

June 30, 2014

RECEIVED-FPSC
14 JUL - 1 AM 9:57
COMMISSION
CLERK

To: Public Services Commission
From: Brenda Rodriguez
Complary: 1109752E Agency Duke Energy
Rule: 28-106-201 Florida Administrative Code
Unproper Billing

This letter is to Appeal my Case in The Backbill

Reason:

March 23, Credit for the amount of 660.32 appear in my Bill
March 24, Duke came to my home ask me for 3,000.00 in order to avoid Disconnection. For the amount of 3,660.32 in credit to my account

April 24 Bill for the amount of 3.95 with out the credit at that date Duke didn't had the exact amount to charged me.

May 28, Bill charged with all the charges of reference to the Case 1109752E. The amount 8,896.17 with out the credit of 3,660.32 = 5,236.32

In September Payment of 1,893.00 for the total of 3,243.00 in order to avoid Disconnection I pay every Bill for each month from the beginning of the Investigating in March 23. See Bill Enclosed and the Print out the I received from Duke Energy in June 13, 2014 and compare with the Bill receive in May 28.

In another Allegation, If the Court Dismissed the Case Public Services Commission Don't have a Case. Because I in the Person I put the Complain and also Duke Energy and Mrs. Valdes

This is the Reason to Appeal the Case and Put My
Account in good Standing.

If you have any Questions, please feel free to
Contact me at the Reference # 407-486-1328

Sincerely,
Suzanne Jones

A large, stylized handwritten signature in black ink, appearing to read 'Suzanne Jones', written over the typed name.

21, September, 2013.

Brenda L. Rodriguez

185 Anzo Dr.

Lisianski Fl, 34758

Phone: (407) 486-1328

E-Mail: NotaryBrenda67@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 Don't Match
With the letter Receive in Sept. 5, 2013 from P.S.C. in Certified Mail
and Regular Mail from Ms. Maggagita 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 Maggagita 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 CR SOURCE Table you can see
The Discrepancy or Equal's in the Table of the months 2009-06-23
Compare with the months 2010-06-22 with the Allegation of Tampering.
In my Allegation In that Date a Supervisor of Progress Energy Came

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
12:53 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.

E- 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 Copy in state Attorney General's
to Florida State. My Concern is Impossible: I never Tampering the Meter
attach report of Report.

Sincerely,
C. Jim. Jim 10021913



June 13, 2014

Brenda Rodriguez-Guerra
185 Anzio Dr, <<<Rpi Blue>>
Kissimmee, FL 34758

RE: Account # 96063-71545

Dear Brenda Rodriguez-Guerra:

Duke Energy is committed to providing you with reliable electric service and exceptional customer support.

Thank you for your recent inquiry regarding your Duke Energy account. Enclosed is the information you requested.

If you should have any further questions, please contact Customer Service at 1.800.700.8744 Monday through Friday between 7 a.m. and 9:00 p.m. or feel free to visit us online at **www.duke-energy.com** for information about your account and self-service options.

Sincerely,
Customer Service
Duke Energy



Duke Energy
Customer Service System
Account Activity Statement

Date: 06/13/14

Page: 6 of 6


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>
02/22/13	CANCELED ELECTRIC SERVICE	\$9.70						


