

Item 1 - Please see the attached billing and payment history for Ms. Frankenberg's account.

Item 4 - On May 16, 2006, Ms. Frankenberg requested to enroll her account in PEF's Budget Billing program to assist her to balance bill payments throughout the year. On April 23, 2007, Ms. Frankenberg requested removal of her account from the Budget Billing program. The information below details Actual and Budget Bill amounts for Ms. Frankenberg's account, as well as the Deferred Balance (difference between actual and Budget Bill amounts each month).

<u>Bill Month</u>	<u>Actual Bill</u>	<u>Budget Bill</u>	<u>This Months Deferred</u>	<u>Total Deferred</u>	<u>Date Bill Issued</u>
6/06	104.06	112.00	-7.94	-7.94	5/25/06
7/06	176.83	112.00	64.83	56.89	6/27/06
8/06	169.16	112.00	57.16	114.05	7/28/06
9/06	156.84	112.00	44.84	158.89	8/25/06
10/06	174.09	130.00	44.09	202.98	9/26/06
11/06	128.47	130.00	-1.53	201.45	10/26/06
12/06	104.03	130.00	-25.97	175.48	11/29/06
1/07	75.68	130.00	-54.32	121.16	12/27/06
2/07	87.66	130.00	-42.34	78.82	01/26/07
3/07	67.41	130.00	-62.59	16.23	02/26/07
4/07	79.37	122.00	-42.63	-26.40	03/27/07
4/07	-79.37	-122.00	42.63	16.23	04/23/07 *Cancel Enrollment
4/07	79.37	95.60**	-16.23	0.00	04/23/07

**Deferred \$16.23 + Actual Bill \$79.37 = Total Bill \$95.60.

On February 26, 2007, PEF issued a Budget Bill of \$130.00, with a due date of March 20, 2007. No payment was received.

On March 27, 2007, PEF issued a bill totaling \$257.00 (current Budget Bill \$122.00 + prior Budget Bill \$130.00 + \$5.00 late payment fee), with a due date of April 18, 2007.

On April 3, 2007, a payment of \$79.71 posted to Ms. Frankenberg's account, leaving a balance due of \$177.29.

On April 23, 2007, Ms. Frankenberg's request to remove her account from the Budget Billing program was processed. This resulted in cancellation of the original March 27, 2007 Budget Bill, of \$122.00, and issuance of an adjusted statement totaling \$150.89. The due date for the revised March 27, 2007 statement was May 15, 2007. The revised statement included an actual March 27, 2007 bill of \$79.37 + the remaining Deferred Balance of \$16.23 + a late payment fee of \$5.00 + the remaining balance of \$50.29 from the February 26, 2007 Budget Bill.

On April 26, 2007, PEF issued a bill totaling \$231.52, with a due date of May 18, 2007. The statement included a current bill of \$80.63 + the adjusted March 27, 2007 bill of \$150.89.

On May 3, 2007, a payment totaling \$80.95 posted to Ms. Frankenberg's account, leaving a balance due of \$150.57.

On May 29, 2007, PEF issued a bill totaling \$272.93, with a due date of June 20, 2007. The statement included a current bill of \$122.36 + a delinquent balance of \$150.57.

On June 8, 2007, PEF received notification that Ms. Frankenberg filed a complaint with the FPSC.

On June 11, 2007, a payment of \$122.36 posted to Ms. Frankenberg's account, leaving a balance due of \$150.57.

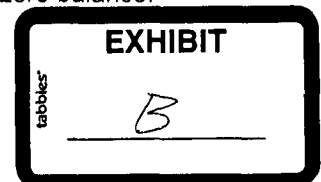
On June 26, 2007, a payment of \$150.57 posted to Ms. Frankenberg's account, leaving a zero balance.

DOCUMENT NUMBER-DATE

08261 SEP 12 5

MR

FPSC-COMMISSION CLERK



Based on a review of the billing and payment history for Ms. Frankenberg's account, and the meter test result, PEF is confident that she has been billed accurately for kWh usage at her home. The lack of a payment in February 2007, and possible confusing resulting from the removal of the account from the Budget Billing program, appears to have contributed to Ms. Frankenberg's billing concern.

