

REQUEST TO ESTABLISH DOCKET

(Please type or print. File original with CLK.)

Date:	12/10/2019	
1. From Division / Staff:	Gcl <i>K. Simmons</i> ^{hs}	
2. OPR:	GCL	
3. OCR:	CAO, ECO	
4. Suggested Docket Title:	Complaint by Belkys Armenteros against Florida Power & Light Compay regarding backbilling for alleged meter tampering.	
5. Program/Module/Submodule Assignment:	A9	
6. Suggested Docket Mailing List		
a. Provide NAMES/ACRONYMS, if registered company		<input type="checkbox"/> Provided as an Attachment
Company Code, if applicable:	Parties (include address, if different from MCD):	Representatives (name and address):
	Belkys Armenteros, 2691 Kentucky St., West Palm Beach 33406	
EI802	Florida Power & Light Company	
b. Provide COMPLETE NAME AND ADDRESS for all others (match representatives to companies)		
Company Code, if applicable:	Interested persons, if any, (include address, if different from MCD):	Representatives (name and address):
7. Check one:	<input checked="" type="checkbox"/> Supporting documentation attached	<input type="checkbox"/> To be provided with Recommendation
Comments:		

RECEIVED-FPSC
 2019 DEC 11 AM 8:22
 COMMISSION CLERK

A : Office of commission clerk Florida Public Service Commission

Queja contra la compañía de
electricidad : FPL

El 4 de junio recibí un aviso con corte de la electricidad por parte de la compañía FPL , la sra Ramos tenía el caso de investigación sobre una violación , según esta sra de que yo la que escribe Belkys Armenteros, de beneficiarse del 49,99% del servicio eléctrico por un periodo de 48 meses , ósea según , está , el reloj con codificación-
Niego que yo tenga conocimiento de algo y por supuesto jamás mi consumo de electricidad haya tenido tan alto costo , nunca , comienza las acusaciones en mi contra desde mi posición social hasta la culpabilidad de que algunos de mis hijos hayan incurrido en tal delito , niego totalmente dichas acusaciones, pero entonces me dicen que la compañía tiene status que los amparan para acusar y responsabilizar a los titulares del servicio, encuentro esto totalmente inaceptable teniendo en cuenta que es inmoral acusar a un cliente por una compañía privada responsable de las pérdidas de esta o cualquier compañía privada ,
Comienzo a pensar , no se qué hay de cierto en este tipo de fraudes de la que la compañía menciona , no puedo asegurar que esto sea o no posible , pero lo que sí se es que yo o cualquier miembro de mi familia hayamos incurrido en este tipo de delito de la que soy acusada . Hago 2 quejas a la comisión una relacionada con este asunto con número 1311952E y otra por el fondo de esta nueva cuenta (porque me vi obligada a abrir otra cuenta y por también reglas de las Compañía pagar fondo porque entonces sería otra cuenta , así que no solo tendría que poner al menos el 50 % de la esta supuesta deuda que contraí por manipular el reloj, también por el fondo de la nueva cuenta que se tuvo que abrir porque alguien y según los propios empleados de la compañía mi hijo Robelio Rodríguez cerró , creándome y generando más gasto , ya no era suficiente el hecho de que estaba siendo acusada de un delito y juzgada por esta compañía, generando más inconvenientes para conseguir la cantidad de dinero que me exigía para reponer mi servicio cancelado hasta tanto yo no depositara esta cantidad 5500.00 más 1243.00 de depósito , tengo que agregar que la cantidad exigida inicial era de 8500.00 , el 75% , la cual conseguí luego de un mes de conversaciones con la sra ramos , me tome la molestia de esperar todo un mes ósea mi primer bill entre el 7 de junio del presente año hasta el día 29 , incluyendo todos los costos de impuestos mi gasto no incurrió de 242.00 \$, ahí tenía mi comprobación para iniciar mi reclamo sobre la base de fraude y creación de delitos por parte de esta compañía y fue entonces que el 1/julio del presente año , comencé este reclamo . Solicité a la compañía una auditoría a mi casa , para poder contrarrestar la sugerencia de la sra ramos de que esta diferencia de gasto actual con un reloj nuevo que no estaba manipulado por mi como ella misma sugirió cuando la cuestioné sobre este hecho , alegando que yo no estaba usando los equipos para de esta manera proteger y justificar la contradicción de que yo me beneficié del anterior reloj supuestamente manipulado según el también supuesta investigación realizada por esta compañía. Solicite a la comisión que tomarán este reloj que fue instalado el día 25 de marzo del presente año , para que fuera analizado y dicha compañía les explicara a esta entidad este resultado, ya que a mi no me lo podían explicar , entonces ya teníamos un tercer reloj puesto por los Técnico y especialista de la comisión que también sigue

sin producir , los supuestos costo de los que supuestamente se beneficiaron, porque habían sido manipulados, me estaba basando en los hechos no es experimentos o procedimientos que fueron creados por la compañía con leyes y status que solo los benefician a estos , sin tener en cuenta la defensa o la verdad de los hechos . Basado en estos elementos que puedo probar , es que me decidí a someter mi reclamo , de que la compañía me retribuye todo el costo que me ha causado este penoso incidente , la respuesta de la comisión fue que la Compañía no violó los status que se les da para que ellos puedan ir acusando a los clientes y estafarnos solo con el uso de estos procedimientos, sin tener en cuenta el derecho a la defensa , proteger los intereses del cliente en mi experiencia personal esta comisión no está para proteger al cliente , está creada para que las compañías protegidas por regulaciones puedan acusar a cualquiera y obtener beneficios para cubrir sus pérdidas.

En mi investigación sobre este hecho encontré que no soy la única muchos clientes de esta compañía han sido acusado , la mayoría tenemos una coincidencia todos los casos datan de las mismas fechas el mismo método , la diferencia es el costo . Pero todos los casos , cortamos los cables , rompimos el sello de seguridad de adentro pero no el de afuera . Todos sabíamos manipular el sello de afuera , honestamente me he parado delante de ese reloj mil veces y me he preguntado como todos y en este caso yo , pudimos romper el sello de adentro pero no el de afuera . Todas estas preocupaciones las compartí con la encargada de mi caso , tanto de la comisión como los de la FPL, respuesta , sin responder , también según la encargada que atendió mi caso de la comisión la compañía FPL no tenía la respuesta para la contradicción que existe entre el supuesto hecho de manipulación del primer reloj , con el hecho de que todavía hoy 2 reloj no hayan alcanzado al menos el 50% del supuesto beneficio del que me acusan que cometí , ellos en su reporte incluyen el gasto neto del bill , yo me fijé que está incluido en estos gasto el pago de taxes y otros cargo que se derivan según el costo del consumo, todo esto acreditado a mi . Algo que me resulta también insólito y muy descarado por parte de esta compañía, porque tengo que pagar los impuesto de esta compañía? Ellos nos pagan mis impuestos , yo sólo compro y pagó la energía que esta compañía me vende , no sus costo de negocio, no es mi responsabilidad si esta compañía entiende que no le es negocio costo ganancia , es su problema no el mío , y no tengo los conocimientos para hablar sobre el tema pero no creo , que no sea rentable para incluso sus pérdidas.

Pido encarecidamente que revisen este caso , que prueben que realmente este reloj fue manipulado y que den una respuesta factible de esta contradicción.

He tendido en cuenta sobre estos eventos y contradicciones a partir de mayo del 2019 le doy los meses restante a la compañía del beneficio del que me acusan , como es que todavía hoy no e incurrido en este consumo exagerado que yo debía estar teniendo , yo he estado dispuesta es todo los aspectos para demostrar que esta acusación es falsa , y me remito a los hechos .

Por eso exijo que se me devuelva todo el dinero que esta compañía me ha estado sacando acusándolo de algo que según y basado en los hechos , valga la redundancia, no cometí y que todavía hoy esta compañía no ha podido probar .

Todavía a la fecha tengo en balance por esta situación 5429.92 ya se ha abonado 6800.00 .

Bajo amenaza de no prestar el servicio, estoy pagando el préstamo que se me dio para poder tener servicio.

Aunque mi hijo se prestó para pagar esta cantidad la compañía que representa la sra ramos no lo acepto , ciertamente está en récord que yo incluso durante este periodo he pagado con ayuda gubernamental, cuando supuestamente ocurrían estos delitos , como también estaba inscrita en un programa para pagar un cantidad fija . Para no tener que pagar en verano más de 300.00 \$ fijo ya que en otras temporadas mi gasto no era tan elevado al parecer la compañía no tuvo en cuenta este detalle cuando me eligió para estos eventos . Pido mejor que robar .

Les adjunto los documentos que me fueron entregados con la conclusión, que para mi fue el mismo resultado de cuando se inició este asunto , les dejo también mi deseo de que se me haga justicia .

Sin más , esperando por este dpto
Belkys Armenteros
2691 Kentucky St
West Palm Beach Florida 33406
561 5982765

Nota : no hablo el inglés autorizo que mi hija Yessica Quintanilla, pueda recibir información sobre el tema , para que pueda servir de traductor.
(561) 358-0572

COMMISSIONERS:
ART GRAHAM, CHAIRMAN
JULIE I. BROWN
DONALD J. POLMANN
GARY F. CLARK
ANDREW GILES FAY

STATE OF FLORIDA



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

Public Service Commission

November 12, 2019

Certified and Regular Mail

Ms. Belkys Armenteros
2691 Kentucky Street
West Palm Beach, FL 33406

RE: Florida Public Service Commission Complaint Number 1311952E

Dear Ms. Armenteros:

This letter is in response to your complaint filed with the Florida Public Service Commission (PSC or Commission). According to the complaint, Florida Power & Light Company (FPL) is billing you for meter tampering that occurred at your residence from July 2014 to March 2019. You stated that you did not tamper with the meter. You are seeking a credit adjustment of \$11,545.44.

Because you did not accept the Commission's actions to informally resolve your complaint, it was reviewed by the PSC's Process Review Team (PRT) in accordance with Commission Rule 25-22.032, Florida Administrative Code (F.A.C.). Based on the PRT's review, it does not appear that FPL violated applicable statutes, rules, company tariffs, or Commission orders. Your complaint has been thoroughly reviewed, and the informal complaint process is concluded. Per your request, your file is attached.

If you disagree with your complaint conclusion, you may file a petition for initiation of formal proceedings for relief against FPL. The request for formal proceedings must follow the complaint requirements in Rule 25-22.036, F.A.C. - Initiation of Formal Proceedings (attached for your review). The Rule can be found online at www.flrules.org.

You may file your petition by mail (address below) or electronically via the Commission's web portal. Access the Electronic Filing Requirements and e-filing instructions at <http://www.floridapsc.com/ClerkOffice/EFilingRequirements>, and the Electronic Filing Web Portal at <https://secure.floridapsc.com/ClerkOffice/EFilingPublic>. The PSC cannot accept this request via fax.

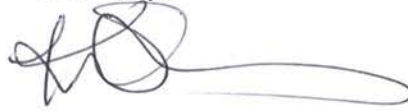
Ms. Armenteros
Complaint# 1311952E
November 12, 2019
Page 2 of 2

Mailing address:
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

FPL can respond to your formal complaint. After considering your complaint and FPL's response, the Commission will rule on your petition. In its consideration, the Commission will consider whether your complaint meets the rule requirements and whether the Commission is able to grant your requested relief.

If your formal complaint application does not meet the requirements specified in Rule 25-22.036, F.A.C., or if the Commission is unable to grant the relief you are seeking, your formal petition may be dismissed. If you have questions about a formal petition or formal proceedings, I can be reached at (850) 413-6199 or ksimmons@psc.state.fl.us.

Sincerely,

A handwritten signature in black ink, appearing to read 'Kristen B. Simmons', with a long horizontal flourish extending to the right.

Kristen B. Simmons
Senior Attorney

cc: FPL

25-22.036 Initiation of Formal Proceedings.

(1) Application. An application is appropriate when a person seeks authority from the Commission to engage in an activity subject to Commission jurisdiction.

(2) Complaints. A complaint is appropriate when a person complains of an act or omission by a person subject to Commission jurisdiction which affects the complainant's substantial interests and which is in violation of a statute enforced by the Commission, or of any Commission rule or order.

(3) Form and Content.

(a) Application. An application shall be governed by the statute or rules applicable to applications for authority. In the absence of a specific form and content, the application shall conform to this rule.

(b) Complaint. Each complaint, in addition to the requirements of paragraph (3)(a) above shall also contain:

1. The rule, order, or statute that has been violated;
2. The actions that constitute the violation;
3. The name and address of the person against whom the complaint is lodged;
4. The specific relief requested, including any penalty sought.

Rulemaking Authority 350.01(7), 350.127(2) FS. Law Implemented 120.569, 120.57, 350.123, 364.035, 364.05, 364.057, 364.058, 364.335, 364.337, 366.04, 366.06, 366.071, 366.076(1), 366.8255, 367.031, 367.045, 367.071, 367.081, 367.0814, 367.0817, 367.082, 367.0822, 367.091, 367.101, 367.171 FS. History—New 12-21-81, Formerly 25-22.36, Amended 5-3-99, 7-17-00.

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

ORIGINAL

Consumer Information	Utility Information	PSC Information
<p>Name: BELKYS ARMENTEROS Svc. Address: 2691 KENTUCKY ST Palm Beach County, (561)-598-2765 WEST PALM BEACH, 33406- Caller: BELKYS ARMENTEROS Mailling Addr: 2691 KENTUCKY ST WEST PALM BEACH, FL33406- Account #: 41242-26392 E-Track #:</p>	<p>Company Code: EI802 Company Name: Florida Power & Light Company Attn: Response Needed From Company? Y Date Due: 07/23/2019 Reply Received: 07/18/2019 Reply Received Timely? N Informal conference: N Request No: 1311952E</p>	<p>Assigned to: JOHN PLESCOW Entered by: DROJAS Date: 07/01/2019 Via: PHONE Prelim Type: IMPROPER BILLS PO Officer: Disputed Amt: 11552.66 Closed by: Date Closed: Close Type: Apparent Rule Violation: N</p>

Preclose Type - Improper Bills

What is the amount of the bill in dispute?

Customer states the amount of the bill in dispute is \$11,552.66.

What is the date of the bill?

Customer states the bill is dated June 04, 2019.

Why do you believe you have been billed improperly?

Customer states she is being accused of meter tampering for July 2014 to March 25, 2019. Customer states since the meter has been changed her bill amount has not changed dramatically. Customer states she is not sure how FPL calculated the amount of the meter tampering. Customer states she would like to be given an explanation with evidence of what FPL has found to accuse her of the meter tampering. Customer states she has not tampered with the meter.

Other Comments:

Customer speaks Spanish only.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

07/15/19 Ms. Armenteros called back regarding her complaint. Customer wanted to know that status of her complaint. I explained to her that we have not received the company response yet. She wanted to discuss the complaint and discuss a news story about FPL back in 2014 regarding issues with FPL employees involved in meter tampering. I explained to her that her situation is not that she actually tampered with the meter or had any knowledge of the meter tampering it is the fact that she had benefited from the condition of the meter. She indicated that she was contacted by FPL and received a letter. I registered her objection to FPL's resolution. She continued to ask me if the PSC is supposed to defend the consumer. I explained to her that we are neutral and that we enforce the rules, the Florida Administrative Code. I explain to her that all complainants are treated the same regardless of their social status. She requested to speak to a supervisor so I transferred her to Randy Roland. R.Castillo

07/18/2019 - Company response received via Email. DScott.

Company response indicates the following:

FPL

Customer Inquiry Response

Customer First/Middle Name: Belkis

Last / Business Name:Armenteros

Service Address: 2691 Kentucky Street, West Palm Beach, Florida 33406

FPSC Log #:1311952E

Received From: Rey Castillo

Response Type: Final

Final Report

On July 1, 2019, FPL Corporate Resolution Specialist, Mr. Nunez contacted Ms. Armenteros and acknowledged receipt of her Florida Public Service Commission (FPSC) complaint, 1311952E.

Ms. Armenteros indicated that she has been accused of meter tampering from July 2014 to March 25, 2019. The customer stated that she did not tamper with the meter and requested information on how FPL calculated the back bill and an explanation of the meter tampering investigation.

FPL records reflect an account for electric service was established, effective August 20, 2003, in the name of Belkis Armenteros, for service at 2691 Kentucky St, West Palm Beach FL, 33406.

On July 21, 2011, as part of FPL's Smart meter deployment, Smart meter ACD3449 was installed at the residence.

On March 18, 2019, due to new analytical tools developed to detect meter tampering, a review of the communication from smart meter ACD3449 revealed a drop in consumption occurred on September 19, 2014. FPL's Revenue Protection (RP) department issued a request for an investigation of meter tampering.

On March 29, 2019, meter ACD3449 was tested at FPL's MTC. The test results reflected that the meter was not registering within the acceptable tolerance prescribed in Florida Administrative Code (F.A.C.) 25-6.052, which states performance of watt hour meters shall be acceptable when the average registration error does not exceed plus or minus two percent (98% and 102%). Meter ACD3449 was tested as found in the field and was found to have a Weighted Average registration of 49.83%. The following reflects the meter test results: Full Load 49.84%, Light Load: 49.84%, and Weighted Average: 49.83%.

In addition, an inspection of the meter revealed the meter's inner seal was missing and the meter had been internally tampered by manipulating the CT wires.

On May 31, 2019, a review of the data from the Smart meter indicated a drop in consumption occurred on September 19, 2014

ORIGINAL

months using the results of the meter test which indicated the meter was registering a Weighted Average of 49.83% of the electricity being used and the customer was billed the 50.17% kWh difference that did not register on the meter due to the unauthorized condition. Billing for the billing period ending April 30, 2015, through March 29, 2019, totaling \$10,043.34, was cancelled and rebilled \$20,860.60, a difference of \$10,817.26.

Since Ms. Armenteros' account was established on August 20, 2003, and meter ACD3449 was installed on July 21, 2011, the RP investigation was classified as non-inherited and Current Diversion Investigative Charges(CDIC) totaling \$528.18 were billed. In addition, and in compliance with FPL Tariff Sheet 6.061 (8.3), a tampering penalty of \$200.00 was billed, bringing the total back bill amount to \$11,545.44.

On June 4, 2019, an FPL Meter Electrician and a Sr. Field Service Representative went to the residence located at 2691 Kentucky St, in West Palm Beach FL, for the purpose of disconnecting the electric service without notice due to meter tampering. Disconnection of service without prior notice for an unauthorized condition is in compliance with F.A.C. 25-6.105 (5)(i). A notice was left at the premise explaining the reason for the disconnection and informing the customer that a payment of \$11,345.44 was required to have the service reconnected.

That same day, Mr. Robelio Rodriguez, who identified himself as Ms. Armenteros' son, made an unsuccessful attempt to contact RP Investigator, Ms. Dahana Ramos and left a voice mail message requesting a return call.

Subsequently, Ms. Ramos contacted Mr. Rodriguez who stated that his mother was sleeping and had no idea what was going on. Ms. Ramos advised that she was unable to discuss the details of the account with him and requested that Ms. Armenteros contact her to discuss the account.

Ms. Armenteros made an unsuccessful attempt to contact Ms. Ramos and left a voice mail message providing her contact information and requesting a return call.

Ms. Ramos returned Ms. Armenteros' call and explained the RP investigation and back bill in detail. Ms. Ramos offered to reconnect the service after an initial payment of \$8,500.00 (approximately 75% of the required balance) and advised that a payment arrangement could be established for the remaining back bill balance to be paid in monthly installments with applicable late payment charges (lpc's).

Ms. Armenteros indicated that she did not tamper with the meter and Ms. Ramos explained that since she was the account holder and benefitted from the unauthorized condition, she is held responsible for the portion of the electricity that was used but did not register on the meter. Ms. Armenteros advised she would seek legal assistance and ended the call.

Later that day, the customer accessed the account online and requested that the account be closed as of June 4, 2019. A final bill was issued for \$11,552.66. Included were final bill charges of \$44.79 for service used from May 31, 2019 to June 4, 2019, a previous balance of \$338.32 (May 2019 bill), back bill charges of \$11,545.44, a \$369.00 deposit refund and a \$6.89 deposit interest credit.

On June 5, 2019, Ms. Armenteros contacted FPL's Customer Care Center and requested to open an account at the address in her son's name or the name of a tenant living at the property. The customer was advised that her request would be referred to FPL's RP department for investigation and response.

On June 6, 2019, Ms. Ramos contacted Ms. Armenteros, confirmed that the account had been closed at the customer's request and advised that a final bill had been issued. Ms. Ramos explained that a new account could not be established at the premise for another current occupant and offered to reconnect the service and open a new account in her name with an initial payment of \$5,500.00 (approximately 50% of the required balance). Ms. Armenteros indicated that she did not tamper with the meter and stated that she should not be held responsible for the back bill. Ms. Ramos reiterated that FPL was not accusing her of tampering with the meter and is simply holding her responsible for the unmetered electric use since she benefitted from the unauthorized condition by paying for less electricity that was being used. Ms. Armenteros stated that she had contacted an attorney and Ms. Ramos advised that her attorney would need to provide a letter of representation for FPL to discuss the back bill details with him/her.

On June 7, 2019, Ms. Armenteros contacted Ms. Ramos and confirmed that service would be reconnected and a new account would be established with an initial payment of \$5,500.00 toward the back bill balance.

ORIGINAL

That same day, a \$5,500.00 payment was received, leaving a final bill balance of \$6,052.66.

Subsequently, Ms. Armenteros contacted Ms. Ramos who confirmed receipt of her \$5,500.00 payment on the final billed account. Ms. Ramos advised that the service would be reconnected and a new account would be established in her name at the address. Ms. Ramos explained that once the final bill balance transferred to the active account, a payment arrangement would be established for the remaining back bill balance to be paid in 24 monthly installments with applicable lpc's.

That same day, the service was reconnected and a new account was established at 2691 Kentucky St, West Palm Beach FL, in the name of Belkis Armenteros, effective June 7, 2019. A \$1,243.00 deposit bill was issued representing two months of electric use at the premise following the RP back billing. The statement indicated that the deposit would become past due after June 17, 2019. In addition, a \$12.00 service charge was issued, bringing the balance on the new active account to \$1,255.00.

Later that day, Ms. Armenteros contacted FPL's Customer Care Center and requested a payment arrangement for the deposit. A payment arrangement was established for the deposit to be paid in two installments with \$621.00 to be paid by June 17, 2019 and \$622.00 to be paid by June 29, 2019. The customer also requested an account audit of her final billed account and was advised that a 24 month audit would be mailed to her.

On June 15, 2019, a 24 month audit of the final billed account was mailed to the customer.

On June 17, 2019, payments totaling \$621.00 were received, leaving a balance of \$634.00.

On June 28, 2019, a regular bill was issued for \$863.09. Included were new charges of \$229.09 for service used from June 7, 2019 to June 28, a \$12.00 service charge and a remaining deposit balance of \$622.00. The bill statement indicated that the new charges would become past due after July, 22, 2019.

On July 1, 2019, Ms. Armenteros contacted FPL's Customer Care Center regarding the back bill charges at her previous account. The customer was advised that her concerns were referred to the appropriate department for investigation and response.

The same day, FPSC complaint 1311952E was received regarding the back bill balance at Ms. Armenteros' final billed account. FPL Corporate Resolution Specialist, Mr. Nunez contacted Ms. Armenteros and acknowledged receipt of her FPSC complaint. Ms. Armenteros questioned the time frame it took FPL to identify meter tampering and requested the results of the investigation and an audit of her payments. Mr. Nunez explained that he would review the investigation and contact her the following day.

In addition, FPSC complaint 1311954E was received regarding the deposit at Ms. Armenteros' active account. FPL Corporate Resolution Specialist, Ms. Patane contacted Ms. Armenteros and discussed her deposit concerns. Ms. Patane explained FPL's deposit policy and reviewed the deposit based on the RP back bill. As a courtesy, Ms. Patane reduced the deposit from \$1,243.00, to \$768.00 with the understanding that future payments would be received by the due date. The deposit reduction resulted in a remaining account balance of \$388.09. Ms. Patane advised that the remaining deposit balance of \$147.00 was past due.

On July 2, 2019, Mr. Nunez contacted Ms. Armenteros and provided the sequence of events that led up to the back billing of her account. He explained the detection of the condition through new analytical tools and data from the smart meter, the field visit by the Meter Electrician, the meter test results and the rebilling of the account for the unauthorized condition using the meter test results.

In addition, Mr. Nunez reiterated that, as the account holder, she is held responsible for the back bill since there was a benefit from the unauthorized condition and explained that she was paying for half of the kWh usage for several years and that the account was back billed 48 months, or four years, not the entire time of unauthorized use from September 19, 2014. Ms. Armenteros requested a billing and payment audit, as well as copies of the meter tests performed before the meter was installed at her residence and after it was removed.

On July 3, 2019, Mr. Nunez mailed Ms. Armenteros a billing audit from July 31, 2014 to May 31, 2019, a payment audit showing payments from July 25, 2014 to May 19, 2019, and the meter tests for meter ACD3449.

In addition, Mr. Nunez included a copy of the notice left at the residence on June 4, 2019 and the Data Analytic Graphs showing a

ORIGINAL

On July 4, 2017, a \$147.01 payment was received, leaving a balance of \$241.08 on the active account.

From July 5, 2019 - July 8, 2019, the total final bill balance of \$6,052.66 was transferred from Ms. Armenteros' previous account to her active account, bringing the balance to \$6,293.74.

On July 9, 2019, Ms. Armenteros made an unsuccessful attempt to contact Mr. Nunez and left a voice mail message inquiring on the status of her complaint.

On July 10, 2019, Mr. Nunez made an unsuccessful attempt to contact Ms. Armenteros and left a voice mail message requesting a return call.

On July 18, 2019, Mr. Nunez contacted Ms. Armenteros and reminded her that her current bill for \$241.08 would become past due after July 22, 2019. In addition, Mr. Nunez explained that a payment arrangement would be established for the transferred in balance of \$6,052.66 to be paid in 24 monthly installments with applicable lpc's. In an effort to assist the customer, Mr. Nunez advised that the payment arrangement would be established after the next bill is issued on July 31, 2019, so that the installments would commence with her bill issued in August. Ms. Armenteros thanked Mr. Nunez for his assistance and confirmed that she had his contact information.

Every effort has been made to satisfy the customer.

It appears FPL is in compliance with F.A.C. 25-6.104, F.A.C. 25-6.105 (5)(i)(j) and FPL Tariff Sheet No: 6.061 (8.3).

