

State of Florida



# Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

**-M-E-M-O-R-A-N-D-U-M-**

---

**DATE:** September 25, 2017

**TO:** Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk

**FROM:** Pamela H. Page, Senior Attorney, Office of the General Counsel *PHP*

**RE:** Docket No. 20170098 - Complaint by Richard Malcolm against Florida Power & Light Company

---

Please file the attached letter to Mr. Richard Malcolm in Docket No. 20170098 – Complaint by Richard Malcolm against FP&L. Please call me at x36214 should there be any questions. Thank you.

RECEIVED-FPSC  
2017 SEP 25 PM 3:55  
COMMISSION  
CLERK

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
ART GRAHAM  
RONALD A. BRISÉ  
DONALD J. POLMANN  
GARY F. CLARK

STATE OF FLORIDA



KEITH C. HETRICK  
GENERAL COUNSEL  
(850) 413-6199

## Public Service Commission

September 25, 2017

***Regular Mail and E-Mail***

Mr. Richard Malcolm  
P.O. Box 278204  
Miramar, FL 33027-8204  
richmalcolm76@gmail.com

**Re: Docket No.: 20170098 - Complaint by Richard Malcolm against Florida Power & Light Company**

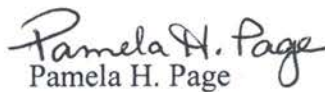
Dear Mr. Malcolm:

This is in response to your "Protest Against Agency Ruling" filed with the Florida Public Service Commission (Commission) on September 22, 2017. We are clarifying your opportunity to respond to the Commission's decision on your complaint against Florida Power & Light Company (FP&L).

If the Commission approves staff's recommendation, the correct time for filing a protest is after the Commission votes on your complaint at the October 3, 2017 Agenda Conference, and an order has been issued. After the Conference, the Commission will issue a Proposed Agency Action Order (Order) which specifies that you have 21 days from the date of the Order in which to file your protest with the Commission. The Order will notify you that your protest must conform to Rule 28-106.201, Florida Administrative Code.

This is also to confirm that when we spoke on September 22, 2017, I stated that you may have an opportunity to address the Commission during the October 3, 2017 Agenda Conference. At that time, I again informed you that the appropriate time for filing a protest is after the Order is issued. Should there be any questions, please contact me at 850-413-6214.

Sincerely,

  
Pamela H. Page  
Senior Attorney

PHP

Cc: Office of Commission Clerk