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MAY 05 2004

Florida Public Service Commission  
Division of RCA

To: DIRECTOR, DIVISION OF THE COMMISSION  
CLERK AND ADMINISTRATIVE

Fax number: 1800 511 0809 PARTIES

From: LETICIA AND JORGE L. CALLARD

Date: 5/5/04

Regarding: DOCKET: 040208-EI  
PSC-04-0397-PAAI  
ISSUE: APRIL 16, 2004

Pages: 2  
(Including this page)

COMMISSION  
CLERK

MAY - 5 PH 2: 46

RECEIVED PSC

8567 Coral Way

Miami, Florida 33155

DOCUMENT NUMBER-DATE

09855 OCT 30 06

FPSC-COMMISSION CLERK

Kay Flynn

040208-EI

**From:** Kay Flynn  
**Sent:** Wednesday, May 05, 2004 5:24 PM  
**To:** Rosanne Gervasi  
**Subject:** fax in 040208-EI - fyi  
**Importance:** High

**PARTIES**

Rosanne, we got a fax today from the Callards, saying they are appealing the decision of the Commission. I am holding the fax, but of course cannot count it as an official filing.

Kay

<b>Tracking:</b>	<b>Recipient</b>	<b>Read</b>
	Rosanne Gervasi	Read: 5/5/2004 5:24 PM

ORIGINAL

Leticia and Jorge Callard  
7860 S.W 18 terr.  
Miami Dade County  
33155 Florida

Docket:040208-EI  
PSC-04-0397-PAAI  
Issued: April 16, 2004

Petition of Appeal

The following commissioners participated in the disposition of this matter:

- Braulio Baez
- J. Terry Deason
- Lila A. Jaber
- Rudolph "Rudy" Bradley
- Charles M.

RECEIVED

MAY 05 2004

Florida Public Service Commission  
Division of RCA

We are appealing the decision that the commission has made because we believe that it was unjustly and a paralyzed decision.

FPL has not found valid facts in none of their evidence, evidence that has been made up and manipulated.

FPL has not demonstrated that the meter was changed November 1, 1979, it is solely they did.

The commission has not been impartial, because the evidence that was presented by FPL, a lot of it has been false, and there's proof that they have invented such evidence.

In the final resume the Commission hasn't documented nothing that can perjure FPL and that have been proven.

In responsibly they put us at risk of an accident of incalculable dimensions.

The commission has not manifested in what is our electronic equipment losts due to technicians when they did not connect the neutral.

The commission has not manifested in what is penetration of your personnel in my property against our will.

When they did this act they destroyed the door that gave us access to the backyard and they left mud all over the deck to our pool.

They did this to change the meter, using a method that is used in other countries such as Cuba and Iraq, where there's no rights, and is totalitarian.

The commission has given that right that is unconstitutional, and you have misrepresented my position giving the understanding that I am a violent man.

I refused to let him in because I wanted in writing, what he was going to be working on and I don't find anything wrong with that.

I ask myself, why did they have to change the meter that day?

Could the meter have put FPL at risk?

I had already complained to Carmen Peña that I could see that the meter was moving pretty fast, even though we turned off most of the lights in the house.

I would like the opportunity for an appeal, and be represented by a lawyer because we know that it is difficult to accuse somebody without evidence.

**Kay Flynn**

040208-EI

**From:** Blanca Bayo  
**Sent:** Wednesday, December 01, 2004 1:56 PM  
**To:** Kay Flynn; Hong Wang  
**Subject:** FW: Leticia Callard Vs. Florida Power & Light (DOAH case status)

**PARTIES****FYI.**

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**From:** Rosanne Gervasi  
**Sent:** Wednesday, December 01, 2004 11:53 AM  
**To:** Carmen Pena; Blanca Bayo  
**Cc:** Rhonda Hicks  
**Subject:** RE: Leticia Callard Vs. Florida Power & Light (DOAH case status)

I left a voice mail at the below number to advise that the PSC will not be able to provide the requested language interpreting service.

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**From:** Carmen Pena  
**Sent:** Tuesday, November 30, 2004 12:12 PM  
**To:** Rosanne Gervasi; Blanca Bayo  
**Cc:** Carmen Pena; Rhonda Hicks  
**Subject:** Leticia Callard Vs. Florida Power & Light (DOAH case status)  
**Importance:** High

Rosanne and Blanca:

Mr. Jorge Luis Callard, the husband of Leticia Callard, called me at approximately 10:45 a.m. today.

He indicated that the DOAH Judge told him to call Blanca Bayo at the PSC in regards to an interpreter.

Mr. Callard said he dialed the phone number of Blanca but was blind transferred to my phone.

He needs to be contacted at (305) 262-5726.