FPSC Received: 07/01/2019 - Final Report: 07/18/2019

FPL Company Contact: Munoz, Monica, (561) 694-3156, FPL_FPSC_Complaints@FPL.com

Company response entered by R.Castillo

07/29/19 Mrs. Armenteros called back regarding her complaint. She believes that FPL is stealing from her. She stated that after March 25, 2019 when they changed out her meter and it appears that she is using less electricity than before. I explained to her that neither FPL or the PSC has the obligation to explain how the energy was used. I also explained that the back billed amount is based on the period of time that her meter was in its unauthorized condition and that she benefited from its condition by paying less for energy consumed than she would have if it was working properly. She started to get upset with and insult me. I had to end the conversation and I let her know that I will be sending her a letter and if she has any questions she can send a letter to me with all of her questions. R.Castillo

07/29/19: I spoke with Ms. Armenteros's daughter, who speaks English and Spanish. Ms Armenteros only speaks Spanish and prefers to speak to Spanish speaking PSC Rep. Ms. Armenteros does not agree with the resolution of this complaint. Advised that that the complaint will be sent to process review. RRoland.

*****PROCESS REVIEW ASSIGNMENT*****

August 1, 2019 - In accordance with FPSC Rule 25-22.032(7), Florida Administrative Code, the customer's complaint has been escalated to the Process Review Phase of the complaint progression. The case has been reassigned to the Process Review Team.

NOTICE: As this customer has chosen to escalate this complaint to the process review phase, THE UTILITY must notify the assigned Process Review staff member immediately of all communications between THE UTILITY and THE CUSTOMER regarding this complaint. This instruction is inclusive of resolution and settlement agreement offers, negotiations, and conclusions while this PRT complaint is open and under active investigation.

* The staff member assigned to conduct the review of this complaint is MARGARITA VALDEZ. She may be contacted at 850-413-6113.

The customer's complaint status is active and under further investigation. Therefore, Pursuant to FPSC Rule 25-22.032(3) F.A.C., until this matter is concluded and the complaint is closed by staff, PLEASE DO NOT DISCONNECT THE CUSTOMER'S



August 2, 2019: I received a call from Mark Strickland, who indicated that last night Ms. Armenteros contacted FPL expressing high bill concerns. Mark stated that a Home Energy Audit has been scheduled for 08/07/19. Mark stated that he will forward an E-mail with information regarding last night's customer-FPL contact.

The following E-mail was received from FPL:

From: Strickland, Mark [mailto:Mark.Strickland@fpl.com]

Sent: Friday, August 02, 2019 4:45 PM

To: Margarita Valdez

Cc: SharedMailbox, FPL-FPSC-Complaints

Subject: 1311952E - Belkis Armenteros contact with FPL on 8/1/2019

Margarita, Please see below the conversation Mrs. Armenteros had with FPL Customer Advocate, Ms. Patane yesterday when her complaint was assigned to the Process Review Team:

At approximately 2:31 p.m., Mrs. Armenteros left Ms. Patane a voicemail message requesting a return call regarding the new bill received on her account.

Ms. Patane returned her call at approximately 4:45 p.m. and discussed her concerns. Ms. Patane reviewed the billing and provided a breakdown of the July 30, 2019, bill for \$1,093.25, which included new charges of \$389.79 for service from June 28, 2019 to July 30, 2019, an \$81.46 late payment charge and a \$622.00 miscellaneous charge. Ms. Patane clarified that FPL was notified on July 6, 2019, the \$622.00 payment received on June 29, 2019, on her previous account number, had a stop payment placed by the customer; therefore, that balance was still due and transferred to her new active account. Ms. Patane also assured Mrs. Armenteros that her paid deposit on record was \$768.00. As a courtesy, the \$12.00 connect charge and the \$81.46 late payment charge were credited to the account, leaving a \$1,011.79 balance due on August 20, 2019. To further assist, Ms. Patane offered a payment arrangement; however, she refused at the time. Since she remained confused with the new charges, Ms. Patane advised she would mail her an audit on Monday.

Mrs. Armenteros kept mentioning her concerns with the back billing and fines issued, stating she would continue disputing the charges, which she felt were excessive. Ms. Patane advised she did not work with FPL's Revenue Protection Department; however, they had completed their investigation and would be providing the results to the FPSC. Mrs. Armenteros stated her bills now were lower as compared to what was back-billed, reiterating the back billed amounts were excessive. She refused to understand and wants FPL to provide her with a logical explanation why her bills are now lower. Ms. Patane reminded her that when we last spoke on July 1, 2019, that she had mentioned replacing all the window air conditioning units (A/C) with a new central A/C. Mrs. Armenteros confirmed and stated she had also installed insulation as well. She also stated she kept all the window units installed in case of a hurricane she could use a generator to run them. Ms. Patane explained that since she replaced the old inefficient window units with a new efficient A/C unit and installed insulation, her bills would be lower. To further assist the customer, a Home Energy Survey was offered and accepted, and an appointment was scheduled for August 7, 2019.

Mark Strickland

Consumer Issues Analyst

Regulatory & State Governmental Affairs

Florida Power & Light Company (FPL)

Added to file. MValdez

August 5, 2019: Ms. Armenteros' call was transferred to me by DChoung. Ms. Armenteros stated that she still has to receive an acceptable explanation to her following questions:

- Why did it take FPL 48 months to find out that there was a drop in consumption as a result of meter tampering? Note: Ms. Armenteros denied having tampered with the meter.
- Why did it take FPL almost three months from the time the unauthorized condition was found to the back-billing of the account and disconnection of service?
- Why is her current consumption the same as her consumption prior to the re-billing (for which FPL assumed her actual consumption should be doubled)? Ms. Armenteros stated that if the meter was registering only half of her consumption, why are her current bills showing about the same consumption if she has continued to use the same appliances and equipment and she has had four more family members staying at her home during the summer?
- When the new account was established on 06/07/19, FPL requested a deposit of \$1,243.00.

1) If the deposit is twice the average monthly consumption, and the highest of her last four bills has been \$320, why was she originally billed a deposit of \$1,243?

applied to the back-billed amount instead of the new deposit?

3) If there is an agreement to start in September the first installment toward the remaining back-billed amount, the payments she has made toward the deposit should not go to the back-billed amount, which is what it appears to have happened.

- If she has completed to pay the new deposit, why her latest bill, which was due on 08/22/19 was for over \$1,000.

Ms. Armenteros also stated that:

- Her home has central A/C unit and window A/C units. She stated that in hot days her son has had the window unit on in addition to the central unit. She has also had the window unit on during hot days for her grandchildren.

- The pool pump has been used for an hour or two daily, as always.

- She has the same appliances and equipment she had before, and she has been using them the same. However, the bills are still lower than what FPL indicated her bills should have been during the back-billed period.

I attempted to explain the rules on discontinuance of service and deposits to the customer. She appeared to understand parts of it but did not agree with other parts. I explained to Ms. Armenteros that I received her case at the end of last week and was still reviewing her file. I indicated that I was informed by FPL that an energy audit would be performed on 08/07/19. I further indicated that I would note her concerns and request FPL to provide an answer to her questions and include them with the home energy audit results.

***** ATTENTION FPL *****

Please see my notes above of my conversation with Ms. Armenteros and include response to her concerns in the next report.

Thank you for your cooperation. MValdez

August 6, 2019: I received a call from Russell Brooker from FPL to verify the due date for the report. Counting seven working days from today, the due date will be 08/15/19. MValdez

August 13, 2019: FPL'S RESPONSE RECEIVED 08/09/19:

From: FPL_iRESOLVETEAM_dontoreply@nexteraenergy.com [mailto:FPL_iRESOLVETEAM_dontoreply@nexteraenergy.com]

Sent: Friday, August 09, 2019 4:50 PM

To: PSCREPLY

Cc: Margarita Valdez

Subject: 1311952E - ARMENTEROS

SUPPLEMENTAL REPORT #1

On August 5, 2019, following a conversation with Ms. Armenteros, the Florida Public Service Commission (FPSC) requested that FPL provide a response to Ms. Armenteros' following questions:
Why did it take FPL 48 months to find out that there was a drop in consumption as a result of meter tampering?

Smart meters do not have a specific event notification that identifies theft. Instead, FPL's Revenue Protection (RP) department correlates data from the meter and several other FPL systems to target leads that will have an acceptable effectiveness rate. Furthermore, analytic tests are not 100% accurate and sometimes theft goes undetected for an extended period of time. FPL actively creates new analytic tests and improves existing analytic tests using new techniques to identify previously undetected theft conditions. These new analytic tests are applied to the entire population of FPL meters in the field, to help identify any previously undetected theft conditions. This case was identified by a recently developed new analytic test.

Why did it take FPL almost three months from the time the unauthorized condition was found to backbill the account and disconnect the service?

Every effort is made to complete an investigation as quickly as possible; however, there are many steps and different departments involved in the investigation process and each part of the investigation is closely evaluated to ensure accuracy and validity when back billing a customer for an unauthorized condition and disconnecting their service without notice.

Ms. Armenteros stated that if the meter was registering only half of her consumption and questioned why her current bills are showing about the same consumption. Why is her current consumption the same as her consumption prior to the re-billing?

All the bills rendered were based on actual meter readings. FPL is unable to explain why the customer's current consumption is now lower than she expects.

FPL records reflect on March 29, 2019, meter ACD3449 was tested at FPL's MTC. The test results reflected that

08/13/19

25-6.052. Meter ACD3449 was tested as found in the field and was found to have a Weighted Average registration of 49.83%.

When the new account was established on 06/07/19, FPL requested a deposit of \$1,243.00.

1) If the deposit is twice the average monthly consumption, and the highest of her last four bills has been \$320.00, why was she originally billed a deposit of \$1,243.00?

FPL's Deposit policy requires a deposit equal to the two-month average bill for the premise. Based on the back billing for current diversion, the deposit billed was \$1,243.00 which represented an average two-month bill at the time the account was established on June 7, 2019. See Deposit Algorithm Chart below:

Date Bill Amount

5/19 \$598.53

4/19 \$544.14

3/19 \$538.52

2/19 \$497.24

1/19 \$549.19

12/18 \$550.76

11/18 \$633.87

10/18 \$724.62

9/18 \$720.83

8/18 \$752.56

7/18 \$721.00

6/18 \$631.48

Total \$7,462.74

2-Month Average \$621.90

Deposit Billed \$1,243.00

2) If there was an agreement to pay the reduced deposit of \$768 in two installments, why was her 06/17/19 payment of \$621.00 applied to the back-billed amount instead of the new deposit?

FPL records do not reflect a payment arrangement was established to pay the reduced deposit in two installments. The records reflect that on June 7, 2019, a payment arrangement was established for the \$1,243.00 deposit to be paid in two installments with \$621.00 to be paid by June 17, 2019 and \$622.00 to be paid by June 29, 2019. As previously reported, payments totaling \$621.00 were received on June 17, 2019 and were applied to the customer's deposit, leaving a deposit balance of \$622.00.

On July 1, 2019, FPL Corporate Resolution Specialist, Ms. Patane reduced the deposit from \$1,243.00, to \$768.00, leaving a \$147.00 remaining deposit balance.

On July 4, 2019, a \$147.00 payment was received and applied to the remaining deposit balance.

3) If there is an agreement to start the first installment toward the remaining back-billed amount in September, the payments she has made toward the deposit should not go to the back-billed amount, which is what it appears to have happened.

A payment arrangement was established to pay the transferred balance of \$5,430.65 in 24 monthly installments with applicable late payment charges. The arrangement installments will commence with the August bill.

The \$622.01 phone payment received on June 29, 2019, was returned unpaid by the bank on July 6, 2019, due to a stopped payment; therefore, the payment was not applied to either the back bill balance or the deposit.

If she has completed to pay the new deposit, why was her latest bill for over \$1,000.00?

The July 30, 2019, a regular bill statement issued for \$1,093.25 included new charges of \$389.79 for service used from June 28, 2019 to July 30, 2019, an \$81.46 late payment charge (lpc) and a previous unpaid returned payment balance of \$622.00 due to the stopped payment.

Her home has a central A/C unit and window A/C units. She stated that in hot days her son has had the window unit on in addition to the central unit. She has also had the window unit on during hot days for her grandchildren. The pool pump has been used for an hour or two daily, as always. She has the same appliances and equipment she had before, and she has been using them the same. However, the bills are still lower than what FPL indicated her bills should have been during the back-billed period.

All the bills rendered were based on actual meter readings. The RP back billing issued on the account was based on the meter test and the customer was billed the difference the meter was not registering due to the unauthorized condition. FPL is unable to explain why the customer's current consumption is now lower.

On August 6, 2019, a letter was mailed to the customer explaining the new charges and confirming the \$768.00 deposit was paid. The letter also included a financial audit of the active account and a financial audit of the last two months from the previous final billed account.

Original

Survey (HES). A load test was conducted on the customer's Central Air Conditioner (A/C), 5 window A/C's, an electric water heater and pool pump. The HES was completed and the customer was provided with energy saving tips and recommendations. (See attached)

ATTACHMENTS: Results of the home energy assessment and a letter (in Spanish) to the customer, dated 08/06/19. In the letter, FPL resolution specialist reiterated the information provided to the customer during a conversation on 08/01/19, about the charges appearing in her 07/30/19 billing statement. The bill was for \$1,093.25, which included: \$389.79 in current charges for service from 06/28/19 to 07/30/19, \$81.46 in late fees, and previous balance of \$622. The bill was due on 08/20/19. FPL's specialist confirmed to Ms. Armenteros that the account's deposit is \$768. The letter clarified that the payment of \$622.01, made on 06/29/19, was returned on 07/06/19 due to a stopped payment. A returned payment charge of \$40 was issued. The letter stated that the total of \$662.01 was transferred to the customer's new account on 07/08/19, and that on 07/17/19, the \$40 returned payment charge was credited, as a courtesy. On 08/01/19, the \$81.46 in late fees, and the \$12 service charge for establishing a new account were also credited, yielding a balance of \$999.79 due on 08/20/19. The account total balance is \$6,430.44. Attached to the letter were audits of the new account and the last two months of the previous account, and the home energy assessment results. MValdez

August 27, 2019: Contacted Owen Christie, FPL, to clarify information provided in the Home Energy Survey (HES) regarding A/C vent in living room, temperature found in thermostat, pool pump's run time, and temperature on the water heater. I pointed out that it is not clear what was found at Ms. Armenteros' premise. Owen stated that the format used for the HES report is new. He will verify the information and will follow-up with me.

Owen called me and confirmed that the \$619 shown in red for Ms. Armenteros' whole house energy usage corresponds to the total of her last two bills. This is very high compared to the average \$282 of the last two bills of the 326 nearby homes of similar housing type, size, and appliances. Owen stated that the energy specialist also found an A/C split of 9 degrees, which means that the hot air coming into the air handler is 9 degrees higher than the cool air coming out through the vent. The split should be 14 degrees or higher; Ms. Armenteros' A/C split is lower than recommended, causing the A/C to operate for longer periods of time to reach the temperature desired.

I contacted Ms. Armenteros to discuss the HES results. Ms. Armenteros stated that according to the back-billing she should be having bills of \$600 and \$700 during the summer. Ms. Armenteros restated that her bills are the same as the bills she paid during the same period in previous years, before the back billing, and that her latest bills have been a little over \$300 when, according to FPL, they should be approximately \$700. She reiterated that there is no way that she can conserve \$300 in energy to keep them the same as before. I attempted to explain that due to the unauthorized condition the meter was registering only half of her consumption and that she was only being back-billed for the other half that was served but not metered or billed. I also attempted to explain the HES results. Ms. Armenteros stated that she keeps the thermostat at 78 degrees during the day and 70 degrees at night; that on hot days some window units may be used in addition to the central unit, the pool pump is running the same as before, and the electric appliances are being used the same; however, she is still getting the same bills as before the back-billing. I attempted to explain that neither FPL nor the PSC can explain to her how the energy provided is used. Ms. Armenteros became frustrated and upset. She expressed her firm belief that something completely different happened to her meter, and that the CT wires were tampered with after the meter was removed. Ms. Armenteros stated that FPL went into her property without her permission or notification, and removed the meter without informing her; therefore, no one witnessed what really happened or what was found. I attempted to explain to Ms. Armenteros that the rule requires for FPL to have free access to the meter at all times. Also, that a utility is not required to notify the customer of disconnection when meter tampering has been found. Ms. Armenteros did not agree with the rules. I stated that I will prepare my investigation report for the next PRT meeting, which has not been scheduled, yet. I explained the process to Ms. Armenteros, who remained dissatisfied. MValdez

August 30, 2019: I contacted FPL to verify if the removed meter ACD3449 was available for testing. Russell Brooker indicated that the meter is in FPL's RP evidence room and can be transferred to FPL's MTC.

I contacted Ms. Armenteros. I explained the option of having a witnessed meter test of the removed meter and of the meter currently serving her premise. I asked her if she would be interested in being present during the testing. First, Ms. Armenteros stated that there was no need of doing it again because her current meter was already tested during the HES. I attempted to explain that it was a different procedure and that PSC staff would be present during the test. Ms. Armenteros insisted that it had already been done, that she had the results and she offered to send them to me. I clarified that she could not have the results of the witnessed meter test because I have not requested it, yet. Ms. Armenteros became upset and reiterated her belief that the

ORIGINAL

agreed to have the meters tested, and stated that she would like for her son or daughter to be present when her current meter is tested at her premise because they speak English.

During the telephone conversation, Ms. Armenteros stated several times that FPL did not protect her account because when her service was disconnected her son attempted to discuss the disconnection with FPL and they said that they could not because he was not an authorized person; however, the bills are sent to his E-mail address and she stopped receiving paper bills, which she did not request. Ms. Armenteros further stated that FPL indicated that she requested online that the account be closed, and she did not do that. She stated that she asked her son if he had done it and he said he had not. I indicated that I did not know exactly the process with an FPL account online; however, it would be safe to say that in order to access the account online the person should have provided a user ID, a password, and information related to the account before that person could access the account information. I indicated that I would verify this information with FPL.

I contacted FPL to clarify the steps to access an account online. Russell Brooker verified that customers need to create a User ID and a password, and provide a code or the last four digits of the social security connected to the account in order to access the account information. Russell explained that the company has no way of verifying if the person providing the required information online is the customer of record or someone who has knowledge of or access to that information. In addition, Russell stated that the account was updated on 02/23/19 and E-bills started to be sent to the E-mail address provided. Russell will request more information regarding this. A supplemental report will be provided by 09/11/19. MValdez

August 30, 2019: WITNESSED METER TEST REQUEST:

From: Margarita Valdez

Sent: Friday, August 30, 2019 4:26 PM

To: John Plescow

Subject: FPSC Complaint No. 1311952E - Belkis Armenteros vs FPL - Witnessed Meter Test Request

John,

This is a meter tampering case (CT wires). On 03/25/19, meter number ACD3449 was replaced with meter number ACD3876. On 03/29/19, meter number ACD3449 was tested as found in the field, and registered: FL 49.84%, LL 49.84%, and WA 49.83%.

Could you please initiate a witnessed meter test between the Commission and FPL? The meters to be tested are meters ACD3449 and ACD3876. I spoke with Ms. Armenteros and she stated that she would like for her son or her daughter to be present during the testing of her current meter.

Complaint Number:1311952E

Customer-of-Record's Name:Belkis Armenteros

Address:2691 Kentucky St West Palm Beach FL 33406

Contact Telephone Number:561-598-2765

Utility Name:FPL

Contact Person:Russell Brooker

Contact Telephone Number:561-694-3156

Meter or Meter Numbers:ACD3449 and ACD3876

Meter Location (address):FPL's MTC and customer's residence

Copy of E-mail added to file. MValdez

September 9, 2019: CORRESPONDENCE REGARDING WITNESSED METER TEST:

From: Rick Moses

Sent: Wednesday, September 04, 2019 9:11 AM

To: John Plescow; Karl Chen

Cc: Margarita Valdez

Subject: Re: Witnessed Meter Test Request 1311952E

Karl, please handle. Thanks

Get Outlook for Android

On Wed, Sep 4, 2019 at 9:09 AM -0400, "John Plescow" <JPlescow@PSC.STATE.FL.US> wrote:

ORIGINAL

Complaint Number:1311952E
Business Name:NA
Customer-of-Record:Ms. Belkis Armenteros
Alternative Contact Name:NA
Service Address:-2691 Kentucky St West Palm Beach FL 33406
Mailing Address:2691 Kentucky St West Palm Beach FL 33406
E-mail Address
Contact Telephone Number:561-598-2765
Alternate Contact Person (if applicable):
Name:NA
Address:NA
E-mail Address:NA
Contact Telephone Number:NA
Utility Name:FPL
Contact Person:Russell Brooker
E-mail Address:FPL_FPSC_Complaints@fpl.com
Contact Telephone Number:561-694-3156

Meter Information:

Meter or Meter Numbers:ACD3449 & ACD3876

Meter or Meter Location (address):Meter # ACD3449 is at FPL's MTC. Meter # ACD3876 is at the service address.

Additional Information

This is a meter tampering case (CT wires). On 03/25/19, meter number ACD3449 was replaced with meter number ACD3876. On 03/29/19, meter number ACD3449 was tested as found in the field, and registered: FL 49.84%, LL 49.84%, and WA 49.83%.

Ms. Armenteros stated that she would like for her son or her daughter to be present during the testing of meter # ACD3876, located at the service address.

Meter number ACD3449 will have to be tested at FPL's MTC. Please, see if the customer would like to observe that test.

Note: The following E-mail from FPL refers to witnessed meter tests of meters from two different complaints assigned to two different analysts and two technical staff.

From: Brooker, Russell [mailto:Russell.Brooker@fpl.com]

Sent: Friday, September 06, 2019 12:52 PM

To: Jose Fernandez

Cc: Jose Gongora; Fabio Vazquez; Karl Chen; Munoz, Monica; Margarita Valdez; John Plescow; Shonna McCray

Subject: RE: Witnessed meter test Case 1311982E & 1311952E.

Mr. Fernandez and Mr. Vazquez,

Thank you for your patience during the recent storm event.

At this time both our Meter Technology Center (MTC) and Field Meter Operations are available for scheduling the requested FPSC witnessed tests. Below is a summary of the pending tests.

Assigned to Mr. Fernandez

FPSC Complaint: 1311982E
Customer: JEANNETTE RODRIGUEZ
Address: 5655 NW 109TH AVE APT 58
DORAL FL 33178
Meter #: ACD2946
Meter Location: Customer's Residence.

Assigned to Mr. Vazquez

FPSC Complaint: 1311952E (2 meters)
Customer: BELKIS ARMENTEROS
Address: 2691 Kentucky St
West Palm Beach FL 33406
Meter #: ACD3449
Meter Location: FPL Evidence Room - to be transported to MTC.
Meter #: ACD3876

07/10/19

If the customer does not wish to be present for the tests at the residence, please let me know in writing if you would like the meters replaced and sent to MTC for testing.

If you wish to have a meters sent to MTC from a residence, please allow time for the meter to transit to MTC.

Please call me once you have scheduled the meter tests with the customers so I can confirm availability.

Thank You,

Russell Brooker

Sr. Regulatory Consumer Issues Analyst

Phone: 561- 691-7432

Cell: 561-371-7792

Note: Prior communications appearing in the E-mail's content were related to the other complaint and were not included in this entry.

Copy of E-mail added to file. MValdez

September 9, 2019: SUPPLEMENTAL RESPONSE RECEIVED FROM FPL:

From: FPL_IRESOLVETEAM_donotreply@nexteraenergy.com [mailto:FPL_IRESOLVETEAM_donotreply@nexteraenergy.com]

Sent: Monday, September 09, 2019 4:51 PM

To: PSCREPLY

Cc: Margarita Valdez

Subject: 1311952E - ARMENTEROS

SUPPLEMENTAL REPORT #2

On August 30, 2019, Ms. Armenteros contacted the Florida Public Service Commission (FPSC) and indicated that her account was closed on June 4, 2019, without her authorization. Ms. Armenteros stated that FPL did not properly protect her account by allowing an unauthorized user to make changes to the status of the account.

The FPSC requested that FPL provide a response to the following:

1). Please provide a description of the process for a customer's account to be signed up for online access. What identifiers are required to ensure online access is provided to an authorized user.

A customer who registers their account for online access must provide an email address, the ten digit account number for the electric account and the last 4 digits of the account holder's social security number. In addition, if the email address they are registering or logging in with does not match the email address on record provided by the customer when the account was established, an approval request email is sent to the customer's email address on record. Once the registration information is verified, the customer is prompted to establish a password that will be used for future access to the account.

2). When was the customer's previous account placed on E-bill and by what method was the order received?

FPL records reflect the customer's previous account was registered for online access on August 7, 2018, via the web at www.fpl.com. The email address on record was delkis123@aol.com. In addition, the customer enrolled the account in FPL's eBill program that same day.

The records also reflect that on September 4, 2018 and October 2, 2018, eBill statements sent to the email address provided by the customer were returned undelivered. Each month a letter was mailed to the customer informing them of the returned emails and requesting that the customer update their email address on record.

Note: Duplicate bills were mailed via USPS to the customer's service address.

On November 1, 2018, after notification of the third undelivered email, eBill was suspended and the email address on the account was removed. A letter was mailed to the customer informing them of the returned emails and requesting that they update their email address on record. A duplicate bill was mailed to the service address via USPS.

On February 23, 2019, the account was accessed via the web at www.fpl.com. The Pay Online information was updated on the account and a \$141.94 online payment was received. The email address was updated to rove561@icloud.com and the account was re-enrolled in FPL's eBill program.

On June 4, 2019, following the disconnection of service for meter tampering, the customer accessed the account via the web at www.fpl.com using the email address on record and providing the previously established password. Subsequently, an order was issued to close the account effective the same day. A confirmation email was sent to the email address on record.

3). What are the previous and current customer email addresses provided by the customer to receive FPL correspondence and when were they provided?

The account was enrolled in FPL's E Bill program on August 7, 2018, and the email address on record was delkis123@aol.com.

The records reflect on February 23, 2019, the email address was updated to rove561@icloud.com.

Office

Added to file. MValdez

September 10, 2019: CORRESPONDENCE FROM PSC TECHNICAL STAFF REGARDING WITNESSED METER TEST:

—Original Message—

From: Fabio Vazquez

Sent: Tuesday, September 10, 2019 11:18 AM

To: Brooker, Russell; Jose Fernandez

Cc: Jose Gongora; Karl Chen; Munoz, Monica; Margarita Valdez; John Plescow; Shonna McCray

Subject: RE: Witnessed meter test Case 1311982E & 1311952E.

Hello Russell,

As per our conversation today...i spoke to Mr. Belky and she works from 7am to 7pm so she agreed to replace the second meter with a new one so we can perform the test of the 1st one along with the 2nd one at the MTC.

I explained the process of the PSC conducting the test with our equipment as well and witnessing all tests performed. I also explained that the results will be sent to Tallahassee and that eventually the PSC from there will follow up.

Let me know when we can schedule the test.