*The Company Duke Energy
is not a company case*



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

Date: 06/13/14

Page: 3 of 6

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>
07/30/13	Adjustment		\$155.09					
07/30/13	Miscellaneous		\$137.81					
07/30/13	Miscellaneous		\$147.95					
07/30/13	Transfer		\$75.00					
07/30/13	Transfer		\$80.09					
07/30/13	Miscellaneous		\$129.82					
07/30/13	Manual Bill Adjustment	\$427.40						
07/25/13	Regular Bill			\$10,793.91	\$10,112.87	30	0004022	
07/25/13	HOMEWIRE BASIC	\$3.95						
07/25/13	ELECTRIC SERVICE	\$529.14						
07/19/13	Late Payment Charge	\$147.95						
06/25/13	Regular Bill			\$10,112.87	\$9,432.63	32	0004090	
06/25/13	HOMEWIRE BASIC	\$3.95						
06/25/13	ELECTRIC SERVICE	\$538.48						
06/20/13	Late Payment Charge	\$137.81						
05/24/13	Regular Bill			\$9,432.63	\$8,896.17	30	0003102	
05/24/13	ELECTRIC SERVICE	\$402.69						
05/24/13	HOMEWIRE BASIC	\$3.95						
05/20/13	Late Payment Charge	\$129.82						
04/24/13	Miscellaneous		\$661.00					
04/24/13	Miscellaneous		\$2,339.68					
04/24/13	Miscellaneous		\$660.32					
04/24/13	Regular Bill			\$8,896.17	\$6,411.66	61	0043319	
04/24/13	INVESTIGATION OF UNAUTHORIZED USE	\$75.00						
04/24/13	HOMEWIRE BASIC	\$3.95						
04/24/13	ELECTRIC SERVICE	\$614.85						
04/24/13	REVENUE PROTECTION DEPARTMENT	\$237.40						
04/19/13	Manual Bill Adjustment	\$1,553.31						
04/18/13	Adjustment		\$9.70					



Duke Energy
Customer Service System
Account Activity Statement

Date: 06/13/14

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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	\$437.33						
04/18/13	Manual Bill Adjustment	\$571.07						
04/18/13	Manual Bill Adjustment	\$397.14						
04/18/13	Manual Bill Adjustment	\$619.46						
04/18/13	Manual Bill Adjustment	\$263.05						
04/18/13	Manual Bill Adjustment	\$285.76						
04/18/13	CANCELED Manual Bill Adjustment	\$584.87						
04/18/13	Manual Bill Adjustment	\$568.53						
04/18/13	Manual Bill Adjustment	\$602.18						
04/18/13	Manual Bill Adjustment	\$555.09						
04/18/13	Manual Bill Adjustment	\$294.28						
04/18/13	Manual Bill Adjustment	\$408.75						
04/18/13	Manual Bill Adjustment	\$519.20						
04/18/13	Manual Bill Adjustment	\$299.37						
04/18/13	Manual Bill Adjustment	\$339.79						
04/18/13	Manual Bill Adjustment	\$424.86						
04/18/13	Manual Bill Adjustment	\$526.68						
03/27/13	Regular Bill			\$3.95			000000	
03/27/13	HOMEWIRE BASIC	\$3.95						
03/25/13	Transfer		\$661.00					
03/25/13	Request Credit Processed	\$661.00						
03/22/13	Transfer		\$2,339.68					
03/22/13	Payment		\$661.00					
03/22/13	Request Credit Processed	\$2,339.68						
03/21/13	Transfer		\$660.32					
03/21/13	Payment		\$2,339.68					
03/21/13	Request Credit Processed	\$660.32						
02/22/13	Regular Bill				(\$660.32)	29	000000	
02/22/13	HOMEWIRE BASIC	\$3.95						



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

Date: 06/13/14
Page: 1 of 6

****** Account Information ******

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

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 Bill: \$536.20
Billed Prior: \$9,209.92
Balance Due: \$9,746.12
Excess Credit Amount: \$0.00
Unbilled Balance: \$0.00

<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>
05/29/14	Regular Bill			\$9,746.12	\$9,209.92	30	0002842	
05/29/14	HOMEWIRE BASIC	\$4.99						
05/29/14	ELECTRIC SERVICE	\$396.32						
05/23/14	Late Payment Charge	\$134.89						
05/22/14	Payment		\$206.86					
04/29/14	Regular Bill			\$9,416.78	\$9,103.03	32	0001352	
04/29/14	HOMEWIRE BASIC	\$4.99						
04/29/14	ELECTRIC SERVICE	\$175.39						
04/23/14	Late Payment Charge	\$133.37						
04/22/14	Payment		\$261.96					
03/28/14	Regular Bill			\$9,364.99	\$9,092.55	29	0001074	
03/28/14	ELECTRIC SERVICE	\$134.17						
03/28/14	HOMEWIRE BASIC	\$4.99						
03/25/14	Late Payment Charge	\$133.28						
02/28/14	Payment		\$322.34					
02/27/14	Regular Bill			\$9,414.89	\$9,133.36	29	0001153	
02/27/14	ELECTRIC SERVICE	\$142.57						
02/27/14	HOMEWIRE BASIC	\$4.99						
02/24/14	Late Payment Charge	\$133.97						
01/31/14	Payment		\$359.01					
01/29/14	Regular Bill			\$9,492.37	\$9,170.03	34	0001424	
01/29/14	ELECTRIC SERVICE	\$182.75						
01/29/14	HOMEWIRE BASIC	\$4.99						

