

State of Florida



ORIGINAL

Public Service Commission

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

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

RECEIVED
07 APR 27 AM 11:12
COMMISSION
CLERK

DATE: April 27, 2007
TO: Ann Cole, Commission Clerk, Office of Commission Clerk
FROM: Martha C. Brown, Senior Attorney, Office of the General Counsel *MCB*
RE: Docket Number 060774-EI - Complaint of Frederick Smallakoff against Florida Power & Light Company concerning alleged improper bills, Case No. 696236E.

Please place the attached correspondence from Mr. Smallakoff dated April 22, 2007 and addressed to FPL in the above-referenced docket file. Thank you.

MCB/PE

DOCUMENT NUMBER-DATE
03578 APR 27 05
FPSC-COMMISSION CLERK

Mr. Frederick Smallakoff
PO Box 1626
Daytona Beach FL 32115
April 22, 2007

FPL
General Mail Facility
Miami FL 33188-0001

To whom it may concern:

Reference my account # 77142-09931

Reference my conversation with Ralph Nesbitt, complaint resolution specialist-regulatory on April 19, 2007, 1-800 397-6544 ext 2. He should be contacted by the Billing Dept. re: this matter.

Enclosed is my check, in the amount of \$37.43, for the period from March 6, 2007 to April 4, 2007 (29 days) and to be used for payment for that period and purpose only, re: my account.

Enclosed also is a copy of the statement (bill) that I received attached to his correspondence. I did not receive this statement independently as has normally been sent and I'm requesting that any and all future statements showing normal standard information, including period of usage and amount charged for that period be sent independently as per normal practice and as has been done.

I have continued to make all payments for the periods shown on all my statements (up to date with this current payment of \$37.43 for 3/6/07 to 4/4/07.

A Formal Complaint has been filed with the Public Service Commission, regarding all matters, including billings.

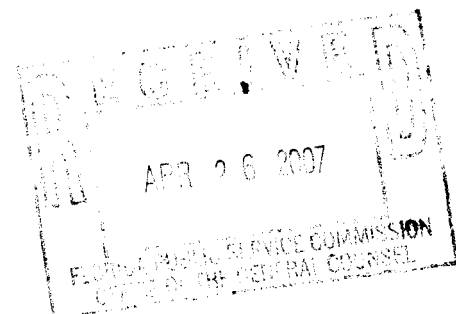
The actions taken, statements made and figures indicated in the correspondence signed by Ralph Nesbitt, (dated April 18/07) re: crediting my account, the disputed amount and the muddled and mixed up figures inserted were made arbitrarily and without my knowledge, acquiescence or approval and have been and are, rejected by me.

Sincerely,



F. Smallakoff

c: Martha Brown
Senior Attorney
Public Service Commission





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

FPL 2 500109 / 22 12442 1102777420993169968000000

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

The amount enclosed includes the following donation:
 FPL Care To Share \$ _____

A W 8 1102 6

#BWNDJNQ ***
 #2427743AW130904#
 F SMALLAKOFF
 C/O F SMALLAKOFF
 6651 CORONET DR
 NEW PRT RCHY FL 34655-5504

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

FPL
 GENERAL MAIL FACILITY
 MIAMI FL 33188-0001



Account number	Do not pay	New charges due by	Amount enclosed
77742-09931	\$86.99 CR		\$

Your electric statement

Account number: 77742-09931

For: Mar 06 2007 to Apr 04 2007 (29 days)

Customer name: F SMALLAKOFF
 Service address: 512 RIVERVIEW BLVD

Statement date: Apr 04 2007
 Next meter reading: May 03 2007

Amount of your last bill	Payments (-)	Additional activity (+ or -)	Balance before new charges (=)	New charges (+)	Credit Amount DO NOT PAY (-)	New charges due by
124.42 CR	0.00	0.00	124.42 CR	37.43	\$86.99 CR	

Meter reading - Meter 5C83802

Current reading 12325
 Previous reading - 12040
 kWh used 285

Energy usage

	Last Year	This Year
kWh this month	494	285
Service days	29	29
kWh per day	17	10

Amount of your last bill 124.42 CR
 Balance before new charges \$124.42CR

New charges (Rate: RS-1 RESIDENTIAL SERVICE)

Electric service amount	32.46**
Gross receipts tax	0.83
Franchise charge	1.98
Utility tax	2.16
Total new charges	\$37.43

****The electric service amount includes the following charges:**

Customer charge:	\$5.17
Fuel:	\$15.45
(First 1000 kWh at \$0.054200) (Over 1000 kWh at \$0.064200)	
Non-fuel:	\$11.84
(First 1000 kWh at \$0.041550) (Over 1000 kWh at \$0.051550)	

Total amount you owe \$86.99CR

Credit amount - DO NOT PAY

- FPL's Right Tree Right Place Program shows you the right tree and the right place in your yard where to plant it. This helps avoid unnecessary trimming later and may help avoid future outages. Learn more at www.FPL.com/RightTree.
- Transactions involving connects, disconnects, name changes and payment extensions may require positive identification.