Best regards,

FABIO VAZQUEZ

Added to file. MValdez

September 13, 2019: I received a call from Russell Brooker. Russell stated that the witnessed meter test has been scheduled for Thursday, 09/19/19, at 11 a.m. A supplemental response with the meter test results will be provided by 09/24/19. MValdez

September 19, 2019: PSC STAFF REPORT OF WITNESSED METER TEST:

From: John Plescow

Sent: Thursday, September 19, 2019 3:04 PM

To: Margarita Valdez

Subject: FW: Witnessed Meter Test Request 1311952E

FYI

From: Fabio Vazquez

Sent: Thursday, September 19, 2019 2:04 PM

To: Randy Roland; John Plescow

Cc: Brooker, Russell; SharedMailbox, FPL-FPSC-Complaints (FPLFPSCComplaintsMailDB@fpl.com); Karl Chen; Munoz, Monica

Subject: Witnessed Meter Test Request 1311952E

To whom it may concern:

Meter ACD3449 was tested and both FPL & FPSC test results showed a performance of about 50% reading which falls outside of the acceptable limits; whereas FLP & FPSC tests for the meter # ACD3876 (last meter pulled from the residence for the witness test at the MTC) resulted in readings within the acceptable limits.

Attached you'll find the following the supporting documents for 2 meters.

METER#:ACD3449

Exhibit#1: FPSC Meter Test Results conducted at FPL MTC on 9-19-19.

Exhibit#2: FPL Meter Test Results conducted at FPL MTC on 9-19-19.

Exhibit#3: FPL Original Meter Test Result conducted on 3-25-19.

Exhibit#4: FPL Equipment Calibration Sheet.

METER#:ACD3876

Exhibit#5: FPSC Meter Test Results conducted at FPL MTC on 9-19-19.

Exhibit#6: FPL Meter Test Results conducted at FPL MTC on 9-19-19.

09/19/19

PICTURES

Exhibit#9: one CT wire was cut

Exhibit#10: one CT wire was cut (zoomed out).

Exhibit#11: Meter # ACD3449.

Exhibit#12: FPL Lock boxes for meter ACD3449 & ACD FPSC FPSC Calibration sheet.

Notes:

Each of the meter to be tested were removed from the lock-box in our presence.

After FPL ran the test for Meter #ACD3449 with the results at about 50%; then Mr. Fernandez and myself witnessed that one of the meter CT wires was cut.

In addition to, we also witnessed the meter inner seal was missing.

Should you have any questions, please email me at your earliest convenience.

Regards,

Fabio A. Vazquez

(305) 513-7821

Engineer

Division of Engineering

Florida Public Service Commission

Copies of E-mail and attachments added to file. MValdez

September 24, 2019: FPL'S WITNESS METER TEST REPORT:

From: FPL_iRESOLVETEAM_donotreply@nexteraenergy.com [mailto:FPL_iRESOLVETEAM_donotreply@nexteraenergy.com]

Sent: Tuesday, September 24, 2019 11:07 AM

To: PSCREPLY

Cc: Margarita Valdez

Subject: 1311952E - ARMENTEROS

SUPPLEMENTAL REPORT #3

On September 4, 2019, the Florida Public Service Commission (FPSC) requested an FPSC witnessed meter test of both the tampered meter (ACD3449) and the current meter serving Ms. Armenteros' residence (ACD3876).

08/30/19 – A regular bill was issued for \$1,147.80. Included were new charges of \$325.27 for service from July 30, 2019 to August 30, 2019, a \$226.28 Revenue Protection (RP) payment arrangement installment, a \$96.46 late payment charge (lpc) and a \$499.79 past due balance.

08/31/19 – An email bill notification was issued to the email address on record (rove561@icloud.com). The bill statement reflected the new charges would become past due after September 20, 2019, a temporarily deferred balance of \$5,204.37 and a total balance of \$6,352.17.

09/02/19 – A \$499.79 payment was received, leaving a balance of \$5,852.38.

09/03/19 – The account was accessed via FPL's Integrated Voice Response (IVR) system for a balance inquiry. Subsequently, the customer transferred to speak with a Customer Care Representative regarding a high bill concern and requested a duplicate bill statement. The duplicate bill statement was issued and Mrs. Armenteros was transferred to speak with an Energy Efficiency Expert (EEE) who explained that she would have to speak with FPL's RP department regarding her back bill.

09/05/19 – The account was accessed via www.fpl.com and the August 30, 2019 and June 4, 2019, bill statements were viewed.

09/06/19 – Ms. Armenteros contacted FPL's Customer Care Center and requested to speak with the head of FPL. Ms. Armenteros was transferred to an Account Supervisor who provided a billing breakdown and explained she would have to speak with FPL's RP department regarding the back bill.

The same day, FPL RP Investigator, Mrs. Mendoza contacted Ms. Armenteros and explained she presently had an open complaint with the FPSC which was in Process Review and referred her to contact Ms. Margarita Valdez who was the FPSC Analyst handling her complaint.

09/10/19 – After a discussion with the customer, the FPSC Engineer provided a written request to have meter ACD3876 serving the customer's residence replaced and sent to FPL's Meter Technology Center (MTC) for testing.

09/12/19 – Meter ACD3876 was replaced with meter ACD1785. The removed meter was sent to MTC for testing.

09/19/19, FPSC Field Engineers, Mr. Fabio Vazquez and Mr. Jose Fernandez met with FPL Regulatory Consumer Issues

Manager, Ms. Monica Munoz at MTC to witness the testing of meter ACD3449, which served Ms. Armenteros' residence from July

ORIGINAL

2019. Also in attendance was RP Supervisor, Ms. Lavonne Getchell who had transported meter ACD3449 in a lock box from FPL's evidence room.

Prior to beginning the witnessed meter testing, Chief Meter Electrician, Mr. George Maitland provided those in attendance with a copy of the calibration report for the meter test board being used for FPL's portion the FPSC witnessed meter testing. Ms. Getchell then delivered meter ACD3449 to FPL Meter Electrician, Mr. Emory Curry. Mr. Curry verified the number of the first meter to be tested (ACD3449) and performed a visual inspection of the meter. Mr. Curry documented that the inner meter seal was broken and a CT wire was cut. Photos of the unauthorized condition were taken by Mr. Vazquez. Mr. Curry then placed the meter on the meter testing board and proceeded with FPL's meter test, which revealed the meter was not registering within the allowable tolerances set forth in Florida Administrative Code (F.A.C.) 25-6.052 as follows: Full Load: 49.79%, Light Load: 49.80%, and Weighted Average: 49.77%. A signed copy of the meter test was provided to both Mr. Vazquez and Ms. Munoz.

Mr. Maitland then delivered meter ACD3876 to Mr. Curry. Meter ACD3876 was removed from Ms. Armenteros' residence at the FPSC's request to address Ms. Armenteros' high bill concern after the tampered meter was replaced. Mr. Curry verified the number of the meter (ACD3876) and performed a visual inspection of the meter. Mr. Curry documented that the inner seal was intact, placed the meter in the meter testing board and proceeded with FPL's meter test, which revealed the meter was registering within the allowable tolerances set forth in F.A.C. 25-6.052 as follows: Full Load: 99.93%, Light Load: 99.99%, and Weighted Average: 99.95%. A signed copy of the meter test was provided to both Mr. Vazquez and Ms. Munoz.

At that point, FPL Laboratory Electricians, Mr. Glen Eldon and Mr. Gary Stemmer joined the group so that the FPSC could perform their own test of meters ACD3449 and ACD3876, using their Probewell MT-1 portable test standard. Mr. Eldon placed the FPSC's meter test equipment on the meter test socket and installed and tested an FPL standard meter, to assure the accuracy of the FPSC's meter test equipment. The FPL standard meter tested accurately with the FPSC's meter test equipment. Mr. Eldon then installed meter ACD3449 on the FPSC's meter test equipment, so Mr. Vazquez could perform a test of the meter. The FPSC's meter test indicated the meter was not registering within the allowable tolerances set forth in F.A.C. 25-6.052 as follows: Full Load: 49.86%, Light Load: 49.74%, and Weighted Average: 49.84%. It was noted that the meter tests (FPL and FPSC) revealed meter ACD3449 was not accurately registering kWh consumption and is not within the allowable standards set forth in F.A.C. 25-6.052. Mr. Eldon then installed meter ACD3876 on the FPSC's meter test equipment, so Mr. Vazquez could perform a test of the meter. The FPSC's meter test indicated the meter was registering within the allowable tolerances set forth in F.A.C. 25-6.052 as follows: Full Load: 99.93%, Light Load: 99.97%, and Weighted Average: 99.94%.

It was noted that the meter tests (FPL and FPSC) revealed meter ACD3876 was accurately registering kWh consumption and is within the allowable standards set forth in F.A.C. 25-6.052.

09/21/19 – A \$326.00 payment was received, leaving a balance of \$5,526.38.

9/23/19 – An \$82.90 ipc was issued, bringing the balance to \$5,609.28.

ATTACHMENTS: Test board calibration history, Test Summaries of meters ACD3449 and ACD3876.

Copies of E-mail and attachments added to file. MValdez

REC-111

September 25, 2019: A call from Ms. Armenteros was transferred to me from CAO main line. Ms. Armenteros stated the following:

- She has been making payments; however, FPL is sending bills to her son's E-mail address threatening to disconnect if she does not pay over \$300.

- She is being billed late fees for a balance she is disputing. Before she filed this complaint and was dealing directly with FPL, the late fees were removed.

- It appears she is being billed a deposit again because there are charges in her bill that are not for usage.

- She did not ask for her bills to be sent to her son's E-mail address, and requests FPL to stop sending her bills to that E-mail address and instead send paper bills to her address.

- Her son denies requesting E-bills to be sent to his E-mail address, and requesting the account to be closed on 06/04/19. It is her belief that it is not necessary to provide a password or code to access her account online because she just attempted to access the account and she only needed to provide the account number. Therefore, if any of her bills ended up in the trash, someone could have picked it up and access her account online using the account number on the bill.

- Although FPL's RP staff has told her that she should communicate with the PSC and not with FPL, she went through FPL's automated system to request paper bills instead of E-bills. However, she is not sure that FPL got the message or that it will be done.

- Until this day, no one has been able to explain to her why her bills with the old meter registering less than 50% of the consumption are the same as her bills with the second meter registering almost 100%. She will continue with the process and will continue asking until someone provides her with a reasonable answer. She will wait for the PRT letter and if it is not satisfactory she will take her case to court or to wherever she will be heard.

I attempted to explain to Ms. Armenteros that final notices are computer generated and that she will be receiving those notices for as long as there is an unpaid balance. I clarified that she will not be disconnected for the amount in dispute, but she will need to make sure she pays her current charges to avoid disconnection.

I also attempted to explain that, according to FPL, in order to access her account online she will need to provide a password. Ms. Armenteros stated that she just attempted to access the account and succeeded with only the account number. I indicated that I will relay this information to FPL and will verify with FPL the procedure to access the account online.

I indicated that according to FPL records the account's online information was updated in February 2019. I also indicated that the only way FPL was able to have her son's E-mail address is because it was provided to the utility.

I verified that Ms. Armenteros does not want to receive any more E-bills, but paper bills.

While I was talking to Ms. Armenteros, Russell Brooker (FPL) left a message on my voice mail requesting a return call.

I returned Mr. Brooker's phone call. He stated that Ms. Armenteros had contacted FPL and he wanted to verify if the PSC wanted FPL to contact the customer directly or to do it through the PSC. I requested to provide any information to the customer through the PSC. I relayed my conversation with the customer to Russell and requested to clarify the payment arrangement's monthly installments appearing in the latest bill. Russell directed me to the last page of FPL's Final Report where it states that on 07/18/19 a 24-month payment arrangement was established to commence with the August 2019 bill. I indicated that it appears as if Ms. Armenteros was told of the payment arrangement but that it does not say that she agreed to it, which would explain her confusion with the charges in her August 2019 bill. Russell indicated that he will request for the payment arrangement to be removed to be re-installed after the PRT decision. He will also request for the late fee to be removed. I requested for an updated audit of the new account.

Regarding the access online, Russell explained that when customers attempt to access the account through a computer, they will be required to provide an E-mail address or User ID and a password. He forwarded a screenshot of FPL.com to log in to the account. Russell further explained that customers who use their cell phone to access the account will not need to provide all that information if the cell phone number from which they are attempting to log in is the same cell number on record for that account. A supplemental report will be provided.

Russell called me later to verify that the supplemental's due date is 10/04/19. MValdez

September 26, 2019: RESPONSE RECEIVED FROM FPL:

From: FPL_IRESOLVETEAM_donotreply@nexteraenergy.com [mailto:FPL_IRESOLVETEAM_donotreply@nexteraenergy.com]

Sent: Thursday, September 26, 2019 3:05 PM

To: PSCREPLY

Cc: Margarita Valdez

Subject: 1311952E - ARMENTEROS

SUPPLEMENTAL REPORT #4

On September 25, 2019, the FPSC requested that FPL provide the following information regarding Ms. Armenteros's account.

1). Please provide a complete Account Audit for the Active account (opened 6/7/19).

Please see attached audit for the customer's current active account.

2). Please provide the circumstances surrounding the removal of the account from Ebil.

9/25/19 - Ms. Armenteros contacted FPL's Customer Care Center and requested that her account be removed from Ebil and that she receive paper bills and final notices. Subsequently, the customer's account was removed from Ebil.

3). Ms. Armenteros indicated that she is unaware that she agreed to a payment arrangement for the unpaid back bill balance. She has requested that the unpaid back bill charges be suspended pending the outcome of her FPSC complaint and that FPL consider canceling the late payment charges (lpc's) until the complaint is closed.

9/25/19 - As a courtesy, lpc's totaling \$179.36 were canceled, leaving the remaining unpaid back bill balance of \$5,429.92. In addition, the previous payment arrangement was canceled and the unpaid back bill balance was temporarily deferred, pending the resolution of the customer's FPSC complaint.

Copies of E-mail and attachment added to file. MValdez

October 2, 2019: I received a call from Russell Brooker. He indicated that Ms. Armenteros contacted FPL's Customer Care Center regarding her current bill and the final notice. Ms. Armenteros was informed that her account was protected for the unpaid back bill balance of \$5,429.92; she was also informed that the July 2019 and August 2019 lpc's, for a total of 179.36, were canceled. Russell indicated that the September 2019 bill does not show lpc's because they were canceled before the bill was issued. Russell forwarded the 09/30/19 bill. In addition, Ms. Armenteros accessed the account online on 10/01/19, reviewed a bill statement and

ORIGINAL

rove561@icloud.com as the address to send any correspondence to the customer, and this E-mail address appears on the top right of the billing statements. Bills are sent via regular mail.
Copy of the bill added to file. MValdez

October 16, 2019: I spoke with Russell Brooker. He provided copies of the July and August bills. The July bill showed new charges of \$471.25, the deposit's \$147.01 remaining balance, \$40 returned payment charge, and a deferred amount of \$5,204.37 for a balance on the account of \$6,297.62. The August bill showed a payment of \$500, new charges of \$421.73, a \$93.46 credit (jpc's), first installment of \$226.28 for the unpaid back bill balance, and the same deferred amount of \$5,204.37 for the same balance on the account of \$6,297.62. Copies of bills added to file. MValdez

October 21, 2019: I contacted Russell Brooker to clarify the disputed amount and the amount FPL is using to protect the account. At the time of filing this complaint, Ms. Armenteros placed the back bill amount of \$11,545.44 in dispute. In order to reconnect service, Ms. Armenteros paid \$5,500, yielding an unpaid back bill balance of \$6,052.66. Ms. Armenteros has been paying current charges, some times rounding up to even amounts, which has lower the unpaid back bill balance to \$5,429.92. The account is protected for that amount. Russell indicated that on 10/19/19 Ms. Armenteros paid the \$375.66 in current charges, which were due today, yielding the same unpaid back bill balance of \$5,429.92. MValdez

October 28, 2019: I found a message from Ms. Armenteros on my voice mail. Ms. Armenteros stated that she was waiting for the PSC's response in order to continue her fight against FPL. She further stated she wanted the answer right now and in writing. Ms. Armenteros stated that she received another disconnection threat from FPL and a bill showing late fees and an increased unpaid balance.

I also found an E-mail from DChoung Mou stating Ms. Armenteros called. Daniel provided her phone number which is the CBR number in the complaint.

I contacted FPL to verify what was the last bill issued for Ms. Armenteros' account. Mark Strickland stated that the last bill was issued on 09/30/19 and on 10/19/19 Ms. Armenteros paid the current charges of \$375.66 leaving the same unpaid balance of \$5,429.92. The next bill will be issued on 10/31/19.

I contacted Ms. Armenteros. She stated that when she filed this complaint she was told that this matter would be solved in 15 days; however, four months had passed and she still had not received a conclusive response from the PSC or FPL. She stated that she was also expecting to receive in writing the investigation that had been done so far. She further stated that in the meantime FPL had been adding charges to her account even though she had been paying her current charges. I clarified that in our last telephone conversation I informed her that I completed my investigation report, which since then I had already sent to my supervisor, and that they were working on a date and time to schedule a meeting where all the PRT members could be present. I indicated that during that conversation I also informed her that bills were computer generated and that they would continue to show a disconnect notice and late fees as long as there was an unpaid balance in the account; however, her account was protected from disconnection until the review was completed and the complaint was closed. I also reminded her that late fees were being removed manually every month until the complaint was closed.

Ms. Armenteros reiterated that the bills showed that FPL had been adding charges to her account. She stated that she was waiting for the PSC letter to bring her case before a judge. Ms. Armenteros indicated that she had spoken with an attorney and was told she had a case and that this could help many FPL customers that were being back billed like her without proof that they had tampered with the meter. Ms. Armenteros stated that she was not going to pay for something she did not do; that the only way she would pay FPL the back bill balance was if the utility were able to prove that she did it, which she did not. She continued to stay that, on the other hand, she could prove that FPL staff had the opportunity to tamper with the meter after they went into her premise without notifying her or asking her permission to go in to remove the meter. Ms. Armenteros stated that FPL had been back billing thousands of its customers this way, and she would not stop until she could bring all of FPL's wrongdoings to the open. I restated that the PRT meeting was soon to be scheduled and she would receive a letter from GCO with a conclusive response. I indicated that I would request to include a copy of the file with the GCO letter in order for her to have in writing what was done during the investigation. MValdez

October 28, 2019: CASE INVESTIGATION REPORT:

Complaint #: 10110022 Customer Name: Belkis Armenteros
Utility: FPL Type of Complaint: Improper Bills
Date Filed: 07/01/19 Disputed Amount: \$11,545.44
Assigned Staff: Margarita Valdez Completion Date: 10/16/19
Date Discussed with Customer: 08/05/19, 08/19/19, 08/30/19, 09/25/19 By: Margarita Valdez

COMPLAINT SUMMARY

A review of the communication from meter #ACD3449 revealed a drop in consumption occurred on 09/19/14. An inspection revealed that the meter had been tampered with by manipulating the CT wires. Ms. Armenteros' account was back billed a total of \$11,545.44, for 48 months. Ms. Armenteros denied tampering with the meter and requested information on how FPL calculated the back bill and an explanation as to why her current kWh usage is the same as her usage prior to the back billing.

Relief Sought: Ms. Armenteros seeks a credit adjustment of \$11,545.44.

UTILITY RESPONSE

On 08/20/03, an account for electric service was established in the name of Belkis Armenteros, for service at 2691 Kentucky St, West Palm Beach FL, 33406.

On 07/21/11, smart meter ACD3449 was installed at the residence.

On 03/18/19, a review of the communication from smart meter ACD3449 revealed a drop in consumption occurred on 09/19/14. On 03/25/19, meter ACD3449 was replaced with meter ACD3876.

On 03/29/19, meter ACD3449 was tested at FPL's MTC as found in the field: FL 49.84%, LL 49.84%, and WA 49.83%. An inspection of the meter revealed the meter's inner seal was missing and the meter had been internally tampered by manipulating the CT wires.

On 05/31/19, a review of the data indicated that consumption dropped on 09/19/14 and increased after the new meter was installed on 03/25/19. FPL back billed the account 48 months using the results of the meter test (WA 49.83%), and billed Ms. Armenteros the 50.17% kWh difference that did not register on the meter due to the unauthorized condition. Billing for the billing period ending on 04/30/15 through 03/29/19, totaling \$10,043.34, was cancelled and rebilled \$20,860.60, a difference of \$10,817.26. The RP investigation classified the unauthorized condition as non-inherited; therefore, investigative charges totaling \$528.18 and a tampering penalty of \$200 were also billed, bringing the total back bill amount to \$11,545.44.

On 06/04/19, service was disconnected without notice due to meter tampering. That same day, Mr. Robelio Rodriguez, who identified himself as Ms. Armenteros' son, attempted to contact Ms. Ramos, FPL's RP Investigator, and left a voice mail message requesting a return call. Ms. Ramos returned Mr. Rodriguez's call and advised him that she was unable to discuss details of the account with him and requested that Ms. Armenteros contact her to discuss the account. Later Ms. Armenteros made an unsuccessful attempt to contact Ms. Ramos, left a voice mail message, and requested a return call. Ms. Ramos returned Ms. Armenteros' call and explained the RP investigation and back bill in detail. Ms. Ramos offered to reconnect the service after an initial payment of \$8,500, and offered a payment arrangement for the remaining back bill balance with applicable late payment charges. Ms. Armenteros denied tampering with the meter, advised she would seek legal assistance, and ended the call. FPL reported that later that day, the account was accessed online and a request was made to close the account as of 06/04/19. A final bill was issued for \$11,552.66. Included were final bill charges of \$44.79 for service used from 05/31/19 to 06/04/19, a previous balance of \$338.32 (May 2019 bill), back bill charges of \$11,545.44, a \$369 deposit refund, and a \$6.89 deposit interest credit. On 06/05/19, Ms. Armenteros contacted FPL Customer Care Center and requested to open an account at the same address in her son's name or the name of a tenant living at the property. She was advised that her request would be referred to FPL's RP department for investigation and response.

On 06/06/19, Ms. Ramos contacted Ms. Armenteros, confirmed that the account had been closed at the customer's request and advised that a final bill had been issued. Ms. Ramos explained that a new account could not be established at the premise for another current occupant and offered to reconnect the service and open a new account in her name with an initial payment of \$5,500. Ms. Armenteros denied tampering with the meter and stated that she should not be held responsible for the back bill. Ms. Ramos reiterated that FPL was not accusing her of tampering with the meter and was simply holding her responsible for the unmetered electric use. Ms. Armenteros stated that she had contacted an attorney and Ms. Ramos requested a letter of representation for FPL to discuss the back bill details with him or her.

On 06/07/19, a \$5,500 payment was received, leaving a final bill balance of \$6,052.66. Service was reconnected and a new account was established at the same address, in the name of Belkis Armenteros. A \$1,243 deposit bill was issued representing two months of electric use at the premise following the RP back billing, with a due date of 06/17/19. A \$12 service charge was also issued, bringing the balance on the new account to \$1,255. Later that day, Ms. Armenteros contacted FPL and requested a payment arrangement for the deposit. A payment arrangement was established for the deposit to be paid in two installments: \$621 by 06/17/19 and \$622 by 06/29/19. Ms. Armenteros also requested an account audit of her final billed account. On 06/15/19, a 24 month audit was mailed to her.

On 06/17/19, payments totaling \$621 were received, leaving a balance of \$634.

On 06/28/19, a regular bill was issued for \$863.09, with a due date of 07/22/19. Included were new charges of \$229.09, a \$12 service charge, and the remaining deposit balance of \$622.

ORIGINAL

On 07/01/19, Ms. Armenteros contacted FPL regarding the back bill balance at Ms. Armenteros' final billed account. Mr. Nunez, from FPL, contacted Ms. Armenteros. She questioned the time frame it took FPL to identify meter tampering and requested the results of the investigation and an audit of her payments. Mr. Nunez explained that he would review the investigation and contact her the following day. In addition, FPSC complaint 1311954E was received regarding the deposit at Ms. Armenteros' active account. Ms. Patane, from FPL, contacted Ms. Armenteros and discussed her deposit concerns. Ms. Patane explained FPL's deposit policy and reviewed the deposit based on the RP back bill. As a courtesy, Ms. Patane reduced the deposit from \$1,243 to \$768, with the understanding that future payments would be received by the due date. The \$475 deposit reduction resulted in a remaining account balance of \$388.09. Ms. Patane advised that the remaining deposit balance of \$147 was past due.

On 07/02/19, Mr. Nunez contacted Ms. Armenteros and provided the sequence of events that led up to the back billing of her account, the meter test results, and the rebilling of the account using the meter test results. In addition, Mr. Nunez explained to Ms. Armenteros that she was paying for half of the kWh usage since September 2014; however, the account only was back billed 48 months instead of 54 of unauthorized use. Ms. Armenteros requested a billing and payment audit, and copies of the meter tests performed before the meter was installed at her residence and after it was removed.

On 07/03/19, a billing audit from 07/31/14 to 05/31/19, a payment audit from 07/25/14 to 05/19/19, and the meter tests for meter ACD3449 were mailed to Ms. Armenteros. Included was a copy of the notice left at the residence on 06/04/19 and the Data Analytic Graphs showing a drop in usage in 2014.

On 07/04/19, a \$147.01 payment was received, leaving a balance of \$241.08 on the active account.

From 07/05/19 to 07/08/19, the total final bill balance of \$6,052.66 (\$5,430.65 and \$622.01) was transferred from Ms. Armenteros' previous account to her active account, bringing the balance to \$6,293.74.

On 07/09/19, Ms. Armenteros left Mr. Nunez a voice mail message inquiring on the status of her complaint. On 07/10/19, Mr. Nunez and left Ms. Armenteros a voice mail message requesting a return call.

On 07/18/19, Mr. Nunez contacted Ms. Armenteros and reminded her that her current bill for \$241.08 would become past due after 07/22/19. In addition, Mr. Nunez explained that a payment arrangement would be established for the transferred in balance of \$6,052.66 to be paid in 24 monthly installments with applicable lpc's. In an effort to assist the customer, the payment arrangement was established to commence with the August 2019 bill. Ms. Armenteros thanked Mr. Nunez for his assistance and confirmed that she had his contact information.

On 08/01/19, Ms. Armenteros left Ms. Patane a voicemail message requesting a return call regarding the new bill received on her account. Ms. Patane returned her call, reviewed the billing with Ms. Armenteros and provided a breakdown of the 07/30/19 bill for \$1,093.25, which included new charges of \$389.79, an \$81.46 late payment charge, and a \$622 miscellaneous charge. Ms. Patane clarified that FPL was notified on 07/06/19 that the \$622.01 payment received on 06/29/19 on her previous account number had a stop payment placed by the customer; therefore, that balance was still due and transferred to her new active account. Note: When the payment of \$622.01 was made, the final balance of the previous account went from \$6,052.66 to \$5,430.65. Ms. Patane assured Ms. Armenteros that her paid deposit on record was \$768. As a courtesy, the \$12 connect charge and the \$81.46 late payment charge were credited to the account, leaving a \$1,011.79 balance due on 08/20/19. A payment arrangement was offered; however, Ms. Armenteros declined at the time. Ms. Armenteros reiterated the back billed amounts were excessive and requested a logical explanation of why her bills were now lower. Ms. Armenteros confirmed and stated she had replaced the old inefficient window units with a new efficient A/C unit and installed insulation. Ms. Armenteros stated that she kept all the window units installed in case of a hurricane she could use a generator to run them. Ms. Patane explained that the changes she made would cause her bills to be lower. A Home Energy Survey (HES) was offered and accepted.

