

RECEIVED-FPSC

13 NOV 25 PM 1:20

COMMISSION  
CLERK

*Allegation of Tampering  
Dates of Tampering  
Progress Energy Allegation.*

FILED NOV 25, 2013

DOCUMENT NO. 07165-13

FPSC - COMMISSION CLERK

COMMISSIONERS:  
RONALD A. BRISÉ, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



Page: # 1-A  
OFFICE OF  
CONSUMER ASSISTANCE & OUTREACH  
CYNTHIA L. MUIR  
DIRECTOR  
(850) 413-6482

Public Service Commission

See: *Received Acct. Data*

Ms. Brenda Rodriguez-Guerra  
185 Anzio Drive  
Kissimmee, FL 34758

June 25, 2013

*Respond to Allegation: See Page 5 of my Proff.*

*\* In March, 2010  
The Day 26*

ORIGINAL

*Device Was Installed  
For Progress Energy  
And The Amount of Back Bill is Different.  
With The PSC Page # 1B for my Record.*

Re: PSC Inquiry #1109752E

Dear Ms. Rodriguez:

This is a follow-up to your inquiry with the Florida Public Service Commission (PSC) regarding billing by Duke Energy Florida, Inc., formerly Progress Energy Florida (Duke Energy).

We have learned from Duke Energy that the company investigated the meter (#005905065) at your residence as a revenue protection case. The meter had been altered to register 0 kilowatt hour (KWH) consumption. A review of your account history indicates you were billed \$9.70 per month from April 2011 until February 2013. Duke Energy's records do not indicate a call was received from you regarding the low bills.

Duke Energy reports the meter was tested on June 18, 2013, and it did not register any KWH. The meter was missing an inner seal and there is a pin missing in the board to board which indicates tampering.

Rule 25-6.104, F.A.C., states:

***"Unauthorized Use of Energy. In the event of unauthorized or fraudulent use, or meter tampering, the utility may bill the customer on a reasonable estimate of the energy used."***

This rule authorizes electric utilities to backbill the customer of record for a reasonable estimate of the electricity consumed but not metered due to meter tampering or fraudulent use. It is not necessary for the utility to demonstrate who tampered with the meter. The company only needs to demonstrate that the meter was tampered with, and that the customer of record benefited from that tampering by paying less for electricity than you would have with a properly working meter. The company may also recover the cost of its investigation.

~~\*~~ Duke Energy backbilled your account based on the daily usage prior to the tampering of the meter, starting from June 2009 to May 2010. Your account was backbilled \$10,291.81, less \$223.10 for the payments made totaling \$10,068.71.

I have enclosed a copy of Duke Energy's detailed responses to the PSC. It appears that Duke Energy has billed your account in compliance with the rules of the PSC.

- The deposit refund is applied to the account first and the customer can request to have the excess credit refunded to them in a form of a check.

3) The customer stated that her initial bills were between \$130.00 and \$180.00. Ms. Rodriguez further stated that later her bills increased to \$600.00 and \$700.00; that, as a result of her contacting DEF about high billing, a supervisor was sent to her home in 2011 and a device was installed, which she was told would help lower the bills. Please provide the following explanation and documentation, in addition to the information requested in the July 5, 2013, supplemental request:

- A) kWh consumption from time when the account was established until April 2011 when meter readings showed zero consumption.
  - (see attached report for consumption). Note that the report also shows zero consumption during the months of August 2010, and December-March 2011 as well. These months were also included in the backbilling in a lump sum amount of \$1553.31
- B) Date when meter number 005905065 was installed at service address
  - May 4, 2006 *Sec: Pages letter: June 25, 2013*
  - (C) If a device was installed, please indicate
    - \* Date of installment - March 26, 2010 *\* Allegation of Tampering*
    - \* Type of device- EnergyWise Home/ Load Management Device *see: page*
    - \* Reasons for installing device

Page 1

- \* Duke Energy's **EnergyWise Home/ Load Management Program** allows us to temporarily interrupt power to certain appliances during times of peak demand. In return, a monthly credit is given to participating customers.
- \* No credit is paid for monthly usage under 600 kwh.
- \* Customer must be on the program for an entire billing period before credit will appear on the bill.
- \* **Peak Usage Periods:**
  - **Summer Peak Usage** (April through October) 1-10 P.M.
  - **Winter Peak Usage** (November through March) 6-11 A.M. or 6-10 P.M.
- On a daily basis Energy control Center, Load Management and Power Marketing Departments discuss weather conditions, generation availability, purchase power and the likeliness of the use of the Load Management System. If predictions indicate unexpected high/low temperatures, extreme electric demands or a loss of generation capacity (plant off-line), then these issues could potentially create an emergency situation and the need to use Load Management.
- The Load Management program is marketed as "**EnergyWise Home**". The customer may participate in one of the following four programs:
  - **Year-round:** Receive credits year round. **Minimum required** appliances are central **electric heating** and **air conditioning**. For maximum monthly credits - up to \$14 in winter and up to \$11 in summer, electric water heater and pool pump need to be on the program as well.

2 Margarita Valdez

In consideration of the information presented in my above summary, the PRG is proposing that the customer be provided a payment arrangement of 24 months to pay the adjusted back billed amount.

If it is DEF's decision to reject this proposal, please provide support for and justify your rejection. Additionally, please offer a reasonable alternative company settlement proposal for the PRG and the customer to consider.

**Please provide a supplemental report which addresses the above matters as soon as possible but no later than July 31, 2013. Thank you for your cooperation. MValdez**

\* The Mobile Meter Reading tamper flag report provides thousands of leads for 'potential' tampering in Duke Energy Florida's service territory. For example, from July 2012 to July 2013, the meter tamper report identified 45,489 potential leads. Not all leads that appear on the report will end up being a tampering case. There is a massive amount of time required to manually research and review the data before a field investigation takes place. Each individual investigation requires that the Revenue Protection Investigator review DEF's Customer Service System to see if a field investigation is warranted. Usage patterns must be reviewed along with the dates of the tamper flags to see if an abnormal decrease in consumption occurred after the flag(s). If the research warrants, a field investigation is initiated to inspect DEF's equipment for possible tampering or diversion.

The report does not prioritize possible leads, so manual review is necessary and time consuming. Additionally, this report is one component of work that the Revenue Assurance team is responsible for addressing and is filtered in with other investigations that take place. We take electric theft very seriously and want to address leads as quickly as possible.

*Carolyn E. Murray  
Consumer Affairs Analyst  
Duke Energy Florida  
Internal 227-7615  
External (727) 523-7615*



*Ref: Page : 5*

ORIGINAL

**Eyvonne Estelle**

*Defect. Dates in Allegation of Tampering.*

**From:** Wright, Cynthia <Cynthia.Wright@pgnmail.com>  
**Sent:** Tuesday, June 11, 2013 1:10 PM  
**To:** PSCREPLY  
**Cc:** Murray, Carolyn E; Vear, Brenda S  
**Subject:** FPSC Complaint #1109752E BRENDA RODRIGUEZ \*\*Supplemental Response\*\*  
**Attachments:** 96063-71545.pdf; 96063-71545 misc adjustment.xlsx; Explanation of Billing for 185 Anzio Acct 96063-71545.xlsx

ORIGINAL

**FPSC request for additional information:**

PLEASE EXPLAIN HOW THE BACKBILLED AMOUNT WAS CALCULATED?

WHY WASN'T AN INVESTIGATION INITIATED SOONER BEING THE METER READINGS CONSISTENTLY READ 0?

**June 11, 2013 – Duke Energy Florida's (DEF) response:**

*letter*  
*See: Page: September 5, 2013*

The backbilled amount was based on the prior year exact daily usage prior to the tampering of the meter. Starting from June 2009 to May 2010. *= Defect. Allegation.*

Please note the original billing adjustment spreadsheet submitted with DEF's original response incorrectly listed the month of March 2013 which was already included in the customer's billing statement. The attached spreadsheet has been corrected by removing the amount for March since it already appeared on the customer's billing statement.

An explanation of billing spreadsheet is attached to show a breakdown of the charges and payments applied.

The Revenue Investigators have been in the process of identifying new ways of determining leads for electric theft/diversion since the metering infrastructure changed to digital. This method of power theft is relatively new because it's only possible with the digital metering technology. We are adapting to the different means of power theft so we can identify the cases sooner because as technologies change then so do the methods customers use to divert power.

Cindy M. Wright  
Duke Energy  
Consumer Affairs Analyst  
Internal 227-7006  
external 727-523-7006  
[Cynthia.Wright@duke-energy.com](mailto:Cynthia.Wright@duke-energy.com)



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Page: 1  
(Possible Cause.)  
Ref: See Page Sept-5, 2013 Allegation  
Page - 3 -

note { On July 23, 2010, DEF's meter tamper report provided two indicators of potential tampering of meter number 5905065 during the billing period of June 23, 2010, to July 23, 2010. DEF has advised that not all indicators that appear on the meter tamper report will lead to a meter tampering case. However, consumption for the referenced billing period was almost half the consumption of the same billing period for the prior year. The next billing statement reflected zero consumption. On September 23, 2010, DEF's meter tamper report provided two additional indicators of potential tampering of meter number 5905065. The consumption for that billing period was less than a third of the consumption for the same billing period the prior year. After reflecting consumption for the next three months, the account's kWh history showed zero consumption for 26 consecutive months; from the billing period ending January 24, 2011, to February 22, 2013.

note { DEF explained that its RP investigators have been in the process of identifying new ways of determining leads for electric diversion since the metering infrastructure changed to digital. Every year the meter tamper report provides thousands of indicators of potential meter tampering in its territory. The report does not prioritize possible meter tampering indicators, which means that this massive amount of information must be manually researched and reviewed to see if a field investigation is necessary. This process requires extensive amounts of time; therefore, irregular situations like that of meter number 5905065 are not identified as quickly as the utility and the customer would desire.

The following table provides a summary of your kWh usage from the time the account was established until present. The shaded columns represent the monthly usage used for the back-billing calculations:

Month	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
Jan	1504	1880	4499	2992	2603	2543	3339	0	0	0
Feb	1900	2168	2607	2549	2198	2399	2281	0	0	0
Mar	1820	2197	2380	2289	2420	3001	2026 <sup>2</sup>	0	0	2026
Apr	2353	1880	3516	2988	2683	3259	2222	0	0	2816
May	2584	2248	3028 <sup>1</sup>	2867	2953	3888	3026	0	0	3102
Jun	4287	3105	4137	3473	3719	4263	3157	0	0	4090
Jul	3598	3257	3916	4050	3495	4506	2709 <sup>3</sup>	0	0	4022
Aug	4129	3422	4336	4344	3316	4166	0	0	0	
Sep	2302	3160	4140	4333	4139	3907	1296 <sup>4</sup>	0	0	
Oct	3026	3521	3914	4053	3216	3961	3019	0	0	
Nov	2085	2174	2893	3400	2597	3250	2447	0	0	
Dec	2823	2255	2970	2684	2840	2636	2021	0	0	
Totals	32411	31267	42336	40022	36179	41779	27543	0	0	

<sup>1</sup> New MMR meter installed on May 4, 2006.  
<sup>2</sup> EnergyWise Home (Load Management) device installed on March 26, 2010.  
<sup>3</sup> First lead on Meter Tamper Report for potential meter tampering  
<sup>4</sup> Two additional leads on Meter Tamper Report for potential meter tampering

ORIGINAL

\* The Revenue Investigators have been in the process of identifying new ways of determining leads for electric theft/diversion since the metering infrastructure changed to digital.

\* This method of power theft is relatively new because it's only possible with the digital metering technology.

\* Duke Energy is adapting to the different means of power theft so they can identify the cases sooner because as technologies change then so do the methods customers use to divert power.

Shonna McCray

6/12/13: 1:36 p.m. Called Ms. Brenda Rodriguez at 407-846-1328 to discuss her concerns. No answer; left message requesting a return call. Shonna McCray

6/12/13: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:

WAS THE OLD METER (#005905065) TESTED? PLEASE PROVIDE THE TEST RESULTS TO THE PSC. IF THE METER WAS NOT TESTED, PLEASE TEST AND PROVIDE THE RESULTS TO THE PSC. PLEASE PROVIDE RESPONSE BY 6/21/13. Shonna McCray

06/21/2013 - Company response received via e-mail. /ewe

6/25/13: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

\* The old meter (#005905065) was tested on 6/18/13, and it did not register any KWH.

\* The meter reads properly with the meter reader device.

\* There was no inner seal and the meter was not put back together properly.

\* The case was not locked into place.

\* There is a pin missing in the board to board indicating tampering.

\* The meter tested within accuracy guidelines but due to the pin removal consumption was not being recorded.

\* *See The Graphix Compare with the Allegation and the letter Receive*  
The meter tested as follows:

Full Load - 100.11%

Light Load - 99.76%

Weighted Average - 100.04 %

\* The meter has been placed on a 90 day hold.

Shonna McCray

6/28/13: 8:35 a.m. Called Cindy Wright (727-523-7006) with Duke Energy to get the current balance on the account and determine if payment arrangements have been made. Received the following information:

\* The total account balance is \$9,432.63.

\* Of the account balance, \$8,896.17 is the past due balance and \$536.46 was due on 6/18/13.

\* The 5-day notice for the \$536.46 request payment by 6/27/13.

