to add that the cost of separating the electricity had to be done in a "cost-effective manner", and putting up poles was cheaper than undergrounding. This is another "buzz word" "cost-effective manner" favored by lawyers because it pulls strings. This was false again because there was nothing specific written with regards to electric separation, only that Progress had to keep track of the costs. The hearing was closed with the Commissioners saying their hearts bled for us but there was nothing they could do - and they did not object to anything that was said by Mr. Burnett - even though Progress Energy Company admitted it had misled the people.

It is obvious that the engineers and lawyers from the Utility Companies can argue their case by using "buzz words" and hiding behind the rules and regulations, such as the Tariff that protects them. These buzz words are used whenever necessary to pull on the heart strings.

It would be highly equitable for the people if the Commission could separate truth from buzz words and see the true impact of these words on the people. Buzz words can affect their judgment in favor of the Utility Companies at the expense of the welfare of the people. Since all the rules and regulations

favor the utility companies, the people always get the short end of the stick. Since the Utility Companies enjoy the monopoly in their areas, the people have no choice to go elsewhere and the utility companies know this fact. They all take advantage of their monopoly status by imposing their will on the people by acting any way they chose - and this is done with the backing of the Public Service Commission which fails to act on behalf of the people.

Monopolies are for-profit companies with stockholders. It is unfair for hard working people to get stuck with 50ft pole in their front yard simply because it is easier for utility companies than undergrounding a system and for the Utility companies to keep more money for their stockholders. People had nothing to do with the business deal of Progress Energy but they get a bad deal slapped on them because no-one looks after the interest of the people - no-one!!!!

It would be advisable that the Commission starts looking at utility companies as **monopolies** and prevent them for trampling on the rights of the people to enjoy their estate and neighborhood safety without for the utility companies to depreciate the property values of residents so that the company has more money for their stockholders - all because of buzz words that are used to manipulate the Commission at the expense of the welfare of the people.

The utility companies enjoy a monopoly that few other companies in America are allowed to operate. Not only they enjoy a monopoly, they also band together such as at this workshop. We understand that all the utility companies will file recommendations jointly with regards to notifications and they requested a one-week extension. They decided to do that after two citizens filed their responses. Not only each monopoly has several lawyers to muscle anything that come their way, the monopolies band together to file their "recommendations" to either change or not change the status quo. One can anticipate that if they submit changes, this is going to be something that benefit them - not the people. No doubt they will use buzz words to influence the attorneys for the PSC.

A buzz word has a different meaning depending on who says it. If people cite safety issues by having the number of poles doubled in their neighborhood, their concerns are discarded and people are called "complainers". But, if the Utility Companies mention the word "safety", well, that's a different story. We could go on and on, but you get the picture. In the end, people have no where to turn because monopolies are taking over our lives and monopolies can manipulate the PSC with buzz words to benefit them.

Our suggestion to PSC Attorneys and Commissioners is to stop being influenced by buzz words coming from the Utility Companies because invariably these buzz words are used to benefit utility companies and not the people.