On 08/07/19, an HES was performed at Ms. Armenteros' home. A load test was conducted on the A/C, 5 window A/C's, an electric water heater and pool pump. The survey showed that Ms. Armenteros' whole house energy usage was more than twice the usage of the 326 nearby homes of similar housing type, size, and appliances. The energy specialist also found the A/C split was lower than the 14 degrees or higher recommended, causing the A/C to operate for longer periods of time to reach the temperature desired. The HES results were mailed to Ms. Armenteros with a letter reiterating the charges appearing in her July 2019 bill. The letter stated that a returned payment charge of \$40 was issued after the payment of \$622.01 made on 06/29/19 was stopped and returned on 07/06/19. The letter also stated that on 07/08/19 the total of \$662.01 was transferred to the new account and that on 07/17/19 the \$40 returned payment charge was credited. In addition, on 08/01/19, the \$81.46 in late fees and the \$12 service charge for establishing a new account were also credited, yielding a balance of \$999.79 due on 08/20/19. The account total balance was \$6,430.44.

INVESTIGATION DISCUSSED WITH CUSTOMER

On 08/05/19, I spoke with Ms. Armenteros. She reiterated her desire to receive an acceptable explanation to her questions about the time it took FPL to identify meter tampering had occurred, back bill the account and disconnect service; or why her current consumption is the same as her consumption prior to the re-billing. In addition, Ms. Armenteros asked why she was originally billed a deposit of \$1,243 if the deposit was estimated as twice as the average monthly consumption, and the highest of her last four bills had been \$320. Ms. Armenteros expressed her belief that there was an agreement to pay the reduced deposit of \$768 in two

ORIGINAL

she had already paid the deposit for the new account; however, it appeared FPL continued to bill her for the deposit because her current bill was for over \$1000. It was her belief that her 06/17/19 payment of \$621 had been applied to the back billed balance instead of the new deposit. In addition, Ms. Armenteros stated that her home had central A/C unit and window A/C units, and stated that in hot days they might have some window units on in addition to the central unit; the pool pump had been used for an hour or two daily, as always; she had the same appliances and equipment she had before, with the same usage pattern. However, the bills were still lower than what FPL indicated her bills should have been during the back billed period.

I attempted to explain the rules on discontinuance of service and deposits to the customer. She appeared to agree with some parts of it, but not with others. I indicated that I was informed by FPL that an energy audit would be performed on 08/07/19. I further indicated that I would note her concerns and request FPL to provide an answer to her questions and include them with the results of the HES.

On 08/09/19, FPL provided the home energy audit results and a response to Ms. Armenteros' concerns. In regards to the time it took to identify the meter tampering, FPL explained that smart meters do not have a specific event notification that identifies theft. Instead, FPL's RP department correlates data from the meter and several other FPL systems to target leads. Analytic tests are not 100% accurate and sometimes theft can go undetected for an extended period of time. FPL creates new analytic tests and improves existing analytic tests. After meter tampering is identified, there are still many steps and different departments involved in the investigation, which adds time to the process before a customer can be back billed for an unauthorized condition and service disconnected. In response to why her current consumption is the same as her consumption prior to the re-billing, FPL stated that all the bills rendered were based on actual meter readings, and FPL is unable to explain why the current consumption is now lower than expected. In regards to the \$1,243 deposit, FPL explained that this amount represented an average two-month bill at the time the account was established on 06/07/19. FPL provided a Deposit Algorithm Chart used to calculate the deposit, which yielded a monthly average of \$621.90, or two-month average of \$1,243.00. In addition, FPL clarified that its records reflected that on 06/07/19, a payment arrangement was established for the \$1,243 deposit to be paid in two installments; however, records did not reflect a payment arrangement was established to pay the reduced deposit in two installments. On 07/01/19, the deposit was reduced from \$1,243, to \$768, leaving a \$147 remaining deposit balance, which was already past due. On 07/04/19, a \$147 payment was received and applied to the remaining deposit balance. FPL also clarified that the payment arrangement established to pay the back billed amount was to commence with the August bill and not September, as Ms. Armenteros suggested. FPL indicated that the 07/30/19 bill for \$1,093.25 included new charges of \$389.79, an \$81.46 late payment charge and a previous unpaid returned payment balance of \$622 due to the stopped payment. On 08/07/19, a HES was conducted and the results were mailed to Ms. Armenteros with a letter reiterating the charges in her July 2019 bill, and clarifying payments and credits.

On 08/19/19, I contacted Ms. Armenteros to discuss the HES results. Ms. Armenteros reiterated that her bills were the same as the bills she paid during the summer period in previous years, before the back billing, and that her latest bills had been a little over \$300 instead of the \$700 the back billing stated she should have paid per month. She reiterated that there was no way that she could conserve \$300 in energy to keep her bills the same as before. I attempted to explain that due to the unauthorized condition the meter was registering only half of her consumption and that she was only being back billed for the other half that was served but not metered or billed. I also attempted to explain the HES results. Ms. Armenteros stated that she kept the thermostat at 78 degrees during the day and 70 degrees at night; that she continued to use window A/C units, central A/C unit, pool pump and electric appliances the same as before; however, she was still getting the same bills as before the back-billing. I attempted to explain that neither FPL nor the PSC can explain to her how the energy provided was used. Ms. Armenteros became frustrated and upset. She expressed her firm belief that something completely different happened to her meter, and that the CT wires were tampered with after the meter was removed. Ms. Armenteros stated that FPL went into her property without her permission or notification, and removed the meter without informing her; therefore, no one witnessed what really happened or what was found. I attempted to explain to Ms. Armenteros that the rule requires for FPL to have free access to the meter at all times. Also, that a utility is not required to notify the customer of disconnection when meter tampering has been found. Ms. Armenteros did not agree with the rules. I stated that I will prepare my investigation report for the next PRT meeting, which had not been scheduled. I explained the process to Ms. Armenteros, who remained dissatisfied.

On 08/30/19, I contacted Ms. Armenteros. I explained the option of having a witnessed meter test of the removed meter and of the meter currently serving her premise. First, Ms. Armenteros stated that her current meter was already tested during the HES. I attempted to explain that it was a different procedure and that PSC staff would be present during the test. Ms. Armenteros insisted that it had already been done and that she had the results. I clarified that she could not have the results of a witnessed meter test that I had not requested. Ms. Armenteros became upset. She restated her belief that the meter was tampered with after it was removed. Also, that the rules only protected utilities, not customers. Ms. Armenteros later agreed to have the meters tested. During the telephone conversation, Ms. Armenteros stated several times that FPL did not protect her account because they did not want to discuss the account with her son because he was not an authorized person; however, the bills were being sent to his E-mail address at the same time she stopped receiving paper bills, which she did not request to stop. Ms. Armenteros also indicated that neither she nor her son accessed the account online to request that the account be closed. I indicated that it would be safe to say that in order to access the account online the person should have provided a user ID, a password, and information related to the

ORIGINAL

ORIGINAL

On 09/09/19, FPL provided a description of the process for a customer's account to be signed up for online access, which requires an email address, the 10 digit account number for the electric account and the last four digits of the account holder's social security number. In addition, if the E-mail address used to register or log in does not match the E-mail address on record provided by the customer when the account was established, an approval request E-mail is sent to the customer's E-mail address on record. Once the registration information is verified, the customer is prompted to establish a password that will be used for future access to the account. FPL reported that its records reflected the customer's previous account was registered for online access on 08/07/18, via the web at www.fpl.com. The E-mail address on record was delkis123@aol.com. In addition, the customer enrolled the account in FPL's EBill program that same day. The records also reflected that on 09/04/18 and 10/02/18, EBill statements sent to the E-mail address provided by the customer were returned undelivered. Each month a letter was mailed to the customer informing them of the returned E-mails and requesting that the customer update their E-mail address on record. Note: Duplicate bills were mailed via USPS to the customer's service address. On 11/01/18, after notification of the third undelivered E-mail, EBill was suspended and the E-mail address on the account was removed. A letter was mailed to the customer informing them of the returned emails and requesting that they update their E-mail address on record. A duplicate bill was mailed to the service address via USPS. On 02/23/19, the account was accessed via the web at www.fpl.com. The Pay Online information was updated on the account and a \$141.94 online payment was received. The E-mail address was updated to rove561@icloud.com and the account was re-enrolled in FPL's EBill program. FPL continued to report that on 06/04/19, following the disconnection of service for meter tampering, the customer accessed the account via the web at www.fpl.com using the E-mail address on record and providing the previously established password. Subsequently, an order was issued to close the account effective the same day. A confirmation E-mail was sent to the E-mail address on record.

From 09/03/19 to 09/06/19, Ms. Armenteros accessed the account via FPL's Integrated Voice Response (IVR) system, www.fpl.com, and FPL's Customer Care Center for balance inquiries, high bill concerns or to view the 08/30/19 and 06/04/19 bill statements.

On 09/12/19, current meter ACD3876 was replaced with meter ACD1785.

On 09/19/19, both removed meters were tested at FPL's MTC in the presence of FPL's and PSC's staff. FPL's meter tests revealed that meter ACD3449 was registering a WA of 49.77%, and meter ACD3876 a WA of 99.95%. PSC's meter tests revealed that meter ACD3449 was registering a WA of 49.84%, and meter ACD3876 a WA of 99.94%.

On 09/25/19, a call from Ms. Armenteros was transferred to me from CAO main line. Ms. Armenteros stated that FPL continued to send her bills and disconnect notices to her son's E-mail address. She also stated that she was being billed late fees for a balance she was disputing and indicated that before the complaint was filed the late fees were being removed. Ms. Armenteros requested FPL to stop sending her bills to her son's E-mail address and instead send paper bills to her service address. In addition, Ms. Armenteros indicated that her son denied requesting E-bills to be sent to his E-mail address, and requesting the account to be closed on 06/04/19. She reiterated her request to have a reasonable explanation of why her bills with the old meter registering supposedly less than 50% of her consumption are the same as her bills with the second meter registering almost 100%. I attempted to explain to Ms. Armenteros that final notices are computer generated and that she would be receiving those notices for as long as there was an unpaid balance. I clarified that she would not be disconnected for the disputed amount, but she would need to make sure she paid her current charges to avoid disconnection. Ms. Armenteros expressed her belief that it was not necessary to provide a password or code to access her account online because she just attempted to access the account and she only needed to provide the account number. I indicated that I would relay this information to FPL and would verify with FPL the procedure to access the account online. I stated that according to FPL's records the account's online information was updated in February 2019. I also stated that the only way FPL could have her son's E-mail address was because it was provided to the utility. I relayed to FPL Ms. Armenteros request to stop the E-bills, and restart mailing paper bills to her.

I contacted Mr. Brooker, with FPL, and relayed my conversation with Ms. Armenteros to him. I requested to clarify the payment arrangement's monthly installments appearing in the latest bill. Russell referred me to FPL's Final Report where it states that on 07/18/19 a 24-month payment arrangement was established to commence with the August 2019 bill. I indicated that it appeared as if Ms. Armenteros was told of the payment arrangement but that it did not say that she agreed to it, which could explain her confusion with the charges in her August 2019 bill. Russell indicated that he would request for the payment arrangement to be removed to be re-installed after the PRT decision. He would also request for the late fee to be removed. In regards to the access online, Russell explained that when customers attempt to access the account through a computer, they would be required to provide an E-mail address or User ID and a password. He forwarded a screenshot of FPL.com to log in to the account showing this. Russell further explained that customers who would use their cell phone to access the account would not need to provide all that information if the cell phone number from which they were attempting to log in was the same cell number on record for that account.

On 09/26/19, FPL confirmed in a report that on 09/25/19, at Ms. Armenteros' request, her account was removed from Ebill and that she would be receiving paper bills and final notices by regular mail. The same day, two ipc's totaling \$179.36 were canceled, leaving a remaining unpaid back bill balance of \$5,429.92. In addition, the previous payment arrangement was canceled and the unpaid back bill balance was temporarily deferred, pending the resolution of the complaint.

On 10/02/19, FPL informed that Ms. Armenteros accessed the account online on 10/07/19, reviewed a bill statement and updated her E-mail address to belkysarmenteros@yahoo.com. Russell indicated that FPL's records still show the E-mail address rove561@icloud.com as the address to send any correspondence to the customer, and this E-mail address also appears on the top right of the billing statements. Bills are sent via regular mail.

Account Status – As of 10/16/19, the account has a protected balance of \$5,429.92, and current charges of \$375.66, which are due on 10/21/19.

CAO STAFF'S CONCLUSION & RECOMMENDATION

Application of new analytics to process the information provided by the meters showed a lower consumption at Ms. Armenteros' home. The investigation revealed that meter tampering had occurred after Ms. Armenteros established service. Meter tests performed by FPL and the PSC on meter ACD3449 revealed a registration below the allowable tolerances due to the tampered with CT wires. Based on the information currently available, Ms. Armenteros was billed correctly. In summary, it does not appear that FPL has violated any Commission rules or its tariff in the handling of this matter.

Copy of report added to file. MValdez

November 7, 2019: PROCESS REVIEW TEAM MEETING - The Process Review Team met this date to review CAO staff's investigation, analysis and recommendation concerning this complaint. MValdez

ORIGINAL

Summary of Customer's Issues

A review of the communication from meter #ACD3449 revealed a consumption drop on 09/19/14. An inspection revealed the meter had been tampered (CT wires). Ms. Armenteros' account was back billed a total of \$11,545.44 (48 months). Ms. Armenteros denied tampering with the meter and requested information on how FPL calculated the back bill and an explanation of why her current kWh usage is the same as her usage prior to the back billing.

Relief Sought: Ms. Armenteros seeks a credit adjustment of \$11,545.44.

Utility Response

On 08/20/03, an account for electric service was established in the name of Belkis Armenteros. On 07/21/11, smart meter ACD3449 was installed at the residence.

On 03/18/19, a review of the communication from meter ACD3449 revealed a consumption drop on 09/19/14. On 03/25/19, the meter was replaced. On 03/29/19, the meter was tested as found in the field: WA 49.83%, meter's inner seal missing, and CT wires manipulated. On 05/31/19, FPL back billed the account the 50.17% kWh difference for 48 months of unauthorized condition: \$10,817.26 + \$528.18 investigative charges + \$200 tampering penalty = \$11,545.44. On 06/04/19, service was disconnected. Later, the RP investigator spoke with Ms. Armenteros. Reconnection was offered after an initial payment of \$8,500; a payment arrangement for the remaining back bill balance was also offered. Ms. Armenteros advised she would seek legal assistance, and ended the call. Later that day, the account was accessed online and a request was made to close the account. A final bill was issued for \$11,552.66. On 06/05/19, Ms. Armenteros contacted FPL and requested to open an account at the same address in her son's name or the name of a tenant living at the property. On 06/06/19, Ms. Ramos, with FPL, contacted Ms. Armenteros; she stated that a new account could not be established for another current occupant, and offered to reconnect the service and open a new account in her name with an initial payment of \$5,500. On 06/07/19, a \$5,500 payment was received, leaving a final bill balance of \$6,052.66. Service was reconnected and a new account was established in Ms. Armenteros' name. A \$1,243 deposit bill was issued, due on 06/17/19. A \$12 service charge brought the balance on the new account to \$1,255. Later that day, Ms. Armenteros contacted FPL and requested a payment arrangement for the deposit. A payment arrangement was established for the deposit to be paid: \$621 by 06/17/19 and \$622 by 06/29/19. On 06/17/19, payments totaling \$621 were received, leaving a balance of \$634. On 06/28/19, a regular bill was issued for \$863.09, with a due date of 07/22/19. Included were new charges of \$229.09, a \$12 service charge, and the remaining deposit balance of \$622.

On 07/01/19, PSC complaint 1311952E was received regarding the back bill balance at Ms. Armenteros' final billed account. In addition, PSC complaint 1311954E was received regarding the deposit at Ms. Armenteros' active account. Ms. Patane, FPL, contacted Ms. Armenteros. The deposit was reduced from \$1,243 to \$768. Ms. Patane advised that the remaining deposit balance of \$147 was past due. On 07/04/19, a \$147.01 payment was received, leaving a balance of \$241.08 on the active account. From 07/05/19 to 07/08/19, the total final bill balance of \$6,052.66 (\$5,430.65 and \$622.01) was transferred from the previous to the active account, bringing the balance to \$6,293.74. On 07/18/19, Mr. Nunez, FPL, contacted Ms. Armenteros and advised that a payment arrangement would be established for the transferred in balance of \$6,052.66 to be paid in 24 monthly installments with applicable lpc's. The payment arrangement was established to commence with the August 2019 bill. On 08/01/19, Ms. Patane clarified to Ms. Armenteros that on 07/06/19 FPL was notified that the \$622.01 payment received on 06/29/19 on her previous account had a stop payment placed by the customer; therefore, that balance was still due and transferred to her new active account. The \$12 connect charge and the \$81.46 late payment charge were credited to the account, leaving a \$1,011.79 balance due on 08/20/19. A payment arrangement was offered for the active account's balance; however, Ms. Armenteros declined.

On 08/07/19, an HES was performed at Ms. Armenteros' home. The survey showed that the whole house energy usage was more than twice the usage of the 326 nearby homes of similar housing type, size, and appliances. Also, the A/C split was lower than the 14+ degrees recommended, causing the A/C to operate for longer periods of time. The HES results were mailed to Ms. Armenteros with a letter reiterating the charges in her July 2019 bill, and stating that a \$40 returned payment charge was issued after the payment of \$622.01 was stopped and returned. The letter also stated that on 07/08/19 the total of \$662.01 was transferred to the new account and that on 07/17/19 the \$40 returned payment charge was credited. In addition, on 08/01/19, the \$81.46 in late fees and

1311952E

On 09/12/19, current meter ACD3876 was replaced with meter ACD1785. On 09/19/19, both removed meters were tested at FPL's MTC in the presence of FPL's and PSC's staff. FPL's meter tests revealed that meter ACD3449 was registering a WA of 49.77%, and meter ACD3876 a WA of 99.95%. PSC's meter tests revealed that meter ACD3449 was registering a WA of 49.84%, and meter ACD3876 a WA of 99.94%.

On 09/26/19, FPL confirmed in a report that on 09/25/19, at Ms. Armenteros' request, her account was removed from Ebill and that she would be receiving paper bills and final notices by regular mail. The same day, two lpc's totaling \$179.36 were canceled, leaving a remaining unpaid back bill balance of \$5,429.92. In addition, the previous payment arrangement was canceled and the unpaid back bill balance was temporarily deferred, pending the resolution of the complaint.

Account Status – On 10/19/19, Ms. Armenteros paid \$375.66 in current charges of her October 2019 bill, which was due on 10/21/19. As of 10/21/19, the account has a protected balance of \$5,429.92.

CAO Staff's Analysis & Recommendation

New analytics showed a lower consumption at Ms. Armenteros' home. The investigation revealed that meter tampering had occurred after Ms. Armenteros established service. Meter tests performed by FPL and PSC on meter ACD3449 revealed a registration below the allowable tolerances due to tampered with CT wires. Based on the information currently available, Ms. Armenteros was billed correctly. In summary, it does not appear that FPL has violated any Commission rules or its tariff in the handling of this matter.

09/26/19

Complaint #: 1311952E	Customer Name: Belkis Armenteros
Utility: FPL	Type of Complaint: Improper Bills
Date Filed: 07/01/19	Disputed Amount: \$11,545.44
Assigned Staff: Margarita Valdez	Completion Date: 10/16/19
Date Discussed with Customer: 08/05/19, 08/19/19, 08/30/19, 09/25/19	By: Margarita Valdez

ORIGINAL

COMPLAINT SUMMARY

A review of the communication from meter #ACD3449 revealed a drop in consumption occurred on 09/19/14. An inspection revealed that the meter had been tampered with by manipulating the CT wires. Ms. Armenteros' account was back billed a total of \$11,545.44, for 48 months. Ms. Armenteros denied tampering with the meter and requested information on how FPL calculated the back bill and an explanation as to why her current kWh usage is the same as her usage prior to the back billing.

Relief Sought: Ms. Armenteros seeks a credit adjustment of \$11,545.44.

UTILITY RESPONSE

On 08/20/03, an account for electric service was established in the name of Belkis Armenteros, for service at 2691 Kentucky St, West Palm Beach FL, 33406.

On 07/21/11, smart meter ACD3449 was installed at the residence.

On 03/18/19, a review of the communication from smart meter ACD3449 revealed a drop in consumption occurred on 09/19/14. On 03/25/19, meter ACD3449 was replaced with meter ACD3876.

On 03/29/19, meter ACD3449 was tested at FPL's MTC as found in the field: FL 49.84%, LL 49.84%, and WA 49.83%. An inspection of the meter revealed the meter's inner seal was missing and the meter had been internally tampered by manipulating the CT wires.

On 05/31/19, a review of the data indicated that consumption dropped on 09/19/14 and increased after the new meter was installed on 03/25/19. FPL back billed the account 48 months using the results of the meter test (WA 49.83%), and billed Ms. Armenteros the 50.17% kWh difference that did not register on the meter due to the unauthorized condition. Billing for the billing period ending on 04/30/15 through 03/29/19, totaling \$10,043.34, was cancelled and rebilled \$20,860.60, a difference of \$10,817.26. The RP investigation classified the unauthorized condition as non-inherited; therefore, investigative charges totaling \$528.18 and a tampering penalty of \$200 were also billed, bringing the total back bill amount to \$11,545.44.

On 06/04/19, service was disconnected without notice due to meter tampering. That same day, Mr. Robelio Rodriguez, who identified himself as Ms. Armenteros' son, attempted to contact Ms. Ramos, FPL's RP Investigator, and left a voice mail message requesting a return call. Ms. Ramos returned Mr. Rodriguez's call and advised him that she was unable to discuss details of the account with him and requested that Ms. Armenteros contact her to discuss the account. Later Ms. Armenteros made an unsuccessful attempt to contact Ms. Ramos, left a voice mail message, and requested a return call. Ms. Ramos returned Ms. Armenteros' call and explained the RP investigation and back bill in detail. Ms. Ramos offered to reconnect the service after an initial

payment of \$8,500, and offered a payment arrangement for the remaining back bill balance with applicable late payment charges. Ms. Armenteros denied tampering with the meter, advised she would seek legal assistance, and ended the call. FPL reported that later that day, the account was accessed online and a request was made to close the account as of 06/04/19. A final bill was issued for \$11,552.66. Included were final bill charges of \$44.79 for service used from 05/31/19 to 06/04/19, a previous balance of \$338.32 (May 2019 bill), back bill charges of \$11,545.44, a \$369 deposit refund, and a \$6.89 deposit interest credit.

On 06/05/19, Ms. Armenteros contacted FPL Customer Care Center and requested to open an account at the same address in her son's name or the name of a tenant living at the property. She was advised that her request would be referred to FPL's RP department for investigation and response.

On 06/06/19, Ms. Ramos contacted Ms. Armenteros, confirmed that the account had been closed at the customer's request and advised that a final bill had been issued. Ms. Ramos explained that a new account could not be established at the premise for another current occupant and offered to reconnect the service and open a new account in her name with an initial payment of \$5,500. Ms. Armenteros denied tampering with the meter and stated that she should not be held responsible for the back bill. Ms. Ramos reiterated that FPL was not accusing her of tampering with the meter and was simply holding her responsible for the unmetered electric use. Ms. Armenteros stated that she had contacted an attorney and Ms. Ramos requested a letter of representation for FPL to discuss the back bill details with him or her.

On 06/07/19, a \$5,500 payment was received, leaving a final bill balance of \$6,052.66. Service was reconnected and a new account was established at the same address, in the name of Belkis Armenteros. A \$1,243 deposit bill was issued representing two months of electric use at the premise following the RP back billing, with a due date of 06/17/19. A \$12 service charge was also issued, bringing the balance on the new account to \$1,255. Later that day, Ms. Armenteros contacted FPL and requested a payment arrangement for the deposit. A payment arrangement was established for the deposit to be paid in two installments: \$621 by 06/17/19 and \$622 by 06/29/19. Ms. Armenteros also requested an account audit of her final billed account. On 06/15/19, a 24 month audit was mailed to her.

On 06/17/19, payments totaling \$621 were received, leaving a balance of \$634.

On 06/28/19, a regular bill was issued for \$863.09, with a due date of 07/22/19. Included were new charges of \$229.09, a \$12 service charge, and the remaining deposit balance of \$622.

On 07/01/19, Ms. Armenteros contacted FPL regarding the back bill charges at her previous account. Her concerns were referred to the RP department. The same day, FPSC complaint 1311952E was received regarding the back bill balance at Ms. Armenteros' final billed account. Mr. Nunez, from FPL, contacted Ms. Armenteros. She questioned the time frame it took FPL to identify meter tampering and requested the results of the investigation and an audit of her payments. Mr. Nunez explained that he would review the investigation and contact her the following day. In addition, FPSC complaint 1311954E was received regarding the deposit at Ms. Armenteros' active account. Ms. Patane, from FPL, contacted Ms. Armenteros and discussed her deposit concerns. Ms. Patane explained FPL's deposit policy and reviewed the deposit based on

ORIGINAL

the RP back bill. As a courtesy, Ms. Patane reduced the deposit from \$1,243 to \$768, with the understanding that future payments would be received by the due date. The \$475 deposit reduction resulted in a remaining account balance of \$388.09. Ms. Patane advised that the remaining deposit balance of \$147 was past due.

On 07/02/19, Mr. Nunez contacted Ms. Armenteros and provided the sequence of events that led up to the back billing of her account, the meter test results, and the rebilling of the account using the meter test results. In addition, Mr. Nunez explained to Ms. Armenteros that she was paying for half of the kWh usage since September 2014; however, the account only was back billed 48 months instead of 54 of unauthorized use. Ms. Armenteros requested a billing and payment audit, and copies of the meter tests performed before the meter was installed at her residence and after it was removed.

On 07/03/19, a billing audit from 07/31/14 to 05/31/19, a payment audit from 07/25/14 to 05/19/19, and the meter tests for meter ACD3449 were mailed to Ms. Armenteros. Included was a copy of the notice left at the residence on 06/04/19 and the Data Analytic Graphs showing a drop in usage in 2014.

On 07/04/17, a \$147.01 payment was received, leaving a balance of \$241.08 on the active account.

From 07/05/19 to 07/08/19, the total final bill balance of \$6,052.66 (\$5,430.65 and \$622.01) was transferred from Ms. Armenteros' previous account to her active account, bringing the balance to \$6,293.74.

On 07/09/19, Ms. Armenteros left Mr. Nunez a voice mail message inquiring on the status of her complaint. On 07/10/19, Mr. Nunez and left Ms. Armenteros a voice mail message requesting a return call.