secured account



Duke Energy
Customer Service System
Account Activity Statement

Date: 06/13/14

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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	Adjustment		\$9.70					
04/18/13	Adjustment		\$9.70					
04/18/13	Adjustment		\$9.70					
04/18/13	Adjustment		\$9.70					
04/18/13	Adjustment		\$9.70					
04/18/13	Transfer		\$5.75					
04/18/13	Adjustment		\$9.70					
04/18/13	Adjustment		\$9.70					
04/18/13	Adjustment		\$9.70					
04/18/13	Adjustment		\$9.70					
04/18/13	Adjustment		\$9.70					
04/18/13	Adjustment		\$9.70					
04/18/13	Adjustment		\$9.70					
04/18/13	Adjustment		\$9.70					
04/18/13	Adjustment		\$9.70					
04/18/13	Adjustment		\$9.70					
04/18/13	Adjustment		\$9.70					
04/18/13	Adjustment		\$9.70					
04/18/13	Adjustment		\$9.70					
04/18/13	Adjustment		\$9.70					
04/18/13	Manual Bill Adjustment	\$541.87						
04/18/13	Manual Bill Adjustment	\$534.18						
04/18/13	Manual Bill Adjustment	\$450.00						
04/18/13	Manual Bill Adjustment	\$431.94						
04/18/13	Manual Bill Adjustment	\$286.51						
04/18/13	Manual Bill Adjustment	\$349.90						



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

Date: 06/13/14

Page: 2 of 6

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>
01/21/14	Late Payment Charge	\$134.60						
12/27/13	Payment		\$572.24					
12/26/13	Regular Bill			\$9,742.27	\$9,383.26	31	0001769	
12/26/13	HOMEWIRE BASIC	\$4.99						
12/26/13	ELECTRIC SERVICE	\$216.15						
12/19/13	Late Payment Charge	\$137.87						
11/27/13	Payment		\$572.24					
11/25/13	Regular Bill			\$9,955.50	\$9,469.64	32	0002682	
11/25/13	HOMEWIRE BASIC	\$4.99						
11/25/13	ELECTRIC SERVICE	\$341.63						
11/19/13	Late Payment Charge	\$139.24						
10/24/13	Payment		\$734.76					
10/24/13	Regular Bill			\$9,469.64	\$8,897.40	30	0003268	
10/24/13	ELECTRIC SERVICE	\$425.50						
10/24/13	HOMEWIRE BASIC	\$4.99						
10/18/13	Late Payment Charge	\$141.75						
09/27/13	Payment		\$1,893.00					
09/24/13	Regular Bill			\$11,525.16	\$10,788.40	32	0004174	
09/24/13	HOMEWIRE BASIC	\$4.99						
09/24/13	ELECTRIC SERVICE	\$550.02						
09/18/13	Late Payment Charge	\$159.17						
09/03/13	Adjustment		\$132.51					
09/03/13	Transfer		\$132.51					
09/03/13	Manual Bill Adjustment	\$155.09						
08/23/13	Regular Bill			\$10,788.40	\$10,065.77	29	0007525	
08/23/13	ELECTRIC SERVICE	\$576.70						
08/23/13	HOMEWIRE BASIC	\$3.95						
08/20/13	Late Payment Charge	\$141.98						
07/30/13	Adjustment		\$584.87					

Seize account

AMSCOT FINANCIAL SERVICES
1229 E VINE ST
KISSIMMEE, FL 34744
Window - 832
(407)932-1821
03/21/2013 12:10 PM
Transaction 737495

TERMINAL ID: FL5113

Amount Fee

Bill Payment #1:
PE 9606371545 2339.68
PROGRESS ENERGY
PE RECEIPT NO: 80806293310805312
Bill Collect Fee 1.25
Subtotal 2,340.93
Tendered 2,341.00
Change .07-

RODRIGUEZ GUERRA, BRENDA

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

REAL TIME TRANSACTION

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.

