



Matthew R. Bernier  
SENIOR COUNSEL  
Duke Energy Florida, Inc.

February 21, 2014

Ms. Carlotta Stauffer, Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

**Re: Docket No.: 140024; Duke Energy Florida's Response to Complaint Ms. Brenda Rodriguez**

On March 20, 2013, Duke Energy Florida, Inc. ("DEF") completed a Revenue Assurance (power theft) case at Ms. Rodriguez's premise. Mr. Maxwell Wright, Revenue Assurance Supervisor, Mr. Christian Sein, Revenue Assurance Investigator, Mr. David Lasater, Revenue Assurance Manager, Ms. Karen Feld, General Manger, and two members of law enforcement were present during the investigation. DEF's Revenue Assurance was investigating several large cases that day in the field with our leadership team and law enforcement. The meter at Ms. Rodriguez's premise meter had been altered to register 0 Kilowatt Hour consumption. The premise is a two-story home with substantial usage.

Ms. Rodriguez claims she does not know who altered the meter. Mr. Wright and his Team spent several hours reviewing the case with Ms. Rodriguez.

Ms. Rodriguez's account was billed for \$12,157.52 (meter consumption and Revenue Assurance fees). The total payments/credits applied to the account is \$4,183.08, leaving a balance of \$7,974.44. Mr. Sein contacted Ms. Rodriguez to set up payment arrangements; however, Ms. Rodriguez has continued to state that she is being harassed by Mr. Sein. DEF is willing to bill the remaining balance in installments. Ms. Rodriguez has not accepted DEF's offer and remains dissatisfied with the rebill amount.

Currently, Ms. Rodriguez is facing criminal charges related to her account. The case is currently pending in Osceola County, Case No.: 2013 CF 004218, State of Florida vs. Brenda L. Rodriguez. Trial is scheduled for Monday, March 17, 2014.

Sincerely,

/s/ Matthew R. Bernier

Matthew R. Bernier

MRB/emc