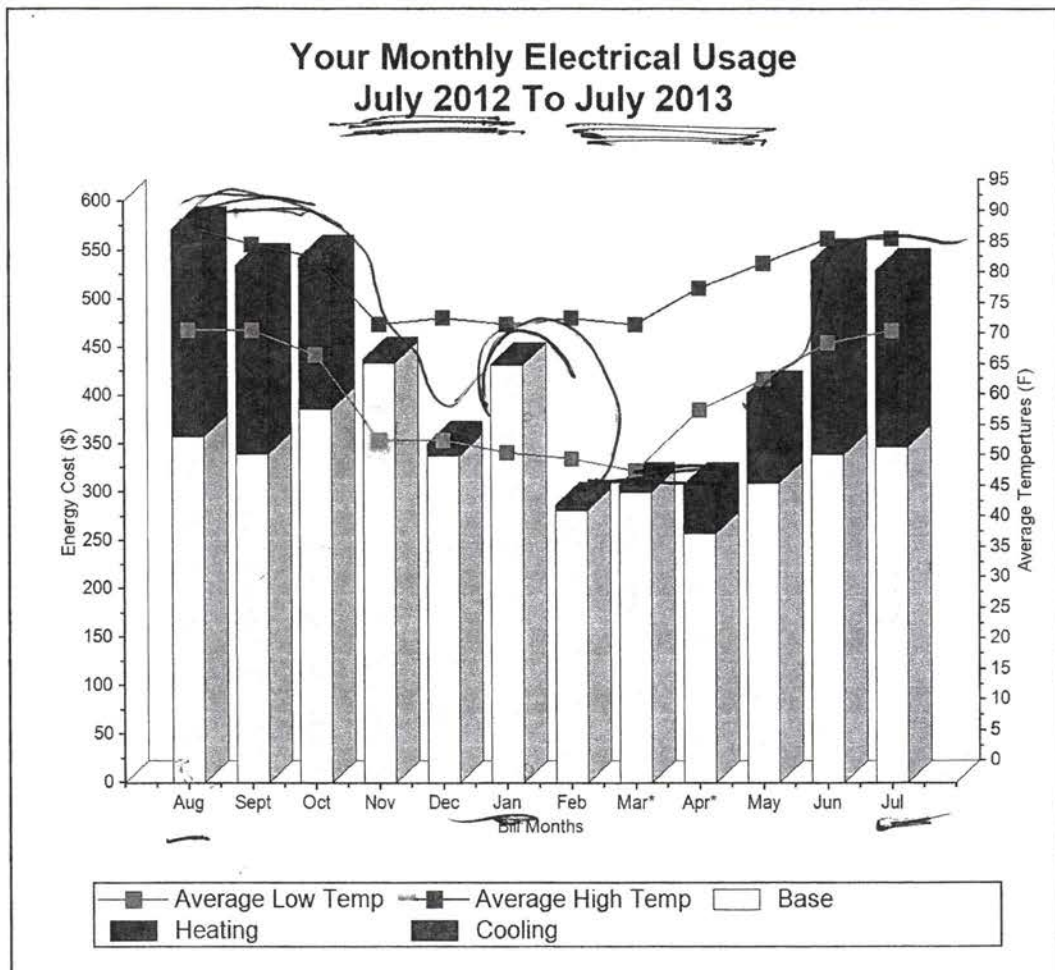
Request No. 1109752E Name RODRIGUEZ-GUERRA ,BRENDA MS. Business Name ODICINAL

## Monthly Electrical Usage

This chart represents your monthly electrical usage and average high and low temperatures for each month during the specified period. The chart also indicates the approximate portion of your monthly electrical consumption for heating and cooling, which can account for about half of your monthly energy bill. The remainder of your electrical consumption is designated as "Base" on the graph.

Variations in your billing can be due to many conditions, including some that are beyond your control, such as changes in weather and months that contain five weeks. Additional electrical appliances and changes to your lifestyle also can affect your electrical consumption.

An asterisk (\*) beside any month denotes that either your electric consumption was estimated by Duke Energy, or your bill period for that month was longer or shorter than normal.



85-894  
 Ref: Page 5  
 Page 2-6

duke-energy.com/save





7. Mr. Sein has called Ms. Rodriguez-Guerra to set up payment arrangements to avoid interruption; however she continued to state that she is being harassed by Mr. Sein.

8. Duke Energy has received a payment in the amount of \$3,000.00 as a good faith payment.

9. Duke Energy is willing to bill the remaining balance in installments.

10. Duke Energy has filed charges with the State Attorney's Office.

\* On 5/10/13, Mr. Bass contacted Ms. Rodriguez-Guerra and explained that per the details of the investigation it shows that she is responsible for the billed amount.

\* Mr. Bass pointed out that the pictures show the meter being altered to register zero KWH consumption.

\* Duke Energy records show that Ms. Rodriguez-Guerra was being billed \$9.70 customer charge and taxes along with \$3.95 for HomeWire service for over 2 years while living in a two story home.

\* Mr. Bass asked if this seemed unusual to her but Ms. Rodriguez-Guerra said she tried to make Duke Energy aware of it but no one would do anything.

\* Mr. Bass explained that there was no documentation of her contacting Duke Energy on her account.

\* Ms. Rodriguez-Guerra stated that she would contact the PSC again.

*March 26, 2010  
(Documentation)*

Shonna McCray

5/31/13: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:

\* PLEASE EXPLAIN HOW THE BACKBILLED AMOUNT WAS CALCULATED?

\* WHY WASN'T AN INVESTIGATION INITIATED SOONER BEING THE METER READINGS CONSISTENTLY READ 0?

PLEASE PROVIDE RESPONSE BY 6/11/13. Shonna McCray

06/11/2013 - Company response received via e-mail. /ewe

6/12/13: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response indicates the following:

\* The backbilled amount was based on the prior year exact daily usage prior to the tampering of the meter.

\* Starting from June 2009 to May 2010.

\* Please note the original billing adjustment spreadsheet submitted with Duke Energy's original response incorrectly listed the month of March 2013 which was already included in the customer's billing statement.

\* The spreadsheet provided with the response has been corrected by removing the amount for March since it already appeared on the customer's billing statement.

\* An explanation of billing spreadsheet is provided to show a breakdown of the charges and payments applied.

\* The Revenue Investigators have been in the process of identifying new ways of determining leads for electric theft/diversion since the metering infrastructure changed to digital.

\* This method of power theft is relatively new because it's only possible with the digital metering technology.

\* Duke Energy is adapting to the different means of power theft so they can identify the cases sooner because as technologies change then so do the methods customers use to divert power.

Shonna McCray

6/12/13: 1:36 p.m. Called Ms. Brenda Rodriguez at 407-846-1328 to discuss her concerns. No answer; left message requesting a return call. Shonna McCray

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Request No. 1109752E Name BRENDA RODRIGUEZ-GUERRA Business Name \_\_\_\_\_

**Margarita Valdez**

**From:** Murray, Carolyn E <Carolyn.Murray@duke-energy.com>  
**Sent:** Wednesday, July 31, 2013 3:59 PM  
**To:** Margarita Valdez; PSCREPLY  
**Cc:** Vear, Brenda S; Wright, Cynthia; Talbot, Kenneth M; Wright, Maxwell D.  
**Subject:** FPSC Complaint response # 1109752E Brenda Rodriguez-Guerra \*\*Supplemental Request\*\*  
**Attachments:** 96063-71545(new).xlsx

ORIGINAL

July 22, 2013 \*\*\*\*\* ATTENTION DEF - SUPPLEMENTAL REPORT REQUIRED\*\*\*\*\*  
Please read notes above. In all fairness to the customer, the prior year's usage used for the back billing should include the usage registered in June 2010 and July 2010. *See page (2)*

Therefore, I am instructing DEF to:

**1) Use the kWh consumption from August 2009 to July 2010 to calculate the back billing.**

- DEF reduced the billing/kWh consumption for June 2011 and June 2012 to 3,157 (spreadsheet attached). Because the meter tampering occurred in July of 2010, the consumption for this bill month does not reflect actual usage, therefore, the billing/kWh consumption will stand for July 2011 and July 2012. *Compare with The Graph*

**2) Adjust the late fees of the new back billed amount.**

- DEF waived the late fees for the bill months of May through and July 2013.

Please provide a supplemental report which provides the new total back billed amount, and the new balance as soon as possible but no later than July 31, 2013. Thank you for your cooperation. MValdez

-----  
July 22, 2013 \*\*\*\*\* ATTENTION DEF - ADDITIONAL INFORMATION TO BE INCLUDED IN SUPPLEMENTAL REPORT \*\*\*\*\*

DEF demonstrated that meter tampering occurred at Ms. Rodriguez's residence; therefore, the company can back bill Ms. Rodriguez on a reasonable estimate of the energy used. However, it took DEF's Revenue Protection department a total of 26 months to appropriately respond to the Meter Tamper Report leads.

DEF's June 11, 2013, report to the FPSC explains that the Revenue Protection investigators are adapting to the different means of power theft so they can identify the cases sooner because as technologies change so do the methods used to divert power. *(Allegation in Fabrication) Mal Function*

I believe that the excessive period of time it took DEF to investigate and correct the condition, failed to stop the meter tampering much earlier which allowed Ms. Rodriguez to benefit from the unauthorized condition for over two years, the back-billed debt to increase, and delayed the recovery of loss revenue. Had DEF taken the corrective action sooner, it would not have place an extra financial burden on the customer and Ms. Rodriguez would not have to pay a much larger back-billed amount.

I Paid This Bills  
From Another Account  
By Sept. 27-2013.  
and Oct. 24-2013



# STATEMENT OF ELECTRIC SERVICE

ACCOUNT NUMBER

96063 71545

JULY 2013  
Duke Energy

FOR CUSTOMER SERVICE OR  
PAYMENT LOCATIONS CALL:  
1-800-700-8744

WEB SITE: [www.duke-energy.com](http://www.duke-energy.com)

TO REPORT A POWER OUTAGE:  
1-800-228-8485

BRENDA RODRIGUEZ-GUERRA

185 ANZIO DR, <<<RPI BLUE>>  
KISSIMMEE FL 34758

SERVICE ADDRESS

185 ANZIO DR, <<<RPI BLUE>>  
KISSIMMEE FL 34758

DUE DATE  
AUG 16 2013

TOTAL AMOUNT DUE  
10,793.91

NEXT READ  
DATE ON OR  
ABOUT  
AUG 26 2013

DEPOSIT AMOUNT  
ON ACCOUNT  
NONE

PIN: 399972457

## METER READINGS

METER NO.	001714187
PRESENT (ACTUAL)	014030
PREVIOUS (ACTUAL)	010008
DIFFERENCE	004022
TOTAL KWH	4022

HOMEWIRE BASIC 3.95

### RSL-1/2 091 RESIDENTIAL LOAD MANAGEMENT

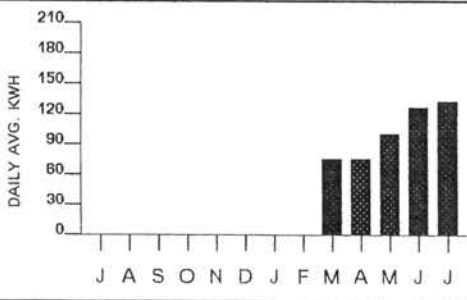
BILLING PERIOD .06-25-13 TO 07-25-13 30 DAYS

CUSTOMER CHARGE	8.76	
ENERGY CHARGE		
FIRST 1000 KWH	1000 KWH @ 7.04700¢	70.47
ABOVE 1000 KWH	3022 KWH @ 8.28200¢	250.28
FUEL CHARGE		
FIRST 1000 KWH	1000 KWH @ 3.39300¢	33.93
ABOVE 1000 KWH	3022 KWH @ 4.39300¢	132.76

*TOTAL ELECTRIC COST	496.20
EnergyWise Home (Load Management) Credit	8.50CR
GROSS RECEIPTS TAX	12.51
COUNTY UTILITY TAX	28.93
LATE PAYMENT CHARGE FOR PREVIOUS BILL	147.95

TOTAL CURRENT BILL	681.04
AMOUNT PAST DUE	10,112.87

TOTAL DUE THIS STATEMENT **\$10,793.91**



### ENERGY USE

DAILY AVG. USE -	134 KWH/DAY
USE ONE YEAR AGO -	141 KWH/DAY
*DAILY AVG. ELECTRIC COST -	\$16.26

Payment of your bill prior to the above due date will avoid a late payment charge of \$5.00 or 1.5%, whichever is greater. Your account has a past due amount of \$10,112.87 and electric service may be disconnected. Please pay immediately. Beginning with your July bill, our payment address will change to Duke Energy, PO Box 1004, Charlotte, NC 28201-1004. Please update your records or use the return envelope and bill stub supplied with your bill. If you make your payments online, no changes are necessary. If you're struggling to make ends meet, there are programs that could help make your electric service more affordable. Visit [duke-energy.com/lifeline](http://duke-energy.com/lifeline) for more information. Visit [duke-energy.com](http://duke-energy.com) and login to complete an energy usage analysis. View your daily energy cost, weather, or billing days compared to the previous month or year.