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

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

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.amscot.com. For questions or
concerns please call the Amscot
Customer Care line at
1(800)333-6130.

*Receipt stub required for Money
Order stop payments & copy requests*

AMSCOT - You're OK with Us!

AMSCOT FINANCIAL SERVICES
1229 E VINE ST
KISSIMMEE, FL 34744
Window - 83
(407)932-1821
03/21/2013 4:58 PM
Transaction 763279

TERMINAL ID: FL5113

Amount Fee

Bill Payment #1:
PE 9606371545 661.00
PROGRESS ENERGY
PE RECEIPT NO: 80000016610805316
Bill Collect Fee 1.25
Subtotal 662.25
Tendered 700.00
Change 37.75-

RODRIGUEZ GUERRA, BRENDA

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

REAL TIME TRANSACTION

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.

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

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

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.amscot.com. For questions or
concerns please call the Amscot
Customer Care line at
1(800)333-6130.

*Receipt stub required for Money
Order stop payments & copy requests*

AMSCOT - You're OK with Us!

We're here to help. Contact us.

Visit our website (progress-energy.com) for self-service options including address and phone number changes, reporting a power or streetlight outage, duplicate bills, account balance and history, e-bill, service requests, and to participate in our Energy Forum to discuss energy-related topics and more.

With the launch of our new mobile site, our most popular online features are now available for you to use on the go. Use your mobile device to view your account, view and pay your bill, report a power outage or request a streetlight repair, find a payment location and get Progress Energy Twitter updates. To enjoy the ease and convenience of our mobile site, visit progress-energy.com

Reporting outages: 1.800.228.8485 or at progress-energy.com/outage

For business transactions call 1.877.372.8477. Business hours are 7 a.m. – 6 p.m. Monday through Friday; however, our automated voice response system can address most of your service needs 24 hours a day.

Spanish-speaking customers - Para nuestros clientes que hablan Español, representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. – 6 p.m. Para obtener información o reportar problemas con su servicio eléctrico.

Digging in your yard? Call Florida's toll-free underground location line at 1.800.432.4770 or 811 from your cell phone.

Payment information

The delinquent date on your bill applies to current charges only. Any unpaid, past due charges are not extended to the new due date and may result in disconnection.

Remit payments or send correspondence to:

Progress Energy Florida, Inc., P.O. Box 33199, St. Petersburg, FL 33733.

Payment locations

Progress Energy recommends customers use either direct payment options or company-authorized payment locations. To find a paystation near you, visit us at progress-energy.com or call 1.888.893.9392. Payment locations that are not part of the authorized Progress Energy network cannot guarantee timely transfer of payment to Progress Energy, which can result in accounting delays and in some instances disconnections for nonpayment.

Make bill paying easier

- **e-bill:** view and pay your electric bill online – it's free, fast and secure.
- **Budget Bill:** take the peaks and valleys out of your residential electric bill.
- **Automatic Draft:** save time and postage by having your payments automatically drafted from your bank account each month.
- **EasyPay:** make a payment via credit card, debit card or electronic check at <https://pef.easypayfast.com> or by calling 1.866.374.5376. This service is available 24/7 and includes a convenience charge by a third-party vendor.
- **Electronic Check:** when you mail us a check as payment, you authorize us to convert your check into a one-time electronic check payment or to process the payment as a check image.

Save energy and money

Progress Energy offers energy-efficiency programs to help you save money and energy, including a free Home Energy Check available online, via phone or mail, or in your home. An optional energy analysis/rating including payback estimates can be conducted for a small fee, if desired. Visit progress-energy.com/save or call 1.888.302.8348.

Special needs customers

Florida Statutes establish a registration program available through county and municipal emergency management agencies for customers who may need special assistance during emergency evacuations and sheltering. Customers with special needs may contact their local emergency management agency for registration and more information.

