

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Initiation of formal proceedings on Complaint
No. 1109752E of Brenda Rodriguez against Duke
Energy Florida, Inc. for alleged improper billing.

DOCKET NO: 140024-EI

FILED: January 8, 2015

PREHEARING STATEMENT OF BRENDA RODRIGUEZ

Brenda Rodriguez, pursuant to the Order Establishing Procedure in this docket, Order
No. PSC-14-0674-PCO-EI, issued December 05, 2014, hereby submit this Prehearing Statement.

APPEARANCES:

Brenda Rodriguez
185 Anzio Drive
Kissimmee, FL 33658
Phone: (407) 486-1328
Email: notarybrenda67@yahoo.com

1. **WITNESSES:**

Brenda Rodriguez does not intend to call any witnesses.

2. **EXHIBITS:**

- BR-1 Ninth Circuit Documents
- BR-2 March 2013 Bill
- BR-3 Archive Data Form CR SRCE Table
- BR-4 Customer Service System Account Statement
- BR-5 September 16, 2013 Letter

3. STATEMENT OF BASIC POSITION

Brenda Rodriguez denies tampering with the meter(s) at her residence. See attached exhibits BR-1 through BR-5.

4. STATEMENT OF FACTUAL ISSUES AND POSITIONS

Issue 1: Is there sufficient evidence that meter tampering occurred at the Rodriguez residence at 185 Anzio Drive, Kissimmee, Florida 34758 to permit Duke Energy Florida to back-bill the Rodriguez account for unmetered kilowatt hours?

Position: No. See attached exhibits (BR-1 through BR-5):

1. Circuit Court of the Ninth Judicial Circuit's Ms. Alison Lopes (407)-742-7100
2. Bill of March 26, 2013 (with a credit)
3. Archive Data Form CR SRCE Table
4. Customer Service System (Account Activity)
5. Letter of September 16, 2013

Issue 2: If the answer to Issue 1 is yes, what is the appropriate back-billing period to be used in this case?

Position: n/a

Issue 3: If the answer to Issue 1 is yes, what is the appropriate amount of back-billed charges?

Position: n/a

Issue 4: If the answer to Issue 1 is yes, should investigative costs be charged, and if so, what is the appropriate amount?

Position: n/a

Issue 5: If the answer to Issue 1 is yes, what are the total costs to be billed?

Position: n/a

Issue 6: Are there any mitigating factors that should be taken into account in this case?

Position: My problem with the Company started in 2005 when I made several calls to the Company in reference of the amount of money I was charged for the use of light in my property. I never tampered with the meter. See the Customer Service System in order to understand the situation. See also letter attached with date of September 16, 2013. See all attached exhibits (BR-1 through BR-5).

Issue 7: Should this docket be closed?

Position: Yes.

5. STIPULATED ISSUES:

None at this time.

6. PENDING MOTIONS:

None at this time

**7. STATEMENT OF PARTY'S PENDING REQUESTS OR CLAIMS FOR
CONFIDENTIALITY:**

None at this time.

8. OBJECTIONS TO QUALIFICATION OF WITNESSES AS AN EXPERT:

None at this time.

9. STATEMENT OF COMPLIANCE WITH ORDER ESTABLISHING PROCEDURE:

There are no requirements of the Order Establishing Procedure with which Brenda Rodriguez cannot comply.

Dated this 8th day of January, 2015

Respectfully submitted,

s"/ Brenda L. Rodriguez
Brenda Rodriguez
Pro Se

185 Anzio Drive
Kissimmee, FL 33658
notarybrenda67@yahoo.com

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the foregoing **PREHEARING STATEMENT OF BRENDA RODRIGUEZ** has been furnished by electronic mail on this 8th day of January, 2015.

Matthew Bernier
Duke Energy
106 East College Avenue, Suite 800
Tallahassee, FL 32301-7740
matthew.bernier@duke-energy.com

Suzanne Brownless
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0850

s"/ Brenda L. Rodriguez
Brenda Rodriguez

**IN THE CIRCUIT COURT OF THE NINTH JUDICIAL CIRCUIT
IN AND FOR OSCEOLA COUNTY, FLORIDA**

Case No: 2013 CF 004218
Date of Offense: 03/22/2013

STATE OF FLORIDA
VS
BRENDA L RODRIGUEZ
185 ANZIO DR
KISSIMMEE, FL 34758

Defendant

ROBERT WESLEY
2 COURTHOUSE SQUARE
SUITE 1600
KISSIMMEE, FL 34741

Attorney

*Ask for
copy of
Discovery -*

**NOTICE SETTING PRE-TRIAL HEARING AND TRIAL DATE
AND UNIFIED PRE-TRIAL ORDER**

COURT DATES

Defendant is hereby Ordered to appear for:

<i>Event</i>	<i>Date</i>	<i>Time</i>	<i>Location</i>	<i>Judge</i>
PRE-TRIAL	3/5/2014	8:30 AM	COURTROOM 5A	MARK S BLECHMAN
JURY TRIAL	3/17/2014	8:30 AM	COURTROOM 5A	MARK S BLECHMAN

APPEARANCE

**NOTICE OF PRE-TRIAL AND TRIAL
ARRAIGNMENT WAIVED. SPANISH INTERPRETER TRANSLATED.**

UNIFIED PRE-TRIAL ORDER

This order applies to all criminal cases prosecuted in the Ninth Judicial Circuit, State of Florida, including felonies, misdemeanors and criminal traffic cases in both Orange and Osceola counties.

I. Trial:

- A. State Attorneys, Defendants and their attorneys and witnesses are expected to be ready for trial and be available during the entire trial period.
- B. State Attorneys, Defendants and their attorneys must be on time for trial and not leave the Judge's court room until released by the Presiding Judge.
- C. Scheduling a case for trial, during pretrial or other court appearance is a representation that the party is ready for trial and that the trial period/trial date is satisfactory to the party.
- D. Criminal cases set for jury trial take precedence over motions, hearings, and civil trials, regardless of whether the motions, hearings or civil trials are in county or circuit court. (Rule 2.550 of the Florida Rules of Judicial Administration).
- E. All Attorneys must bring updated calendars to all court appearances. Once a case is scheduled for trial any continuance due to a scheduling conflict will be not be granted absent extraordinary circumstances.

II. Motions to Transfer:

All Motions to Transfer must be filed ten (10) days prior to trial and contain a waiver of speedy trial if filed by the Defendant if the result of granting the motion would delay the trial. The Motion must be in the approved form.

III. Discovery:

The Assistant State Attorney shall promptly provide all discovery materials to the defense attorney upon the filing of a Notice Of Discovery. All parties shall commence and complete discovery prior to the Pre-Trial conference. Any motions shall be filed immediately upon discovery of the grounds for the motion and shall be set for hearing prior to the Pre-Trial conference. The only motions allowed after Pre-Trial will be those directed to the conduct of the trial and they shall be set after Pre-trial and before the trial period begins.

IV. Pre-Trial Motions:

A. Motions for Continuance: (1) Absent extraordinary circumstances, motions to continue must be filed before or at the time of pretrial. (2) Any such motion must be in writing on the approved form, setting forth good cause and must be accompanied by the approved form order. (3) If, after the case is scheduled for trial, a continuance is requested due to witness unavailability, then it must be filed prior to the trial date. (4) A request for continuance due to scheduling conflict will not be granted absent extraordinary circumstances. (5) A request for continuance based upon the scheduling of a non-criminal jury trial case and/or bench trial or hearings shall be denied absent extraordinary circumstances.

B. Motions To Suppress: (1) Shall be filed at least ten (10) days prior to the Pre-trial conference and scheduled for hearing prior

2013-CF-004218: BRENDA L. RODRIGUEZ

to the Pretrial conference, unless good cause is shown for the delay. (2) Shall clearly set forth evidence sought to be suppressed or excluded, the specific reasons for the suppression and a general statement of facts supporting the motion. (3) Attorneys, Defendants and witnesses shall be on time for the hearing. (4) Hearings shall not be continued due to the attorney's unavailability unless extraordinary circumstances exist. A conflicting trial or hearing date does not constitute an extraordinary circumstance. Attorneys are expected to have back up counsel ready to handle said motions. (5) Late filings of Motions to Suppress may result in denial with hearing. See State v. Powell, 717 So. 2d 1050(5th DCA 1998)

V. Miscellaneous:

A. Interpreters: State Attorney and/or Defendant's attorney shall notify the Court at the pre-trial conference if a language interpreter is required for the defendant or any witness together with notice of the relevant language.