On 07/18/19, Mr. Nunez contacted Ms. Armenteros and reminded her that her current bill for \$241.08 would become past due after 07/22/19. In addition, Mr. Nunez explained that a payment arrangement would be established for the transferred in balance of \$6,052.66 to be paid in 24 monthly installments with applicable lpc's. In an effort to assist the customer, the payment arrangement was established to commence with the August 2019 bill. Ms. Armenteros thanked Mr. Nunez for his assistance and confirmed that she had his contact information.

On 08/01/19, Ms. Armenteros left Ms. Patane a voicemail message requesting a return call regarding the new bill received on her account. Ms. Patane returned her call, reviewed the billing with Ms. Armenteros and provided a breakdown of the 07/30/19 bill for \$1,093.25, which included new charges of \$389.79, an \$81.46 late payment charge, and a \$622 miscellaneous charge. Ms. Patane clarified that FPL was notified on 07/06/19 that the \$622.01 payment received on 06/29/19 on her previous account number had a stop payment placed by the customer; therefore, that balance was still due and transferred to her new active account. Note: When the payment of \$622.01 was made, the final balance of the previous account went from \$6,052.66 to \$5,430.65. Ms. Patane assured Ms. Armenteros that her paid deposit on record was \$768. As a courtesy, the \$12 connect charge and the \$81.46 late payment charge were credited to the account, leaving a \$1,011.79 balance due on 08/20/19. A payment arrangement was offered; however, Ms. Armenteros declined at the time. Ms. Armenteros reiterated the back billed

000000

amounts were excessive and requested a logical explanation of why her bills were now lower. Ms. Armenteros confirmed and stated she had replaced the old inefficient window units with a new efficient A/C unit and installed insulation. Ms. Armenteros stated that she kept all the window units installed in case of a hurricane she could use a generator to run them. Ms. Patane explained that the changes she made would cause her bills to be lower. A Home Energy Survey (HES) was offered and accepted.

On 08/07/19, an HES was performed at Ms. Armenteros' home. A load test was conducted on the A/C, 5 window A/C's, an electric water heater and pool pump. The survey showed that Ms. Armenteros' whole house energy usage was more than twice the usage of the 326 nearby homes of similar housing type, size, and appliances. The energy specialist also found the A/C split was lower than the 14 degrees or higher recommended, causing the A/C to operate for longer periods of time to reach the temperature desired. The HES results were mailed to Ms. Armenteros with a letter reiterating the charges appearing in her July 2019 bill. The letter stated that a returned payment charge of \$40 was issued after the payment of \$622.01 made on 06/29/19 was stopped and returned on 07/06/19. The letter also stated that on 07/08/19 the total of \$662.01 was transferred to the new account and that on 07/17/19 the \$40 returned payment charge was credited. In addition, on 08/01/19, the \$81.46 in late fees and the \$12 service charge for establishing a new account were also credited, yielding a balance of \$999.79 due on 08/20/19. The account total balance was \$6,430.44.

INVESTIGATION DISCUSSED WITH CUSTOMER

On 08/05/19, I spoke with Ms. Armenteros. She reiterated her desire to receive an acceptable explanation to her questions about the time it took FPL to identify meter tampering had occurred, back bill the account and disconnect service; or why her current consumption is the same as her consumption prior to the re-billing. In addition, Ms. Armenteros asked why she was originally billed a deposit of \$1,243 if the deposit was estimated as twice as the average monthly consumption, and the highest of her last four bills had been \$320. Ms. Armenteros expressed her belief that there was an agreement to pay the reduced deposit of \$768 in two installments, and an agreement to start in September the first installment toward the remaining back billed amount. She stated that she had already paid the deposit for the new account; however, it appeared FPL continued to bill her for the deposit because her current bill was for over \$1000. It was her belief that her 06/17/19 payment of \$621 had been applied to the back billed balance instead of the new deposit. In addition, Ms. Armenteros stated that her home had central A/C unit and window A/C units, and stated that in hot days they might have some window units on in addition to the central unit; the pool pump had been used for an hour or two daily, as always; she had the same appliances and equipment she had before, with the same usage pattern. However, the bills were still lower than what FPL indicated her bills should have been during the back billed period.

I attempted to explain the rules on discontinuance of service and deposits to the customer. She appeared to agree with some parts of it, but not with others. I indicated that I was informed by FPL that an energy audit would be performed on 08/07/19. I further indicated that I would note her concerns and request FPL to provide an answer to her questions and include them with the results of the HES.

OFFICE

On 08/09/19, FPL provided the home energy audit results and a response to Ms. Armenteros' concerns. In regards to the time it took to identify the meter tampering, FPL explained that smart meters do not have a specific event notification that identifies theft. Instead, FPL's RP department correlates data from the meter and several other FPL systems to target leads. Analytic tests are not 100% accurate and sometimes theft can go undetected for an extended period of time. FPL creates new analytic tests and improves existing analytic tests. After meter tampering is identified, there are still many steps and different departments involved in the investigation, which adds time to the process before a customer can be back billed for an unauthorized condition and service disconnected. In response to why her current consumption is the same as her consumption prior to the re-billing, FPL stated that all the bills rendered were based on actual meter readings, and FPL is unable to explain why the current consumption is now lower than expected. In regards to the \$1,243 deposit, FPL explained that this amount represented an average two-month bill at the time the account was established on 06/07/19. FPL provided a Deposit Algorithm Chart used to calculate the deposit, which yielded a monthly average of \$621.90, or two-month average of \$1,243.00. In addition, FPL clarified that its records reflected that on 06/07/19, a payment arrangement was established for the \$1,243 deposit to be paid in two installments; however, records did not reflect a payment arrangement was established to pay the reduced deposit in two installments. On 07/01/19, the deposit was reduced from \$1,243, to \$768, leaving a \$147 remaining deposit balance, which was already past due. On 07/04/19, a \$147 payment was received and applied to the remaining deposit balance. FPL also clarified that the payment arrangement established to pay the back billed amount was to commence with the August bill and not September, as Ms. Armenteros suggested. FPL indicated that the 07/30/19 bill for \$1,093.25 included new charges of \$389.79, an \$81.46 late payment charge and a previous unpaid returned payment balance of \$622 due to the stopped payment. On 08/07/19, a HES was conducted and the results were mailed to Ms. Armenteros with a letter reiterating the charges in her July 2019 bill, and clarifying payments and credits.

On 08/19/19, I contacted Ms. Armenteros to discuss the HES results. Ms. Armenteros reiterated that her bills were the same as the bills she paid during the summer period in previous years, before the back billing, and that her latest bills had been a little over \$300 instead of the \$700 the back billing stated she should have paid per month. She reiterated that there was no way that she could conserve \$300 in energy to keep her bills the same as before. I attempted to explain that due to the unauthorized condition the meter was registering only half of her consumption and that she was only being back billed for the other half that was served but not metered or billed. I also attempted to explain the HES results. Ms. Armenteros stated that she kept the thermostat at 78 degrees during the day and 70 degrees at night; that she continued to use window A/C units, central A/C unit, pool pump and electric appliances the same as before; however, she was still getting the same bills as before the back-billing. I attempted to explain that neither FPL nor the PSC can explain to her how the energy provided was used. Ms. Armenteros became frustrated and upset. She expressed her firm belief that something completely different happened to her meter, and that the CT wires were tampered with after the meter was removed. Ms. Armenteros stated that FPL went into her property without her permission or notification, and removed the meter without informing her; therefore, no one witnessed what really happened or what was found. I attempted to explain to Ms. Armenteros that the rule requires for FPL to have free access to the meter at all times. Also, that a utility is not required to notify the customer of

ORIGINAL

October 16, 2019

Page 6 of 8

disconnection when meter tampering has been found. Ms. Armenteros did not agree with the rules. I stated that I will prepare my investigation report for the next PRT meeting, which had not been scheduled. I explained the process to Ms. Armenteros, who remained dissatisfied.

On 08/30/19, I contacted Ms. Armenteros. I explained the option of having a witnessed meter test of the removed meter and of the meter currently serving her premise. First, Ms. Armenteros stated that her current meter was already tested during the HES. I attempted to explain that it was a different procedure and that PSC staff would be present during the test. Ms. Armenteros insisted that it had already been done and that she had the results. I clarified that she could not have the results of a witnessed meter test that I had not requested. Ms. Armenteros became upset. She restated her belief that the meter was tampered with after it was removed. Also, that the rules only protected utilities, not customers. Ms. Armenteros later agreed to have the meters tested. During the telephone conversation, Ms. Armenteros stated several times that FPL did not protect her account because they did not want to discuss the account with her son because he was not an authorized person; however, the bills were being sent to his E-mail address at the same time she stopped receiving paper bills, which she did not request to stop. Ms. Armenteros also indicated that neither she nor her son accessed the account online to request that the account be closed. I indicated that it would be safe to say that in order to access the account online the person should have provided a user ID, a password, and information related to the account before a person could access the account information. I indicated that I would verify this information with FPL.

On 09/09/19, FPL provided a description of the process for a customer's account to be signed up for online access, which requires an email address, the 10 digit account number for the electric account and the last four digits of the account holder's social security number. In addition, if the E-mail address used to register or log in does not match the E-mail address on record provided by the customer when the account was established, an approval request E-mail is sent to the customer's E-mail address on record. Once the registration information is verified, the customer is prompted to establish a password that will be used for future access to the account. FPL reported that its records reflected the customer's previous account was registered for online access on 08/07/18, via the web at www.fpl.com. The E-mail address on record was delkis123@aol.com. In addition, the customer enrolled the account in FPL's EBill program that same day. The records also reflected that on 09/04/18 and 10/02/18, EBill statements sent to the E-mail address provided by the customer were returned undelivered. Each month a letter was mailed to the customer informing them of the returned E-mails and requesting that the customer update their E-mail address on record. Note: Duplicate bills were mailed via USPS to the customer's service address. On 11/01/18, after notification of the third undelivered E-mail, EBill was suspended and the E-mail address on the account was removed. A letter was mailed to the customer informing them of the returned emails and requesting that they update their E-mail address on record. A duplicate bill was mailed to the service address via USPS. On 02/23/19, the account was accessed via the web at www.fpl.com. The Pay Online information was updated on the account and a \$141.94 online payment was received. The E-mail address was updated to rove561@icloud.com and the account was re-enrolled in FPL's EBill program. FPL continued to report that on 06/04/19, following the disconnection of service for meter tampering, the customer accessed the account via the web at www.fpl.com using the E-mail address on record and

ORAL

providing the previously established password. Subsequently, an order was issued to close the account effective the same day. A confirmation E-mail was sent to the E-mail address on record.

From 09/03/19 to 09/06/19, Ms. Armenteros accessed the account via FPL's Integrated Voice Response (IVR) system, www.fpl.com, and FPL's Customer Care Center for balance inquiries, high bill concerns or to view the 08/30/19 and 06/04/19 bill statements.

On 09/12/19, current meter ACD3876 was replaced with meter ACD1785.

On 09/19/19, both removed meters were tested at FPL's MTC in the presence of FPL's and PSC's staff. FPL's meter tests revealed that meter ACD3449 was registering a WA of 49.77%, and meter ACD3876 a WA of 99.95%. PSC's meter tests revealed that meter ACD3449 was registering a WA of 49.84%, and meter ACD3876 a WA of 99.94%.

On 09/25/19, a call from Ms. Armenteros was transferred to me from CAO main line. Ms. Armenteros stated that FPL continued to send her bills and disconnect notices to her son's E-mail address. She also stated that she was being billed late fees for a balance she was disputing and indicated that before the complaint was filed the late fees were being removed. Ms. Armenteros requested FPL to stop sending her bills to her son's E-mail address and instead send paper bills to her service address. In addition, Ms. Armenteros indicated that her son denied requesting E-bills to be sent to his E-mail address, and requesting the account to be closed on 06/04/19. She reiterated her request to have a reasonable explanation of why her bills with the old meter registering supposedly less than 50% of her consumption are the same as her bills with the second meter registering almost 100%. I attempted to explain to Ms. Armenteros that final notices are computer generated and that she would be receiving those notices for as long as there was an unpaid balance. I clarified that she would not be disconnected for the disputed amount, but she would need to make sure she paid her current charges to avoid disconnection. Ms. Armenteros expressed her belief that it was not necessary to provide a password or code to access her account online because she just attempted to access the account and she only needed to provide the account number. I indicated that I would relay this information to FPL and would verify with FPL the procedure to access the account online. I stated that according to FPL's records the account's online information was updated in February 2019. I also stated that the only way FPL could have her son's E-mail address was because it was provided to the utility. I relayed to FPL Ms. Armenteros request to stop the E-bills, and restart mailing paper bills to her.

I contacted Mr. Brooker, with FPL, and relayed my conversation with Ms. Armenteros to him. I requested to clarify the payment arrangement's monthly installments appearing in the latest bill. Russell referred me to FPL's Final Report where it states that on 07/18/19 a 24-month payment arrangement was established to commence with the August 2019 bill. I indicated that it appeared as if Ms. Armenteros was told of the payment arrangement but that it did not say that she agreed to it, which could explain her confusion with the charges in her August 2019 bill. Russell indicated that he would request for the payment arrangement to be removed to be re-installed after the PRT decision. He would also request for the late fee to be removed. In regards to the access online, Russell explained that when customers attempt to access the account through a computer, they would be required to provide an E-mail address or User ID and a password. He forwarded a screenshot of FPL.com to log in to the account showing this. Russell further explained that customers who would use their cell phone to access the account would not need to

ORIG

provide all that information if the cell phone number from which they were attempting to log in was the same cell number on record for that account.

On 09/26/19, FPL confirmed in a report that on 09/25/19, at Ms. Armenteros' request, her account was removed from Ebill and that she would be receiving paper bills and final notices by regular mail. The same day, two lpc's totaling \$179.36 were canceled, leaving a remaining unpaid back bill balance of \$5,429.92. In addition, the previous payment arrangement was canceled and the unpaid back bill balance was temporarily deferred, pending the resolution of the complaint.

On 10/02/19, FPL informed that Ms. Armenteros accessed the account online on 10/01/19, reviewed a bill statement and updated her E-mail address to belkysarmenteros@yahoo.com. Russell indicated that FPL's records still show the E-mail address rove561@icloud.com as the address to send any correspondence to the customer, and this E-mail address also appears on the top right of the billing statements. Bills are sent via regular mail.

Account Status – As of 10/16/19, the account has a protected balance of \$5,429.92, and current charges of \$375.66, which are due on 10/21/19.

CAO STAFF'S CONCLUSION & RECOMMENDATION

Application of new analytics to process the information provided by the meters showed a lower consumption at Ms. Armenteros' home. The investigation revealed that meter tampering had occurred after Ms. Armenteros established service. Meter tests performed by FPL and the PSC on meter ACD3449 revealed a registration below the allowable tolerances due to the tampered with CT wires. Based on the information currently available, Ms. Armenteros was billed correctly. In summary, it does not appear that FPL has violated any Commission rules or its tariff in the handling of this matter.

OFFICE

Margarita Valdez

From: Daniel Chung Mou
Sent: Monday, October 28, 2019 10:36 AM
To: Margarita Valdez
Subject: 1311952E

Margarita,

Ms. Belkys Armenteros called. 561-598-2765

Daniel Chung
Regulatory Specialist I
Office of Consumer Assistance

ORIGINAL

Margarita Valdez

From: Brooker, Russell <Russell.Brooker@fpl.com>
Sent: Wednesday, October 16, 2019 4:39 PM
To: Margarita Valdez
Subject: FW: ARMENTEROS - August Bill
Attachments: ARMENTEROS - 1311952E - August 2019 bill.pdf

From: Brooker, Russell
Sent: Wednesday, October 16, 2019 4:38 PM
To: 'mvaldez@psc.state.fl.us' <mvaldez@psc.state.fl.us>
Subject: ARMENTEROS - August Bill

Russell Brooker
Sr. Regulatory Consumer Issues Analyst
Phone: 561-691-7432

ORIGINAL



BELKIS ARMENTEROS
2691 KENTUCKY ST
WEST PALM BEACH FL 33406-4237

For: Jul 30, 2019 to Aug 30, 2019 (31 days)

Service Address
2691 KENTUCKY ST
WEST PALM BEACH, FL 33406
ROVE561@ICLOUD.COM
Account Number 85511-65163

ORIGINAL

Questions? Contact Us
Reliable energy is affordable energy.
Learn how we save you money at fpl.com/savings

Hello Belkis Armenteros,
* \$499.79 of this amount is PAST DUE -- PLEASE PAY IMMEDIATELY

Amount of your last bill	\$1,093.25
Payments	-\$500.00
Additional Activity	\$132.82
New charges due by Sep 20, 2019	\$421.73
Total amount you owe	\$1,147.80

Amount of your last bill	1,093.25
Payment received - Thank you	-500.00
Additional activity	
Credit	-93.46
Adjustment/temporary extension	226.28
Balance before new charges	\$726.07 *
NEW CHARGES	
Rate: RS-1 RESIDENTIAL SERVICE	
Customer charge:	\$8.28
Non-fuel: (First 1000 kWh at \$0.066850)	\$194.33
(Over 1000 kWh at \$0.077400)	
Fuel: (First 1000 kWh at \$0.022270)	\$75.42
(Over 1000 kWh at \$0.032270)	
Electric service amount	278.03
Gross receipts tax	7.13
Franchise charge	17.24
Utility tax	22.87
Taxes and charges	47.24
Late payment charge	96.46
Total new charges	\$421.73
Total amount you owe	\$1,147.80

Meter Summary

Meter reading - Meter ACD3876 Next meter reading Sep 30, 2019
Current reading 13625
Previous reading -10978

kWh used 2647

Energy Usage Comparison

	This Month	Last Month
	Aug 30, 2019	Jul 30, 2019
Service to		
kWh Used	2647	3110
Service days	31	32
kWh/day	85	97
Amount	\$325.27	\$389.79

Keep In Mind

- Thank you for enrolling in the FPL E-Mail Bill program. Now that you are participating, THIS WILL BE THE LAST PAPER BILL YOU RECEIVE FROM FPL. You will be notified of future bills by e-mail.
- Payments received after September 20, 2019 are considered late; a late payment charge, the greater of \$5.00 or 1.5% of your past due balance will apply. Your account may also be billed a deposit adjustment.
- The total amount you owe includes an amount covered by a short-term payment arrangement. Please pay by the agreed upon date.
- We're in the peak of hurricane season - stay prepared, review your emergency plans and get supplies now. Visit FPL.com or text APP to MyFPL (69375) to download the FPL Mobile App to stay informed.
- Don't let the summer heat up your bill. During the summer your A/C works longer. Set your thermostat to 78 degrees to save money. Learn more at FPL.com/SummerIsHere.
- The storm charge on your August bill was removed to reflect final payment of bonds issued during the 2004 and 2005 hurricane restoration effort. There will be a true-up on a future bill, subject to Florida Public Service Commission approval. Learn more: FPL.com/rates.

Payment Extension Balance

\$5,204.37 is temporarily deferred for a balance on the account of \$6,352.17.

Download the app

Stay informed throughout hurricane season with the FPL Mobile App.
[Download now](#)

Don't let the summer heat up your bill

During the summer, your A/C works longer. Set your thermostat to 78 degrees to save money.
[Learn more](#)

Introducing the FPL Energy Analyzer

Now, for the first time, you can instantly see a breakdown of your energy costs and take control.
[Analyze Your Home](#)

Useful Links

- [Billing and service details](#)
- [Energy News](#)
- [View back of the bill](#)

Important Numbers

- Customer Service: (561) 697-8000
- Outside Florida: 1-800-226-3545
- To report power outages: 1-800-4OUTAGE (468-8243)
- Hearing/speech impaired: 711 (Relay Service)

From: Brooker, Russell <Russell.Brooker@fpl.com>
Sent: Wednesday, October 16, 2019 4:31 PM
To: Margarita Valdez
Subject: ARMENTEROS
Attachments: ARMENTEROS - 1311952E - July 2019 bill.pdf

Russell Brooker
Sr. Regulatory Consumer Issues Analyst
Phone: 561-691-7432

ORIGINAL



BELKIS ARMENTEROS
2691 KENTUCKY ST
WEST PALM BEACH FL 33406-4237

For: Jun 28, 2019 to Jul 30, 2019 (32 days)

Service Address
2691 KENTUCKY ST
WEST PALM BEACH, FL 33406
ROVE561@ICLOUD.COM
Account Number 85511-65163

Questions? Contact Us
Reliable energy is affordable energy.
Learn how we save you money at fpl.com/savings

ORIGINAL

Hello Belkis Armenteros,
Here's what you owe for this billing period.

Amount of your last bill	\$863.09
Payments	-\$388.10
Additional Activity	\$147.01
New charges due by Aug 20, 2019	\$471.25
Total amount you owe	\$1,093.25

Amount of your last bill	863.09
Payments received - Thank you	-388.10
Additional activity	
Credit	-515.00
Transfer Amounts	5,430.65
Returned Payment Charge	40.00
Adjustment/temporary extension	-4,808.64
Balance before new charges	\$622.00
NEW CHARGES	
Rate: RS-1 RESIDENTIAL SERVICE	
Customer charge:	\$8.28
Non-fuel: (First 1000 kWh at \$0.066850)	\$230.16
(Over 1000 kWh at \$0.077400)	
Fuel: (First 1000 kWh at \$0.022270)	\$90.36
(Over 1000 kWh at \$0.032270)	
Electric service amount	328.80
Storm charge	4.17
Gross receipts tax	8.54
Franchise charge	20.64
Utility tax	27.64
Taxes and charges	60.99
Late payment charge	81.46
Total new charges	\$471.25
Total amount you owe	\$1,093.25

Meter Summary

Meter reading - Meter ACD3876 Next meter reading Aug 30, 2019
Current reading 10978
Previous reading -07868

kWh used 3110

Energy Usage Comparison

	This Month	Last Month
Service to	Jul 30, 2019	Jun 28, 2019
kWh Used	3110	1899
Service days	32	21
kWh/day	97	90
Amount	\$389.79	\$229.09

Keep In Mind

- Payments received after August 20, 2019 are considered late; a late payment charge, the greater of \$5.00 or 1.5% of your past due balance will apply. Your account may also be billed a deposit adjustment.
- The number of days included in your bill can vary month to month. So even if you use the same amount of energy per day, your bill may be higher this month due to greater number of service days. Visit www.FPL.com for more information.
- Don't let the summer heat up your bill. During the summer your A/C works longer. Set your thermostat to 78 degrees to save money. Learn more at FPL.com/SummerIsHere.
- The storm charge on your August bill will be removed to reflect final payment of bonds issued during the 2004 and 2005 hurricane restoration effort. There will be a true-up on a future bill, subject to Florida Public Service Commission approval. Learn more: FPL.com/rates.

Payment Extension Balance

\$5,204.37 is temporarily deferred for a balance on the account of \$6,297.62.

Useful Links
[Billing and service details](#)
[Energy News](#)
[View back of the bill](#)

Important Numbers

Customer Service:	(561) 697-8000
Outside Florida:	1-800-226-3545
To report power outages:	1-800-4OUTAGE (468-8243)
Hearing/speech impaired:	711 (Relay Service)

From: Brooker, Russell <Russell.Brooker@fpl.com>
Sent: Wednesday, October 02, 2019 10:51 AM
To: Margarita Valdez
Subject: ARMENTEROS - 9/30/19 Electric Bill
Attachments: ARMENTEROS - 1311952E - September 2019 Electric Bill.pdf

Russell Brooker
Sr. Regulatory Consumer Issues Analyst
Phone: 561- 691-7432

ORIGINAL



BELKIS ARMENTEROS
2691 KENTUCKY ST
WEST PALM BEACH FL 33406-4237

For: Aug 30, 2019 to Sep 30, 2019 (31 days)

Service Address
2691 KENTUCKY ST
WEST PALM BEACH, FL 33406
ROVE561@ICLOUD.COM
Account Number 85511-65163

ORIGINAL

Questions? Contact Us
Reliable energy is affordable energy.
Learn how we save you money at fpl.com/savings

Hello Belkis Armenteros,
Here's what you owe for this billing period.

Amount of your last bill	\$1,147.80
Payments	-\$825.79
Additional Activity	\$5,107.91
New charges due by Oct 21, 2019	\$375.66
Total amount you owe	\$5,805.58

Amount of your last bill	1,147.80
Payments received - Thank you	-825.79
Additional activity	
Credit	-96.46
Adjustment/temporary extension	5,204.37
Balance before new charges	\$5,429.92
NEW CHARGES	
Rate: RS-1 RESIDENTIAL SERVICE	
Customer charge:	\$8.28
Non-fuel: (First 1000 kWh at \$0.066850)	\$224.43
(Over 1000 kWh at \$0.077400)	
Fuel: (First 1000 kWh at \$0.022270)	\$87.97
(Over 1000 kWh at \$0.032270)	
Electric service amount	320.68
Gross receipts tax	8.22
Franchise charge	20.21
Utility tax	26.55
Taxes and charges	54.98
Total new charges	\$375.66
Total amount you owe	\$5,805.58

Meter Summary

Meter reading - Meter ACD1785 Next meter reading Oct 31, 2019
Current reading 01688
Meter change
kWh used 3036

Energy Usage Comparison

	This Month	Last Month
Service to	Sep 30, 2019	Aug 30, 2019
kWh Used	3036	2647
Service days	31	31
kWh/day	98	85
Amount	\$375.66	\$325.27

Keep In Mind

- Payments received after October 21, 2019 are considered late; a late payment charge, the greater of \$5.00 or 1.5% of your past due balance will apply. Your account may also be billed a deposit adjustment.
- Download the FPL Mobile App to stay informed throughout hurricane season. Visit FPL.com/MobileApp or text APP to MyFPL (69375) to download.

Stay prepared for storms

Use our interactive guide to build your emergency plan and review safety tips.
[View Storm Center](#)

A new hassle-free way to go solar

FPL SolarTogether[®] would allow you to enjoy the benefits of solar energy without the hassle of doing it alone.
[See How](#)

Electricity theft is a crime

Tampering with an electric meter is dangerous and punishable by Florida law.
[Report Theft](#)

Useful Links

- [Billing and service details](#)
- [Energy News](#)
- [View back of the bill](#)

Important Numbers

- Customer Service: (561) 697-8000
- Outside Florida: 1-800-226-3545
- To report power outages: 1-800-4OUTAGE (468-8243)
- Hearing/speech impaired: 711 (Relay Service)

From: FPL_iRESOLVETEAM_donotreply@nexteraenergy.com
Sent: Thursday, September 26, 2019 3:05 PM
To: PSCREPLY
Cc: Margarita Valdez
Subject: 1311952E - ARMENTEROS
Attachments: ARMENTEROS - 1311952E - Supplemental Report #4.pdf; ARMENTEROS - 1311952E - Attachment (1 page).pdf

ORIGINAL

Please do not reply to this message.

If you have any questions or concerns, you may call us at (561) 694-3156.