Medically Essential Program

Progress Energy's Medically Essential Program identifies residential customers who are dependent on continuously electric-powered medical equipment. Participation in the program does not guarantee uninterrupted electric service. The program does not automatically extend electric bill due dates, nor does it provide priority restoration.

The benefits/guidelines of the Medically Essential Program include:

- Advanced notification of interruption of service due to nonpayment of electric bill and preplanned outages
- Advanced warning of hurricanes/major storms with emphasis on making proper arrangements
- Customers are required to pay their bills on time or will be subject to disconnection

To qualify, in accordance with Florida Statute Title XXVII Chapter 366.15:

- The patient must reside at the customer of record address
- Qualify annually and complete forms supplied by the public utility by a Florida licensed physician
- Be dependent on continuously electric-powered medical equipment to avoid the loss of life or immediate hospitalization

In the event of loss of power, it is the customer's responsibility to have a power backup system for their medical equipment, as well as an action plan for proceeding to the nearest medical facility.

To apply for participation in the Medically Essential Program, please call 1.800.700.8744

Important safety reminders

- Avoid all contact with electric wires. Exercise care when using ladders or poles outdoors.
- Never go near downed or low-hanging power lines. To report dangerous lines, call 1.800.228.8485.
- Activity near power lines can be life-threatening. Please use caution, and hire professionals when appropriate. Remember that tree limbs conduct electricity.

DETACH AND RETURN THIS SECTION WHEN MAILING PAYMENT

To change your mailing address or telephone number:

- Visit progress-energy.com to make changes.
- Or complete the information below and mail with your payment. If you pay at one of our convenient payment locations, use progress-energy.com to make changes.
- To have your electric service disconnected or transferred, visit progress-energy.com.

New mailing address _____

City _____ State _____ Zip _____

New phone number _____ Alternate phone number _____



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

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

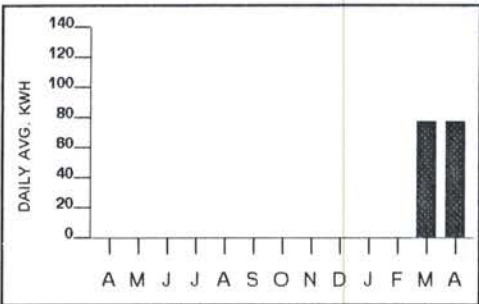
BILLING PERIOD..03-26-13 TO 04-24-13 29 DAYS
CUSTOMER CHARGE 8.76

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

Make checks payable to: Progress Energy Florida, Inc.

ACCOUNT NUMBER - 96063 71545

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

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

8,896.17
5,896.17

DUE DATE
MAY 16 2013

TOTAL DUE
8,896.17

PLEASE ENTER
AMOUNT PAID

We're here to help. Contact us.

Visit our website (progress-energy.com) for self-service options including address and phone number changes, reporting a power or streetlight outage, duplicate bills, account balance and history, e-bill, service requests, and to participate in our Energy Forum to discuss energy-related topics and more.

With the launch of our new mobile site, our most popular online features are now available for you to use on the go. Use your mobile device to view your account, view and pay your bill, report a power outage or request a streetlight repair, find a payment location and get Progress Energy Twitter updates. To enjoy the ease and convenience of our mobile site, visit progress-energy.com.

Reporting outages: 1.800.228.8485 or at progress-energy.com/outage

For business transactions call 1.877.372.8477. Business hours are 7 a.m. – 6 p.m. Monday through Friday; however, our automated voice response system can address most of your service needs 24 hours a day.

Spanish-speaking customers - Para nuestros clientes que hablan Español, representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. – 6 p.m. Para obtener información o reportar problemas con su servicio eléctrico.

Digging in your yard? Call Florida's toll-free underground location line at 1.800.432.4770 or 811 from your cell phone.

Payment information

The delinquent date on your bill applies to current charges only. Any unpaid, past due charges are not extended to the new due date and may result in disconnection.

Remit payments or send correspondence to:

Progress Energy Florida, Inc., P.O. Box 33199, St. Petersburg, FL 33733.