DETACH AND RETURN THIS SECTION NZ 000031Z

DELINQUENT		CURRENT CHARGES	
AMOUNT	DUE DATE	AMOUNT	DUE DATE
10,112.87	PAST DUE	681.04	AUG 16 2013

ACCOUNT NUMBER - 96063 71545

P.O. BOX 1004  
CHARLOTTE,  
NC 28201-1004

### TOTAL DUE

10,793.91

PLEASE ENTER  
AMOUNT PAID

BRENDA RODRIGUEZ-GUERRA  
185 ANZIO DR, <<<RPI BLUE>>  
KISSIMMEE FL 34758

960637154560000107939170000101128780000006810490100000000009



# STATEMENT OF ELECTRIC SERVICE

ACCOUNT NUMBER  
**96063 71545**

JUNE 2013  
**Duke Energy**

FOR CUSTOMER SERVICE OR  
PAYMENT LOCATIONS CALL:  
1-800-700-8744

WEB SITE: [www.duke-energy.com](http://www.duke-energy.com)

TO REPORT A POWER OUTAGE:  
1-800-228-8485

**BRENDA RODRIGUEZ-GUERRA**

185 ANZIO DR, <<<RPI BLUE>>  
KISSIMMEE FL 34758

**SERVICE ADDRESS**

185 ANZIO DR, <<<RPI BLUE>>  
KISSIMMEE FL 34758

**DUE DATE**  
JUL 17 2013

**TOTAL AMOUNT DUE**  
10,112.87

**NEXT READ  
DATE ON OR  
ABOUT**  
JUL 26 2013

**DEPOSIT AMOUNT  
ON ACCOUNT**  
NONE

**PIN: 399972457**

## METER READINGS

METER NO.	001714187
PRESENT (ACTUAL)	010008
PREVIOUS (ACTUAL)	005918
DIFFERENCE	004090
TOTAL KWH	4090

HOMEWIRE BASIC

3.95

RSL-1/2 091 RESIDENTIAL LOAD MANAGEMENT

BILLING PERIOD .05-24-13 TO 06-25-13 32 DAYS

CUSTOMER CHARGE 8.76

ENERGY CHARGE

FIRST 1000 KWH 1000 KWH @ 7.04700¢ 70.47

ABOVE 1000 KWH 3090 KWH @ 8.28200¢ 255.91

FUEL CHARGE

FIRST 1000 KWH 1000 KWH @ 3.39300¢ 33.93

ABOVE 1000 KWH 3090 KWH @ 4.39300¢ 135.74

\*TOTAL ELECTRIC COST

504.81

EnergyWise Home (Load Management) Credit

8.50CR

GROSS RECEIPTS TAX

12.73

COUNTY UTILITY TAX

29.44

LATE PAYMENT CHARGE FOR PREVIOUS BILL

137.81

TOTAL CURRENT BILL

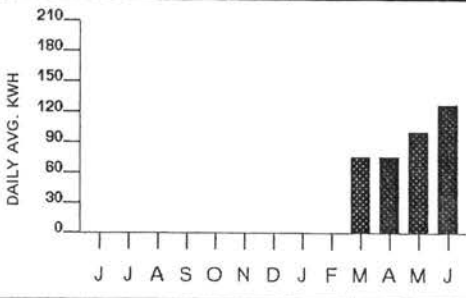
680.24

AMOUNT PAST DUE

9,432.63

**TOTAL DUE THIS STATEMENT**

**\$10,112.87**



### ENERGY USE

DAILY AVG. USE -	128 KWH/DAY
USE ONE YEAR AGO -	142 KWH/DAY
*DAILY AVG. ELECTRIC COST -	\$15.51

Payment of your bill prior to the above due date will avoid a late payment charge of \$5.00 or 1.5%, whichever is greater. Your account has a past due amount of \$9,432.63 and electric service may be disconnected. Please pay immediately. Beginning with your July bill, the payment address will be changing. Please update your records with the new address or use the supplied return envelope and bill stub.

Warmer weather increases the demand for energy. Visit [duke-energy.com](http://duke-energy.com) for convenient billing and payment options, as well as tips to lower your bill.

*Paid*

DETACH AND RETURN THIS SECTION NZ 0000488

DELINQUENT		CURRENT CHARGES	
AMOUNT	DUE DATE	AMOUNT	DUE DATE
9,432.63	PAST DUE	680.24	JUL 17 2013

ACCOUNT NUMBER - 96063 71545

P.O. BOX 33199  
ST. PETERSBURG,  
FL 33733-8199

**TOTAL DUE**

**10,112.87**

BRENDA RODRIGUEZ-GUERRA  
185 ANZIO DR, <<<RPI BLUE>>  
KISSIMMEE FL 34758

PLEASE ENTER  
AMOUNT PAID

960637154560000101128780000094326340000006802490100000000009



# STATEMENT OF ELECTRIC SERVICE

**ACCOUNT NUMBER**  
96063 71545

AUGUST 2013  
Duke Energy

FOR CUSTOMER SERVICE OR  
PAYMENT LOCATIONS CALL:  
1-800-700-8744

WEB SITE: [www.duke-energy.com](http://www.duke-energy.com)

TO REPORT A POWER OUTAGE:  
1-800-228-8485

**BRENDA RODRIGUEZ-GUERRA**

185 ANZIO DR, <<<RPI BLUE>>  
KISSIMMEE FL 34758

**SERVICE ADDRESS**  
185 ANZIO DR, <<<RPI BLUE>>  
KISSIMMEE FL 34758

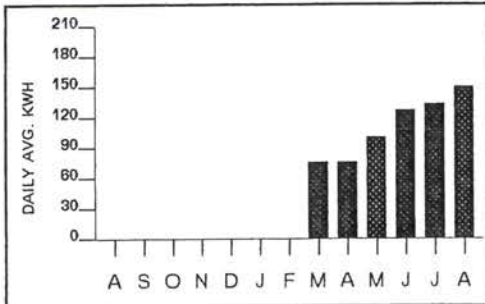
<b>DUE DATE</b> SEP 16 2013	<b>TOTAL AMOUNT DUE</b> 10,788.40
<b>NEXT READ DATE ON OR ABOUT</b> SEP 25 2013	<b>DEPOSIT AMOUNT ON ACCOUNT</b> NONE

**PIN: 399972457**

## METER READINGS

METER NO.	001714187
PRESENT (ACTUAL)	018398
PREVIOUS (ACTUAL)	014030
DIFFERENCE	004368
TOTAL KWH	4368

HOMEWIRE BASIC	3.95
RSL-1/2 091 RESIDENTIAL LOAD MANAGEMENT	
BILLING PERIOD .07-25-13 TO 08-23-13	29 DAYS
CUSTOMER CHARGE	8.76
ENERGY CHARGE	
FIRST 1000 KWH	1000 KWH @ 7.04700¢ 70.47
ABOVE 1000 KWH	3368 KWH @ 8.28200¢ 278.94
FUEL CHARGE	
FIRST 1000 KWH	1000 KWH @ 3.39300¢ 33.93
ABOVE 1000 KWH	3368 KWH @ 4.39300¢ 147.96
*TOTAL ELECTRIC COST	540.06
EnergyWise Home (Load Management) Credit	8.50CR
GROSS RECEIPTS TAX	13.63
COUNTY UTILITY TAX	31.51
LATE PAYMENT CHARGE FOR PREVIOUS BILL	141.98
TOTAL CURRENT BILL	722.63
AMOUNT PAST DUE	10,065.77
<b>TOTAL DUE THIS STATEMENT</b>	<b>\$10,788.40</b>



**ENERGY USE**

DAILY AVG. USE - 151 KWH/DAY  
USE ONE YEAR AGO - 139 KWH/DAY  
\*DAILY AVG. ELECTRIC COST - \$18.33

Payment of your bill prior to the above due date will avoid a late payment charge of \$5.00 or 1.5%, whichever is greater. Your account has a past due amount of \$10,065.77 and electric service may be disconnected. Please pay immediately. Duke Energy utilized fuel in the following proportions to generate your power: Coal 25%, Purchased Power 18%, Gas 56%, Oil 1%, Nuclear 0% (For Prior 12 months ending June 2013). Warmer weather increases the demand for energy. Visit [duke-energy.com](http://duke-energy.com) for convenient billing and payment options, as well as tips to lower your bill.

DETACH AND RETURN THIS SECTION NZ 0000475

DELINQUENT		CURRENT CHARGES	
AMOUNT	DUE DATE	AMOUNT	DUE DATE
10,065.77	PAST DUE	722.63	SEP 16 2013

ACCOUNT NUMBER - 96063 71545

P.O. BOX 1004  
CHARLOTTE,  
NC 28201-1004

**TOTAL DUE**  
**10,788.40**

BRENDA RODRIGUEZ-GUERRA  
185 ANZIO DR, <<<RPI BLUE>>  
KISSIMMEE FL 34758

PLEASE ENTER  
AMOUNT PAID

21, September, 2013.

Brenda L. Rodriguez  
185 Anzo Dr.  
Lisianski Fl, 334758  
Phone: (407) 486-1328  
E-Mail: NotaryBrenda@aol.com

Reference: Improperly Billing  
Rule: 25-6-104- Public Services Commission  
Case #: 1109752E  
Filing: Duke Energy

The Reason of This letter is to appeal My Case for Improperly Billing  
Attach you can see the Information. The Information sent with  
with the letter receive in Sept. 5, 2013 from P.S.C. in Certified Mail  
and Regular Mail from Ms. Margarita Valdes. In that letter Ms.  
Valdes state The Amount of Back Bill is 8,896.17 Page # 1 in  
Respond to P.S.C.

2- In the letter receive in July 10, 2013 - 12:33 from Ms. Valdes  
she informed the amount of Disconnection  
3- I paid the Unpaid Balance and late fee; in Sept. 27 and  
October 24. To Avoid Disconnection.

4- In Reference to Reading Problems you can see the: Archived Account  
Data from the Total Units Table. Proof in Page 4

5- In order to verify the exactly amount in Dispute. Please see  
Duke Energy Customer Services System Account Activity and I never  
Cancelled my Services.

6- In the letter of Sept. 5, 2013. Base in the Information of Page 6 of 4  
of Margarita Valdes. The Unpaid Back-Billing Balance is 7,983.44.  
This amount appear in Line 3 of This letter.

7- In Archived Account Data from the QR 3RCE Table you can see  
The Discrepancy or Equal's in the Table for the months 2009-06-23  
Compare with the months 2010-06-22 with the Allegations of Tampering.  
In my Allegation in that Dates a Supervisor of Progress Energy Came  
To my Home.

In The letter From P.S.C. Appear Two Different Version.

A- The Reason Lower The Bills.

B- Tampering of Meter Starting From June 2009- to May 2010.

C- In The Respond To. Mrs. Margarita Valdez Thursday July 18, 2013  
12:03 P.M. in Page 2 Line 3. The Question if Any Device was  
Installed.?

D- The Respond of Duke Energy March 26, 2010. At The Same Dates  
of Allegation of Tampering Meter, Duke Energy Works in my  
Property.

10- The Exactly Amount, Base in Duke Energy Allegation of Tampering  
The Balance is 4,520.28.

Note. Reference To Allegation of Tampering: Attach information  
In 10-18-2007 I Put a Complaint in State Attorney Enforcement  
To Florida State. My Concern is Impossible: I never tampering the Meter  
Attach Photo of Report.

Sincerely,  
1002403



Amounts of Dispute



Duke Energy  
Customer Service System  
Account Activity Statement

Date: 05/08/13

Page: 1 of 4

\*\*\*\* Account Information \*\*\*\*

Account Number:  
96063-71545

Mail To:  
BRENDA RODRIGUEZ-GUERRA  
185 ANZIO DR. <<<RPI BLUE>>  
KISSIMMEE FL 34758

Requested By:  
BRENDA RODRIGUEZ-GUERRA  
(407) 486-1328 Extension: cell

\*\*\*\*\* Current Account Status \*\*\*\*\*

Current Bill:	\$8,896.17	Excess Credit Amount:	\$0.00
Billed Prior:	\$0.00	Unbilled Balance:	\$0.00
Balance Due:	\$8,896.17		

DATE	RELATING TO	DEBIT AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	DAYS USED	KWH	KW
04/24/13	Regular Bill			\$8,896.17	\$6,411.66	61	0081982	
04/24/13	ELECTRIC SERVICE	\$614.85						
04/24/13	HOMEWIRE BASIC	\$3.95						
04/24/13	REVENUE PROTECTION DEPARTMENT	\$237.40						
04/24/13	INVESTIGATION OF UNAUTHORIZED USE	\$75.00						
04/19/13	Manual Bill Adjustment	\$1,553.31	- Explain					
04/18/13	Manual Bill Adjustment	\$397.14						
04/18/13	Manual Bill Adjustment	\$263.05						
04/18/13	Manual Bill Adjustment	\$299.37						
04/18/13	Manual Bill Adjustment	\$450.00						
04/18/13	Manual Bill Adjustment	\$339.79						
04/18/13	Manual Bill Adjustment	\$424.86						
04/18/13	Manual Bill Adjustment	\$526.68						
04/18/13	Manual Bill Adjustment	\$568.53						
04/18/13	Manual Bill Adjustment	\$519.20						
04/18/13	Manual Bill Adjustment	\$285.76						
04/18/13	Manual Bill Adjustment	\$555.09						
04/18/13	Manual Bill Adjustment	\$349.90						
04/18/13	Manual Bill Adjustment	\$431.94						
04/18/13	Manual Bill Adjustment	\$602.18						
04/18/13	Manual Bill Adjustment	\$286.51						
04/18/13	Manual Bill Adjustment	\$437.33						
04/18/13	Manual Bill Adjustment	\$541.87						

1- I never canceled my services  
2- The Manual Bills had the same D.



