

12 JUN 20 AM 8:47

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Mr. Frederick Smallakoff

6651 Coronet Drive
New Port Richey, FL 34655
June 15, 2012

FPSC Office of the Commission Clerk
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

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12 JUN 20 AM 9:26
COMMISSION
CLERK

Miss Ann Cole- Director

I wish to file a formal complaint/proceeding against Progress Energy of Florida. My informal complaint #1059336E was summarily dismissed by John Plesko of the Process Review Group without affording me the opportunity to contest the original report and his final report. These reports generated were flawed, inaccurate purposefully misleading and incomplete.

He stated at the outset that he wished to dispense with my complaint rapidly. He accomplished that. He has, in the past, and now, been dismissive and greatly adversarial in any complaints

that I have made and has always taken Progress Energies' position on all points all of time, every time, regardless of the facts. I therefore, disagree with those reports.

I have paid my power bills for years each and every time when Progress Energy has avoided periodic tactics and activities for ongoing harassment purposes. I have only questioned and contested those bills and activities by Progress Energy, in concert with others when they were clearly exhorbitant, false, unfair and inexplicable compared with my historical usage and clearly appear to be created and calculated to cause problems for me.

There are at least 26000+ pages of records in hard copy and disc, that has been created and generated on me and my valid complaints, most, if not all of it self serving, coloured and false which clearly indicated targeting of me as an individual for continued harassment, discord and harm, by Progress Energy in concert with others. This ongoing practice needs to be thoroughly and sincerely investigated to cease.

No other regular customer/consumer with a regular householder account has ever been subjected to the unimaginable gross and inordinate volume of this type of record generation in all of Florida, or anywhere in the entire country for that matter. For what purpose and intent this was done needs to be ascertained. Because I made a few justifiable and valid complaints?

It clearly shows a targeting intent/process and coverup by Progress Energy, assisted by others due to the severity and magnitude of both their legal and moral violations including the abuse of power and the influence to effectuate it.

I also disagree with the letter dated June 4/12, generated by Jennifer Crawford of the PSC . Any previous attempts to discuss any complaints with her were met with blatant hostility, aggression beyond just rude behaviour and hanging up on me by coached design. I have repeatedly informed those at the PSC that I no longer wished to even attempt to try to communicate with her on any basis.

She had previously written a false report in concert with her "contact" at the executive offices of Progress Energy, during which she took Progress Energies' position on everything, as she always has, including stating that they had observed proper procedures in disconnecting my power due to a disputed bill. It was subsequently proven to be blatantly untrue and she knew it. I have just been recently appraised that Progress Energy was cited for this violation of the rules. So much for I Jennifer Crawfords veracity and intent to cover up these violations and actions. She needs to be reminded that she is obligated to observe and obey the Canons and Ethics of the Florida Bar, in spirit and letter, regardless of who employs her or whatever influence exists.

I therefore refute and disagree with her June 4/12 letter and report. Progress Energy, apparently takes great pleasure and satisfaction in setting up false billing and other scenarios and activities and when I have the temerity to question and dispute it, to disconnect my power.

I am seventy three years of age with multiple serious and permanent physical health issues and injuries. It is a fact well known to those at Progress

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Energy and the PSC, including the use of a heart monitor. Still all parties continue to engage in this prolonged and ongoing creation of incidents and harassment and stress with full knowledge of what they are doing and without any regard to any sense of decency.

It has be observed and stated by arespected State Agency, on several occasions, that there is an intense dislike and animosity widespread with Progress Energy and the PSC towards me. It certainly explains a lot.

Sincerely,

A handwritten signature in black ink, appearing to read 'F. Smallakoff', written in a cursive style.

F. Smallakoff