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

REPLACEMENT BILL*
 Print date: Apr 16, 2007

Please have your account number ready when contacting FPL.
 Customer service: (386) 252-1541
 Outside Florida: 1-800-226-3545
 To report power outages: 1-800-4OUTAGE (468-8243)
 Hearing/speech impaired: 1-800-432-6554 (TTY/TDD)
 Online at: www.FPL.com



✓ **Overnight Delivery**
U. S. Mail

April 18, 2007

Mr. Frederick Smallakoff
6651 Coronet Drive
New Port Richey, Florida 34655

FPSC Inquiry No. 696236E
FPL Account No: 77742-09931
6651 Coronet Drive

Dear Mr. Smallakoff:

The letter is in reference to your inquiry with the Florida Public Service Commission for the above-reference electric service account.

In an effort to resolve billing concerns with FPL, and at the request of the State of Florida's Office of Public Counsel, FPL has credited your service account for \$300.09 resulting in a current credit balance of (\$86.99 cr.).

A financial audit of your account for the past 12 months depicting your current account status is enclosed for your review. Also enclosed is the most recent billing which reflects billing adjustments made to your account and a copy of the Office of Public Counsel's letter to you dated April 12, 2007.

Should you have further questions or if we may be of further assistance, please free to contact me at 1 (800) 397-6544 extension 2.

Sincerely,

A handwritten signature in black ink that reads "Ralph Nesbitt". The signature is written in a cursive, flowing style.

Ralph Nesbitt
Complaint Resolution Specialist – Regulatory

Attachments

cc: Florida Public Service Commission
State of Florida, Office of Public Counsel

KEN PRUITT
President of the Senate

STATE OF FLORIDA
OFFICE OF PUBLIC COUNSEL

MARCO RUBIO
*Speaker of the House
of Representatives*



Charles J. Beck
Interim Public Counsel

c/o THE FLORIDA LEGISLATURE
111 WEST MADISON ST.
ROOM 812
TALLAHASSEE, FLORIDA 32399-1400
850-488-9330

EMAIL: OPC_WEBSITE@LEG.STATE.FL.US
WWW.FLORIDAOPC.GOV



April 12, 2007

Mr. Frederick Smallakoff
6651 Coronet Drive
New Port Richey, FL 34655

Dear Mr. Smallakoff:

As you requested in our telephone conversation on Wednesday, April 11, 2007, I am writing you this letter about your case pending before the Florida Public Service Commission.

You contacted the consumer affairs division of the Florida Public Service Commission in April, 2005, concerning your bills from Florida Power & Light Company and other matters related to the company. The Division of Regulatory Compliance and Consumer Assistance at the Florida Public Service Commission Consumer Affairs opened file number 696236E based on your contacts, and their report can be found on the Commission's web site at <http://www.psc.state.fl.us/library/filings/06/11108-06/11108-06.pdf>.

On October 30, 2006, you sent a letter to Mr. Dan Hoppe, Director of the Division of Regulatory Compliance and Consumer Assistance at the Florida Public Service Commission, requesting that your complaint be treated as a formal complaint. A copy of that letter, as well as a letter from Public Counsel Harold McLean forwarding your request to the Director of the Florida Public Service Commission's Division of Records and Reporting, can be found on the Commission's web site at <http://www.psc.state.fl.us/library/filings/06/11091-06/11091-06.pdf>. Your case was assigned docket number 060774 by the Florida Public Service Commission.

We have tried to help you resolve your complaint with Florida Power & Light Company. At our request, on April 2, 2007, Florida Power & Light credited your bill for \$300. You have told me that you are not satisfied with that response from Florida Power & Light Company. Further, you've asked me to assign a lawyer from our office to take depositions in your case, and I have declined to do that.

The Commission's internal calendar shows that that the Florida Public Service Commission staff currently plans to issue a recommendation in your case on May 23, 2007, for

April 12, 2007
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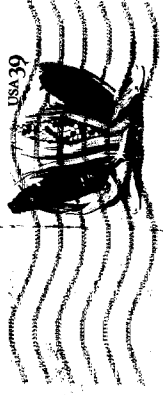
consideration by the Commission on June 5, 2007. You should be able to address the Commission personally at the agenda conference, or if you prefer I will try to obtain a call-in number that will allow you to address the Commission at their agenda conference by telephone.

Sincerely,

Charles J. Beck
Interim Public Counsel

cc: Martha Carter Brown, Esquire, Office of the General Counsel, Florida Public Service
Commission
Mr. Bill Feaster, Florida Power & Light Company

PO Box 1626
Daytona Beach
FL. 32115



TAMPA FL 336
24 APR 07 PM 3 L

PUBLIC SERVICE COMMISSION

c/o MARTHA BROWN
SENIOR ATTORNEY
CAPITAL CIRCLE OFFICE CENTER
2540 SHUMARD OAK BLVD.
TALLAHASSEE, FL

32355+7013

32355+7013 0850