7 yx 7

**Duke Energy**  
Customer Service System  
Account Activity Statement

Date: 05/08/13  
Page: 2 of 4

Account Number: 96063-71545

Requested By: BRENDA RODRIGUEZ-GUERRA

Phone: (407) 486-1328

Extension: cell

<u>DATE</u>	<u>RELATING TO</u>	<u>DEBIT AMOUNT</u>	<u>CREDIT AMOUNT</u>	<u>TOTAL BILL</u>	<u>BALANCE FORWARD</u>	<u>DAYS USED</u>	<u>KWH</u>	<u>KW</u>
04/18/13	Manual Bill Adjustment	\$534.18						
04/18/13	Manual Bill Adjustment	\$571.07						
04/18/13	Manual Bill Adjustment	\$619.46						
04/18/13	Manual Bill Adjustment	\$584.87						
04/18/13	Manual Bill Adjustment	\$408.75						
04/18/13	Manual Bill Adjustment	\$294.28						
03/27/13	Regular Bill			\$3.95				
03/27/13	HOMEWIRE BASIC	\$3.95					0000000	
03/25/13	Request Credit Processed	\$661.00						
03/22/13	Request Credit Processed	\$2,339.68						
03/21/13	Request Credit Processed	\$660.32						
02/22/13	Regular Bill							
02/22/13	CANCELED ELECTRIC SERVICE	\$9.70			(\$660.32)	29		0002281
02/22/13	HOMEWIRE BASIC	\$3.95						
01/24/13	Regular Bill							
01/24/13	CANCELED ELECTRIC SERVICE	\$9.70			(\$673.97)	29		0003339
01/24/13	HOMEWIRE BASIC	\$3.95						
12/26/12	Regular Bill							
12/26/12	CANCELED ELECTRIC SERVICE	\$9.70			(\$687.62)	32		0002636
12/26/12	HOMEWIRE BASIC	\$3.95						
11/26/12	Regular Bill							
11/26/12	HOMEWIRE BASIC	\$3.95			(\$701.27)	31		0003250
11/26/12	CANCELED ELECTRIC SERVICE	\$9.70						
10/24/12	Regular Bill							
10/24/12	CANCELED ELECTRIC SERVICE	\$9.70			(\$714.92)	30		0003961
10/24/12	HOMEWIRE BASIC	\$3.95						
09/25/12	Regular Bill							
09/25/12	CANCELED ELECTRIC SERVICE	\$9.70			(\$728.57)	32		0003907
09/25/12	HOMEWIRE BASIC	\$3.95						



Duke Energy  
Customer Service System  
Account Activity Statement

*Page # 8*

Date: 05/08/13

Page: 3 of 4

Account Number: 96063-71545

Requested By: BRENDA RODRIGUEZ-GUERRA

Phone: (407) 486-1328

Extension: cell

<u>DATE</u>	<u>RELATING TO</u>	<u>DEBIT AMOUNT</u>	<u>CREDIT AMOUNT</u>	<u>TOTAL BILL</u>	<u>BALANCE FORWARD</u>	<u>DAYS USED</u>	<u>KWH</u>	<u>KW</u>
08/23/12	Regular Bill							
08/23/12	CANCELED ELECTRIC SERVICE	\$9.70			(\$742.22)	30	0004166	
08/23/12	HOMEWIRE BASIC	\$3.95						
07/24/12	Regular Bill							
07/24/12	CANCELED ELECTRIC SERVICE	\$9.70			(\$755.87)	32	0004506	
07/24/12	HOMEWIRE BASIC	\$3.95						
06/22/12	Regular Bill							
06/22/12	HOMEWIRE BASIC	\$3.95			(\$769.52)	30	0004263	
06/22/12	CANCELED ELECTRIC SERVICE	\$9.70						
05/23/12	Regular Bill							
05/23/12	HOMEWIRE BASIC	\$3.95			(\$783.17)	29	0003026	
05/23/12	CANCELED ELECTRIC SERVICE	\$9.70						
04/24/12	Regular Bill							
04/24/12	CANCELED ELECTRIC SERVICE	\$9.70			(\$796.82)	32	0002222	
04/24/12	HOMEWIRE BASIC	\$3.95						
03/26/12	Regular Bill							
03/26/12	CANCELED ELECTRIC SERVICE	\$9.70			(\$810.47)	30	0002026	
03/26/12	HOMEWIRE BASIC	\$3.95						
02/22/12	Regular Bill							
02/22/12	CANCELED ELECTRIC SERVICE	\$9.70			(\$824.12)	29	0002281	
02/22/12	HOMEWIRE BASIC	\$3.95						
01/25/12	Regular Bill							
01/25/12	HOMEWIRE BASIC	\$3.95			(\$837.77)	32	0003339	
01/25/12	CANCELED ELECTRIC SERVICE	\$9.70						
12/27/11	Regular Bill							
12/27/11	CANCELED ELECTRIC SERVICE	\$9.70			(\$851.42)	30	0002636	
12/27/11	HOMEWIRE BASIC	\$3.95						
11/23/11	Regular Bill							
11/23/11	CANCELED ELECTRIC SERVICE	\$9.70			(\$17.70)	30	0003250	



Duke Energy  
Customer Service System  
Account Activity Statement

*Tye H 9*

Date: 05/08/13

Page: 4 of 4

Account Number: 96063-71545

Requested By: BRENDA RODRIGUEZ-GUERRA

Phone: (407) 486-1328

Extension: cell

<u>DATE</u>	<u>RELATING TO</u>	<u>DEBIT AMOUNT</u>	<u>CREDIT AMOUNT</u>	<u>TOTAL BILL</u>	<u>BALANCE FORWARD</u>	<u>DAYS USED</u>	<u>KWH</u>	<u>KV</u>
11/23/11	HOMEWIRE BASIC	\$3.95						
10/24/11	Regular Bill				(\$31.35)	32	0003961	
10/24/11	CANCELED ELECTRIC SERVICE	\$9.70						
10/24/11	HOMEWIRE BASIC	\$3.95						
09/22/11	Regular Bill				(\$45.00)	30	0003907	
09/22/11	HOMEWIRE BASIC	\$3.95						
09/22/11	CANCELED ELECTRIC SERVICE	\$9.70						
08/23/11	Regular Bill				(\$38.65)	29	0004166	
08/23/11	CANCELED ELECTRIC SERVICE	\$9.70						
08/23/11	HOMEWIRE BASIC	\$3.95						
07/25/11	Regular Bill				(\$72.30)	32	0004506	
07/25/11	HOMEWIRE BASIC	\$3.95						
07/25/11	CANCELED ELECTRIC SERVICE	\$9.70						
06/23/11	Regular Bill				(\$85.95)	30	0004263	
06/23/11	HOMEWIRE BASIC	\$3.95						
06/23/11	CANCELED ELECTRIC SERVICE	\$9.70						
05/24/11	Regular Bill			\$64.60	\$45.95	29	0000000	
05/24/11	HOMEWIRE BASIC	\$3.95						
05/24/11	CANCELED ELECTRIC SERVICE	\$9.70						
05/19/11	Late Payment Charge	\$5.00						

Subject:

FW: CATS NO: 1109752E BRENDA RODRIGUEZ-GUERRA

Attachments:

CATSMAIL.TXT

ORIGINAL

From: Margarita Valdez

Sent: Friday, July 12, 2013 12:33 PM

To: 'consumer.affairs@pgnmail.com'

Subject: CATS NO: 1109752E BRENDA RODRIGUEZ-GUERRA

.....

-----  
July 10, 2013: I contacted Carolyn Murray, with DEF. Carolyn indicated that Cynthia was out of the office until tomorrow. Carolyn verified that the customer needs to pay at least the past due amount of \$536.46 for the billing period of April 24, 2013, to May 24, 2013. Current charges in the amount of \$680.24 are due on July 17, 2013.

The following information was forwarded to Ms. Rodriguez (in Spanish) via E-mail to [notarybrenda67@yahoo.com](mailto:notarybrenda67@yahoo.com):

(English translation)

Dear Ms. Rodriguez,

As I informed you during our telephone conversation on July 8, 2013, during the duration of the investigation of your complaint number 1109752E against Duke Energy Florida (DEF), your account will be protected from disconnection of service only for the amount of \$ 8,896.17. This was the amount you disputed in your initial correspondence dated May 7, 2013, to the Florida Public Service Commission (FPSC); therefore, this was the amount established as the amount in dispute at the time of filing the complaint. It is important to note that amounts in dispute cannot be changed once they have been established. While the review continues, and until the customer is presented with the final result of the investigation by the Process Review Group, the customer is responsible for payment of all subsequent monthly charges for electric consumption, and your account balance must remain at or less than the disputed amount of \$8,896.17 in order to avoid disconnection of service. According to DEF's account records, the minimum amount to be paid to avoid disconnection of service, is \$ 536.46.\* This is for consumption during the billing period of April 24, 2013, to May 24, 2013. Current charges in the amount of \$680.24 are due on July 17, 2013.

*\* The other charges is Consumption*

With regard to the home energy audit, a DEF representative will contact you, if they have not already done so, to set the date and time. As for the new test to be performed on meter number 005905065, it will be witnessed by Michel Germain, FPSC staff. Mr. Germain will contact you to verify if you are interested in also witnessing the test, for which arrangements should be made because the meter testing lab is not located in Kissimmee.

I am waiting for DEF to respond to a series of questions that I sent regarding your case. As soon as I finish my review of the information provided by you and DEF, I will send you a letter with the outcome of my review.

Explanation of Billing for 185 Azio Acct# 96063-71545

\$11,845.12 Total Energy Theft

\$10,291.81 Total Adjusted Billing (from Billing Spreadsheet)  
 (\$2,339.68) Customer payment made on 3/21/2013  
 (\$660.32) Credit balance from deposit  
 (\$661.00) Customer payment made on 3/22/2013  
 (\$223.10) Payments received from customer for \$9.70 customer charge for 23 months  
 \$3.95 HomeWire for March 2013  
 \$6,411.66 Total balance forward from account (March bill)

*is Amount is* \$614.85 Current usage from 2/22/2013 to 4/24/2013 - *Pay by full*  
*part of Back Bill* \$1,553.31 Rate Adjustment August-December 2010 and January-March 2011 - *note: Explain*  
*your allegation* \$75.00 Revenue Protection Investigation Charge -  
*is it happen* \$237.40 (3 hours of Revenue Protection charges plus \$12.40 for lock) - *Explain*  
*2010-2011.* \$3.95 HomeWire for April 2013  
 \$2,484.51 -

*In Correct Base mt. Count.*  
 \$6,411.66 Balance forward amount  
 \* - \$2,484.51 Current Due - *n/a Explain this Charges*  
 \$8,896.17 Due for April 2013 Statement - *Amount in Disput: Back-Bill.*

8,896.17 - Back Billing

3,000.00 - Paid on 03/21/2013.

5,896.17

660.32

*Credit Apply to Account (Customer Services Award)*  
 3/21/2013

5,235.85

*Real Balance in Account.*

860.65

*- Credit for Commission. Explain in line*

\* Credit June 2012 - 157.47

\* Courtesy Credit. (Late payment waived 415.58)

\* Adjustment in Account. June 2011. *note: Tampering Case*  
 135.09

\* Credit Refuse in line 134.9 - 132.51

*note I Pay another amount  
 for the month of May, June, July, August, Sept. - 1,989.  
 not. Pay another amount. of. 722.*

*incident is March 21, 2013*

ORIGINAL

**Back-billing**

\* Initially, DEF back-billed your account a total of \$11,845.12, which was based on your monthly usage during the 12-month period from June 2009 to May 2010, prior to the tampering of the meter. Investigative charges totaling \$312.40 were billed, bringing the total back-billed amount to \$12,157.52. From April 2011 through February 2013, DEF received 23 payments of \$9.70 each for customer charges totaling \$223.10. This amount was subtracted from the back-billed amount, as well as the credit balance of \$660.32 from the deposit, which yielded a back-billed balance of \$11,274.10. On March 21, 2013, DEF received a payment in the amount of \$2,339.68. On March 22, 2013, a second payment in the amount of \$661 was received, which reduced the balance of the back-billed amount to \$8,273.42 as reflected in the following chart.

*Secure Smart. See letter Margarita Valdez*

Symbol	Amount	Description
	<b>\$11,845.12</b>	<b>Original back-billed amount (27 months)</b>
+	\$312.40	RP Investigative charges
=	<b>\$12,157.52</b>	<b>Total back-billed amount</b> <i>N/A</i>
-	\$223.10	23 monthly payments of \$9.70 each for customer charges <i>(Credit.)</i>
-	\$660.32	Credit balance from deposit - <i>Allegation See Statement March 23 2013</i>
-	\$2,339.68	Payment received by DEF on March 21, 2013
-	\$661.00	Payment received by DEF on March 22, 2013
=	<b>\$8,273.42</b>	<b>Original back-billed balance</b>

\* *Amount of Disput.*

On July 22, 2013, I contacted DEF on your behalf. I was able to negotiate a new back-billing data base for the 12-month period from July 2009 to June 2010. As reflected in the following chart, this resulted in a credit adjustment of \$289.98 to the original back-billed amount.

Symbol	Amount	Description
	<b>\$11,555.14</b>	<b>Adjusted back-billed amount (\$11,845.12 - \$289.98)</b>
+	\$312.40	RP Investigative charges
=	<b>\$11,867.54</b>	<b>Total back-billed amount</b>
-	\$223.10	23 payments of \$9.70 for customer charge received by DEF
-	\$660.32	Credit balance from deposit
-	\$2,339.68	Payment received by DEF on March 21, 2013
-	\$661.00	Payment received by DEF on March 22, 2013
=	<b>\$7,983.44</b>	<b>Total unpaid balance of the back-billed amount</b>

\* The current balance of the **back-billed amount** after the credit adjustment is **\$7,983.44**. DEF has offered you a 24-month payment arrangement for this unpaid balance. Please be advised that payment arrangements are at the sole discretion of the utility. Subsequently, the FPSC is unable to further assist you with the details of any payment arrangements. If payment arrangements are agreed upon by the utility and the customer, the FPSC has no authority to enforce those payment arrangements. You may contact Ms. Cindy Wright at 727-523-7006 to discuss the payment arrangement offered.

The unpaid balance generated late payment charges totaling \$557.56 for the months of May 2013, June 2013, July 2013, and August 2013. As a courtesy, on July 31, 2013, DEF waived late fees totaling \$415.58 for the months of May 2013, June 2013, and July 2013.



Please Compare The Archived Acct Data From The CR 3RCE  
TABLE

Acct. Date: 2004-03-14 Payments

2005-02-02

2006-01-10

2007-01-03

2008-03-27

2009-06-11

2010-06-09

Note: The Amount of Excess Credit.

Beginning in 2011-12-21 Deposit Date in My Account.

and Compare with The Excess Credits, Tampering Dates and  
Back-Billing in Account & adjustment of Estimate in the  
Back-Billing Use Power.

Report of Payee  
by Account:

ARCHIVED ACCT DATA FROM THE CR SRCE TABLE

Payment History in Property.