You may also contact us via email at FPL_FPSC_Complaints@FPL.com.

Florida Power & Light Company
700 Universe BLVD. (RA/JB)
Juno Beach, FL 33408

This message, together with any attachments, is intended only for the use of the individual(s) or entity to which it is addressed and may contain information that is legally privileged, confidential and exempt from disclosure. If you are not the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this message, or any attachment, is strictly prohibited. Please delete this message, along with any attachments, from your computer.



FPL

Customer Inquiry Response

CUSTOMER INFORMATION

Customer First/Middle Name : BELKIS
 Last / Business Name : ARMENTEROS
 Alternate Name :
 Service Address : 2691 KENTUCKY ST
 WEST PALM BEACH, FL 33406
 FPSC Log # : 1311952E FPSC Contact : Rey Castillo
 Response Type : Supplemental #4

ORIGINAL

SUPPLEMENTAL REPORT #4

On September 25, 2019, the FPSC requested that FPL provide the following information regarding Ms. Armenteros's account.

1). Please provide a complete Account Audit for the Active account (opened 6/7/19).

Please see attached audit for the customer's current active account.

2). Please provide the circumstances surrounding the removal of the account from Ebil.

9/25/19 - Ms. Armenteros contacted FPL's Customer Care Center and requested that her account be removed from Ebil and that she receive paper bills and final notices. Subsequently, the customer's account was removed from Ebil.

3). Ms. Armenteros indicated that she is unaware that she agreed to a payment arrangement for the unpaid back bill balance. She has requested that the unpaid back bill charges be suspended pending the outcome of her FPSC complaint and that FPL consider canceling the late payment charges (lpc's) until the complaint is closed.

9/25/19 - As a courtesy, lpc's totaling \$179.36 were canceled, leaving the remaining unpaid back bill balance of \$5,429.92. In addition, the previous payment arrangement was canceled and the unpaid back bill balance was temporarily deferred, pending the resolution of the customer's FPSC complaint.

FPSC Supplemental Request: 09/25/2019 - Supplemental Report #4: 09/26/2019

FPL CONTACT

FPL Company Contact : Munoz, Monica, (561) 694-3156, FPL_FPSC_Complaints@FPL.com

NAME: BELKIS ARMENTEROS
 SERVICE ADDRESS: 2691 KENTUCKY ST
 WEST PALM BEACH, FL 33406
 DATE: September 26 2019

Line #	Description	Date	Reading	KWH	Debit	Credit	Balance
1	Current Balance	September 25 2019					\$ 5,429.92
2	Cancel Late Payment Charge	September 25 2019				\$ 82.90	\$ 5,429.92
3	Cancel Late Payment Charge	September 25 2019				\$ 96.46	\$ 5,512.82
4	Late Payment Charge	September 23 2019			\$ 82.90		\$ 5,609.28
5	Payment	September 21 2019				\$ 326.00	\$ 5,526.38
6	Payment	September 2 2019				\$ 499.79	\$ 5,852.38
7	Electric Bill 07/30/19-08/30/19	August 30 2019	13625	2,647	\$ 325.27		\$ 6,352.17
8	Payment	August 22 2019				\$ 500.00	\$ 6,026.90
9	Late Payment Charge	August 21 2019			\$ 96.46		\$ 6,526.90
10	Cancel Late Payment Charge	August 1 2019				\$ 81.46	\$ 6,430.44
11	Cancel Service Charge	August 1 2019				\$ 12.00	\$ 6,511.90
12	Electric Bill 06/28/19-07/30/19	July 30 2019	10978	3,110	\$ 389.79		\$ 6,523.90
13	Late Payment Charge	July 23 2019			\$ 81.46		\$ 6,134.11
14	Payment	July 22 2019				\$ 241.09	\$ 6,052.65
15	Cancel Returned Payment Charge	July 17 2019				\$ 40.00	\$ 6,293.74
16	Returned Payment Charge	July 8 2019			\$ 40.00		\$ 6,333.74
17	Transfer Debit from 41242-26392	July 8 2019			\$ 622.01		\$ 6,293.74
18	Transfer Debit from 41242-26392	July 05 2019			\$ 5,430.65		\$ 5,671.73
19	Payment	July 4 2019				\$ 147.01	\$ 241.08
20	Deposit Adjustment Credit	July 1 2019				\$ 475.00	\$ 388.09
21	Electric Bill 06/07/19-06/28/19	June 28 2019	7868	1,899	\$ 229.09		\$ 863.09
22	Payment	June 17 2019				\$ 600.21	\$ 634.00
23	Payment	June 17 2019				\$ 20.79	\$ 1,234.21
24	Service Charge	June 7 2019			\$ 12.00		\$ 1,255.00
25	Deposit	June 7 2019			\$ 1,243.00		\$ 1,243.00

ORIGINAL

Margarita Valdez

From: Brooker, Russell <Russell.Brooker@fpl.com>
Sent: Wednesday, September 25, 2019 12:21 PM
To: Margarita Valdez
Subject: Screenshot of FPL.com Account access requirements
Attachments: Document2 [Compatibility Mode].docx



[Services](#) [Explore](#) [Support](#)

Welcome Back.
Log in to your account

Email Address/User ID

Enter your user id

Password

LOG IN

Don't have a
login yet? Register
for online account

Here are the benefits for

24 hour access to your account

View and pay your bills online

Enroll in billing and payment programs

OR

ORIGINAL

Margarita Valdez

From: FPL_iRESOLVETEAM_donotreply@nexteraenergy.com
Sent: Tuesday, September 24, 2019 11:07 AM
To: PSCREPLY
Cc: Margarita Valdez
Subject: 1311952E - ARMENTEROS
Attachments: ARMENTEROS - 1311952E - Supplemental Report #3.pdf; ARMENTEROS - 1311952E Attachments (3 pages).pdf

Please do not reply to this message.

If you have any questions or concerns, you may call us at (561) 694-3156.

You may also contact us via email at FPL_FPSC_Complaints@FPL.com.

Florida Power & Light Company
700 Universe BLVD. (RA/JB)
Juno Beach, FL 33408

This message, together with any attachments, is intended only for the use of the individual(s) or entity to which it is addressed and may contain information that is legally privileged, confidential and exempt from disclosure. If you are not the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this message, or any attachment, is strictly prohibited. Please delete this message, along with any attachments, from your computer.

ORIGINAL



FPL

Customer Inquiry Response

CUSTOMER INFORMATION

Customer First/Middle Name : BELKIS
 Last / Business Name : ARMENTEROS
 Alternate Name :
 Service Address : 2691 KENTUCKY ST
 WEST PALM BEACH, FL 33406
 FPSC Log # : 1311952E FPSC Contact : Rey Castillo
 Response Type : Supplemental #3

ORIGINAL

SUPPLEMENTAL REPORT #3

On September 4, 2019, the Florida Public Service Commission (FPSC) requested an FPSC witnessed meter test of both the tampered meter (ACD3449) and the current meter serving Ms. Armenteros' residence (ACD3876).

08/30/19 – A regular bill was issued for \$1,147.80. Included were new charges of \$325.27 for service from July 30, 2019 to August 30, 2019, a \$226.28 Revenue Protection (RP) payment arrangement installment, a \$96.46 late payment charge (lpc) and a \$499.79 past due balance.

08/31/19 – An email bill notification was issued to the email address on record (rove561@icloud.com). The bill statement reflected the new charges would become past due after September 20, 2019, a temporarily deferred balance of \$5,204.37 and a total balance of \$6,352.17.

09/02/19 – A \$499.79 payment was received, leaving a balance of \$5,852.38.

09/03/19 – The account was accessed via FPL's Integrated Voice Response (IVR) system for a balance inquiry. Subsequently, the customer transferred to speak with a Customer Care Representative regarding a high bill concern and requested a duplicate bill statement. The duplicate bill statement was issued and Mrs. Armenteros was transferred to speak with an Energy Efficiency Expert (EEE) who explained that she would have to speak with FPL's RP department regarding her back bill.

09/05/19 – The account was accessed via www.fpl.com and the August 30, 2019 and June 4, 2019, bill statements were viewed.

09/06/19 – Ms. Armenteros contacted FPL's Customer Care Center and requested to speak with the head of FPL. Ms. Armenteros was transferred to an Account Supervisor who provided a billing breakdown and explained she would have to speak with FPL's RP department regarding the back bill.

The same day, FPL RP Investigator, Mrs. Mendoza contacted Ms. Armenteros and explained she presently had an open complaint with the FPSC which was in Process Review and referred her to contact Ms. Margarita Valdez who was the FPSC Analyst handling her complaint.

09/10/19 – After a discussion with the customer, the FPSC Engineer provided a written request to have meter ACD3876 serving the customer's residence replaced and sent to FPL's Meter Technology Center (MTC) for testing.

09/12/19 – Meter ACD3876 was replaced with meter ACD1785. The removed meter was sent to MTC for testing.

09/19/19, FPSC Field Engineers, Mr. Fabio Vazquez and Mr. Jose Fernandez met with FPL Regulatory Consumer Issues Manager, Ms. Monica Munoz at MTC to witness the testing of meter ACD3449, which served Ms. Armenteros' residence from July 21, 2011 to March 25, 2019 and meter ACD3876 which served Ms. Armenteros' residence from March 25, 2019 to September 12, 2019. Also in attendance was RP Supervisor, Ms. Lavonne Getchell who had transported meter ACD3449 in a lock box from FPL's evidence room.

Prior to beginning the witnessed meter testing, Chief Meter Electrician, Mr. George Maitland provided those in attendance with a copy of the calibration report for the meter test board being used for FPL's portion the FPSC witnessed meter testing. Ms. Getchell then delivered meter ACD3449 to FPL Meter Electrician, Mr. Emory Curry. Mr. Curry verified the number of the first meter to be tested (ACD3449) and performed a visual inspection of the meter. Mr. Curry documented that the inner meter seal was broken and a CT wire was cut. Photos of the unauthorized condition were taken by Mr. Vazquez. Mr. Curry then placed the meter on the meter testing board and proceeded with FPL's meter test, which revealed the meter was not registering within the allowable tolerances set forth in Florida Administrative Code (F.A.C.) 25-6.052 as follows: Full Load: 49.79%, Light Load: 49.80%, and Weighted Average: 49.77%. A signed copy of the meter test was provided to both Mr. Vazquez and Ms. Munoz.

Mr. Maitland then delivered meter ACD3876 to Mr. Curry. Meter ACD3876 was removed from Ms. Armenteros' residence at the FPSC's request to address Ms. Armenteros' high bill concern after the tampered meter was replaced. Mr. Curry verified the number of the meter (ACD3876) and performed a visual inspection of the meter. Mr. Curry documented that the inner seal was intact, placed the meter in the meter testing board and proceeded with FPL's meter test, which revealed the meter was registering within the allowable tolerances set forth in F.A.C. 25-6.052 as follows: Full Load: 99.93%, Light Load: 99.99%, and Weighted Average: 99.95%. A signed copy of the meter test was provided to both Mr. Vazquez and Ms. Munoz.

At that point, FPL Laboratory Electricians, Mr. Glen Eldon and Mr. Gary Stemmer joined the group so that the FPSC could perform their own test of meters ACD3449 and ACD3876, using their Probewell MT-1 portable test standard. Mr. Eldon placed the FPSC's meter test equipment on the meter test socket and installed and tested an FPL standard meter, to assure the accuracy of the FPSC's meter test equipment. The FPL standard meter tested accurately with the FPSC's meter test equipment. Mr. Eldon then installed meter ACD3449 on the FPSC's meter test equipment, so Mr. Vazquez could perform a test of the meter. The FPSC's meter test indicated the meter was not registering within the allowable tolerances set forth in F.A.C. 25-6.052 as follows: Full Load: 49.86%, Light Load: 49.74%, and Weighted Average: 49.84%. It was noted that the meter tests (FPL and FPSC) revealed meter ACD3449 was not accurately registering kWh consumption and is not within the allowable standards set forth in F.A.C. 25-6.052.

Mr. Eldon then installed meter ACD3876 on the FPSC's meter test equipment, so Mr. Vazquez could perform a test of the meter. The FPSC's meter test indicated the meter was registering within the allowable tolerances set forth in F.A.C. 25-6.052 as follows: Full Load: 99.93%, Light Load: 99.97%, and Weighted Average: 99.94%.

ORIGINAL

It was noted that the meter tests (FPL and FPSC) revealed meter ACD3876 was accurately registering kWh consumption and is within the allowable standards set forth in F.A.C. 25-6.052.

09/21/19 – A \$326.00 payment was received, leaving a balance of \$5,526.38.

9/23/19 – An \$82.90 lpc was issued, bringing the balance to \$5,609.28.

Supplemental Report #2: 09/09/2019 – Supplemental Report #3: 09/24/2019

FPL CONTACT

FPL Company Contact : Munoz, Monica, (561) 694-3156, FPL_FPSC_Complaints@FPL.com

ORIGINAL

METER TECHNOLOGY CENTER STANDARDS LABORATORY

WECO WATTHOUR METER CALIBRATOR \ LAB TRANSFER STANDARD
CALIBRATION HISTORY

TEST BOARD #: 5839

LAB STANDARD DATA				AS FOUND TEST BOARD DATA				AS LEFT TEST BOARD DATA				TESTER	REMARKS
TRANS. STD. #	CAL. DATE		AVER. % REG.	TEST DATE		AVER. % REG.	DIFFER. BOARD - LAB		AVER. % REG.	DIFFER. BOARD - LAB			
501204	06/04/18	F	100.002	04/09/00	F	100.000	-0.002	F	100.000	-0.002	GE		
		P	100.003		P	100.002	-0.001	P	100.002	-0.001			
		L	100.005		L	100.001	-0.004	L	100.001	-0.004			
501204	07/02/18	F	100.003	07/05/18	F	100.000	-0.003	F	100.000	-0.003	GE		
		P	100.003		P	100.001	-0.002	P	100.001	-0.002			
		L	100.005		L	100.001	-0.004	L	100.001	-0.004			
505923	09/04/18	F	100.002	09/05/18	F	100.001	-0.001	F	100.001	-0.001	GE	STANDARD CHANGE	
		P	100.003		P	99.998	-0.005	P	99.998	-0.005			
		L	100.003		L	100.002	-0.002	L	100.002	-0.002			
505923	10/02/18	F	100.001	10/02/18	F	100.001	0.000	F	100.001	0.000	GE		
		P	100.003		P	99.999	-0.004	P	99.999	-0.004			
		L	100.004		L	100.001	-0.003	L	100.001	-0.003			
505923	12/03/18	F	100.001	12/14/18	F	100.000	-0.001	F	100.000	-0.001	GE		
		P	100.003		P	100.004	0.001	P	100.004	0.001			
		L	100.002		L	100.001	-0.001	L	100.001	-0.001			
505923	01/02/19	F	100.002	01/07/19	F	99.999	-0.002	F	99.999	-0.002	GE		
		P	100.004		P	100.003	-0.001	P	100.003	-0.001			
		L	100.003		L	100.000	-0.003	L	100.000	-0.003			
505923	02/01/19	F	100.002	02/06/19	F	99.998	-0.004	F	99.998	-0.004	GS		
		P	100.004		P	100.004	0.000	P	100.004	0.000			
		L	100.001		L	100.002	0.000	L	100.002	0.000			
505923	03/01/19	F	100.003	03/05/19	F	100.001	-0.002	F	100.001	-0.002	GS		
		P	100.005		P	100.002	-0.003	P	100.002	-0.003			
		L	100.005		L	99.998	-0.007	L	99.998	-0.007			
505923	04/01/19	F	100.004	04/05/19	F	100.000	-0.004	F	100.000	-0.004	GS		
		P	100.005		P	100.003	-0.001	P	100.003	-0.001			
		L	100.006		L	99.999	-0.007	L	99.999	-0.007			
505923	06/04/19	F	100.001	06/26/19	F	100.004	0.003	F	100.004	0.003	GE		
		P	100.004		P	100.004	0.000	P	100.004	0.000			
		L	100.001		L	100.001	0.000	L	100.001	0.000			

Prepared by Florida Power and Light Co. 9/19/2019

ORIGINAL

Test Summary

Meter: 205873449 Type: I210+ - ACD Manufacturer: ACLARA \ General Electric (2)
Manufacturer Number: ACD3449
Test Date: 9/19/2019 Tester: CURRY, EMORY
Test Type: PSC COMPLAINT
Premise Id: 3545281
Address: 2691 KENTUCKY ST, WEST PALM BEACH, 33406
District: 42

Meter Test:

	Test Time	FL	PF	LL	WA In Limits	Board #
AF	10:22:17	49.79	49.70	49.80	49.77 N	5839

Reads AF:

KWH 96703

Seal Status:

AF Tested By: CURRY, EMORY

Seal Status: 51 - NO INNER SEAL

Tamper:

AF Tested By: CURRY, EMORY

Tamper Note: YES TAMP. CUT WIRE.

Observations:

Tamper:
CT WIRES TAMPERED

METERMAN Emory Curry

Monica Murro FPL Reg Manager 9/19/19

Jose Fernandez PSC Engineer 9/19/19

ORIGIN

Test Summary

Meter: 304213876 Type: I210+C - ACD Manufacturer: ACLARA \ General Electric (2)
Manufacturer Number: ACD3876
Test Date: 9/19/2019 Tester: CURRY, EMORY
Test Type: PSC COMPLAINT
Premise Id: 3545281
Address: 2691 KENTUCKY ST, WEST PALM BEACH, 33406
District: 42

Meter Test:

	Test Time	FL	PF	LL	WA In Limits	Board #
AF	10:31:59	99.93	99.95	99.99	99.95 Y	5839

Reads AF:

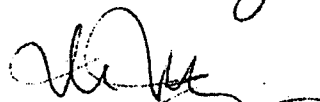
KWH 14973

Seal Status:

AF Tested By: CURRY, EMORY

Seal Status: 53 - INNER SEAL INTACT

METERMAN Emory Curry



FPL Regulatory Manager 9/19



FPLSC Engineer 9/19/19

JOSE FERNANDEZ

FPLSC ENGINEER 9/19/19

Page 3 of 3

ORIGINAL

Margarita Valdez

From: John Plescow
Sent: Thursday, September 19, 2019 3:04 PM
To: Margarita Valdez
Subject: FW: Witnessed Meter Test Request 1311952E
Attachments: PSC_WITNESS_TEST_9-19-19_ARMENTEROS.pdf; #11 METER ACD3449.jpg; #10 CT WIIRE CUT-2.jpg; #12 METER LOCK BOXES.jpg; #9 CT WIIRE CUT.jpg

FYI

From: Fabio Vazquez
Sent: Thursday, September 19, 2019 2:04 PM
To: Randy Roland; John Plescow
Cc: Brooker, Russell; SharedMailbox, FPL-FPSC-Complaints (FPLFPSCComplaintsMailDB@fpl.com); Karl Chen; Munoz, Monica
Subject: Witnessed Meter Test Request 1311952E

To whom it may concern:

Meter ACD3449 was tested and both FPL & FPSC test results showed a performance of about 50% reading which falls outside of the acceptable limits; whereas FLP & FPSC tests for the meter # ACD3876 (last meter pulled from the residence for the witness test at the MTC) resulted in readings within the acceptable limits.

Attached you'll find the following the supporting documents for 2 meters.

METER#:ACD3449

Exhibit#1: FPSC Meter Test Results conducted at FPL MTC on 9-19-19.
Exhibit#2: FPL Meter Test Results conducted at FPL MTC on 9-19-19.
Exhibit#3: FPL Original Meter Test Result conducted on 3-25-19.
Exhibit#4: FPL Equipment Calibration Sheet.

METER#:ACD3876

Exhibit#5: FPSC Meter Test Results conducted at FPL MTC on 9-19-19.
Exhibit#6: FPL Meter Test Results conducted at FPL MTC on 9-19-19.
Exhibit#7: FPL FPSC Calibration sheet.
Exhibit#8: FPSC FPSC Calibration sheet.

PICTURES

Exhibit#9: one CT wire was cut
Exhibit#10: one CT wire was cut (zoomed out).
Exhibit#11: Meter # ACD3449.
Exhibit#12: FPL Lock boxes for meter ACD3449 & ACD FPSC FPSC Calibration sheet.

Notes:

Each of the meter to be tested were removed from the lock-box in our presence. After FPL ran the test for Meter #ACD3449 with the results at about 50%; then Mr. Fernandez and myself witnessed that one of the meter CT wires was cut. In addition to, we also witnessed the meter inner seal was missing.

ORIGINAL

Should you have any questions, please email me at your earliest convenience.

Regards,

Fabio A. Vazquez
(305) 513-7821
Engineer
Division of Engineering
Florida Public Service Commission



ORIGINAL

FPSC METER TEST REPORT

ORIGINAL

I, Fabio Vaquer have witnessed a meter test for Belkis Armenteros at the METER TEST CENTER/ RESIDENCE OF HOME OWNER on 9/19/19. The meter tested was meter # ACD 3449. I WAS/WAS NOT accompanied by any other FPSC employee. The Customer WAS/WAS NOT present at this test. The meter was tested by the Company's meter test equipment and the PSC's ProbeWell MT-1/NT Portable Meter Tester. All tests witnessed by the FPSC were signed by a FPSC Engineer. Below are the results from the Company's meter test report and the results from the FPSC's meter test.

Results from FPL test equipment.


TEST TYPE	RESULTS	COMMENTS
FULL LOAD	49.79	Not within acceptable limits due to 1 CT wire that is cut.
LIGHT LOAD	49.80	
WEIGHTED AVERAGE	49.77	

Results from FPSC test equipment.

TEST TYPE	RESULTS	COMMENTS
FULL LOAD	49.86	Not within acceptable limits due to 1 CT wire that is cut.
LIGHT LOAD	49.74	
WEIGHTED AVERAGE	49.84	

Additional comments:

- No seal on the meter. (inner seal)
- CT wire is cut.
- seal # 0018384 - FFL 13 (yellow)

Signed: 

Date: 9/19/19

Printed Name: Fabio Vaquer

TODAY

Test Summary

Meter: 205873449 Type: I210+ - ACD Manufacturer: ACLARA \ General Electric (2)
Manufacturer Number: ACD3449
Test Date: 9/19/2019 Tester: CURRY, EMORY
Test Type: PSC COMPLAINT
Premise Id: 3545281
Address: 2691 KENTUCKY ST, WEST PALM BEACH, 33406
District: 42

Meter Test:

	Test Time	FL	PF	LL	WA In Limits	Board #
AF	10:22:17	49.79	49.70	49.80	49.77 N	5839

Reads AF:

KWH 96703

Seal Status:

AF Tested By: CURRY, EMORY
Seal Status: 51 - NO INNER SEAL

Tamper:

AF Tested By: CURRY, EMORY
Tamper Note: YES TAMP. CUT WIRE,

Observations:

Tamper:
CT WIRES TAMPERED

METERMAN Emory Curry
 FPSC Engineer ~~Jose~~ Fabio Vazquez 9/19/19
 FPSC ENGINEER Jan Ling JOSE FERNANDEZ 9/19/19
 FPL Res Manager ~~Ally~~ MONICA HURTADO 9/19/19
 ORIG

Test Summary

Meter: 205873449 Type: I210+ - ACD Manufacturer: ACLARA \ General Electric (2)
 Manufacturer Number: ACD3449
 Test Date: 3/29/2019 Tester: WATERHOUSE, PHIL
 Test Type: REVENUE PROTECTION - NO PROBLEM FOUND
 Premise id: 3545281
 Address: 2691 KENTUCKY ST, WEST PALM BEACH, 33406
 District: 42

Meter Test:

	Test Time	FL	PF	LL	WA In Limits	Board #
AF	14:34:32	49.84	49.81	49.84	49.83	N 5423

Reads AF:

KWH 96703

Reads AL:

KWH 96703

Seal Status:

AF Tested By: WATERHOUSE, PHIL
 Seal Status: 51 - NO INNER SEAL

Tamper:

AF Tested By: WATERHOUSE, PHIL
 Tamper Note: PDR

METER TECHNOLOGY CENTER STANDARDS LABORATORY

WECO WATTHOUR METER CALIBRATOR \ LAB TRANSFER STANDARD CALIBRATION HISTORY										TEST BOARD #: 5839		
LAB STANDARD DATA				AS FOUND TEST BOARD DATA				AS LEFT TEST BOARD DATA			TESTER	REMARKS
TRANS. STD. #	CAL. DATE		AVER. % REG.	TEST DATE		AVER. % REG.	DIFFER. BOARD - LAB		AVER. % REG.	DIFFER. BOARD - LAB		
501204	06/04/18	F	100.002	04/09/00	F	100.000	-0.002	F	100.000	-0.002	GE	
		P	100.003		P	100.002	-0.001	P	100.002	-0.001		
		L	100.005		L	100.001	-0.004	L	100.001	-0.004		
501204	07/02/18	F	100.003	07/05/18	F	100.000	-0.003	F	100.000	-0.003	GE	
		P	100.003		P	100.001	-0.002	P	100.001	-0.002		
		L	100.005		L	100.001	-0.004	L	100.001	-0.004		
505923	09/04/18	F	100.002	09/05/18	F	100.001	-0.001	F	100.001	-0.001	GE	STANDARD CHANGE
		P	100.003		P	99.998	-0.005	P	99.998	-0.005		
		L	100.003		L	100.002	-0.002	L	100.002	-0.002		
505923	10/02/18	F	100.001	10/02/18	F	100.001	0.000	F	100.001	0.000	GE	
		P	100.003		P	99.999	-0.004	P	99.999	-0.004		
		L	100.004		L	100.001	-0.003	L	100.001	-0.003		
505923	12/03/18	F	100.001	12/14/18	F	100.000	-0.001	F	100.000	-0.001	GE	
		P	100.003		P	100.004	0.001	P	100.004	0.001		
		L	100.002		L	100.001	-0.001	L	100.001	-0.001		
505923	01/02/19	F	100.002	01/07/19	F	99.999	-0.002	F	99.999	-0.002	GE	
		P	100.004		P	100.003	-0.001	P	100.003	-0.001		
		L	100.003		L	100.000	-0.003	L	100.000	-0.003		
505923	02/01/19	F	100.002	02/06/19	F	99.998	-0.004	F	99.998	-0.004	GS	
		P	100.004		P	100.004	0.000	P	100.004	0.000		
		L	100.001		L	100.002	0.000	L	100.002	0.000		
505923	03/01/19	F	100.003	03/05/19	F	100.001	-0.002	F	100.001	-0.002	GS	
		P	100.005		P	100.002	-0.003	P	100.002	-0.003		
		L	100.005		L	99.998	-0.007	L	99.998	-0.007		
505923	04/01/19	F	100.004	04/05/19	F	100.000	-0.004	F	100.000	-0.004	GS	
		P	100.005		P	100.003	-0.001	P	100.003	-0.001		
		L	100.006		L	99.999	-0.007	L	99.999	-0.007		
505923	06/04/19	F	100.001	06/26/19	F	100.004	0.003	F	100.004	0.003	GE	
		P	100.004		P	100.004	0.000	P	100.004	0.000		
		L	100.001		L	100.001	0.000	L	100.001	0.000		

Prepared by Florida Power and Light Co. 9/19/2019

ORIGINAL

FPSC METER TEST REPORT

ORIGINAL

I, Fabio Vaquez have witnessed a meter test for Belkis Armenteros at the METER TEST CENTER RESIDENCE OF HOME OWNER on 9/19/19. The meter tested was meter # ACD 3876. WAS/WAS NOT accompanied by any other FPSC employee. The Customer WAS/WAS NOT present at this test. The meter was tested by the Company's meter test equipment and the PSC's ProbeWell MT-1/NT Portable Meter Tester. All tests witnessed by the FPSC were signed by a FPSC Engineer. Below are the results from the Company's meter test report and the results from the FPSC's meter test.