Payment locations

Progress Energy recommends customers use either direct payment options or company-authorized payment locations. To find a paystation near you, visit us at progress-energy.com or call 1.888.893.9392. Payment locations that are not part of the authorized Progress Energy network cannot guarantee timely transfer of payment to Progress Energy, which can result in accounting delays and in some instances disconnections for nonpayment.

Make bill paying easier

- **e-bill:** view and pay your electric bill online – it's free, fast and secure.
- **Budget Bill:** take the peaks and valleys out of your residential electric bill.
- **Automatic Draft:** save time and postage by having your payments automatically drafted from your bank account each month.
- **EasyPay:** make a payment via credit card, debit card or electronic check at <https://pef.easypayfast.com> or by calling 1.866.374.5376. This service is available 24/7 and includes a convenience charge by a third-party vendor.
- **Electronic Check:** when you mail us a check as payment, you authorize us to convert your check into a one-time electronic check payment or to process the payment as a check image.

Save energy and money

Progress Energy offers energy-efficiency programs to help you save money and energy, including a free Home Energy Check available online, via phone or mail, or in your home. An optional energy analysis/rating including payback estimates can be conducted for a small fee, if desired. Visit progress-energy.com/save or call 1.888.302.8348.

Special needs customers

Florida Statutes establish a registration program available through county and municipal emergency management agencies for customers who may need special assistance during emergency evacuations and sheltering. Customers with special needs may contact their local emergency management agency for registration and more information.

Medically Essential Program

Progress Energy's Medically Essential Program identifies residential customers who are dependent on continuously electric-powered medical equipment. Participation in the program does not guarantee uninterrupted electric service. The program does not automatically extend electric bill due dates, nor does it provide priority restoration.

The benefits/guidelines of the Medically Essential Program include:

- Advanced notification of interruption of service due to nonpayment of electric bill and preplanned outages
- Advanced warning of hurricanes/major storms with emphasis on making proper arrangements
- Customers are required to pay their bills on time or will be subject to disconnection

To qualify, in accordance with Florida Statute Title XXVII Chapter 366.15:

- The patient must reside at the customer of record address
- Qualify annually and complete forms supplied by the public utility by a Florida licensed physician
- Be dependent on continuously electric-powered medical equipment to avoid the loss of life or immediate hospitalization

In the event of loss of power, it is the customer's responsibility to have a power backup system for their medical equipment, as well as an action plan for proceeding to the nearest medical facility.

To apply for participation in the Medically Essential Program, please call 1.800.700.8744.

Important safety reminders

- Avoid all contact with electric wires. Exercise care when using ladders or poles outdoors.
- Never go near downed or low-hanging power lines. To report dangerous lines, call 1.800.228.8485.
- Activity near power lines can be life-threatening. Please use caution, and hire professionals when appropriate. Remember that tree limbs conduct electricity.

DETACH AND RETURN THIS SECTION WHEN MAILING PAYMENT

To change your mailing address or telephone number:

- Visit progress-energy.com to make changes.
- Or complete the information below and mail with your payment. If you pay at one of our convenient payment locations, use progress-energy.com to make changes.
- To have your electric service disconnected or transferred, visit progress-energy.com.

New mailing address

City

State

Zip

New phone number

Alternate phone number

APRIL 2013

ACCOUNT NUMBER**96063 71545****FOR CUSTOMER SERVICE OR
PAYMENT LOCATIONS CALL:
1-800-700-8744****WEB SITE: 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 TOTAL AMOUNT DUE**
MAY 16 2013 8,896.17**NEXT READ DEPOSIT AMOUNT**
DATE ON OR ON ACCOUNT
ABOUT
MAY 28 2013 NONE

COUNTY UTILITY TAX	33.78
MANUAL BILL ADJUSTMENT	1,553.31
TOTAL CURRENT BILL	2,484.51
BALANCE FORWARD	6,411.66
TOTAL DUE THIS STATEMENT	\$8,896.17

*Note: In This Bill The Company Duke Energy
Had to Add The Payments of Credit to be
Applied in My Account in March and April
In May 18 I Receive a call from Mr. Co*