ACCT NBR	CD_PMT_CR_SRCE	PAYMENT TYPE	DATE PAID	PAYMENT AMOUNT	CD_APPL	CD_APPL DECODE
96063-71545	T	TRANSFER	2004-02-02	100.00	01	GROSS PMT
96063-71545	P	PAYMENT	2004-02-10	171.04	01	GROSS PMT
96063-71545	P	PAYMENT	2004-03-16	318.87	01	GROSS PMT
96063-71545	T	TRANSFER	2004-04-19	15.38	01	GROSS PMT
96063-71545	P	PAYMENT	2004-04-19	172.93	01	GROSS PMT
96063-71545	E	EXCESS CREDIT	2004-04-26	15.38	01	GROSS PMT
96063-71545	P	PAYMENT	2004-05-21	208.83	01	GROSS PMT
96063-71545	P	PAYMENT	2004-06-16	246.42	01	GROSS PMT
96063-71545	J	DEP INT ONLY	2004-06-21	6.02	01	GROSS PMT
96063-71545	E	EXCESS CREDIT	2004-06-24	6.02	01	GROSS PMT
96063-71545	P	PAYMENT	2004-07-22	404.26	01	GROSS PMT
96063-71545	P	PAYMENT	2004-08-17	350.05	01	GROSS PMT
96063-71545	P	PAYMENT	2004-09-22	395.08	01	GROSS PMT
96063-71545	P	PAYMENT	2004-10-21	225.22	01	GROSS PMT
96063-71545	P	PAYMENT	2004-11-19	292.33	01	GROSS PMT
96063-71545	P	PAYMENT	2005-01-04	198.42	01	GROSS PMT
96063-71545	P	PAYMENT	2005-02-02	272.40	01	GROSS PMT

ARCHIVED ACCT DATA FROM THE CR SRCE TABLE

ACCT NBR	CD_PMT_CR_SRCE	PAYMENT TYPE	DATE PAID	PAYMENT AMOUNT	CD_APPL	CD_APPL DECODE
96063-71545	P	PAYMENT	2005-03-03	200.00	01	GROSS PMT
96063-71545	P	PAYMENT	2005-03-28	213.86	01	GROSS PMT
96063-71545	6		2005-03-29	10.68	01	GROSS PMT
96063-71545	E	EXCESS CREDIT	2005-03-29	10.68	01	GROSS PMT
96063-71545	P	PAYMENT	2005-05-06	253.55	01	GROSS PMT
96063-71545	P	PAYMENT	2005-05-27	192.61	01	GROSS PMT
96063-71545	J	DEP INT ONLY	2005-06-20	6.00	01	GROSS PMT
96063-71545	P	PAYMENT	2005-06-23	421.71	01	GROSS PMT
96063-71545	E	EXCESS CREDIT	2005-06-23	192.61	01	GROSS PMT
96063-71545	E	EXCESS CREDIT	2005-06-23	6.00	01	GROSS PMT
96063-71545	P	PAYMENT	2005-07-19	122.04	01	GROSS PMT
96063-71545	P	PAYMENT	2005-08-12	332.65	01	GROSS PMT
96063-71545	P	PAYMENT	2005-09-08	361.81	01	GROSS PMT
96063-71545	P	PAYMENT	2005-10-12	334.24	01	GROSS PMT
96063-71545	P	PAYMENT	2005-11-14	372.22	01	GROSS PMT
96063-71545	P	PAYMENT	2005-12-13	230.50	01	GROSS PMT
96063-71545	P	PAYMENT	2006-01-10	344.23	01	GROSS PMT

ARCHIVED ACCT DATA FROM THE CR SRCE TABLE

ACCT NBR	CD_PMT_CR_SRCE	PAYMENT TYPE	DATE PAID	PAYMENT AMOUNT	CD_APPL	CD_APPL DECODE
96063-71545	A	ALTRN	2006-01-16	340.28	01	GROSS PMT
96063-71545	E	EXCESS CREDIT	2006-01-16	340.28	01	GROSS PMT
96063-71545	E	EXCESS CREDIT	2006-01-24	105.20	01	GROSS PMT
96063-71545	P	PAYMENT	2006-03-02	459.29	01	GROSS PMT
96063-71545	P	PAYMENT	2006-03-28	330.34	01	GROSS PMT
96063-71545	P	PAYMENT	2006-04-20	299.60	01	GROSS PMT
96063-71545	P	PAYMENT	2006-05-10	444.28	01	GROSS PMT
96063-71545	J	DEP INT ONLY	2006-06-20	6.00	01	GROSS PMT
96063-71545	P	PAYMENT	2006-06-21	377.13	01	GROSS PMT
96063-71545	E	EXCESS CREDIT	2006-06-21	6.00	01	GROSS PMT
96063-71545	P	PAYMENT	2006-08-02	517.97	01	GROSS PMT
96063-71545	P	PAYMENT	2006-09-05	497.93	01	GROSS PMT
96063-71545	P	PAYMENT	2006-09-19	551.12	01	GROSS PMT
96063-71545	P	PAYMENT	2006-11-06	402.16	01	GROSS PMT
96063-71545	P	PAYMENT	2006-11-28	399.92	01	GROSS PMT
96063-71545	P	PAYMENT	2007-01-03	399.89	01	GROSS PMT
96063-71545	P	PAYMENT	2007-02-05	399.89	01	GROSS PMT

ARCHIVED ACCT DATA FROM THE CR SRCE TABLE

ACCT NBR	CD_PMT_CR_SRCE	PAYMENT TYPE	DATE PAID	PAYMENT AMOUNT	CD_APPL	CD_APPL DECODE
96063-71545	P	PAYMENT	2007-02-28	459.89	01	GROSS PMT
96063-71545	P	PAYMENT	2007-03-29	460.79	01	GROSS PMT
96063-71545	P	PAYMENT	2007-05-02	500.80	01	GROSS PMT
96063-71545	P	PAYMENT	2007-05-17	413.40	01	GROSS PMT
96063-71545	J	DEP INT ONLY	2007-06-21	6.00	01	GROSS PMT
96063-71545	E	EXCESS CREDIT	2007-06-22	6.00	01	GROSS PMT
96063-71545	P	PAYMENT	2007-07-05	399.95	01	GROSS PMT
96063-71545	P	PAYMENT	2007-07-25	399.95	01	GROSS PMT
96063-71545	P	PAYMENT	2007-09-05	406.10	01	GROSS PMT
96063-71545	P	PAYMENT	2007-10-16	393.92	01	GROSS PMT
96063-71545	P	PAYMENT	2007-11-05	393.92	01	GROSS PMT
96063-71545	P	PAYMENT	2007-11-15	400.00	01	GROSS PMT
96063-71545	P	PAYMENT	2007-12-06	429.60	01	GROSS PMT
96063-71545	P	PAYMENT	2008-01-07	476.33	01	GROSS PMT
96063-71545	P	PAYMENT	2008-02-01	437.04	01	GROSS PMT
96063-71545	P	PAYMENT	2008-02-26	437.04	01	GROSS PMT
96063-71545	A	ALTRN	2008-03-27	426.00		

ARCHIVED ACCT DATA FROM THE CR SRCE TABLE

ACCT NBR	CD_PMT_CR_SRCE	PAYMENT TYPE	DATE PAID	PAYMENT AMOUNT	CD_APPL	CD_APPL DECODE
96063-71545	P	PAYMENT	2008-04-02	475.85	01	GROSS PMT
96063-71545	P	PAYMENT	2008-04-23	197.83	01	GROSS PMT
96063-71545	P	PAYMENT	2008-05-29	570.51	01	GROSS PMT
96063-71545	J	DEP INT ONLY	2008-06-20	10.83	01	GROSS PMT
96063-71545	E	EXCESS CREDIT	2008-06-23	10.83	01	GROSS PMT
96063-71545	P	PAYMENT	2008-06-26	<u>602.29</u>	01	GROSS PMT
96063-71545	P	PAYMENT	2008-07-22	<u>710.56</u>	01	GROSS PMT
96063-71545	P	PAYMENT	2008-08-26	422.00	01	GROSS PMT
96063-71545	P	PAYMENT	2008-10-03	416.76	01	GROSS PMT
96063-71545	P	PAYMENT	2008-11-06	417.14	01	GROSS PMT
96063-71545	P	PAYMENT	2008-12-09	417.15	01	GROSS PMT
96063-71545	P	PAYMENT	2009-01-14	400.15	01	GROSS PMT
96063-71545	P	PAYMENT	2009-02-17	399.89	01	GROSS PMT
96063-71545	P	PAYMENT	2009-03-10	399.89	01	GROSS PMT
96063-71545	P	PAYMENT	2009-04-08	388.89	01	GROSS PMT
96063-71545	P	PAYMENT	2009-04-28	388.72	01	GROSS PMT
96063-71545	P	PAYMENT	2009-06-11	388.72	01	GROSS PMT

ARCHIVED ACCT DATA FROM THE CR SRCE TABLE

ACCT NBR	CD_PMT_CR_SRCE	PAYMENT TYPE	DATE PAID	PAYMENT AMOUNT	CD_APPL	CD_APPL DECODE
96063-71545	J	DEP INT ONLY	2009-06-23	49.20	01	GROSS PMT
96063-71545	E	EXCESS CREDIT	2009-06-24	49.20	01	GROSS PMT
96063-71545	P	PAYMENT	2009-07-08	384.00	01	GROSS PMT
96063-71545	P	PAYMENT	2009-08-10	433.00	01	GROSS PMT
96063-71545	P	PAYMENT	2009-08-27	433.00	01	GROSS PMT
96063-71545	P	PAYMENT	2009-10-09	519.00	01	GROSS PMT
96063-71545	P	PAYMENT	2009-11-13	519.34	01	GROSS PMT
96063-71545	P	PAYMENT	2009-12-10	520.00	01	GROSS PMT
96063-71545	P	PAYMENT	2010-01-13	570.00	01	GROSS PMT
96063-71545	P	PAYMENT	2010-02-11	568.00	01	GROSS PMT
96063-71545	P	PAYMENT	2010-03-11	570.00	01	GROSS PMT
96063-71545	A	ALTRN	2010-04-08	548.00		
96063-71545	P	PAYMENT	2010-04-09	560.00	01	GROSS PMT
96063-71545	P	PAYMENT	2010-05-26	573.00	01	GROSS PMT
96063-71545	P	PAYMENT	2010-06-09	317.00	01	GROSS PMT
96063-71545	J	DEP INT ONLY	2010-06-22	49.20	01	GROSS PMT
96063-71545	E	EXCESS CREDIT	2010-06-23	49.20	01	GROSS PMT

ARCHIVED ACCT DATA FROM THE CR SRCE TABLE

ACCT NBR	CD_PMT_CR_SRCE	PAYMENT TYPE	DATE PAID	PAYMENT AMOUNT	CD_APPL	CD_APPL DECODE
96063-71545	P	PAYMENT	2010-06-29	390.00	01	GROSS PMT
96063-71545	P	PAYMENT	2010-08-05	452.00	01	GROSS PMT
96063-71545	P	PAYMENT	2010-09-08	384.00	01	GROSS PMT
96063-71545	P	PAYMENT	2010-09-28	20.00	01	GROSS PMT
96063-71545	P	PAYMENT	2010-11-08	177.00	01	GROSS PMT
96063-71545	P	PAYMENT	2010-12-08	429.00	01	GROSS PMT
96063-71545	P	PAYMENT	2011-01-10	344.00	01	GROSS PMT
96063-71545	P	PAYMENT	2011-02-07	279.70	01	GROSS PMT
96063-71545	P	PAYMENT	2011-03-15	18.00	01	GROSS PMT
96063-71545	P	PAYMENT	2011-06-08	115.00	01	GROSS PMT
96063-71545	J	DEP INT ONLY	2011-06-21	49.20	01	GROSS PMT
96063-71545	E	EXCESS CREDIT	2011-06-23	49.20	01	GROSS PMT
96063-71545	E	EXCESS CREDIT	2011-06-23	50.40	01	GROSS PMT
96063-71545	E	EXCESS CREDIT	2011-07-25	49.20	01	GROSS PMT
96063-71545	E	EXCESS CREDIT	2011-07-25	36.75	01	GROSS PMT
96063-71545	E	EXCESS CREDIT	2011-08-23	49.20	01	GROSS PMT
96063-71545	E	EXCESS CREDIT	2011-08-23	23.10	01	GROSS PMT



ARCHIVED ACCT DATA FROM THE CR SRCE TABLE

ACCT NBR	CD_PMT_CR_SRCE	PAYMENT TYPE	DATE PAID	PAYMENT AMOUNT	CD_APPL	CD_APPL DECODE
96063-71545	E	EXCESS CREDIT	2011-09-22	49.20	01	GROSS PMT
96063-71545	E	EXCESS CREDIT	2011-09-22	9.45	01	GROSS PMT
96063-71545	E	EXCESS CREDIT	2011-10-24	45.00	01	GROSS PMT
96063-71545	E	EXCESS CREDIT	2011-11-23	31.35	01	GROSS PMT
96063-71545	D	DEPOSIT	2011-12-21	847.37	01	GROSS PMT
96063-71545	E	EXCESS CREDIT	2011-12-27	27.37	01	GROSS PMT
96063-71545	E	EXCESS CREDIT	2011-12-27	17.70	01	GROSS PMT
96063-71545	E	EXCESS CREDIT	2011-12-27	820.00	01	GROSS PMT
96063-71545	E	EXCESS CREDIT	2012-01-25	17.70	01	GROSS PMT
96063-71545	E	EXCESS CREDIT	2012-01-25	13.72	01	GROSS PMT
96063-71545	E	EXCESS CREDIT	2012-01-25	820.00	01	GROSS PMT
96063-71545	E	EXCESS CREDIT	2012-02-22	17.70	01	GROSS PMT
96063-71545	E	EXCESS CREDIT	2012-02-22	13.72	01	GROSS PMT
96063-71545	E	EXCESS CREDIT	2012-02-22	806.35	01	GROSS PMT
96063-71545	E	EXCESS CREDIT	2012-03-26	13.72	01	GROSS PMT
96063-71545	E	EXCESS CREDIT	2012-03-26	806.35	01	GROSS PMT
96063-71545	E	EXCESS CREDIT	2012-03-26	4.05	01	GROSS PMT