Results from FPL test equipment.


TEST TYPE	RESULTS	COMMENTS
FULL LOAD	99.93	within acceptable limits
LIGHT LOAD	99.99	
WEIGHTED AVERAGE	99.95	

Results from FPSC test equipment.

TEST TYPE	RESULTS	COMMENTS
FULL LOAD	99.93	within acceptable limits
LIGHT LOAD	99.97	
WEIGHTED AVERAGE	99.94	

Additional comments:

- INNER SEAL IS INTACT
- SEAL # 0018303 FPL13 - yellow

Signed: 

Date: 9/19/19

Printed Name: Fabio Vaquez

Test Summary

Meter: 304213876 Type: I210+C - ACD Manufacturer: ACLARA \ General Electric (2)
Manufacturer Number: ACD3876
Test Date: 9/19/2019 Tester: CURRY, EMORY
Test Type: PSC COMPLAINT
Premise Id: 3545281
Address: 2691 KENTUCKY ST, WEST PALM BEACH, 33406
District: 42

Meter Test:

	Test Time	FL	PF	LL	WA In Limits	Board #
AF	10:31:59	99.93	99.95	99.99	99.95 Y	5839

Reads AF:

KWH 14973

Seal Status:

AF Tested By: CURRY, EMORY

Seal Status: 53 - INNER SEAL INTACT

Meterman *Emory Curry*

PSC Engineer ~~Jose~~ *Fabro Varquez* 9/19/19

PSC Engineer *Jose* *JOSE FERNANDEZ* 9/19/19

FPL Regulatory Manager *Cherry* *MONICA HURT* 9/19/2019

ORIGINAL

METER TECHNOLOGY CENTER STANDARDS LABORATORY

WECO WATTHOUR METER CALIBRATOR \ LAB TRANSFER STANDARD CALIBRATION HISTORY											TEST BOARD #: 5839	
LAB STANDARD DATA				AS FOUND TEST BOARD DATA				AS LEFT TEST BOARD DATA			TESTER	REMARKS
TRANS. STD. #	CAL. DATE		AVER. % REG.	TEST DATE		AVER. % REG.	DIFFER. BOARD - LAB		AVER. % REG.	DIFFER. BOARD - LAB		
501204	06/04/18	F	100.002	04/09/00	F	100.000	-0.002	F	100.000	-0.002	GE	
		P	100.003		P	100.002	-0.001	P	100.002	-0.001		
		L	100.005		L	100.001	-0.004	L	100.001	-0.004		
501204	07/02/18	F	100.003	07/05/18	F	100.000	-0.003	F	100.000	-0.003	GE	
		P	100.003		P	100.001	-0.002	P	100.001	-0.002		
		L	100.005		L	100.001	-0.004	L	100.001	-0.004		
505923	09/04/18	F	100.002	09/05/18	F	100.001	-0.001	F	100.001	-0.001	GE	STANDARD CHANGE
		P	100.003		P	99.998	-0.005	P	99.998	-0.005		
		L	100.003		L	100.002	-0.002	L	100.002	-0.002		
505923	10/02/18	F	100.001	10/02/18	F	100.001	0.000	F	100.001	0.000	GE	
		P	100.003		P	99.999	-0.004	P	99.999	-0.004		
		L	100.004		L	100.001	-0.003	L	100.001	-0.003		
505923	12/03/18	F	100.001	12/14/18	F	100.000	-0.001	F	100.000	-0.001	GE	
		P	100.003		P	100.004	0.001	P	100.004	0.001		
		L	100.002		L	100.001	-0.001	L	100.001	-0.001		
505923	01/02/19	F	100.002	01/07/19	F	99.999	-0.002	F	99.999	-0.002	GE	
		P	100.004		P	100.003	-0.001	P	100.003	-0.001		
		L	100.003		L	100.000	-0.003	L	100.000	-0.003		
505923	02/01/19	F	100.002	02/06/19	F	99.998	-0.004	F	99.998	-0.004	GS	
		P	100.004		P	100.004	0.000	P	100.004	0.000		
		L	100.001		L	100.002	0.000	L	100.002	0.000		
505923	03/01/19	F	100.003	03/05/19	F	100.001	-0.002	F	100.001	-0.002	GS	
		P	100.005		P	100.002	-0.003	P	100.002	-0.003		
		L	100.005		L	99.998	-0.007	L	99.998	-0.007		
505923	04/01/19	F	100.004	04/05/19	F	100.000	-0.004	F	100.000	-0.004	GS	
		P	100.005		P	100.003	-0.001	P	100.003	-0.001		
		L	100.006		L	99.999	-0.007	L	99.999	-0.007		
505923	06/04/19	F	100.001	06/26/19	F	100.004	0.003	F	100.004	0.003	GE	
		P	100.004		P	100.004	0.000	P	100.004	0.000		
		L	100.001		L	100.001	0.000	L	100.001	0.000		

ORIGINAL



PO Box 35072, Louisville, KY 40232-5072
 800-330-5409 Voice
 502-962-2422 FAX
 Info@ShewmakerElectronics.com
 www.ShewmakerElectronics.com

ORIGINAL

CALIBRATION REPORT

INSTRUMENTS USED FOR CALIBRATION:
 Radian RM11-08 s/n 8089 Calibrated 8/7/2019, expires 8/7/2020


Instrument Calibrated: Probewell
 Model: MT1-NT
 Serial: 12224501
 Date of Test: August 8th, 2019
 Customer: Florida PSC

AS FOUND / AS LEFT TEST RESULTS (Percent Error):

	120VAC		240VAC	
	Unity	.5 Lag	Unity	.5 Lag
Current				
1.5A	+0.008	-0.002	-0.000	-0.008
3.0A	+0.003	-0.007	-0.003	-0.010
5.0A	+0.007	-0.004	+0.000	-0.011
15.0A	+0.010	-0.007	-0.001	-0.018
30.0A	+0.009	-0.002	-0.003	-0.014
50.0A	+0.018	+0.017	+0.001	-0.009
AVG	+0.009	-0.001	-0.001	-0.012
MAX	+0.018	+0.017	+0.001	-0.008
MIN	+0.003	-0.007	-0.003	-0.018

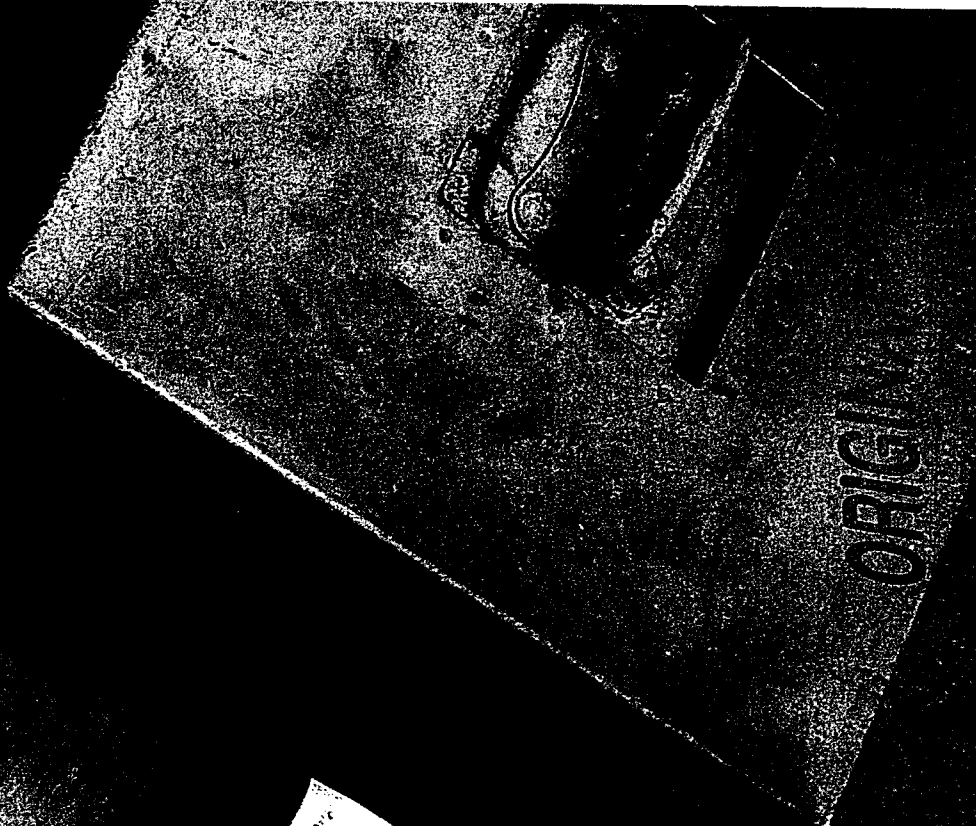
CERTIFICATE OF CALIBRATION

Shewmaker Electronics, Inc certifies that the above model as shipped, meets or exceeds all published manufacturer's specifications and was calibrated with instruments whose calibrations are traceable to NIST.

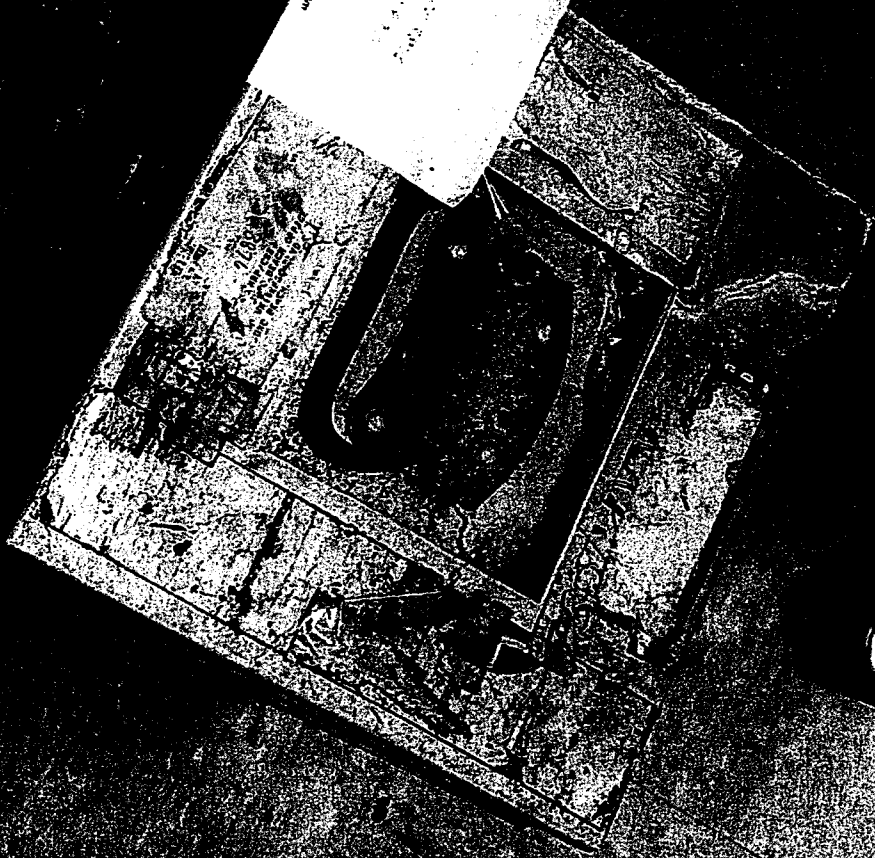

 Technician







7/11/11
www.foxit.com



Subject:

FW: Witnessed meter test [REDACTED] 1311952E.

ORIGINAL

-----Original Message-----

From: Brooker, Russell [<mailto:Russell.Brooker@fpl.com>]

Sent: Tuesday, September 10, 2019 12:24 PM

To: Fabio Vazquez; Jose Fernandez

Cc: Jose Gongora; Karl Chen; Munoz, Monica; Margarita Valdez; John Plescow; Shonna McCray

Subject: RE: Witnessed meter test Case [REDACTED] 1311952E.

Thank you Fabio,

[REDACTED]

Thank you for providing me your request to retrieve the meter in writing.

[REDACTED]

Russ

-----Original Message-----

From: Fabio Vazquez [<mailto:FVAZQUEZ@PSC.STATE.FL.US>]

Sent: Tuesday, September 10, 2019 11:18 AM

To: Brooker, Russell; Jose Fernandez

Cc: Jose Gongora; Karl Chen; Munoz, Monica; Margarita Valdez; John Plescow; Shonna McCray

Subject: RE: Witnessed meter test Case [REDACTED] 1311952E.

Hello Russell,

As per our conversation today...i spoke to Mr. Belky and she works from 7am to 7pm so she agreed to replace the second meter with a new one so we can perform the test of the 1st one along with the 2nd one at the MTC.

I explained the process of the PSC conducting the test with our equipment as well and witnessing all tests performed. I also explained that the results will be sent to Tallahassee and that eventually the PSC from there will follow up.

Let me know when we can schedule the test.

Best regards,
FABIO VAZQUEZ

From: FPL_iRESOLVETEAM_donotreply@nexteraenergy.com
Sent: Monday, September 09, 2019 4:51 PM
To: PSCREPLY
Cc: Margarita Valdez
Subject: 1311952E - ARMENTEROS
Attachments: ARMENTEROS - 1311952E - Supplemental Report #2.pdf

Ms. Valdez,

Please find attached the supplemental report requested on August 30, 2019.

Please do not reply to this message.

If you have any questions or concerns, you may call us at (561) 694-3156.

You may also contact us via email at FPL_FPSC_Complaints@FPL.com.

Russell Brooker
Florida Power & Light Company
700 Universe BLVD. (RA/JB)
Juno Beach, FL 33408

This message, together with any attachments, is intended only for the use of the individual(s) or entity to which it is addressed and may contain information that is legally privileged, confidential and exempt from disclosure. If you are not the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this message, or any attachment, is strictly prohibited. Please delete this message, along with any attachments, from your computer.

ORIG



FPL

Customer Inquiry Response

CUSTOMER INFORMATION

Customer First/Middle Name : BELKIS
 Last / Business Name : ARMENTEROS
 Alternate Name :
 Service Address : 2691 KENTUCKY ST
 WEST PALM BEACH, FL 33406
 FPSC Log # : 1311952E FPSC Contact : Rey Castillo
 Response Type : Supplemental #2

ORIGINAL

SUPPLEMENTAL REPORT #2

On August 30, 2019, Ms. Armenteros contacted the Florida Public Service Commission (FPSC) and indicated that her account was closed on June 4, 2019, without her authorization. Ms. Armenteros stated that FPL did not properly protect her account by allowing an unauthorized user to make changes to the status of the account.

The FPSC requested that FPL provide a response to the following:

1). Please provide a description of the process for a customer's account to be signed up for online access. What identifiers are required to ensure online access is provided to an authorized user.

A customer who registers their account for online access must provide an email address, the ten digit account number for the electric account and the last 4 digits of the account holder's social security number. In addition, if the email address they are registering or logging in with does not match the email address on record provided by the customer when the account was established, an approval request email is sent to the customer's email address on record. Once the registration information is verified, the customer is prompted to establish a password that will be used for future access to the account.

2). When was the customer's previous account placed on E-bill and by what method was the order received?

FPL records reflect the customer's previous account was registered for online access on August 7, 2018, via the web at www.fpl.com. The email address on record was delkis123@aol.com. In addition, the customer enrolled the account in FPL's eBill program that same day.

The records also reflect that on September 4, 2018 and October 2, 2018, eBill statements sent to the email address provided by the customer were returned undelivered. Each month a letter was mailed to the customer informing them of the returned emails and requesting that the customer update their email address on record. Note: Duplicate bills were mailed via USPS to the customer's service address.

On November 1, 2018, after notification of the third undelivered email, eBill was suspended and the email address on the account was removed. A letter was mailed to the customer informing them of the returned

emails and requesting that they update their email address on record. A duplicate bill was mailed to the service address via USPS.

On February 23, 2019, the account was accessed via the web at www.fpl.com. The Pay Online information was updated on the account and a \$141.94 online payment was received. The email address was updated to rove561@icloud.com and the account was re-enrolled in FPL's eBill program.

On June 4, 2019, following the disconnection of service for meter tampering, the customer accessed the account via the web at www.fpl.com using the email address on record and providing the previously established password. Subsequently, an order was issued to close the account effective the same day. A confirmation email was sent to the email address on record.

3). What are the previous and current customer email addresses provided by the customer to receive FPL correspondence and when were they provided?

The account was enrolled in FPL's E Bill program on August 7, 2018, and the email address on record was delkis123@aol.com.

The records reflect on February 23, 2019, the email address was updated to rove561@icloud.com.

FPSC Supplemental Request: 08/30/2019 – Supplemental Report #2: 09/09/2019

FPL CONTACT

FPL Company Contact : Munoz, Monica, (561) 694-3156, FPL_FPSC_Complaints@FPL.com

ORIGINAL

Subject:

FW: Witnessed meter test Case [REDACTED] 1311952E.

ORIGINAL

From: Brooker, Russell [mailto:Russell.Brooker@fpl.com]

Sent: Friday, September 06, 2019 12:52 PM

To: Jose Fernandez

Cc: Jose Gongora; Fabio Vazquez; Karl Chen; Munoz, Monica; Margarita Valdez; John Plescow; Shonna McCray

Subject: RE: Witnessed meter test Case [REDACTED] 1311952E.

Mr. Fernandez and Mr. Vazquez,

Thank you for your patience during the recent storm event.

At this time both our Meter Technology Center (MTC) and Field Meter Operations are available for scheduling the requested FPSC witnessed tests. Below is a summary of the pending tests.

[REDACTED]

Assigned to Mr. Vazquez

FPSC Complaint: 1311952E (2 meters)
Customer: BELKIS ARMENTEROS
Address: 2691 Kentucky St
West Palm Beach FL 33406
Meter #: ACD3449
Meter Location: FPL Evidence Room – to be transported to MTC.

Meter #: ACD3876
Meter Location: Customer's Residence

If the customer does not wish to be present for the tests at the residence, please let me know in writing if you would like the meters replaced and sent to MTC for testing.

If you wish to have a meters sent to MTC from a residence, please allow time for the meter to transit to MTC.

Please call me once you have scheduled the meter tests with the customers so I can confirm availability.

Thank You,

RUSSELL PROCTOR

Sr. Regulatory Consumer Issues Analyst

Phone: 561- 691-7432

Cell: 561-371-7792

From: Rick Moses
Sent: Wednesday, September 04, 2019 9:11 AM
To: John Plescow; Karl Chen
Cc: Margarita Valdez
Subject: Re: Witnessed Meter Test Request 1311952E

Karl, please handle. Thanks

Get [Outlook for Android](#)

ORIGINAL

On Wed, Sep 4, 2019 at 9:09 AM -0400, "John Plescow" <JPlescow@PSC.STATE.FL.US> wrote:

PLEASE, SEND RESPONSE TO:	Margarita Valdez Phone 850-413-6113 E-mail mvaldez@psc.state.fl.us
Complaint Number:	1311952E
Business Name	NA
Customer-of-Record:	Ms. Belkis Armenteros
Alternative Contact Name:	NA
Service Address:-	2691 Kentucky St West Palm Beach FL 33406
Mailing Address	2691 Kentucky St West Palm Beach FL 33406
E-mail Address	
Contact Telephone Number:	561-598-2765
Alternate Contact Person (if applicable):	
Name:	NA
Address:	NA
E-mail Address	NA
Contact Telephone Number:	NA
Utility Name:	FPL
Contact Person:	Russell Brooker
E-mail Address	FPL_FPSC_Complaints@fpl.com
Contact Telephone Number:	561-694-3156
Meter Information:	
Meter or Meter Numbers:	ACD3449 & ACD3876
Meter or Meter Location (address):	Meter # ACD3449 is at FPL's MTC. Meter # ACD3876 is at the service address.
Additional Information	
	This is a meter tampering case (CT wires). On 03/25/19, meter number ACD3449 was

05/27/17, meter number ACD3449 was tested
as found in the field, and registered: FL
49.84%, LL 49.84%, and WA 49.83%.

Ms. Armenteros stated that she would like for
her son or her daughter to be present during the
testing of meter # ACD3876, located at the
service address.

Meter number ACD3449 will have to be tested
at FPL's MTC. Please, see if the customer
would like to observe that test.

ORIGINAL

From: Margarita Valdez
Sent: Friday, August 30, 2019 4:26 PM
To: John Plescow
Subject: FPSC Complaint No. 1311952E - Belkis Armenteros vs FPL - Witnessed Meter Test Request

ORIGINAL

John,

This is a meter tampering case (CT wires). On 03/25/19, meter number ACD3449 was replaced with meter number ACD3876. On 03/29/19, meter number ACD3449 was tested as found in the field, and registered: FL 49.84%, LL 49.84%, and WA 49.83%.

Could you please initiate a witnessed meter test between the Commission and FPL? The meters to be tested are meters ACD3449 and ACD3876. I spoke with Ms. Armenteros and she stated that she would like for her son or her daughter to be present during the testing of her current meter.

Complaint Number:	1311952E
Customer-of-Record's Name:	Belkis Armenteros
Address:	2691 Kentucky St West Palm Beach FL 33406
Contact Telephone Number:	561-598-2765
Utility Name:	FPL
Contact Person:	Russell Brooker
Contact Telephone Number:	561-694-3156
Meter or Meter Numbers:	ACD3449 and ACD3876
Meter Location (address):	FPL's MTC and customer's residence

From: FPL_iRESOLVETEAM_donotreply@nexteraenergy.com
Sent: Friday, August 09, 2019 4:50 PM
To: PSCREPLY
Cc: Margarita Valdez
Subject: 1311952E - ARMENTEROS
Attachments: ARMENTEROS - 1311952E - Supplemental Report #1.pdf; ARMENTEROS - 1311952E - Attachments ((8 pages).pdf

Ms. Valdez,

Please find attached the requested supplemental response addressing the customer's recent questions.

Please do not reply to this message.

If you have any questions or concerns, you may call us at (561) 694-3156.

You may also contact us via email at FPL_FPSC_Complaints@FPL.com.

Russell Brooker
Florida Power & Light Company
700 Universe BLVD. (RA/JB)
Juno Beach, FL 33408

This message, together with any attachments, is intended only for the use of the individual(s) or entity to which it is addressed and may contain information that is legally privileged, confidential and exempt from disclosure. If you are not the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this message, or any attachment, is strictly prohibited. Please delete this message, along with any attachments, from your computer.

ORIGINAL



Customer Inquiry Response

CUSTOMER INFORMATION

Customer First/Middle Name : BELKIS
Last / Business Name : ARMENTEROS
Alternate Name :
Service Address : 2691 KENTUCKY ST
WEST PALM BEACH, FL 33406
FPSC Log # : 1311952E **FPSC Contact :** Rey Castillo
Response Type : Supplemental #1

ORIGINAL

SUPPLEMENTAL REPORT #1

On August 5, 2019, following a conversation with Ms. Armenteros, the Florida Public Service Commission (FPSC) requested that FPL provide a response to Ms. Armenteros' following questions:

Why did it take FPL 48 months to find out that there was a drop in consumption as a result of meter tampering?

Smart meters do not have a specific event notification that identifies theft. Instead, FPL's Revenue Protection (RP) department correlates data from the meter and several other FPL systems to target leads that will have an acceptable effectiveness rate. Furthermore, analytic tests are not 100% accurate and sometimes theft goes undetected for an extended period of time. FPL actively creates new analytic tests and improves existing analytic tests using new techniques to identify previously undetected theft conditions. These new analytic tests are applied to the entire population of FPL meters in the field, to help identify any previously undetected theft conditions. This case was identified by a recently developed new analytic test.

Why did it take FPL almost three months from the time the unauthorized condition was found to back-bill the account and disconnect the service?

Every effort is made to complete an investigation as quickly as possible; however, there are many steps and different departments involved in the investigation process and each part of the investigation is closely evaluated to ensure accuracy and validity when back billing a customer for an unauthorized condition and disconnecting their service without notice.

Ms. Armenteros stated that if the meter was registering only half of her consumption and questioned why her current bills are showing about the same consumption. Why is her current consumption the same as her consumption prior to the re-billing?

All the bills rendered were based on actual meter readings. FPL is unable to explain why the customer's current consumption is now lower than she expects.

FPL records reflect on March 29, 2019, meter ACD3449 was tested at FPL's MTC. The test results reflected that the meter was not registering within the acceptable tolerance prescribed in Florida Administrative Code (F.A.C.) 25-6.052. Meter ACD3449 was tested as found in the field and was found to have a Weighted Average registration of 49.83%.

When the new account was established on 06/07/19, FPL requested a deposit of \$1,243.00.

1) If the deposit is twice the average monthly consumption, and the highest of her last four bills has been \$320.00, why was she originally billed a deposit of \$1,243.00?

FPL's Deposit policy requires a deposit equal to the two-month average bill for the premise. Based on the back billing for current diversion, the deposit billed was \$1,243.00 which represented an average two-month bill at the time the account was established on June 7, 2019. See Deposit Algorithm Chart below:

Date	Bill Amount
5/19	\$598.53
4/19	\$544.14
3/19	\$538.52
2/19	\$497.24
1/19	\$549.19
12/18	\$550.76
11/18	\$633.87
10/18	\$724.62
9/18	\$720.83
8/18	\$752.56
7/18	\$721.00
6/18	\$631.48
Total	\$7,462.74
2-Month Average	\$621.90
Deposit Billed	\$1,243.00

2) If there was an agreement to pay the reduced deposit of \$768 in two installments, why was her 06/17/19 payment of \$621.00 applied to the back-billed amount instead of the new deposit?

FPL records do not reflect a payment arrangement was established to pay the reduced deposit in two installments. The records reflect that on June 7, 2019, a payment arrangement was established for the \$1,243.00 deposit to be paid in two installments with \$621.00 to be paid by June 17, 2019 and \$622.00 to be paid by June 29, 2019. As previously reported, payments totaling \$621.00 were received on June 17, 2019 and were applied to the customer's deposit, leaving a deposit balance of \$622.00.

On July 1, 2019, FPL Corporate Resolution Specialist, Ms. Patane reduced the deposit from \$1,243.00, to \$768.00, leaving a \$147.00 remaining deposit balance.