I indicated to him that I no longer had the case in our division but, I would e-mail the attorney assigned to the case and Ms. Bayo to let them know of his call. FYI

12/1/2004

**Kay Flynn**

040208-01

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**From:** Blanca Bayo  
**Sent:** Tuesday, November 30, 2004 1:54 PM  
**To:** Rosanne Gervasi  
**Cc:** Kay Flynn; Carmen Pena; Rhonda Hicks; Carol Purvis  
**Subject:** FW: Leticia Callard Vs. Florida Power & Light (DOAH case status)  
**Importance:** High

**Rosanne,**

**I don't know when Mr. Callard called, but I was at my desk all morning. Rosanne, I will leave this matter in your good hands.**

**I have not called Mr. Callard since I don't have any information for him and the Clerk's office is really not involved.**

**Blanca**

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**From:** Carmen Pena  
**Sent:** Tuesday, November 30, 2004 12:12 PM  
**To:** Rosanne Gervasi; Blanca Bayo  
**Cc:** Carmen Pena; Rhonda Hicks  
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11/30/2004

**Kay Flynn**

040208

**To:** Kimberley Pena  
**Cc:** Hong Wang  
**Subject:** FW: Translator Services

fyi

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**From:** Mary Anne Helton  
**Sent:** Tuesday, November 23, 2004 6:09 PM  
**To:** Blanca Bayo; Kay Flynn; Hong Wang; Carol Purvis  
**Cc:** Rosanne Gervasi; Rick Melson; Jennifer Brubaker; Katherine Fleming  
**Subject:** RE: Translator Services

Jennifer Brubaker and Katherine Fleming are the attorneys in GCL that will be here tomorrow (Wed). Jennifer is aware of the situation, and knows how to get in touch with me if I need to come in.

---

**From:** Blanca Bayo  
**Sent:** Tuesday, November 23, 2004 5:53 PM  
**To:** Kay Flynn; Hong Wang; Carol Purvis  
**Cc:** Rosanne Gervasi; Mary Anne Helton; Rick Melson  
**Subject:** Translator Services

**FYI, you may receive a call from a customer involved in a customer complaint in Miami. According to Rosanne the DOAH judge has told the customer that if she is interested in having a Spanish/English translator at the Monday morning hearing she should call the "Clerk's" office to request one.**

**If you receive a call, take her name, telephone number, and the details of the request. Let her know that you will forward the request to the Commission's General Counsel's Office for their handling. Prepare an e-mail to Rosanne with copy to Maryanne and Rick Melson with all of the details. Copy me.**

**I have indicated to both Rosanne and Maryanne that Sandy Moses should have the name(s) of translator services she uses for Commission hearings. If she does not have those files, GC staff could go on-line or use the Miami area phone book to find a certified translator.**

**If GC successfully hires someone, the invoice will come to me for payment. I have asked Roseanne to let me know if they do in fact hire for services.**

*(Leticia Callard)*

Kay Flynn

040208

To: Rosanne Gervasi; Connie Kummer; Mary Anne Helton  
Subject: RE: FW: fax in 040208-EI - fyi

It is on its way to you.

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

From: Rosanne Gervasi  
Sent: Thursday, May 06, 2004 5:03 PM  
To: Connie Kummer; Mary Anne Helton  
Cc: Kay Flynn  
Subject: FW: FW: fax in 040208-EI - fyi

**PARTIES**

Connie & Mary Anne, fyi. I tried calling Mrs. Callard again just now, but again got the answering machine. I didn't leave another message since I left the info. on her machine last night re: how to properly file a protest.

Kay, if you could put a copy of the fax in interoffice mail for me that would be great. Thanks.

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

From: Rosanne Gervasi [mailto:rgervasi2@comcast.net]  
Sent: Wednesday, May 05, 2004 9:09 PM  
To: Rosanne Gervasi  
Subject: Re: FW: fax in 040208-EI - fyi

tc 5/5 - 5:30 pm - Mrs. Callard not home; will return home around 8:30 pm & is generally not available during the day.

tc 5/5 - 9 pm - no answer - left message explaining how to either e-mail or send protest. Advised protest period ends 5/7, so if mailing protest, it should be sent via overnight mail.

At 05:31 PM 5/5/04, you wrote:

>Leticia Callard: (305) 264-6804 8:30 p.m.

>  
>e-file protest to filings@psc.state.fl.us Attach file containing fax  
>to e-mail. File by close of business on Fri. 5/7.

>-----Original Message-----

>From: Kay Flynn  
>Sent: Wednesday, May 05, 2004 5:24 PM  
>To: Rosanne Gervasi  
>Subject: fax in 040208-EI - fyi  
>Importance: High

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>Rosanne, we got a fax today from the Callards, saying they are appealing  
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>Kay