

State of Florida



**Public Service Commission**  
CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD CAY BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

RECEIVED-FPSC  
11 SEP 19 11 3:07

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

COMMISSION  
CLERK

---

**DATE:**

**TO:** Office of Commission Clerk

**FROM:** Bureau of Consumer Assistance, Division of Safety, Reliability & Consumer Assistance

**RE:** Customer Correspondence

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Please add the attached customer correspondence to Docket Correspondence-Consumers and their Representatives, in Docket 110236.

|   |                                  |  |
|---|----------------------------------|--|
| FPSC, CLK CORRESPONDENCE                |                                  |  |
| <input type="checkbox"/> Administrative | <input type="checkbox"/> Parties | <input checked="" type="checkbox"/> Consumer |
| DOCUMENT NO.                            |                                  | <u>057310-11</u>                             |
| DISTRIBUTION: _____                     |                                  |  |



**FLORIDA DEPARTMENT OF AGRICULTURE & CONSUMER SERVICES**  
**COMMISSIONER ADAM H. PUTNAM**

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September 7, 2011

Refer To: 1109-35773 / BCB

PUBLIC SERVICE COMMISSION  
ATTN: RHONDA HICKS  
2540 SHUMARD OAK BLVD  
TALLAHASSEE, FL 32399-7019

Subject: AGENCY REFERRAL  
Business: FLORIDA POWER & LIGHT  
Consumer: RICHARD FAUST

The Division of Consumer Services, Bureau of Mediation and Enforcement has received a complaint that appears to fall within the jurisdiction of your agency. Please review the enclosed complaint and take whatever action you deem appropriate, if any. If you determine this represents a case for investigation, we would appreciate you informing the consumer of that.

We have advised the consumer that any future correspondence be addressed to your agency. We also informed her/him that the state of Florida cannot serve as a personal attorney for an individual, so she/he may wish to consider contacting an attorney for legal advice or filing a small claims action in county court.

On behalf of the Division of Consumer Services, I appreciate your cooperation in handling this matter. If you feel that this complaint does not fall within the jurisdiction of your agency, please contact me prior to making contact with the consumer.

Sincerely,

*Ms. Ben C. Brown*

Ms. Ben C. Brown  
Regulatory Specialist III  
850-410-3694  
Fax: 850-410-3801  
E-mail: [benwiether.clarkbrown@freshfromflorida.com](mailto:benwiether.clarkbrown@freshfromflorida.com)

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SEP 16 2011

Florida Public Service Commission  
Division of SSC

1109-35773 / ACB

550  
BCB

8.24.11 - By

Florida Department of Agriculture  
Division of Consumer Services -PSC  
2005 Apalachee Parkway  
Tallahassee, FL 32399-6500  
Toll Free 800.435.7352  
Hotline 800.352-9832  
General Phone 850.488.2221  
WWW.800helpfla.com

CONFIDENTIAL  
DIVISION OF  
CONSUMER SERVICES  
11 SEP - 2 PM 1:32

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SEP 16 2011

Florida Public Service Commission  
Division of SSC

RE: Customer Charge

To Whom It May Concern:

I have been paying the 'customer charge' on residential properties in Broward County since 1985. That this charge is unjustified has been demonstrated repeatedly by customer complaints and FPL's refund of those charges to many customers in the past, most notably to Thomas Saporito, about whom even your customer service reps and supervisors are aware.

Continued



many with multiple units  
The properties concerned are as follows  
(All billing was in my name and all were  
paid-on-time. FPL's data base surely  
has all of this billing information.):

→

|                                   |              |
|-----------------------------------|--------------|
| Pompano Beach                     | 11.85-7.86   |
| 369 Sunset Drive, Fort Lauderdale | 7.86-12.88   |
| 1025 NE 16 Terrace, Ft. Land.     | 2.88-11.03   |
| 5010 NW 15 St., Lauderdale        | 5.00-5.01    |
| 2010 NE 17 St., Ft. Land.         | 4.90-present |
| 1725 NE 23 Ave, Ft. Land          | 4.00-present |

I want all monies paid to FPL for all  
'Customer Service' charges, with interest, refunded  
to me immediately at my below address.

I am familiar with details of legal  
pursuit, well-versed in research methods,  
and willing to devote considerable  
time and resources to this effort.

I await your prompt response.