Osceola County Uniform Charging Affidavit - Continuation

GISSIMMEE, FL ·
ARREST #

DEFENDANT'S LAST NAME Rodriguez	FIRST Brenda	MIDDLE L.	SUF	HGT 5'02"	WGT 130	RC B	SEX F	DOB 09-12-66	Case # 131024552	Arresting Officer
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# Codefendant(s):	ADDRESS	PHONE #	RACE	SEX	DOB
4					
5					
6					

COUNT NO.	OFFENSES CHARGE	F.S. #	CAPIAS/WARRANT #	CITATION #	BOND AMT
1	Theft of Utilities	812.14(2)(c)			\$500.00
2	Grand Theft	812.014(2)(c)(1)			\$500.00
BOND TOTAL					\$1000.00

Before me this date personally appeared Det. B. Ostrander who being first duly sworn deposes and says that on the 03/20/2013 at 819 SAN PEDRO COURT KISSIMMEE, FLORIDA the above named defendant committed the above offenses charged and the facts showing probable cause to believe the same are as follows:

On March 20, 2013, at approximately 1553 hours, I responded to 185 Anzio Drive Kissimmee, Florida, in a response to a theft of utility services. Upon arrival I made contact with Mr. Christian Sein and Carton Edge, who were identified via Progress Energy Identification.

Mr. Sein advised the following via a verbal and sworn written statement: Mr. Sein and Mr. Edge work for Progress Energy as a meter technicians, and they were working on 03/20/2013. They were investigating meter tampering at 185 Anzio Drive. Brenda Rodriguez is the registered patron for the power at the residence. Mr. Sein advised according to Progress Energy records the meter at this address was flagged for tampering during the June, 2010 billing cycle of June 23, through July 23, and the November, 2010 billing cycle of November 23, through December 23, 2010. The "flag" indicates the meter was moved or even unplugged from the wall. After the June, 2010 tampering alert there was no Kilowatt Hours (KWH) reading for July 2010, which indicated no power was being used. For the next four billing cycles the meter registered as normal. After the November, 2010 tampering alert the KHW consumption returned to zero and the home has registered no consumption of power since. This account was established in January, 2004 and the 31 months leading up to the June, 2010 tampering alert the average KWH usage was approximately 3,100 KWH.

Mr. Edge inspected the meter (#5905065) at 185 Anzio Drive. Upon inspecting the meter, the black bridge along the bottom of the meter had been altered. The fifth pin on the bridge from the left was missing avoiding the contact with the circuit board. The meter was collected by Mr. Edge. The power was turned off and the meter box was locked.

Mr. Sein advised the customer, Brenda Rodriguez, has been without KWH usage since November, 2010 to this date, which is approximately two and a half years. The suspect has stolen an unknown amount of KWH electric, but is estimated to be valued greater than \$300.00. Progress Energy will calculate the exact amount and provide it at a later time.

I swear the above statement is correct and true to the best of my knowledge and belief

Det. B. Ostrander 1407
OFFICER/AFFIANT'S SIGNATURE

Det. B. Ostrander 1407
OFFICER'S NAME ID #

PCS/GTA
OFFICER'S DIVISION

STATE OF FLORIDA COUNTY OF OSCEOLA

The foregoing instrument was acknowledged before me this 7 day of MAY, (year) 2013, who is personally known to me or who has produced Law Enforcement identification and who DID take an oath. (SEAL OR STAMP IF APPLICABLE)

840
LAW ENFORCEMENT OFFICER/CORRECTIONS OFFICER PER F.S. 117.10

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)

ORIGINAL

This amount is
 part of Back Bill
 In your allegation
 this is happen
 in 2010-2011.

\$614.85 Current usage from 2/22/2013 to 4/24/2013 - Pay by full
 \$1,553.31 Rate Adjustment August-December 2010 and January-March 2011 - note: Explain
 \$75.00 Revenue Protection Investigation Charge -
 \$237.40 (3 hours of Revenue Protection charges plus \$12.40 for lock) - Explain
 \$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 Armando)
 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 Release 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.