ARCHIVED ACCT DATA FROM THE CR SRCE TABLE

ACCT NBR	CD_PMT_CR_SRCE	PAYMENT TYPE	DATE PAID	PAYMENT AMOUNT	CD_APPL	CD_APPL DECODE
96063-71545	E	EXCESS CREDIT	2012-04-24	13.72	01	GROSS PMT
96063-71545	E	EXCESS CREDIT	2012-04-24	4.05	01	GROSS PMT
96063-71545	E	EXCESS CREDIT	2012-04-24	792.70	01	GROSS PMT
96063-71545	E	EXCESS CREDIT	2012-05-23	.07	01	GROSS PMT
96063-71545	E	EXCESS CREDIT	2012-05-23	4.05	01	GROSS PMT
96063-71545	E	EXCESS CREDIT	2012-05-23	792.70	01	GROSS PMT
96063-71545	E	EXCESS CREDIT	2012-06-22	4.05	01	GROSS PMT
96063-71545	E	EXCESS CREDIT	2012-06-22	779.05	01	GROSS PMT
96063-71545	E	EXCESS CREDIT	2012-06-22	.07	01	GROSS PMT
96063-71545	E	EXCESS CREDIT	2012-07-24	769.52	01	GROSS PMT
96063-71545	E	EXCESS CREDIT	2012-08-23	755.87	01	GROSS PMT
96063-71545	E	EXCESS CREDIT	2012-09-25	742.22	01	GROSS PMT
96063-71545	E	EXCESS CREDIT	2012-10-24	728.57	01	GROSS PMT
96063-71545	E	EXCESS CREDIT	2012-11-26	714.92	01	GROSS PMT
96063-71545	E	EXCESS CREDIT	2012-12-26	701.27	01	GROSS PMT
96063-71545	E	EXCESS CREDIT	2013-01-24	687.62	01	GROSS PMT
96063-71545	E	EXCESS CREDIT	2013-02-22	673.97	01	GROSS PMT

ARCHIVED ACCT DATA FROM THE CR SRCE TABLE

ACCT NBR	CD_PMT_CR_SRCE	PAYMENT TYPE	DATE PAID	PAYMENT AMOUNT	CD_APPL	CD_APPL DECODE
96063-71545	P	PAYMENT	2013-03-21	2,339.68	01	GROSS PMT
96063-71545	T	TRANSFER	2013-03-21	660.32	04	ORDER-NO-DIR-MDSE
96063-71545	P	PAYMENT	2013-03-22	661.00	01	GROSS PMT
96063-71545	T	TRANSFER	2013-03-22	2,339.68	04	ORDER-NO-DIR-MDSE
96063-71545	T	TRANSFER	2013-03-25	661.00	04	ORDER-NO-DIR-MDSE
96063-71545	A	ALTRN	2013-04-18	9.70	01	GROSS PMT
96063-71545	A	ALTRN	2013-04-18	9.70	01	GROSS PMT
96063-71545	A	ALTRN	2013-04-18	9.70	01	GROSS PMT
96063-71545	A	ALTRN	2013-04-18	9.70	01	GROSS PMT
96063-71545	A	ALTRN	2013-04-18	9.70	01	GROSS PMT
96063-71545	A	ALTRN	2013-04-18	9.70	01	GROSS PMT
96063-71545	T	TRANSFER	2013-04-18	5.75	06	APPLY TO SERV
96063-71545	A	ALTRN	2013-04-18	9.70	01	GROSS PMT
96063-71545	A	ALTRN	2013-04-18	9.70	01	GROSS PMT
96063-71545	A	ALTRN	2013-04-18	9.70	01	GROSS PMT
96063-71545	A	ALTRN	2013-04-18	9.70	01	GROSS PMT
96063-71545	A	ALTRN	2013-04-18	9.70	01	GROSS PMT
96063-71545	A	ALTRN	2013-04-18	9.70	01	GROSS PMT
96063-71545	A	ALTRN	2013-04-18	9.70	01	GROSS PMT

→ See  
1st Half July 25  
2013

ARCHIVED ACCT DATA FROM THE CR SRCE TABLE

ACCT NBR	CD_PMT_CR_SRCE	PAYMENT TYPE	DATE PAID	PAYMENT AMOUNT	CD_APPL	CD_APPL DECODE
96063-71545	A	ALTRN	2013-04-18	9.70	01	GROSS PMT
96063-71545	A	ALTRN	2013-04-18	9.70	01	GROSS PMT
96063-71545	A	ALTRN	2013-04-18	9.70	01	GROSS PMT
96063-71545	A	ALTRN	2013-04-18	9.70	01	GROSS PMT
96063-71545	A	ALTRN	2013-04-18	9.70	01	GROSS PMT
96063-71545	A	ALTRN	2013-04-18	9.70	01	GROSS PMT
96063-71545	A	ALTRN	2013-04-18	9.70	01	GROSS PMT
96063-71545	A	ALTRN	2013-04-18	9.70	01	GROSS PMT
96063-71545	A	ALTRN	2013-04-18	9.70	01	GROSS PMT
96063-71545	A	ALTRN	2013-04-18	9.70	01	GROSS PMT
96063-71545	A	ALTRN	2013-04-18	9.70	01	GROSS PMT
96063-71545	A	ALTRN	2013-04-18	9.70	01	GROSS PMT
96063-71545	M	MISCELLANEOUS	2013-04-24	661.00	04	ORDER-NO-DIR-MDSE
96063-71545	M	MISCELLANEOUS	2013-04-24	660.32	04	ORDER-NO-DIR-MDSE
96063-71545	M	MISCELLANEOUS	2013-04-24	2,339.68	04	ORDER-NO-DIR-MDSE

Allegation of Reading Problem

Test: Performed & Result.

Meters: 5905065  
1714187

Archived Account Data from The Total Units Table.

Page # 4 Reading Data.

Ms. Brenda Rodríguez-Guerra  
FPSC Complaint Number 1109752E  
September 5, 2013  
Page 2 of 6

**Meter Testing**

FPSC Rule 25-6.052, Florida Administrative Code, (F.A.C.), Accuracy Requirements and Test Plans for Metering Devices, requires electric meters to register a weighted average accuracy rating of between 98 percent and 102 percent.

To eliminate the possibility of a malfunctioning meter, on June 19, 2013, the removed meter, meter number 5905065 was tested. When the meter reader device was utilized, the meter read properly. The meter measured a weighted average registration of 100.01 percent, which is within FPSC-approved tolerances. The tester noted that the meter had no inner seal, and the fifth pin of the bridge was missing. Both of these conditions are unauthorized and are supporting evidence that the meter had been tampered with.

On July 22, 2013, Michel Germain, FPSC Engineering Specialist met with DEF Meter Technician T. K. Christie at your residence to conduct two separate meter tests of the old meter, meter number 5905065. Because you also expressed current high billing concerns, in order to verify that it was working properly, DEF decided to also test meter number 1714187, the meter currently serving your home. Mr. Germain reported that you were present to witness the meter tests. The following table provides the meter test results:

*Considering The Test Performed is less than 10%*

Test Performed By	Meter Number	Full Load	Light Load	Weighted Average
DEF	5905065	100.01%	99.85%	99.99%
FPSC	5905065	100.01%	99.91%	99.99%
DEF	1714187	100.14%	100.03%	100.12%
FPSC	1714187	100.13%	100.02%	100.11%

*Please: see The Archive Account Data from the Total Units Table.*

*new meter ←*

*old meter*

\* The meter test results of both meters revealed that the meters were working properly.

**Account kWh Usage History** *= See All The Disk and Seal missing in the Allegation (Compare)*

During our telephone conversations on July 8, 2013, and August 7, 2013, you stated that five or six years ago, before the back-billed period started, the number of people living in your house decreased from five to three, and two years later, from three to one. You stated that your billing continued to show high consumption even after the number of people in the house decreased. Your account kWh history shows that between 2004 through 2009, your average monthly usage ranged from 2108 kWh and 4216 kWh. Such variances are predictable and usually associated with seasonal temperature variances during summer and winter months.

As I explained to you, air conditioner, water heater, and refrigerator/freezer are the three major sources of energy use; pool pumps are also significant energy users. If the thermostat and water heater are consistently set at the same temperature, and the pool pump runs the same number of hours each day, consumption will not experience drastic variations even if the number of people living in the house varies. In any case, neither the FPSC nor DEF can tell you exactly how the energy was used; only customers have the ability to control how their electric service is used and manage the amount of consumption. The utility only needs to demonstrate that a customer's kWh usage was recorded on an accurately working meter. In order to adjust a customer's electric bill, there needs to be conclusive proof that the meter malfunctioned or that the utility applied improper rates.

ORIGINAL

\* May lecture  
They had Reading  
see the list

ARCHIVED ACCOUNT DATA FROM THE TOTAL UNITS TABLE

ST  
A  
T  
U  
S  
Reading.  
↑ Allegation of Reading.

BILL ACCT	PREMISE	SOURCE	S	READING	TOTAL KWH	FROM DATE	TO DATE	TOTAL KW
9606371545	136065521	REGULAR READING	X	75715	2420	2008-02-22	2008-03-25	0
9606371545	136065521	REGULAR READING	B	75715	2420	2008-02-22	2008-03-25	0
9606371545	136065521	REGULAR READING	B	78398	2683	2008-03-25	2008-04-25	0
9606371545	136065521	REGULAR READING	B	81351	2953	2008-04-25	2008-05-22	0
9606371545	136065521	REGULAR READING	B	85070	3719	2008-05-22	2008-06-23	0
9606371545	136065521	REGULAR READING	B	88565	3495	2008-06-23	2008-07-23	0
9606371545	136065521	REGULAR READING	B	91881	3316	2008-07-23	2008-08-22	0
9606371545	136065521	REGULAR READING	B	96020	4139	2008-08-22	2008-09-24	0
9606371545	136065521	REGULAR READING	B	99236	3216	2008-09-24	2008-10-24	0
9606371545	136065521	REGULAR READING	B	1833	2597	2008-10-24	2008-11-25	0
9606371545	136065521	REGULAR READING	B	4673	2840	2008-11-25	2008-12-29	0
9606371545	136065521	REGULAR READING	B	7216	2543	2008-12-29	2009-01-26	0
9606371545	136065521	REGULAR READING	B	9615	2399	2009-01-26	2009-02-24	0
9606371545	136065521	REGULAR READING	B	12616	3001	2009-02-24	2009-03-25	0
9606371545	136065521	REGULAR READING	B	15875	3259	2009-03-25	2009-04-24	0
9606371545	136065521	REGULAR READING	B	19763	3688	2009-04-24	2009-05-26	0
9606371545	136065521	REGULAR READING	B	24026	4263	2009-05-26	2009-06-24	0
9606371545	136065521	REGULAR READING	B	<del>28532</del> EXP.	4506	2009-06-24	2009-07-24	0
9606371545	136065521	REGULAR READING	B	<del>32698</del>	4166	2009-07-24	2009-08-24	0
9606371545	136065521	REGULAR READING	B	36605	3907	2009-08-24	2009-09-25	0
9606371545	136065521	REGULAR READING	B	40566	3961	2009-09-25	2009-10-26	0
9606371545	136065521	REGULAR READING	B	43816	3250	2009-10-26	2009-11-25	0
9606371545	136065521	REGULAR READING	B	46452	2636	2009-11-25	2009-12-24	0
9606371545	136065521	REGULAR READING	B	49791	3339	2009-12-24	2010-01-25	0
9606371545	136065521	REGULAR READING	B	52072	2281	2010-01-25	2010-02-23	0
9606371545	136065521	REGULAR READING	X	54098	2026	2010-02-23	2010-03-24	0
9606371545	136065521	REGULAR READING	B	54098	2026	2010-02-23	2010-03-24	0
9606371545	136065521	REGULAR READING	B	56320	2222	2010-03-24	2010-04-23	0
9606371545	136065521	REGULAR READING	B	59346	3026	2010-04-23	2010-05-25	0
9606371545	136065521	REGULAR READING	B	62503	3157	2010-05-25	2010-06-23	0
9606371545	136065521	REGULAR READING	B	65212	2709	2010-06-23	2010-07-23	0
9606371545	136065521	REGULAR READING	B	<del>65212</del> EXP.	0	2010-07-23	2010-08-24	0
9606371545	136065521	REGULAR READING	B	66508	1296	2010-08-24	2010-09-23	0
9606371545	136065521	REGULAR READING	B	69527	3019	2010-09-23	2010-10-25	0
9606371545	136065521	REGULAR READING	B	71974	2447	2010-10-25	2010-11-23	0
9606371545	136065521	REGULAR READING	B	73995	2021	2010-11-23	2010-12-23	0
9606371545	136065521	REGULAR READING	B	73995	0	2010-12-23	2011-01-24	0
9606371545	136065521	REGULAR READING	B	73995	0	2011-01-24	2011-02-22	0
9606371545	136065521	REGULAR READING	B	73995	0	2011-02-22	2011-03-25	0
9606371545	136065521	REGULAR READING	B	73995	0	2011-03-25	2011-04-25	0
9606371545	136065521	REGULAR READING	B	73995	0	2011-04-25	2011-05-24	0
9606371545	136065521	REGULAR READING	B	73995	0	2011-05-24	2011-06-23	0
9606371545	136065521	REGULAR READING	B	73995	0	2011-06-23	2011-07-25	0
9606371545	136065521	REGULAR READING	B	73995	0	2011-07-25	2011-08-23	0
9606371545	136065521	REGULAR READING	B	73995	0	2011-08-23	2011-09-22	0
9606371545	136065521	REGULAR READING	B	73995	0	2011-09-22	2011-10-24	0
9606371545	136065521	REGULAR READING	B	73995	0	2011-10-24	2011-11-23	0
9606371545	136065521	REGULAR READING	B	73995	0	2011-11-23	2011-12-23	0
9606371545	136065521	REGULAR READING	B	73995	0	2011-12-23	2012-01-24	0
9606371545	136065521	REGULAR READING	B	73995	0	2012-01-24	2012-02-22	0
9606371545	136065521	REGULAR READING	B	<del>73995</del> EXP.	0	2012-02-22	2012-03-23	0

