

Dorothy Menasco

110000-07

---

**From:** jon mauk [maukjon@hotmail.com]  
**Sent:** Tuesday, April 26, 2011 12:52 PM  
**To:** Filings@psc.state.fl.us  
**Subject:** {BULK} FPSC Complaint 961496E  
**Importance:** Low  
**Attachments:** Public Service Commission Letter.doc

Please see attachment in reference to FPSC COMPLAINT NUMBER 961496E

4/26/2011

DOCUMENT NUMBER-DATE  
02866 APR 26 =  
FPSC-COMMISSION CLERK

Public Service Commission  
Clerks Office  
2540 Sumard Oak Blvd.  
Tallahassee, FL 32399-0850

RE: FPSC Complaint Number 961496E

Dear Sirs,

I wish to file a formal petition against Progress Energy Florida. After many years of PEF denying PEF equipment could be faulty, They sent a technician to my home last year and he checked my meter and stated that it was faulty – it was spinning to fast he said, and then he replaced it. Since then, Neal E. Forsman Regulatory Program Administrator BCA, Process Review Group of the Florida Public Service Commission has been involved and he put a freeze on a Payment of \$236.83 which PEF wanted from me.

Under a FPSC rule, Mr. Forsman said that PEF could not shut my power off for any reason until this matter was resolved. On March 23, 2011, my daughter and I came home and the power was off. I called Progress Energy Florida, spoke to Customer Service Supervisor Rebecca I.D. NUMBER 5337 who told me “Progress Energy Florida has no record of involvement of Florida Public Service Commission’s dispute on my case.” This is the 7 month old case of \$236.83 which Mr. Forsman had imposed on them. Please advise on this, the second matter.

The first matter which started back in October of 2010, has never been resolved. After seven months, PEF has been unwilling to cooperate with the FPSC or me. They have denied any knowledge of replacing the meter and Mr. Forsman’s Office of the FPSC is unable to question the technician. PEF has never offered the Technicians name. I Am most happy to submit to a detector test for the technician and I, and we can resolve this issue in a matter of minutes.

I appreciate any help in this matter.

/s/ jonathan v. mauk  
Jonathan V. Mauk

Jonathan V. Mauk  
426 North Virginia Ave.  
DeLand, FL 32724

DOCUMENT NUMBER-DATE

02866 APR 26 =

FPSC-COMMISSION CLERK