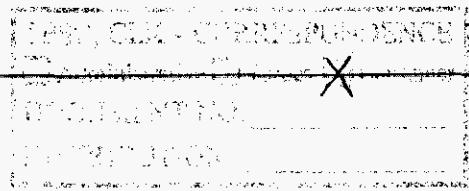


# CONSUMER

**Diamond Williams**



**From:** Ann Cole  
**Sent:** Friday, May 14, 2010 1:14 PM  
**To:** Diamond Williams  
**Cc:** Kaley Thompson; Dorothy Menasco  
**Subject:** RE: Docket No. 100079

Thank you for this information, which will be placed in *Docket Correspondence - Consumers and their Representatives*, in Docket No. 100079-EC.

Diamond, would you please print and process? Thank you.

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**From:** Kaley Thompson  
**Sent:** Friday, May 14, 2010 1:02 PM  
**To:** CLK - Clerk  
**Subject:** Docket No. 100079

Can you please add this to the docket file for Docket No. 100079. Thanks

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**From:** Aaron Bradshaw [mailto:abradshaw@chelco.com]  
**Sent:** Friday, May 14, 2010 9:47 AM  
**To:** Kaley Thompson  
**Subject:** RE: Deposits

Good morning, Ms. Kaley. Hope you are well. I've answered your questions below. Please let me know if you need anything further. Also, what documents and such should we bring when we come on Tuesday? Have a great weekend and I'll see you next week.

All the Best,

Aaron

Do residential customers get their deposit back? Yes.  
If yes, after how long? After Twelve (12) months of consistent good pay history. No late pays, reminder notices sent, disconnects, etc.  
What are the criteria to get the deposit back? After twelve (12) months with no history of any payment issues, the account converts to an A rating and automatically refunds the deposit with 6% interest.  
Is this the same for the new prepaid rate? It is the same with one exception. Because there is no such thing as late pay for the pre-pay accounts, the only thing that would prevent them from receiving an A rating is being disconnected. As long as they went a year *without disconnections*, they would not require a deposit. If disconnected, they would need to maintain the \$25 deposit with us.

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**From:** Kaley Thompson [mailto:kethomps@psc.state.fl.us]  
**Sent:** Wednesday, May 12, 2010 3:20 PM  
**To:** Aaron Bradshaw  
**Subject:** Deposits

Aaron,

DOCUMENT NUMBER-DATE  
4075 MAY 14 2010  
FPSC-COMMISSION CLERK

5/14/2010

I have a few more questions.

Do residential customers get their deposit back?  
If yes, after how long?  
What are the criteria to get the deposit back?  
Is this the same for the new prepaid rate?

Thanks so much in advance.

Kaley Thompson  
Regulatory Analyst II  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida  
(850)413-6443  
[kaley.thompson@psc.state.fl.us](mailto:kaley.thompson@psc.state.fl.us)

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