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Progress Energy Florida, Inc.
 Customer Service System
 Account Activity Statement

Date: 08/20/07
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**** Account Information ****

Account Number: 29024--79423
 Requested By: HAZEL L FRANKENBERG
 (727) 823-1575 Extension:
 Mail To: HAZEL L FRANKENBERG
 540 2ND AVE S APT 103
 ST PETERSBURG FL 33701

***** Current Account Status *****

Current Bill: \$0.00
 Billed Prior: \$0.00
 Balance Due: \$0.00
 Excess Credit Amount: \$0.00
 Unbilled Balance: \$0.00

<u>DATE</u>	<u>RELATING TO</u>	<u>DEBIT AMOUNT</u>	<u>CREDIT AMOUNT</u>	<u>TOTAL BILL</u>	<u>BALANCE FORWARD</u>	<u>DAYS USED</u>	<u>KWH</u>	<u>KW</u>
08/09/07	Payment		\$172.49					
07/27/07	Regular Bill			\$172.49		31	0001346	
07/27/07	ELECTRIC SERVICE	\$172.49						
07/16/07	Payment		\$157.75					
06/26/07	Payment		\$150.57					
06/26/07	Regular Bill			\$157.75		28	0000000	
06/26/07	ELECTRIC SERVICE	\$152.75						
06/22/07	Late Payment Charge	\$5.00						
06/11/07	Payment		\$122.36					

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Progress Energy Florida, Inc.
 Customer Service System
 Account Activity Statement

Date: 06/26/07
 Page: 1 of 6

**** Account Information ****

Account Number: 29024--79423
 Requested By: HAZEL L. FRANKENBERG
 (727) 823-1575 Extension:
 Mail To: HAZEL L. FRANKENBERG
 540 2ND AVE S APT 103
 ST PETERSBURG FL 33701

***** Current Account Status *****

Current Bill: \$122.36
 Billed Prior: ~~\$28.21~~
 Balance Due: \$150.57
 Excess Credit Amount: \$0.00
 Unbilled Balance: \$5.00

<u>DATE</u>	<u>RELATING TO</u>	<u>DEBIT AMOUNT</u>	<u>CREDIT AMOUNT</u>	<u>TOTAL BILL</u>	<u>BALANCE FORWARD</u>	<u>DAYS USED</u>	<u>KWH</u>	<u>KW</u>
06/11/07	Payment		\$122.36					
05/29/07	Regular Bill			\$272.93	\$150.57	33	0000936	
05/29/07	ELECTRIC SERVICE	\$117.36						
05/22/07	Late Payment Charge	\$5.00						
05/03/07	Payment		\$80.95					
04/26/07	Regular Bill			\$231.52	\$150.89	30	0000617	
04/26/07	ELECTRIC SERVICE	\$80.63						
04/23/07	Miscellaneous		\$5.00					
04/23/07	Regular Bill			\$150.89	\$50.29	29	0000606	
04/23/07	BUDGET BILLING	\$95.60						

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Date: 06/26/07
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Account Number: 29024-79423

Requested By: HAZEL L FRANKENBERG

Phone: (727) 823-1575

Extension:

<u>DATE</u>	<u>RELATING TO</u>	<u>DEBIT AMOUNT</u>	<u>CREDIT AMOUNT</u>	<u>TOTAL BILL</u>	<u>BALANCE FORWARD</u>	<u>DAYS USED</u>	<u>KWH</u>	<u>KW</u>
04/20/07	Late Payment Charge	\$5.00						
04/03/07	Payment		\$79.71					
03/27/07	Regular Bill			\$257.00	\$130.00	29	0000606	
03/27/07	CANCELED BUDGET BILLING	\$122.00						
03/22/07	Late Payment Charge	\$5.00						
02/26/07	Regular Bill			\$130.00		31	0000502	
02/26/07	BUDGET BILLING	\$130.00						
02/21/07	Payment		\$130.00					
01/26/07	Regular Bill			\$130.00		30	0000678	
01/26/07	BUDGET BILLING	\$130.00						
01/11/07	Payment		\$130.00					
12/27/06	Regular Bill			\$130.00		28	0000574	
12/27/06	BUDGET BILLING	\$130.00						
12/18/06	Payment		\$130.00					

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Date: 06/26/07
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Account Number: 29024--79423

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Phone: (727) 823-1575

Extension:

<u>DATE</u>	<u>RELATING TO</u>	<u>DEBIT AMOUNT</u>	<u>CREDIT AMOUNT</u>	<u>TOTAL BILL</u>	<u>BALANCE FORWARD</u>	<u>DAYS USED</u>	<u>KWH</u>	<u>KW</u>
11/29/06	Regular Bill			\$130.00		34	0000828	
11/29/06	BUDGET BILLING	\$130.00						
11/09/06	Payment		\$130.00					
10/26/06	Regular Bill			\$130.00		30	0001035	
10/26/06	BUDGET BILLING	\$130.00						
10/16/06	Payment		\$117.00					
09/26/06	Regular Bill			\$117.00		32	0001368	
09/26/06	BUDGET BILLING	\$130.00						
08/25/06	Payment		\$125.00					
08/25/06	Regular Bill				(\$13.00)	28	0001242	
08/25/06	BUDGET BILLING	\$112.00						
08/16/06	Payment		\$112.00					
07/28/06	Regular Bill			\$112.00		31	0001332	
07/28/06	BUDGET BILLING	\$112.00						

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Extension:

<u>DATE</u>	<u>RELATING TO</u>	<u>DEBIT AMOUNT</u>	<u>CREDIT AMOUNT</u>	<u>TOTAL BILL</u>	<u>BALANCE FORWARD</u>	<u>DAYS USED</u>	<u>KWH</u>	<u>KW</u>
07/17/06	Payment		\$112.00					
06/27/06	Regular Bill			\$112.00		33	0001388	
06/27/06	BUDGET BILLING	\$112.00						
06/13/06	Payment		\$112.00					
05/25/06	Regular Bill			\$112.00		28	0000828	
05/25/06	BUDGET BILLING	\$112.00						
05/17/06	Payment		\$112.15					
04/27/06	Regular Bill			\$112.15		31	0000899	
04/27/06	ELECTRIC SERVICE	\$112.15						
04/17/06	Payment		\$87.40					
03/27/06	Regular Bill			\$87.40		31	0000682	
03/27/06	ELECTRIC SERVICE	\$87.40						
03/09/06	Payment		\$66.08					
02/24/06	Regular Bill			\$66.08		29	0000495	

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<u>DATE</u>	<u>RELATING TO</u>	<u>DEBIT AMOUNT</u>	<u>CREDIT AMOUNT</u>	<u>TOTAL BILL</u>	<u>BALANCE FORWARD</u>	<u>DAYS USED</u>	<u>KWH</u>	<u>KW</u>
02/24/06	ELECTRIC SERVICE	\$66.08						
02/14/06	Payment		\$67.89					
01/26/06	Regular Bill			\$67.89		29	0000511	
01/26/06	ELECTRIC SERVICE	\$67.89						
01/16/06	Payment		\$88.21					
12/28/05	Regular Bill			\$88.21		35	0000689	
12/28/05	ELECTRIC SERVICE	\$88.21						
12/15/05	Payment		\$86.15					
11/23/05	Regular Bill			\$86.15		28	0000755	
11/23/05	ELECTRIC SERVICE	\$86.15						
11/15/05	Payment		\$134.32					
10/26/05	Regular Bill			\$134.32		29	0001206	
10/26/05	ELECTRIC SERVICE	\$134.32						
10/17/05	Payment		\$151.00					

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Extension:

<u>DATE</u>	<u>RELATING TO</u>	<u>DEBIT AMOUNT</u>	<u>CREDIT AMOUNT</u>	<u>TOTAL BILL</u>	<u>BALANCE FORWARD</u>	<u>DAYS USED</u>	<u>KWH</u>	<u>KW</u>
09/27/05	Regular Bill			\$151.00		32	0001353	
09/27/05	ELECTRIC SERVICE	\$151.00						
09/13/05	Payment		\$145.96					
08/26/05	Regular Bill			\$145.96		29	0001308	
08/26/05	ELECTRIC SERVICE	\$145.96						
08/16/05	Payment		\$160.03					
07/28/05	Regular Bill			\$160.03		30	0001432	
07/28/05	ELECTRIC SERVICE	\$160.03						
07/14/05	Payment		\$121.69					
06/28/05	ELECTRIC SERVICE	\$121.69						

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