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STATE OF FLORIDA



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Public Service Commission

July 19, 2012

RECEIVED-FPSC
12 JUL 19 PM 1:35
COMMISSION
CLERK

Mr. Frederick Smallakoff
6651 Coronet Drive
New Port Richey, FL 34655

Re: Docket No. 120176-EI - Complaint of Frederick Smallakoff against Progress Energy Florida, Inc. concerning alleged improper bills, Case No. 1059336E.

Dear Mr. Smallakoff:

Pursuant to our July 18, 2012 conversation, I am forwarding another copy of Progress Energy Florida, Inc.'s response to your complaint. As a party to this docket, you should have already received a copy of this document. For your convenience, I have highlighted the portion concerning the protection of the disputed amount (\$320.00) which was the subject of that portion of our conversation. This is the same letter we spoke about in our first and second telephone conversations.

Sincerely,

A handwritten signature in cursive script, appearing to read "Michael Lawson".

Michael Lawson
Senior Attorney

MTL:th
Attachment

cc: Office of Commission Clerk

DOCUMENT NUMBER DATE
04833 JUL 19 2012
FPSC-COMMISSION CLERK

Eric Fryson

From: Roddy, Lisa [Lisa.Roddy@pgnmail.com]
Sent: Friday, June 22, 2012 1:10 PM
To: Filings@psc.state.fl.us
Cc: Triplett, Dianne
Subject: E-Filing: PEF Response to Smallakoff Letter - Dkt# 120176
Attachments: PEF Response to Smallakoff Letter (6.22.12).pdf

This electronic filing is made by:

Dianne M. Triplett
299 First Avenue North
St. Petersburg, FL 33733
dianne.triplett@pgnmail.com

Docket No. 120176-EI

On Behalf of Progress Energy Florida, Inc.

Consisting of 2 Pages.

**The attached document for filing is PEF's
Response to Mr. Smallakoff's Letter in the
above referenced docket.**

Lisa Roddy

Regulatory Analyst - Legal Dept.
Progress Energy Svc Co.
106 E. College Ave., Suite 800
Tallahassee, FL 32301
direct line: (850) 521-1425
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lisa.rodgy@pgnmail.com

6/22/2012

RECEIVED
04160 JUN 22 09
FPSC-COMMISSION CLEAR



June 22, 2012

VIA ELECTRONIC FILING

Ms. Ann Cole, Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: *Complaint of Fredrick Smallakoff against Progress Energy Florida, Inc. concerning alleged improper bills, Case No. 1059336E; Docket No. 120176-EI*

Dear Ms. Cole:

On June 19, 2012, Mr. Fredrick Smallakoff filed a letter with the Florida Public Service Commission that was subsequently docketed as the above-referenced matter. This letter hereby serves as PEF's response to that letter.

Mr. Smallakoff's letter alleges improper billing. Below is a summary of the recent activity associated with Mr. Smallakoff's account:

March 20, 2012	<ul style="list-style-type: none">• Service was interrupted for non-payment of \$265.90 (Feb 2012 bill);• Customer called PEF and expressed his belief that February bill of \$265.90 is too high & that PEF is not billing him accurately;• \$280 deposit assessed to account• \$40.00 reconnect service charge assessed to account
March 20, 2012	<ul style="list-style-type: none">• Letter sent to customer advising of \$280.00 deposit; to be billed on next bill
March 26, 2012	<ul style="list-style-type: none">• PEF set up account to bill deposit in 6 monthly installments
March 28, 2012	<ul style="list-style-type: none">• Meter test completed and found that meter is accurately recording consumption; Meter was changed per customer request.

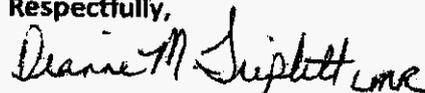
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April 4, 2012	<ul style="list-style-type: none"> ● PSC Complaint filed – high bill and deposit issue; ● Disputed balance of \$320.00 (\$280.00 deposit plus \$40.00 service charge); customer's account is protected for the disputed balance. ● Mr. Smallakoff was advised that both the deposit and service charge would remain on his account. ● The complaint went to PSC's process review. ● Mr. Smallakoff expressed his belief that <i>PEF discriminately, intentionally, and improperly disrupted his service in an attempt to find cause to bill him a deposit and that PEF can and does tamper with his meter.</i>
May 2012	<ul style="list-style-type: none"> ● PEF has had no further direct contact with Mr. Smallakoff
May 15, 2012	<ul style="list-style-type: none"> ● Certified FPSC letter from John Plescow sent to customer on disposition of complaint.
June 4, 2012	<ul style="list-style-type: none"> ● Certified FPSC Letter from Jennifer Crawford sent to customer; advising complaint will be closed on 6/19/12.
June 11, 2012	<ul style="list-style-type: none"> ● Mr. Smallakoff contacted the PSC to file a complaint against Ms. Jennifer Crawford, Attorney with the PSC.
June 19, 2012	<ul style="list-style-type: none"> ● PSC provided correspondence to PEF stating that the complaint was closed. ● Mr. Smallakoff's account was noted and the disputed balance (\$320) was removed from his account.
June 20, 2012	<ul style="list-style-type: none"> ● PEF received notification that Mr. Smallakoff filed a formal letter with PSC Clerk and a docket was opened. ● The disputed balance has been placed back on the account; therefore, the account is protected for the disputed balance of \$320.00. ● The current past due balance is \$447.90. The current billed amount of \$127.90 (\$447.90 – \$320.00 = \$127.90) was due 06/19/12. ● Mr. Smallakoff has not made a payment to PEF since 04/18/12. ● The account will be eligible for interruption for any amount over the disputed balance of \$320.00, if payment is not received by 06/27/12.

Respectfully,



Dianne M. Triplett
Associate General Counsel
Progress Energy Florida, Inc.

Cc: Fredrick Smallakoff
Office of Public Counsel