Respectfully submitted,

RECEIVED

SEP 16 2011

Florida Public Service Commission  
Division of SSC

Continued



Richard Faust  
1725 NE 23 Ave  
Fort Lauderdale, FL 33305

954.568.2049 - home/business

954.383.1205 - cell

954.390.7680 - fax

Elaine Faust @ G-Mail, LDM - e-mail

Enclosure: Sun-Sentinel letter to the editor  
: letter to Thomas Saporito

Copies as necessary to other entities including  
the PSC's consumer advocate.

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SEP 16 2011

Florida Public Service Commission  
Division of SSC

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**Customer pulled the switch on FPL**



Your newspaper did a very good service to your readers on Aug. 3 by reporting the complaint of

**FPL**

Tom Saporito of Jupiter regarding Florida Power & Light adding \$5.90 per month to our electric bills. We should all make telephone calls to make our voices heard, both to government and to FPL. I had this happen to me before with two other large companies as well. I managed to collect all the money they had taken from me under false pretenses. This is a trick many companies play, and we should all be careful in reading our bills. Kudos to Saporito for his keen observations and efforts on this matter.

**Emily Doucette, Pompano Beach**

Thomas Saporito  
 P.O. Box 8413  
 Jupiter, FL 33468

561.972.8363 voice

561.952.4810 fax

email: saporito3@GMail.com

**RECEIVED**

SEP 16 2011

Florida Public Service Commission  
 Division of SSC

Mr. Thomas Saporito  
P.O.Box 8413  
Jupiter, FL 33468

August 14, 2011

BY: Return receipt, Fax, Email

RE: FPL's recurring \$5.90 charge

Dear Mr. Saporito:

I read with great interest the letter in the Sun-Sentinel concerning the above regard.

I have paid FPL every month since November, 1985, without ever being late, for electrical service at single family properties, four-plexes, and a 14-unit apartment complex that I have operated since 1990, in addition to my own residence.

I would like your help or guidance with retrieving this unearned charge to me on these various properties. I am 64, versed in professional research, and not shy about devoting time and resources to the effort.

I am familiar somewhat with details of legal pursuit. (I am currently taking Delta Airlines to small claims court over a cancelled flight, a long bus ride, and 10 hours in the Atlanta airport.)

I am not sure, but I believe that because of all the real estate I have operated, that FPL's payout to me could be at least several thousand dollars, and probably quite a bit more, especially if retroactivity would cause an accumulation of interest owed me.

I believe that I could reconstruct the history of my payments to FPL, especially if FPL has accurate records extending back that far.

Some questions that you might answer for me (or give me direction to answer for myself) are:

- (1) Does FPL keep accurate records going back 21 years?
- (2) Would I be able to collect retroactively? With interest?
- (3) Would the charge cease appearing on all my future bills after the refunds?

I looked you up on the internet, but was only able to find contact and corporate information, with some documentation of your whistle-blowing to the NRC which I greatly admire.

I see that you are consultant, which I have been at several points in my life (mostly on large-scale mortgage underwriting), so I am sure you advise for fee income.

I would like very much to hear from you about this \$5.90 charge and its possibilities. I would be happy to come to Jupiter if you wished.

Respectfully,



Richard Faust

1725 NE 23 Avenue  
Fort Lauderdale, FL 33305

954.568.2049 home  
954.383.1205 cell  
954.390.7680 fax  
elaine faust @ Gmail.com

RECEIVED  
SEP 16 2011  
Florida Public Service Commission  
Division of SSC

**Diamond Williams**

110236-EI

**From:** Diamond Williams  
**Sent:** Thursday, August 18, 2011 3:09 PM  
**To:** Ruth McHargue  
**Cc:** Matilda Sanders; Hong Wang  
**Subject:** RE: Docket 110236

|   |                                  |  |
|---|----------------------------------|--|
| FPSC, CLK - CORRESPONDENCE              |                                  |  |
| <input type="checkbox"/> Administrative | <input type="checkbox"/> Parties | <input checked="" type="checkbox"/> Consumer |
| DOCUMENT NO. 05736-11                   |                                  |  |
| DISTRIBUTION:                           |                                  |  |

Thank you for this information. This attachment has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 110236-EI.