B. Trial Division: If the trial is moved to the Trial Division, counsel may not reargue motions already ruled upon.

C. Defendant's Presence: Unless excused by the Court, the Defendant, if not in jail, shall be present with counsel all preliminary conferences except for arraignment or pre-trial conference if the attorney has timely filed a notice of appearance and waiver or arraignment and/or pre-trial conference. If the Defendant is in jail, Defense counsel shall consult with the Defendant during the week preceding the preliminary conference, and if such jailed Defendant is to enter a plea, counsel must notify the Judge's assistant by 2:00 pm on the working day preceding the Preliminary Conference unless otherwise scheduled by the Judge.

D. Clients represented by the public defender must stay in contact with the public defender as a condition of release. Failure to stay in contact with your public defender may result in revocation of your conditions of release and you may be incarcerated.

DONE AND ORDERED THIS 10TH DAY OF DECEMBER, 2013.



MARK S BLECHMAN, CIRCUIT JUDGE

I certify that copies have been furnished on 10TH day of December, 2013 By: MALLORY C., DEPUTY CLERK

DEFENDANT SIGNATURE

BRENDA L RODRIGUEZ
DEFENDANT

MAILED

HAND DELIVERED

ROBERT WESLEY
2 COURTHOUSE SQUARE
SUITE 1600
KISSIMMEE, FL 34741
DEFENDANT'S ATTORNEY
PROSECUTOR

MAILED

HAND DELIVERED

MAILED

HAND DELIVERED

EMPIRE BAIL BONDS OF KISSIMMEE, INC.
415 BRYANT STREET
KISSIMMEE, FL 34741
BONDSPERSON

MAILED

HAND DELIVERED

NOTE: Defendant's presence is required, unless otherwise noted above, and failure of defendant to appear will result in forfeiture of the bond.

If you are a person with a disability who needs any accommodation in order to participate in this proceeding, you are entitled, at no cost to you, to the provision of certain assistance. Please contact the ADA Coordinator, Court Administration, Osceola County Courthouse, 2 Courthouse Square, Suite 6300, Kissimmee, Florida, (407) 742-2417, at least 7 days before your scheduled court appearance, or immediately upon receiving this notification if the time before the scheduled appearance is less than 7 days; if you are hearing or voice impaired, call 711.

IN THE Circuit COURT OF THE
NINTH JUDICIAL CIRCUIT, IN AND FOR
OSCEOLA COUNTY, FLORIDA

CASE NO. CF 13 4215

DIVISION 201

STATE OF FLORIDA

vs.

Brenda Rodriguez

NOLLE PROSEQUI

THE STATE OF FLORIDA enters a Nolle Prosequi in the above-entitled action as to

Booth Davis

I do certify that a copy hereof has been furnished to

2 atty
by (delivery) (mail) this 26 day of March, 2014.

JEFFREY L. ASHTON
State Attorney

By: [Signature]
Print Name: J. Ashton
Florida Bar No. 01152736
Assistant State Attorney
2 Courthouse Square, Suite 3500
Kissimmee, FL 34741-548
Telephone: 407-742-5200

cc: State Attorney
Counsel for Defendant

Docket No. 140024-EI
 Archive Data Form CR SRCE Table
 BR-3, Page 1 of 2

BILL ACCT	PREMISE	SOURCE	S T A T U 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

Regular Reading

→ *Compare with Bill in March 26, 2013*

ORIGINAL

ARCHIVED ACCT DATA FROM THE CR SRCE TABLE

Docket No. 140024-EI
 Archive Data Form CR SRCE Table
 BR-3, Page 2 of 2

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

Payment

ORIGINAL

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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

DATE	RELATING TO	DEBIT AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	DAYS USED	KWH	KVA
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			0000000	
03/27/13	HOMEWIRE BASIC	\$3.95						
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				(\$660.32)	29		0002281
02/22/13	CANCELED ELECTRIC SERVICE	\$9.70						
02/22/13	HOMEWIRE BASIC	\$3.95						
01/24/13	Regular Bill				(\$673.97)	29		0003339
01/24/13	CANCELED ELECTRIC SERVICE	\$9.70						
01/24/13	HOMEWIRE BASIC	\$3.95						
12/26/12	Regular Bill				(\$687.62)	32		0002636
12/26/12	CANCELED ELECTRIC SERVICE	\$9.70						
12/26/12	HOMEWIRE BASIC	\$3.95						
11/26/12	Regular Bill				(\$701.27)	31		0003250
11/26/12	HOMEWIRE BASIC	\$3.95						
11/26/12	CANCELED ELECTRIC SERVICE	\$9.70						
10/24/12	Regular Bill				(\$714.92)	30		0003961
10/24/12	CANCELED ELECTRIC SERVICE	\$9.70						
10/24/12	HOMEWIRE BASIC	\$3.95						
09/25/12	Regular Bill				(\$128.57)	32		0003907
09/25/12	CANCELED ELECTRIC SERVICE	\$9.70						
09/25/12	HOMEWIRE BASIC	\$3.95						