ORIGINAL

Reading  
The # Appears in 200

Page # 4

ARCHIVED ACCOUNT DATA FROM THE TOTAL UNITS TABLE

07:15 Friday, March 8, 2013 1

ST  
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Reading  
1

BILL ACCT	PREMISE	SOURCE	S	READING	TOTAL KWH	FROM DATE	TO DATE	TOTAL KW
9606371545	136065521	REGULAR READING	B	4339	1504	2004-01-05	2004-01-28	0
9606371545	136065521	REGULAR READING	B	6239	1900	2004-01-28	2004-02-25	0
9606371545	136065521	REGULAR READING	B	8059	1820	2004-02-25	2004-03-25	0
9606371545	136065521	REGULAR READING	B	10412	2353	2004-03-25	2004-04-26	0
9606371545	136065521	REGULAR READING	B	12996	2584	2004-04-26	2004-05-22	0
9606371545	136065521	REGULAR READING	B	17283	4287	2004-05-22	2004-06-24	0
9606371545	136065521	REGULAR READING	B	20881	3598	2004-06-24	2004-07-23	0
9606371545	136065521	ESTIMATE	B	25010	4129	2004-07-23	2004-08-24	0
9606371545	136065521	REGULAR READING	B	27312	2302	2004-08-24	2004-09-23	0
9606371545	136065521	REGULAR READING	B	30338	3026	2004-09-23	2004-10-25	0
9606371545	136065521	REGULAR READING	B	32423	2085	2004-10-25	2004-11-20	0
9606371545	136065521	REGULAR READING	B	35246	2823	2004-11-20	2004-12-28	0
9606371545	136065521	REGULAR READING	B	37126	1880	2004-12-28	2005-01-22	0
9606371545	136065521	REGULAR READING	B	39294	2168	2005-01-22	2005-02-23	0
9606371545	136065521	REGULAR READING	B	41491	2197	2005-02-23	2005-03-28	0
9606371545	136065521	REGULAR READING	B	43371	1880	2005-03-28	2005-04-26	0
9606371545	136065521	REGULAR READING	B	45619	2248	2005-04-26	2005-05-23	0
9606371545	136065521	REGULAR READING	B	48724	3105	2005-05-23	2005-06-23	0
9606371545	136065521	REGULAR READING	B	51981	3257	2005-06-23	2005-07-26	0
9606371545	136065521	REGULAR READING	B	55403	3422	2005-07-26	2005-08-25	0
9606371545	136065521	REGULAR READING	B	58563	3160	2005-08-25	2005-09-22	0
9606371545	136065521	REGULAR READING	B	62084	3521	2005-09-22	2005-10-25	0
9606371545	136065521	REGULAR READING	B	64258	2174	2005-10-25	2005-11-23	0
9606371545	136065521	REGULAR READING	X	67513	3255	2005-11-23	2005-12-27	0
9606371545	136065521	SPECIAL CMPY READING	B	66513	2255	2005-11-23	2005-12-27	0
9606371545	136065521	REGULAR READING	B	71012	4499	2005-12-27	2006-01-24	0
9606371545	136065521	REGULAR READING	B	73619	2607	2006-01-24	2006-02-23	0
9606371545	136065521	REGULAR READING	B	75999	2380	2006-02-23	2006-03-22	0
9606371545	136065521	REGULAR READING	B	79515	3516	2006-03-22	2006-04-26	0
9606371545	136065521	REGULAR READING	B	2166	3028	2006-04-26	2006-05-22	0
9606371545	136065521	REGULAR READING	B	6303	4137	2006-05-22	2006-06-21	0
9606371545	136065521	REGULAR READING	B	10219	3916	2006-06-21	2006-07-21	0
9606371545	136065521	REGULAR READING	B	14555	4336	2006-07-21	2006-08-22	0
9606371545	136065521	REGULAR READING	B	18695	4140	2006-08-22	2006-09-21	0
9606371545	136065521	REGULAR READING	B	22609	3914	2006-09-21	2006-10-23	0
9606371545	136065521	REGULAR READING	B	25502	2893	2006-10-23	2006-11-22	0
9606371545	136065521	REGULAR READING	B	28472	2970	2006-11-22	2006-12-22	0
9606371545	136065521	REGULAR READING	B	31464	2992	2006-12-22	2007-01-24	0
9606371545	136065521	REGULAR READING	B	34013	2549	2007-01-24	2007-02-22	0
9606371545	136065521	REGULAR READING	B	36302	2289	2007-02-22	2007-03-23	0
9606371545	136065521	REGULAR READING	B	39290	2988	2007-03-23	2007-04-24	0
9606371545	136065521	REGULAR READING	B	42157	2867	2007-04-24	2007-05-23	0
9606371545	136065521	REGULAR READING	B	45630	3473	2007-05-23	2007-06-22	0
9606371545	136065521	REGULAR READING	B	49680	4050	2007-06-22	2007-07-24	0
9606371545	136065521	REGULAR READING	B	54024	4344	2007-07-24	2007-08-23	0
9606371545	136065521	REGULAR READING	B	58357	4333	2007-08-23	2007-09-24	0
9606371545	136065521	REGULAR READING	B	62410	4053	2007-09-24	2007-10-24	0
9606371545	136065521	REGULAR READING	B	65810	3400	2007-10-24	2007-11-27	0
9606371545	136065521	REGULAR READING	B	68494	2684	2007-11-27	2007-12-27	0
9606371545	136065521	REGULAR READING	B	71097	2603	2007-12-27	2008-01-24	0
9606371545	136065521	REGULAR READING	B	73295	2198	2008-01-24	2008-02-22	0

Example: →

Reading  
Comparable with Reading in April 25, 2012. = (73995) Reading

ORIGINAL



ARCHIVED ACCOUNT DATA FROM THE TOTAL UNITS TABLE

07:15 Friday, March 8, 2013 3

BILL ACCT	PREMISE	SOURCE	S T A T U S	READING	TOTAL KWH	FROM DATE	TO DATE	TOTAL KW
9606371545	136065521	REGULAR	B	73995	0	2012-03-23	2012-04-24	0
9606371545	136065521	REGULAR	B	73995	0	2012-04-24	2012-05-23	0
9606371545	136065521	REGULAR	B	73995	0	2012-05-23	2012-06-22	0
9606371545	136065521	REGULAR	B	73995	0	2012-06-22	2012-07-24	0
9606371545	136065521	REGULAR	B	73995	0	2012-07-24	2012-08-23	0
9606371545	136065521	REGULAR	B	73995	0	2012-08-23	2012-09-24	0
9606371545	136065521	REGULAR	B	73995	0	2012-09-24	2012-10-24	0
9606371545	136065521	REGULAR	B	73995	0	2012-10-24	2012-11-24	0
9606371545	136065521	REGULAR	B	73995	0	2012-11-24	2012-12-26	0
9606371545	136065521	REGULAR	B	73995	0	2012-12-26	2013-01-24	0
9606371545	136065521	REGULAR	B	73995	0	2013-01-24	2013-02-22	0

ORIGINAL

Note: This is the Total Cost of Tampering Allegation  
in this Bill Don't Reflete The Payment  
The I making in the Account.

\$ 3,000.00

660.32



# STATEMENT OF ELECTRIC SERVICE

**ACCOUNT NUMBER**  
96063 71545

APRIL 2013

FOR CUSTOMER SERVICE OR  
PAYMENT LOCATIONS CALL:  
1-800-700-8744

WEB SITE: [www.progress-energy.com](http://www.progress-energy.com)

TO REPORT A POWER OUTAGE:  
1-800-228-8485

**BRENDA RODRIGUEZ-GUERRA**

185 ANZIO DR, <<<RPI BLUE>>  
KISSIMMEE FL 34758

**SERVICE ADDRESS**

185 ANZIO DR, <<<RPI BLUE>>  
KISSIMMEE FL 34758

**DUE DATE**  
MAY 16 2013

**TOTAL AMOUNT DUE**  
8,896.17

**NEXT READ  
DATE ON OR  
ABOUT**  
MAY 28 2013

**DEPOSIT AMOUNT  
ON ACCOUNT**  
NONE

**PIN: 399972457**

## METER READINGS

OLD METER		
PRESENT (ACTUAL)	076021	↖
PREVIOUS (ACTUAL)	073995	↖
DIFFERENCE	002026	
TOTAL KWH	2026	

METER NO.	001714187
PRESENT (ACTUAL)	002816
PREVIOUS (ACTUAL)	000000
DIFFERENCE	002816
TOTAL KWH	2816

INVESTIGATION OF UNAUTHORIZED USE	75.00
REVENUE PROTECTION DEPARTMENT	237.40
HOMEWIRE BASIC	3.95

### RSL-1/2 091 RESIDENTIAL LOAD MANAGEMENT

BILLING PERIOD .02-22-13 TO 03-26-13 32 DAYS

CUSTOMER CHARGE 8.76

ENERGY CHARGE

FIRST 1000 KWH 1000 KWH @ 7.04700¢ 70.47

ABOVE 1000 KWH 1540 KWH @ 8.28200¢ 127.54

FUEL CHARGE

FIRST 1000 KWH 1000 KWH @ 3.39300¢ 33.93

ABOVE 1000 KWH 1540 KWH @ 4.39300¢ 67.65

BILLING PERIOD .03-26-13 TO 04-24-13 29 DAYS

CUSTOMER CHARGE 8.76

ENERGY CHARGE

FIRST 1000 KWH 1000 KWH @ 7.04700¢ 70.47

ABOVE 1000 KWH 1302 KWH @ 8.28200¢ 107.83

FUEL CHARGE

FIRST 1000 KWH 1000 KWH @ 3.39300¢ 33.93

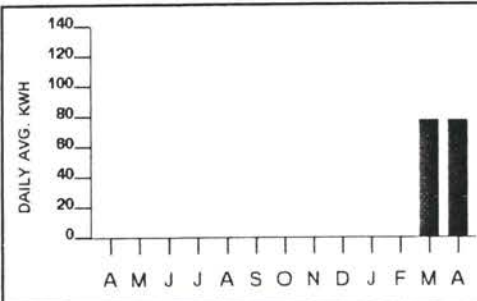
ABOVE 1000 KWH 1302 KWH @ 4.39300¢ 57.20

\*TOTAL ELECTRIC COST 586.54

EnergyWise Home (Load Management) Credit 20.00CR

GROSS RECEIPTS TAX 14.53

Payment of your bill prior to the above due date will avoid a late payment charge of \$5.00 or 1.5%, whichever is greater. This bill for electric service covers an extended period of time. Our normal bill period is 29 to 33 days. If your previous unpaid balance has been paid, please disregard.



### ENERGY USE

DAILY AVG. USE -	79 KWH/DAY
USE ONE YEAR AGO -	69 KWH/DAY
*DAILY AVG. ELECTRIC COST -	\$9.29

DETACH AND RETURN THIS SECTION

NZ 0000334

PAGE 1 OF 2

Make checks payable to: Progress Energy Florida, Inc.

ACCOUNT NUMBER - 96063 71545

BRENDA RODRIGUEZ-GUERRA  
185 ANZIO DR, <<<RPI BLUE>>  
KISSIMMEE FL 34758

*8,896.17*  
*5,896.17*

P.O. BOX 33199  
ST. PETERSBURG,  
FL 33733-8199

**DUE DATE**  
MAY 16 2013

**TOTAL DUE**  
8,896.17

PLEASE ENTER  
AMOUNT PAID

960637154560000088961770000064116640000024845170100000000009



**STATEMENT OF ELECTRIC SERVICE**

**ACCOUNT NUMBER**

**96063 71545**

APRIL 2013

**FOR CUSTOMER SERVICE OR  
PAYMENT LOCATIONS CALL:  
1-800-700-8744**

**WEB SITE: [www.progress-energy.com](http://www.progress-energy.com)**

**TO REPORT A POWER OUTAGE:  
1-800-228-8485**

**BRENDA RODRIGUEZ-GUERRA**

185 ANZIO DR, <<<RPI BLUE>>  
KISSIMMEE FL 34758

**SERVICE ADDRESS**

185 ANZIO DR, <<<RPI BLUE>>  
KISSIMMEE FL 34758

**DUE DATE  
MAY 16 2013**

**TOTAL AMOUNT DUE  
8,896.17**

**NEXT READ  
DATE ON OR  
ABOUT  
MAY 28 2013**

**DEPOSIT AMOUNT  
ON ACCOUNT  
NONE**

COUNTY UTILITY TAX  
MANUAL BILL ADJUSTMENT

33.78  
1,553.31

TOTAL CURRENT BILL  
BALANCE FORWARD

2,484.51  
6,411.66

**TOTAL DUE THIS STATEMENT**

**\$8,896.17**

AMERICAN EXPRESS  
2009 E VINE ST  
MIDDLETOWN, FL 34744  
Window - 832  
(407) 932-1321  
03/21/2013 12:10 PM  
Transaction 737495

AMERICAN EXPRESS  
2009 E VINE ST  
MIDDLETOWN, FL 34744  
Window - 832  
(407) 932-1321  
03/21/2013 12:10 PM  
Transaction 737495

TERMINAL ID: FL0113

Terminal ID: FL0113

	Amount	Fee
Bill Payment #1:		
PE 9606371545	2339.68	
PROGRESS ENERGY		
PE RECEIPT NO: 80906293310805312		
Bill Collect Fee		1.25
Subtotal	2,340.93	
Tendered	2,341.00	
Change		.07

	Amount	Fee
Bill Payment #1:		
PE 9606371545	2339.68	
PROGRESS ENERGY		
PE RECEIPT NO: 80906293310805312		
Bill Collect Fee		1.25
Subtotal	2,340.93	
Tendered	2,341.00	
Change		.07

RODRIGUEZ GUERRA, BRENDA

RODRIGUEZ GUERRA, BRENDA

PLEASE VERIFY THE ACCOUNT NUMBER(S) ON THE RECEIPT TO ENSURE PROPER CREDIT.

PLEASE VERIFY THE ACCOUNT NUMBER(S) ON THE RECEIPT TO ENSURE PROPER CREDIT.

\*\*\*

\*\*\*

REAL TIME TRANSACTION

REAL TIME TRANSACTION

PROGRESS ENERGY FLORIDA, INC.

PROGRESS ENERGY FLORIDA, INC.

PAYMENTS RECEIVED BY 5:00 PM WILL BE CREDITED TODAY. YOU DO NOT NEED TO CALL PROGRESS ENERGY FLORIDA, INC. WITH YOUR PAYMENT UNLESS YOUR SERVICE IS OFF OR SCHEDULED FOR DISCONNECTION TODAY.