Thank you,

Diamond Williams  
Comm. Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
Email: diwillia@psc.state.fl.us  
Phone: 850-413-6094

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

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

**From:** Ruth McHargue  
**Sent:** Thursday, August 18, 2011 2:58 PM  
**To:** Diamond Williams  
**Cc:** Matilda Sanders; Hong Wang  
**Subject:** Docket 110236

Customer correspondence

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

**From:** consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]  
**Sent:** Wednesday, August 17, 2011 5:29 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 29740

**CUSTOMER INFORMATION**

Name: Stephen Vickness  
Telephone: 954-583-2216  
Email: bedonit@bellsouth.net  
Address: 1831 SW 51 Terrace Plantation FL 33317

**BUSINESS INFORMATION**

Business Account Name: Stephen Vickness

Account Number:

Address: 1831 SW 51 Terrace Plantation Florida 33317

## COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:

I am appalled that FPL gets to make profit on top of profit & that you, the PSC, just approve anything they want! I am most upset that I am charged \$5.90 per month for "customer charge". When I contacted FPL they tell me it is an administrative charge, for meter reader, billing, "etc." They charge me almost half my bill for fuel, and, since they are an organization that makes PROFIT, why do we have to pay for them to mail me a bill and such? I, like so many people today, was terminated from my job a couple of years ago and EVERY \$5.90 that is so "unimportant" to YOU would be most welcome in my pocket. I WILL send off as many emails as possible starting w/ the Miami Herald & Sun-Sentinel and would ask the same question of you I ask FPL... What are YOU doing for ME??? FPL charges me for electric and therefore GIVES ME NOTHING!!! It seems we need to make changes in government and those who supposedly are looking out for my best interests. I guess that means the PSC as well. I am FURIOUS that you allow this kind of nonsense. Profit on top of profit??? Will I even get the courtesy of a response?? If you want to charge me for the response, charge it to FPL!

**CONSUMER**

State of Florida



**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-**

COMMISSION  
CLERK

11 AUG 12 PM 4:31

RECEIVED-FPSC

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**DATE:** *Aug. 12, 2011*  
**TO:** Office of Commission Clerk  
**FROM:** Bureau of Consumer Assistance, Division of Safety, Reliability & Consumer Assistance  
**RE:** Customer Correspondence

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Please add the attached customer correspondence to Docket Correspondence-Consumers and their Representatives, in Docket # 110236.

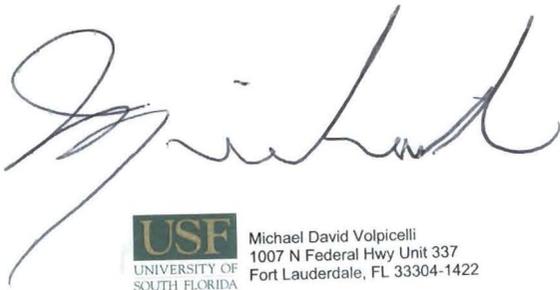
DOCUMENT NUMBER-DATE

05736 AUG 12 =

FPSC-COMMISSION CLERK

August 7, 2011

Here is another incident of FPL screwing the public out of money, and you allow it to happen. I never see FPL reprimanded for their high rates and terrible service.



Michael David Volpicelli  
1007 N Federal Hwy Unit 337  
Fort Lauderdale, FL 33304-1422

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AUG 10 2011

Florida Public Service Commission  
Division of P&A

Still hated by the public.

### Customer pulled the switch on FPL



Your newspaper did a very good service to your readers on Aug. 3 by reporting the complaint of

**FPL**

Tom Saporito of Jupiter regarding Florida Power & Light adding \$5.90 per month to our electric bills. We should all make telephone calls to make our voices heard, both to government and to FPL. I had this happen to me before with two other large companies as well. I managed to collect all the money they had taken from me under false pretenses. This is a trick many companies play, and we should all be careful in reading our bills. Kudos to Saporito for his keen observations and efforts on this matter.

**Emily Doucette, Pompano Beach**



Michael David Volpicelli  
1007 N Federal Hwy Unit 337  
Fort Lauderdale, FL 33304-1422

FT LAUDERDALE  
FL 333  
08 AUG 2012 874 2 T



USA FIRST-CLASS FOREVER

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AUG 10 2012

Florida Public Service Commission  
Division of PSCA

Public Utilities Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL

32399-0850

32399\$0850