2013
 05/08/13
 10:21 AM
 10:21 AM



Duke Energy
Customer Service System
Account Activity Statement

Docket No. 140024-EI
Customer Service System Account
Activity Statement
Exhibit BR-4, Page 2 of 4

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

DATE	RELATING TO	DEBIT AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	PAID USED	KWH	KV
09/23/12	Regular Bill				(\$742.22)	30	0004166	
08/23/12	CANCELED ELECTRIC SERVICE	\$9.70						
08/23/12	HOMEWIRE BASIC	\$3.95						
07/24/12	Regular Bill				(\$753.87)	32	0004506	
07/24/12	CANCELED ELECTRIC SERVICE	\$9.70						
07/24/12	HOMEWIRE BASIC	\$3.95						
06/22/12	Regular Bill				(\$769.32)	30	0004263	
06/22/12	HOMEWIRE BASIC	\$3.95						
06/22/12	CANCELED ELECTRIC SERVICE	\$9.70						
05/23/12	Regular Bill				(\$783.17)	29	0003025	
05/23/12	HOMEWIRE BASIC	\$3.95						
05/23/12	CANCELED ELECTRIC SERVICE	\$9.70						
04/24/12	Regular Bill				(\$796.82)	32	0002222	
04/24/12	CANCELED ELECTRIC SERVICE	\$9.70						
04/24/12	HOMEWIRE BASIC	\$3.95						
03/26/12	Regular Bill				(\$810.47)	30	0002026	
03/26/12	CANCELED ELECTRIC SERVICE	\$9.70						
03/26/12	HOMEWIRE BASIC	\$3.95						
02/22/12	Regular Bill				(\$824.12)	29	0002281	
02/22/12	CANCELED ELECTRIC SERVICE	\$9.70						
02/22/12	HOMEWIRE BASIC	\$3.95						
01/25/12	Regular Bill				(\$837.77)	32	0003339	
01/25/12	HOMEWIRE BASIC	\$3.95						
01/25/12	CANCELED ELECTRIC SERVICE	\$9.70						
12/27/11	Regular Bill				(\$851.42)	30	0002636	
12/27/11	CANCELED ELECTRIC SERVICE	\$9.70						
12/27/11	HOMEWIRE BASIC	\$3.95						
11/23/11	Regular Bill				(\$17.70)	30	0003250	
11/23/11	CANCELED ELECTRIC SERVICE	\$9.70						

Amount in Disput.

Page # 4

Docket No. 140034-ET
Customer Service System Account
Activity Statement
Extension BR-4, Page 3 of 4



Duke Energy
Customer Service System
Account Activity Statement

Date: 05/08/13
Page: 1 of 4

**** Account Information ****

Account Number: 96063-71545
Requested By: BRENDA RODRIGUEZ-GUERRA
(407) 486-1328 Extension call
Mail To: BRENDA RODRIGUEZ-GUERRA
185 ANZIO DR. <<SP1 BLUE>>
KISSIMMEE FL 34758

**** Current Account Status ****

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

DATE	RELATING TO	DEBIT AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	DAYS USED	KWH	KV
04/24/13	Regular Bill			\$8,896.17	\$6,411.66	61	6081942	
04/24/13	ELECTRIC SERVICE	\$614.85						
04/24/13	HOMEWIRE BASIC	\$1.95						
04/24/13	REVENUE PROTECTION DEPARTMENT	\$237.40						
04/24/13	INVESTIGATION OF UNAUTHORIZED USE	\$75.60						
04/19/13	Manual Bill Adjustment	\$1,531.31						
04/18/13	Manual Bill Adjustment	\$397.14						
04/18/13	Manual Bill Adjustment	\$261.85						
04/18/13	Manual Bill Adjustment	\$299.37						
04/18/13	Manual Bill Adjustment	\$490.00						
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	\$366.53						
04/18/13	Manual Bill Adjustment	\$519.20						
04/18/13	Manual Bill Adjustment	\$285.76						
04/18/13	Manual Bill Adjustment	\$553.09						
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	\$284.51						
04/18/13	Manual Bill Adjustment	\$457.33						
04/18/13	Manual Bill Adjustment	\$541.87						