PAYMENTS RECEIVED BY 5:00 PM WILL BE CREDITED TODAY. YOU DO NOT NEED TO CALL PROGRESS ENERGY FLORIDA, INC. WITH YOUR PAYMENT UNLESS YOUR SERVICE IS OFF OR SCHEDULED FOR DISCONNECTION TODAY.

\*\*\*

\*\*\*

UNLESS OTHERWISE NOTED, BILL PAYMENTS MAY TAKE 1 - 3 BUSINESS DAYS TO POST.

UNLESS OTHERWISE NOTED, BILL PAYMENTS MAY TAKE 1 - 3 BUSINESS DAYS TO POST.

PLEASE KEEP RECEIPT UNTIL PAYMENT HAS BEEN CREDITED TO YOUR ACCOUNT.

PLEASE KEEP RECEIPT UNTIL PAYMENT HAS BEEN CREDITED TO YOUR ACCOUNT.

We do not disclose your non-public personal information to anyone except as permitted by law. The full version of our privacy policy is available upon request or at [www.aexp.com](http://www.aexp.com). For questions or concerns please call the American Express Care Line at 1-800-877-8190. Receipt and payment for money order and payments & bill payments.

We do not disclose your non-public personal information to anyone except as permitted by law. The full version of our privacy policy is available upon request or at [www.aexp.com](http://www.aexp.com). For questions or concerns please call the American Express Care Line at 1-800-877-8190. Receipt and payment for money order and payments & bill payments.



D.E.7.

Note: The Allegation and The Credit in the Bill.

**Margarita Valdez**

**From:** Wright, Cynthia <Cynthia.Wright@duke-energy.com>  
**Sent:** Tuesday, July 16, 2013 3:42 PM  
**To:** Margarita Valdez; PSCREPLY  
**Cc:** Murray, Carolyn E; Vear, Brenda S; Talbot, Kenneth M  
**Subject:** Supplemental Response Brenda Rodriguez-Guerra 1109752E  
**Attachments:** Meter Test Report Rodriguez-Guerra Meter# 5905065.pdf; 185 ANZIO DR KISSIMMEE FL 34758.pdf

ORIGINAL

FPSC request for additional information:

- 1) Your June 11, 2013, report states that "the back billed amount was based on the prior year exact daily usage prior to the tampering of the meter. Starting from June 2009 to May 2010". Please provide the billing and payment history of account number 96063-71545, from January 2009 to present.
- 2) Please provide the actual Meter Test Report.
- 3) Date when account number 96063-71545 was established.

July 16, 2013 – Duke Energy Florida’s (DEF) response:

1) See attachment for an archived report (was retained as part of the Revenue Protection Investigation) which shows the usage history that the rebill was based on. The most recent 24 months of billing history will be provided in our response on July 18, 2013. A request has been made to our I.T. Department to search our archives for billing and payment information beyond our 24 month retention period.

*\* False = They TAKE The Money Every Month From My Deposit.*

DEF was only able to obtain 24 months of payment history. The customer has made four payments since March 2011. The account has had an excess credit from March 2011- April 18, 2013.

- March 15, 2011 \$18.00
- June 8, 2011 \$115.00
- March 21, 2013 \$2,339.66

*see: statement of Electric Service At March 18, 2013*  
*note: The Credit Balance to be Applied to future Billings*  
*next page:*

March 22, 2013 \$661.00 - March 21, 2013

*+ 6660.32 Appear in meter 23 fracture in form a Credit.*

- 2) see attachment (Meter Test Report)
- 3) January 5, 2004

Cindy M. Wright  
Duke Energy  
Consumer Affairs Analyst  
Internal 227-7006  
external 727-523-7006  
[Cynthia.Wright@duke-energy.com](mailto:Cynthia.Wright@duke-energy.com)







**Incident #:** 07F10337

**Deputy:** BATON/60500

Advers

Warning: we Don't know what appear in  
The statement Because they never  
gave to us anything in writter Just  
Take information From us and speak  
in the walk Keetoke

07/02/09  
13:10

OSCEOLA COUNTY SHERIFF'S OFFICE  
CALL DETAIL REPORT

Page: 286

Call Number: 07C149827

Nature: HARASSMENT 63R  
Reported: 15:36:26 10/18/07  
Rcvd By: RIVERS, D  
Occ Btwn: 15:25:08 10/18/07  
Type: 1  
Priority: 3

How Rcvd: T  
and 15:25:08 10/18/07

Address: 185 ANZIO DR  
City: POINCIANA

Alarm:

COMPLAINANT/CONTACT

Complainant: RODRIGUEZ, BRENDA LIZ  
Race: W Sex: F DOB: 09/12/66  
Address: 185 ANZIO DR, POINCIANA  
Home Phone: (407)201-4004

Name#: 294938

Work Phone: ( ) -

Contact: BRENDA RODRIGUEZ  
Address:  
Phone: (407)201-4004

RADIO LOG

Dispatcher	Time/Date	Unit	Code	Zone	Agnc	Description
TAKAHASHI,	15:37:28 10/18/07	105A	ASSG	5	OCSO	incid#=07I102337 Assigned to a call call=2721
GORSUCH, J	15:37:40 10/18/07	105A	ENRT	5	OCSO	(MDC) Enroute to a call incid#=07I102337 call=2721
GORSUCH, J	15:46:25 10/18/07	105A	ARRV	5	OCSO	(MDC) Arrived on scene incid#=07I102337 call=2721
TAKAHASHI,	15:46:53 10/18/07	105A	43	5	OCSO	97
TAKAHASHI,	15:55:28 10/18/07	105	ARRV	5	OCSO	incid#=07I102337 Arrived on scene call=2721
TAKAHASHI,	16:37:08 10/18/07	105A	47	5	OCSO	incid#=07I102337 # ONLY call=2721
GORSUCH, J	16:41:34 10/18/07	105A	VHIN	5	OCSO	MDC: pl=C958GJ
GORSUCH, J	16:41:35 10/18/07	105A	VHRE	5	OCSO	MDC: pl=C958GJ
GORSUCH, J	16:42:06 10/18/07	105A	VHIN	5	OCSO	MDC: pl=I393MB
GORSUCH, J	16:42:07 10/18/07	105A	VHRE	5	OCSO	MDC: pl=I393MB
BATTISTI,	16:45:31 10/18/07	105	CMPL	5	OCSO	(MDC) Completed call incid#=07I102337 call=2721
TAKAHASHI,	16:46:01 10/18/07	105	ARRV	5	OCSO	incid#=07I102337 Arrived on scene call=2721
GORSUCH, J	16:48:08 10/18/07	105A	CMPL	5	OCSO	(MDC) Completed call incid#=07I102337 call=2721
BATTISTI,	16:51:29 10/18/07	105	CMPL	5	OCSO	(MDC) Completed call incid#=07I102337 call=2721

07/02/09  
13:10

OSCEOLA COUNTY SHERIFF'S OFFICE  
CALL DETAIL REPORT

Page: 286

COMMENTS

Y// C/S MONTEREY. REQ DS IN REF TO UNK SUSP POSS TAPPING INTO THE PHONE LINE  
COMPL ADV SUSP MAY BE ENTERING HOME WHEN SHE'S NOT HOME. COMPL REQ SPANISH  
SPEAKING DS IF POSSIBLE. THERE WAS LANGUAGE BARRIER DURING THIS CALL.  
16:51:28 10/18/2007 - BATTISTI, E SPOKE TO THE COMPLAINANT REGARDING  
FINANCIAL PROBLEMS AND THE HOUSE ALARM GOING OFF. THE COMPLAINANT STARTED  
CRYING AND GETTING UPSET. THE COMPLAINANTS MOTHER ADVISED SHE NEEDED SOME  
ASSISTANCE GETTING MEDICATION FOR HER DAUGHTERS PROBLEMS. I REFERRED THEM T  
THE COUNTY SERVICES FOR FINANCIAL HELP.

UNIT HISTORY

Unit	Time/Date	Code
105	15:55:28 10/18/07	ARRV
105	16:45:31 10/18/07	CMPL
105	16:46:01 10/18/07	ARRV
105	16:51:29 10/18/07	CMPL
105A	15:37:28 10/18/07	ASSG
105A	15:37:40 10/18/07	ENRT
105A	15:46:25 10/18/07	ARRV
105A	15:46:53 10/18/07	43
105A	16:37:08 10/18/07	47
105A	16:41:34 10/18/07	VHIN
105A	16:41:35 10/18/07	VHRE
105A	16:42:06 10/18/07	VHIN
105A	16:42:07 10/18/07	VHRE
105A	16:48:08 10/18/07	CMPL

RESPONDING OFFICERS

Unit	Officer
105	BATTISTI, E
105A	GORSUCH, J

INVOLVEMENTS

Type	Record#	Date	Description	Relationship
NM	294938	10/18/07	RODRIGUEZ BRENDA LIZ 185 AN	Complainant
LW	07I102337	10/18/07	SUSP INC 13I 07I102337 185 A	Initiating Call



A Criminal Record Search Has Been Conducted of the  
Following in and for Osceola County Florida:  
 on this 7-26-2007 for the following:

**Larry Whaley**  
 Clerk of Circuit Court

<u>FELONY</u>	<u>X</u>
<u>MISDEMEANOR</u>	<u>X</u>
<u>TRAFFIC</u>	<u>X</u>

- Child Support  
(407) 343-3516
- Civil Division  
(407) 343-3479
- Domestic Division  
(407) 343-3492
- Felony Division  
(407) 343-3543  
Fax: (407) 343-3552
- Juvenile Division  
(407) 343-3575  
Fax: (407) 343-3579
- Marriage & Passports  
(407) 343-3530
- Misdemeanor Division  
(407) 343-3555  
Fax: (407) 343-3563
- Probate Division  
(407) 343-3503
- Purchasing  
(407) 343-3461
- Recording Division  
(407) 343-3517
- Traffic Division  
(407) 343-3566  
Fax: (407) 343-3569

Name Searched:  
 Date of Birth:  
 Years Searched:  
 As Requested By:

Brenda Liz Rodriguez  
9-12-1966  
2000-2007  
 \_\_\_\_\_

*No records were located regarding the above referenced individual.*

Search Conducted By:  
 Deputy Clerk

*[Handwritten Signature]*



**Osceola  
 County**

\*All record searches are completed for Osceola County Only.

Oficina Nacional  
2000 L Street. NW, Suite 610  
Washington, DC 20036

10/04/07

Aclu of Central Chapter  
P.O Box 3084, Winter Park,  
Florida 32790

ACLU  
Esq. 781 Douglas Ave. Altamonte Springs  
Florida 32714

Yo Brenda Liz Rodriguez Mayor de Edad, Ciudadana Americana, Con Residencia en 185 Anzio Drive. Kissimmee, Florida 34758, con Seguro Social [REDACTED]. Muy Respetuosamente: Expongo, Alego y Solicito, lo siguiente:

#### EXPONGO

Primero : Que para la fecha de Agosto 28, 2000. llegue a residir a este estado con la illusion de encontrar un mayor habitat para mi familia y el mio propio, seguridad y una mayor calidad de vida, que somos personas de la clase trabajadora regidas en la ley, y que nunca hemos tenido record civil o criminal, que nuestro unico objetivo es el de vivir conforme a las leyes que rigen nuestra sociedad pificica y porductiva, haciendo uso de los mecanismos disponibles para el disfrute de la vida plena y la libertad que nos otorga la ley basada en la Constitucion de los Estados Unidos de America y la Carta de los Derechos Civiles.

Pero para nuestra desgracia ese no ha sido nuestro caso, ya que hemos sido objeto de falsas acusaciones cumplimiento de penalidades sin el debido proceso judicial como establece la ley, de un juicio justo y parcial ; Aparte de que hemos sido privados de nuestra derecho a la libertad, privacidad como indica el Patrioc Act.

The Right to be Alone, The Right to Privacy, Dignity and Decency. Articulos que aparecen en el cuarto y quinto ademum de la Constitucion seguido por el Bill of Right: Otorgado en junio del 1789. y los articulos del Patrioc Act. Secc. 213 of the law under 215 Secc. Donde yo y mi familia nos hemos visto expuestos al abuso de poder de ramas gubernamentales, lo que concluimos basada en una acsesoria de un abogado al cual explicandole nuestra situacion nos indico fueros a al corte local y digirieramos nuestra atencion a las oficinas del State Attorney General ya que pereciera que nuestro caso se le otorga el nombre de un Police Malconducting es por estas y otras rezones ya

expuestas que hemos tratado de buscar ayuda de la policia local lo cual ha sido inutil o sin exito alguno lo que me impulsa a referirme a su foro: Alegando

### ALEGO

Que parte o casi todos los incidentes mencionados cuentan con pruebas contundentes para poder ser sostenida en un arbitraje, verificables para la aclaracion de las mismas Y testigos oculares que peden confirmar la veracidad de lo aqui e expuesto; Luego de un exhaustivo estudio de la situacion que nos acarrea no me queda otra alternativa que acudir a ustedes y a algunos medios de comunicacion con la intencion de no continuar viviendo tantas injusticias y poder gozar de una vida libre y plena bajo los estatutos de la ley es por esta razon solicitamos:

### SOLICITO

Muy humildemente, se revise mi caso con el fin de encontrar, justicia la paz mental que todo ciudadano merece y la privacidad la libertada y dejar de sentir el acoso y oprecion a la cual me he visto sometida durante algunos anos, ya que las injusticias que hemos tenio que vivir, estas han traído o acarreado otra serie de situaciones a mi familia, y para mencionar algunos , enfermedad, la cual en su debido tiempo puede ser provada por varios medios, improductividad laboral, miedos o temores y privacidad y el disfrute a una vida plena ya que esta se a visto interrumpida por los temores, debido a los injustificados acosos y violaciones a nuestros derechos.

Es por esta razon que le espero escuchar de ustedes con prontitud mi direccion aparece arriba y mis numeros de telefonos a los cual me pueden contactar son los siguientes: 407-201-4004, 407-791-9857, 407-414-5399, 407-414-5070 sin otro particular quedando asu entera dispocion:

Sinceramente

  
Brenda Liz Rodriguez