- Explain

*1- I year Canceled My Services
2- The Manual Bills of the Same Dates*

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Duke Energy
Customer Service System
Account Activity Statement

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

Account Number 96063-71545

Requested By: BRENDA RODRIGUEZ-GIERGA

Phone: (407) 486-1328

Extension: cell

DATE	RELATING TO	DEBIT AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	PAWS USED	KWH	KVA
11/23/11	HOMEWIRE BASIC	\$3.95						
10/24/11	Regular Bill				(\$31.35)	32	0003951	
10/24/11	CANCELED ELECTRIC SERVICE	\$9.70						
10/24/11	HOMEWIRE BASIC	\$3.95						
09/22/11	Regular Bill				(\$45.60)	10	0003907	
09/22/11	HOMEWIRE BASIC	\$3.95						
09/22/11	CANCELED ELECTRIC SERVICE	\$9.70						
08/23/11	Regular Bill				(\$58.65)	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	0004505	
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	0006000	
05/24/11	HOMEWIRE BASIC	\$3.95						
05/24/11	CANCELED ELECTRIC SERVICE	\$9.70						
05/19/11	Late Payment Charge	\$5.00						

Letter 1

Brenda Rodriguez
185 Anzio Drive
Kissimmee, FL 34758

September 16, 2013

My name is Brenda Rodriguez, the reason of my letter is to complaint about the treatment that I had receive from the employees of Progress Energy now call Duke Energy.

My problem with the company started since 2005, when I made severals called to the company (Progress Energy) in reference of the amount of money I was charged for the use of the light in my property.

In 2006 the meter of my house was change to another. In 2010 progress energy claim that the meter in my property was tamper, they decide to remove the meter in march 2013. (My questions to the company is if they claim that my meter was tamper why they wait 3 years to take any action?)

I would like to state for the records that the accusations against me are false, I would like to first explaining that to paper the meter the way the company accuse me, I need to be an expert and very knowledge about how meter work which I'm not.

In March 2013, my light was disconnect without any explanation, just with false accusations agains me.

When the employee for Progress Energy took the meter in order to do an investigation the result from the same was that both meter, was place in my house since the time I had move from the first time to the time that they claim I tamper the meter the result both meter was working properly.

As you can see the result of the invstigation by the test performe with both meters meter (5905065) and (1714187) the amount of the kWh usage is less than .2%.

An employee of Progress Energy went to my house with a nasty attitude and told me that I had to paid him the amount of \$3,000.00 dollars in order to keep my light on. In March 21, 2013 I had call customer service and they advise me that due to the credit I already had in my account for the amount of \$660.32 dollars, I just need to paid the different that was \$2,339.68, when the employee that was at my house knew the amount I had paid, he told me that he want the \$ 3,000 dollar or he was not going to connect my light back. I had to made another payment of \$662.25 dollars the same day, making an amount of \$3,662.25 in total.

Now I had receive the monthly bill of \$722.63, that is without the amount that the company is charging me for the sum of \$12,157.52 making a total of \$16,542.40 dollars.

letter 2

I would like to stay for the records that I live in a house not in a commercial building, beside just 2 people was living in the property at the time. I believe that is an excessive payment the company is asking me to do.

I been calling the company in florida state seeking for help and I not been help, I just been harass for the employeos of the company.

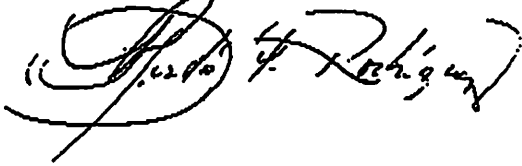
I also called Mr. Tom Williams on 9/10/13 he had told me that he was going to call me back and I'm still waiting.

I would like to mention that I'm a sick person working a part time job and I do not have \$12,157.52 dollars to pay for something they said I did without any substantial evidence.

I would like to somebody call me for additional information that can be use, because I have the same interest to get to the bottom of this issue and this accusations against me.

You can contact me at (407)486-1328.

Thank you in advance,
Brenda Rodriguez



note: The Reason at this time for continuing with the
Complain is Recovery by Honey and fix the
yourself Bills