ORIGINAL

On July 4, 2019, a \$147.00 payment was received and applied to the remaining deposit balance.

3) If there is an agreement to start the first installment toward the remaining back-billed amount in September, the payments she has made toward the deposit should not go to the back-billed amount, which is what it appears to have happened.

A payment arrangement was established to pay the transferred balance of \$5,430.65 in 24 monthly installments with applicable late payment charges. The arrangement installments will commence with the August bill.

The \$622.01 phone payment received on June 29, 2019, was returned unpaid by the bank on July 6, 2019, due to a stopped payment; therefore, the payment was not applied to either the back bill balance or the deposit.

If she has completed to pay the new deposit, why was her latest bill for over \$1,000.00?

The July 30, 2019, a regular bill statement issued for \$1,093.25 included new charges of \$389.79 for service used from June 28, 2019 to July 30, 2019, an \$81.46 late payment charge (lpc) and a previous unpaid returned payment balance of \$622.00 due to the stopped payment.

Her home has a central A/C unit and window A/C units. She stated that in hot days her son has had the window unit on in addition to the central unit. She has also had the window unit on during hot days for her grandchildren. The pool pump has been used for an hour or two daily, as always. She has the same appliances and equipment she had before, and she has been using them the same. However, the bills are still lower than what FPL indicated her bills should have been during the back-billed period.

All the bills rendered were based on actual meter readings. The RP back billing issued on the account was based on the meter test and the customer was billed the difference the meter was not registering due to the unauthorized condition. FPL is unable to explain why the customer's current consumption is now lower.

On August 6, 2019, a letter was mailed to the customer explaining the new charges and confirming the \$768.00 deposit was paid. The letter also included a financial audit of the active account and a financial audit of the last two months from the previous final billed account.

On August 7, 2019, an Energy Solutions Specialist (ESS) met with the customer to conduct a Home Energy Survey (HES). A load test was conducted on the customer's Central Air Conditioner (A/C), 5 window A/C's, an electric water heater and pool pump. The HES was completed and the customer was provided with energy saving tips and recommendations. (See attached)

FPSC Supplemental Request: 08/06/2019 – Supplemental Report #1: 08/09/2019

FPL CONTACT

FPL Company Contact : Munoz, Monica, (561) 694-3156, FPL_FPSC_Complaints@FPL.com

ORIGINAL



6 de agosto de 2019

Sra. Belkis Armenteros
2691 Kentucky St.
West Palm Beach, FL 33406

Re: Numero de cuenta de FPL #85511-65163

Estimada Sra. Armenteros:

Gracias por hablar conmigo el 1 de agosto en referencia a su factura eléctrica.

La siguiente información fue proporcionada:

El desglose de su factura del 30 de julio por un monto de \$1,093.25. Esta cantidad consiste en una factura de \$389.79 por el servicio del 28 de junio al 30 de julio de 2019, un cargo por pago atrasado de \$81.46 y un balance previo de \$622.00, que vence el 20 agosto. También confirmé que el depósito en su cuenta es de \$768.00.

Nuestros registros reflejan que el pago de \$622.01 realizado el 29 de junio de 2019, fue devuelto el 6 de julio de 2019 sin pagar debido a una suspensión de pago. También se facturó un cargo por pago devuelto de \$40.00. El total de \$662.01 fue transferido a su nueva cuenta el 8 de julio. La tarifa de pago de devolución de \$40.00 se acreditó el 17 de julio como cortesía.

También como cortesía, yo acredité el cargo por pago atrasado de \$81.46 y los \$12.00 del cargo por establecer la nueva cuenta el 1 de agosto dejando un saldo de \$999.79, que vence el 20 de agosto de 2019.

Actualmente su cuenta refleja un saldo total de \$6,430.44. Adjunto encuentre una auditoría de su cuenta corriente que refleja los pagos recibidos. También he incluido una auditoría de los últimos dos meses de su cuenta anterior.

Ha sido un placer asistirle. Si usted necesita comunicarse conmigo, por favor de llamar al (844)239-0978 extensión #06.

Atentamente,

A handwritten signature in black ink, appearing to read 'Millie Patane', written over a horizontal line.

Millie Patane
Especialista de Resolución Corporativa

Florida Power & Light Company

P.O. Box 029311, Miami, FL 33102

ORIGINAL

NAME: BELKIS ARMENTEROS
 SERVICE ADDRESS: 2691 KENTUCKY ST
 WEST PALM BEACH, FL 33406
 BILL ACCOUNT: 85511-65163
 DATE: August 6 2019

Line #	Description	Date	Reading	KWH	Debit	Credit	Balance
1	Current Balance	August 06 2019					\$ 6,430.44
2	Cancel Late Payment Charge	August 1 2019				\$ 81.46	\$ 6,430.44
3	Cancel Service Charge	August 1 2019				\$ 12.00	\$ 6,511.90
4	Electric Bill 06/28/19-07/30/19	July 30 2019	10978	3,110	\$ 389.79		\$ 6,523.90
5	Late Payment Charge	July 23 2019			\$ 81.46		\$ 6,134.11
6	Payment	July 22 2019				\$ 241.09	\$ 6,052.65
9	Cancel Return Payment Charge	July 17 2019				\$ 40.00	\$ 6,293.74
11	Return Payment Charge	July 8 2019			\$ 40.00		\$ 6,333.74
12	Transfer Debit in	July 8 2019			\$ 622.01		\$ 6,293.74
13	Transfer Debit from 41242-26392	July 05 2019			\$ 5,430.65		\$ 5,671.73
15	Payment	July 4 2019				\$ 147.01	\$ 241.08
16	Deposit Adjustment Credit	July 1 2019				\$ 475.00	\$ 388.09
17	Electric Bill 06/07/19-06/28/19	June 28 2019	7868	1,899	\$ 229.09		\$ 863.09
18	Payment	June 17 2019				\$ 600.21	\$ 634.00
19	Payment	June 17 2019				\$ 20.79	\$ 1,234.21
20	Service Charge	June 7 2019			\$ 12.00		\$ 1,255.00
21	Deposit	June 7 2019			\$ 1,243.00		\$ 1,243.00

ORIGINAL

NAME: BELKIS ARMENTEROS
SERVICE ADDRESS: 2691 KENTUCKY ST
 WEST PALM BEACH, FL 33406
BILL ACCOUNT: 41242-26392
DATE: August 6 2019

Line #	Description	Date	Reading	KWH	Debit	Credit	Balance
1	Current Balance	August 06 2019					
2	Transfer to 85511-65163	July 05 2019					\$ -
3	Payment	June 29 2019				\$ 5,430.65	\$ -
4	Payment	June 7 2019				\$ 622.01	\$ 5,430.65
5	Electric Bill 05/31/19-06/04/19	June 4 2019	5969	423	\$ 44.79	\$ 5,500.00	\$ 6,052.66
6	Deposit Interest	June 4 2019				\$ 6.89	\$ 11,552.66
7	Deposit Applied	June 4 2019				\$ 369.00	\$ 11,507.87
8	Current Diversion Charge	June 3 2019			\$ 200.00		\$ 11,514.76
9	Electric Bill 04/30/19-05/31/19	May 31 2019	5546	2,717	\$ 338.32		\$ 11,883.76
10	Current Diversion Charge	May 31 2019			\$ 528.18		\$ 11,683.76
							\$ 11,345.44

ORIGINAL



In-Home Energy Assessment

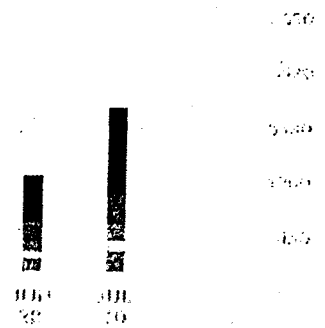
BELKIS ARMENTEROS
2691 KENTUCKY ST
WEST PALM BEACH, FL 33406

ORIGINAL

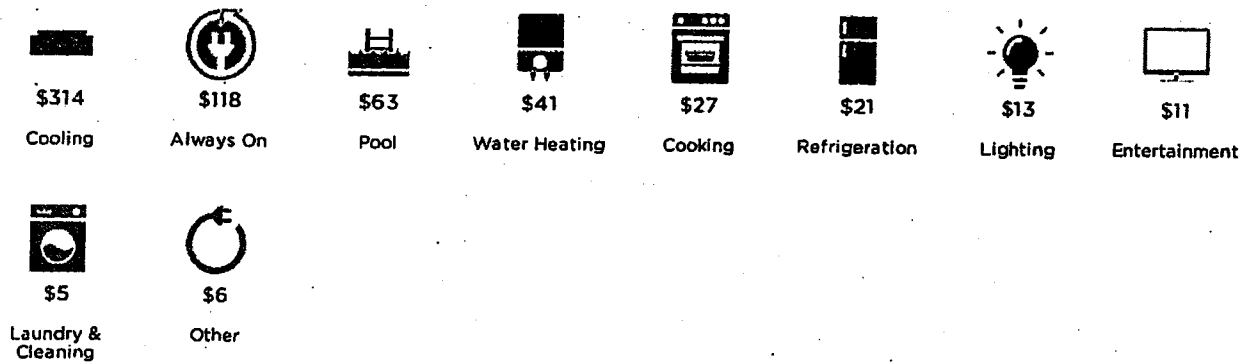
How weather impacts your bill

■ Cooling ■ Always On ■ Pool
■ Water Heating ■ Remaining Appliances

82°F 83°F



Your energy usage breakdown by appliance for last 2 months



12/12

YOU **\$619**

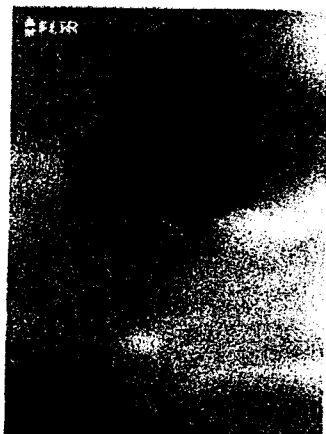
EFFICIENT INEFFICIENT

You're being compared to 326 nearby homes of similar housing type, size, and appliances.

Access this information any time and for your latest billing cycle at: www.FPL.com/EnergyManager and track how you become more efficient.

ORIGINAL

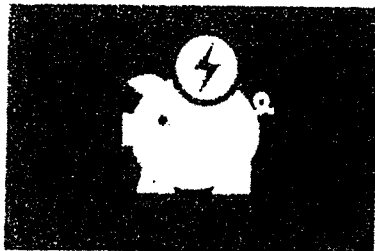
Your FPL Energy Expert observations



a/c vent in living room

Energy Expert Tips for your home

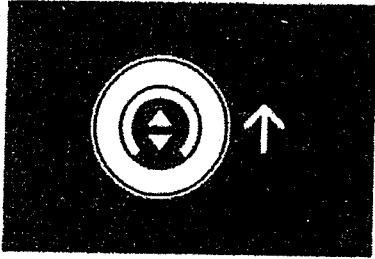
a/c



clean ac filter monthly

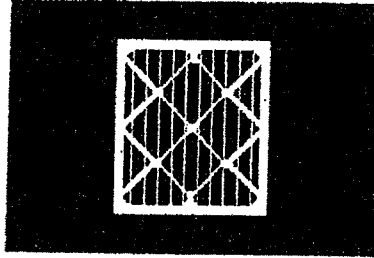
Cooling Energy Saving Tips based on your usage

Find the magic number



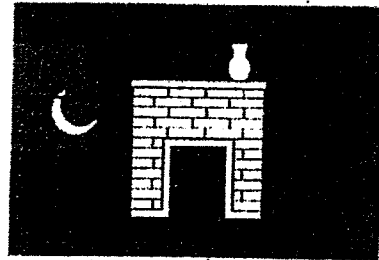
For every degree higher you set your thermostat, you'll save 5% on monthly cooling costs. Cool your home at 78° F or warmer. When you're away for more than four hours, raise it to 82° F.

Clean or replace the filter on your air conditioner



Clean or replace your A/C filter regularly (about once a month). A high quality filter can last up to three months.

Keep cool air in the house

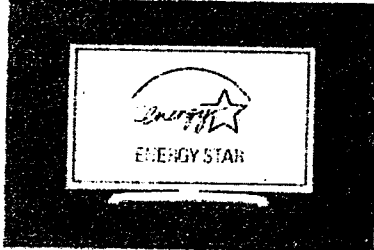


Prevent cold air from being lost from your home by keeping doors and windows closed and ensuring a tight seal with weatherstripping.

ORIGINAL

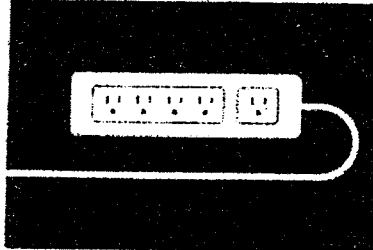
Always On Energy Saving Tips based on your usage

Look for ENERGY STAR® when shopping for audio and



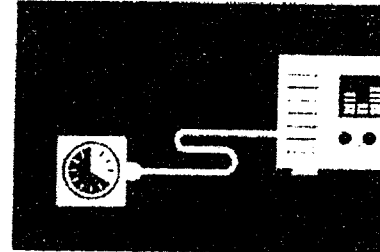
Equipment with the ENERGY STAR label is up to 50% more efficient than standard models.

Use a smart power strip to save electricity automatically!



Phantom energy drawn from plugged devices can inflate your bill. Replace older power strips with smart power strips to stop this.

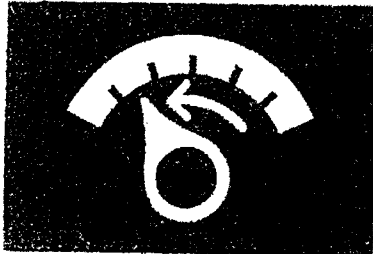
Don't want to keep unplugging?



Use a smart plug! Smart plugs and switches can reduce energy loss when devices and appliances are not in use.

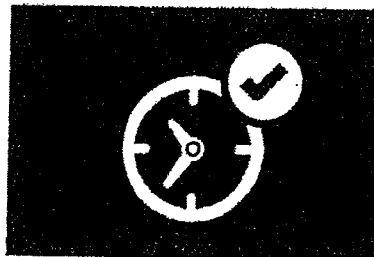
Pool Energy Saving Tips based on your usage

Use a variable-speed pool pump



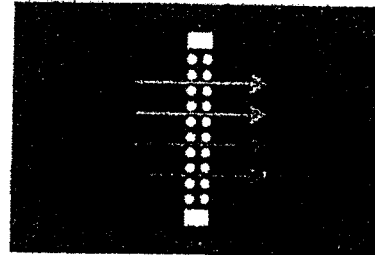
Consider installing a variable-speed pool pump to reduce your pool's energy cost by up to 90%.

Optimize pump schedules



Reduce your pool pump's run time by two hours or more a day to save up to \$100 annually. Limit your pool pump use to six hours or less per day in the summer and four hours or less per day in the winter.

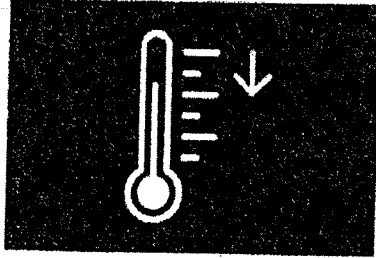
Clean your pool filters regularly



Clean your pool filters regularly for improved efficiency and filtration.

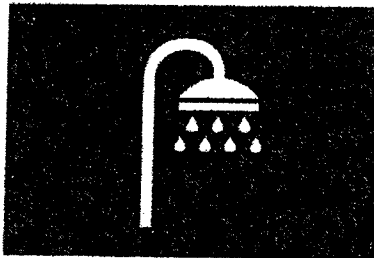
Water Heating Energy Saving Tips based on your usage

Lower the temperature on your water heater to 120°F



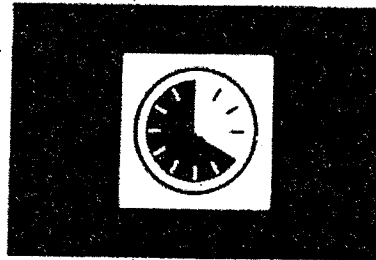
Save from 3 to 5% on your water heating costs by reducing the temperature by 10° F.

Install low-flow showerheads



You can save 25 to 60% more water per showerhead, and use less water heater energy.

Install a water heating timer



If you have an electric water heater, install a timer to turn off your heater at night. Best of all, you can install it yourself!

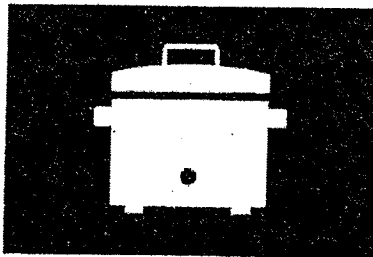
Cooking Energy Saving Tips based on your usage

Use the right burner



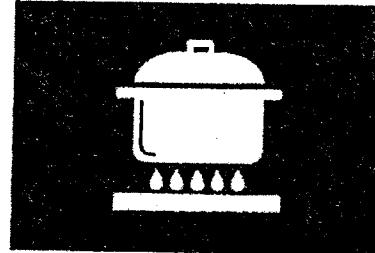
Use the right-sized burner for your pot while cooking to speed up your cooking and reduce energy loss by 40%.

Give slow cookers a try!



Slow cookers use less energy than a stovetop or oven when preparing foods that can take hours to cook.

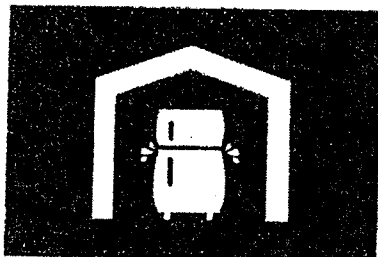
Consider replacing your old cookware



Flat-bottomed cookware allows for more contact with heating elements. A warped-bottom pot can take 50% more energy to boil the same amount of water!

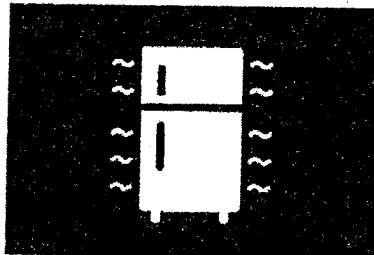
Refrigeration Energy Saving Tips based on your usage

Don't make your fridge sweat!



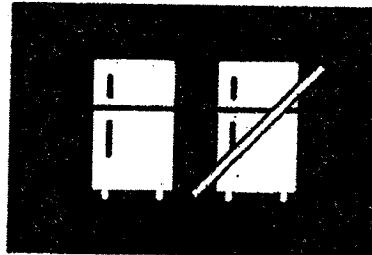
If you have a second refrigerator, avoid putting it in the garage or in warm spaces. This will cause it to work longer and more often against the high temperatures.

Make sure your fridge has a tight seal



If you don't have a tight seal all the way around the refrigerator door, it's almost the same as leaving the door open. A simple way to verify a good seal is to close the door on a single sheet of paper then try to pull it out with the door still closed.

Unplug your second refrigerator

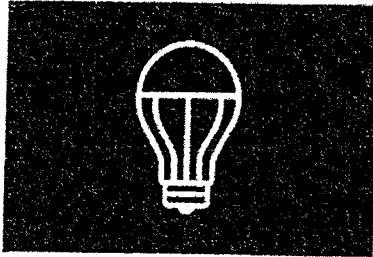


Today's refrigerators can use 60% less energy than other models. If you only need the extra refrigerator space around the holidays, simply unplug it when you don't need it.

ORIGINAL

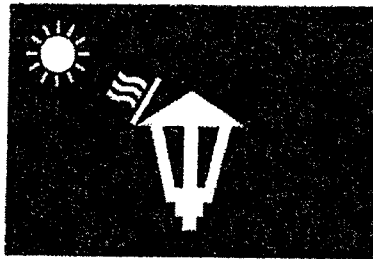
Lighting Energy Saving Tips based on your usage

Switch to LED lights



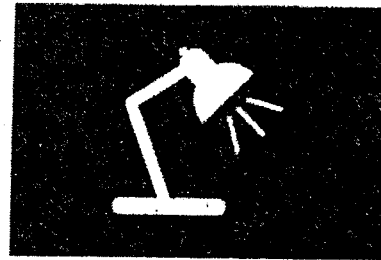
LED bulbs last three times as long as CFL bulbs, and use a fraction of the energy.

Turn off the lights!



Don't leave any lights on when not needed. For outdoors, install light detecting photocells to ensure lights are off during the day.

Consider task lighting

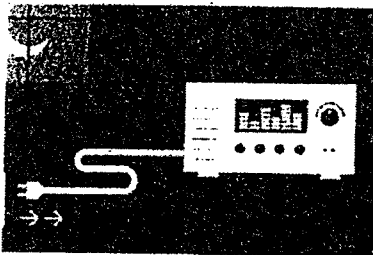


Why light an entire room? Light only what you need.

ORIGINAL

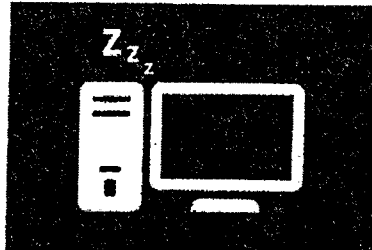
Entertainment Energy Saving Tips based on your usage

Manage your stereo



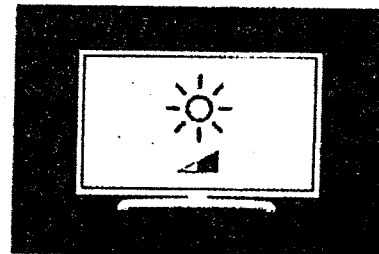
Stereos and home theater systems can use a lot of energy; unplug them when not in use. Or, better yet, use a smart power strip!

Learn the power management features of your computer



Use sleep mode and other power management features on your computer to reduce your energy usage by up to 4%.

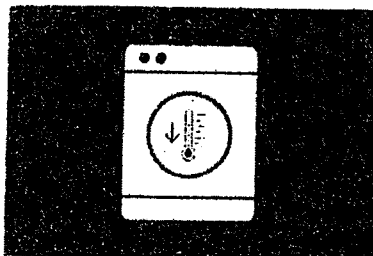
Optimize the display on your television



Televisions usually come from the factory with a bright default setting. Adjust these settings to improve picture and color, and save energy as well.

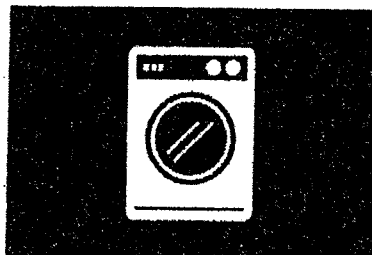
Laundry & Cleaning Energy Saving Tips based on your usage

Try drying longer and lower



Drying clothes at a lower temperature may take more time, but will use less energy than drying at a higher temperature.

Consider a front-load washer



Look for the ENERGY STAR® label when buying a new washer. ENERGY STAR certified clothes washers use about 25% less energy and 40% less water than regular washers.

Run a full load



Reduce the number of loads. The machine will use the same amount of energy, regardless of how full it is.

Margarita Valdez

From: Strickland, Mark <Mark.Strickland@fpl.com>
Sent: Friday, August 02, 2019 4:45 PM
To: Margarita Valdez
Cc: SharedMailbox, FPL-FPSC-Complaints
Subject: 1311952E - Belkis Armenteros contact with FPL on 8/1/2019

ORIGINAL

Margarita, Please see below the conversation Mrs. Armenteros had with FPL Customer Advocate, Ms. Patane yesterday when her complaint was assigned to the Process Review Team:

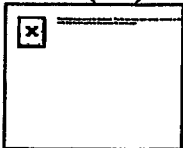
At approximately 2:31 p.m., Mrs. Armenteros left Ms. Patane a voicemail message requesting a return call regarding the new bill received on her account.


Ms. Patane returned her call at approximately 4:45 p.m. and discussed her concerns. Ms. Patane reviewed the billing and provided a breakdown of the July 30, 2019, bill for \$1,093.25, which included new charges of \$389.79 for service from June 28, 2019 to July 30, 2019, an \$81.46 late payment charge and a \$622.00 miscellaneous charge. Ms. Patane clarified that FPL was notified on July 6, 2019, the \$622.00 payment received on June 29, 2019, on her previous account number, had a stop payment placed by the customer; therefore, that balance was still due and transferred to her new active account. Ms. Patane also assured Mrs. Armenteros that her paid deposit on record was \$768.00. As a courtesy, the \$12.00 connect charge and the \$81.46 late payment charge were credited to the account, leaving a \$1,011.79 balance due on August 20, 2019. To further assist, Ms. Patane offered a payment arrangement; however, she refused at the time. Since she remained confused with the new charges, Ms. Patane advised she would mail her an audit on Monday.

Mrs. Armenteros kept mentioning her concerns with the back billing and fines issued, stating she would continue disputing the charges, which she felt were excessive. Ms. Patane advised she did not work with FPL's Revenue Protection Department; however, they had completed their investigation and would be providing the results to the FPSC. Mrs. Armenteros stated her bills now were lower as compared to what was back-billed, reiterating the back billed amounts were excessive. She refused to understand and wants FPL to provide her with a logical explanation why her bills are now lower. Ms. Patane reminded her that when we last spoke on July 1, 2019, that she had mentioned replacing all the window air conditioning units (A/C) with a new central A/C. Mrs. Armenteros confirmed and stated she had also installed insulation as well. She also stated she kept all the window units installed in case of a hurricane she could use a generator to run them. Ms. Patane explained that since she replaced the old inefficient window units with a new efficient A/C unit and installed insulation, her bills would be lower. To further assist the customer, a Home Energy Survey was offered and accepted, and an appointment was scheduled for August 7, 2019.

Mark Strickland

Consumer Issues Analyst
Regulatory & State Governmental Affairs
Florida Power & Light Company (FPL)
700 Universe Blvd (D1475)
Juno Beach, FL 33408
Phone: (561) 691-2989



 print only when necessary

This message, together with any attachments, is intended only for the use of the individual(s) or entity to which it is addressed and may contain information that is legally privileged, confidential and exempt from disclosure. If you are not the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this message, or any attachment, is strictly prohibited. If you have received this message in error, please notify me by return email and delete this message, along with any attachments, from your computer.

ORIGINAL

STATE OF FLORIDA

COMMISSIONERS:
ART GRAHAM, CHAIRMAN
JULIE I. BROWN
DONALD J. POLMANN
GARY F. CLARK
ANDREW GILES FAY



OFFICE OF
CONSUMER ASSISTANCE & OUTREACH
CYNTHIA L. MUIR
DIRECTOR
(850) 413-6482

Public Service Commission

August 2, 2019

MS BELKYS ARMENTEROS
2691 KENTUCKY ST
WEST PALM BEACH FL 33406-4237

Re: Florida Public Service Commission Complaint Number 1311952E

Dear Ms. Armenteros:

The purpose of this correspondence is to keep you apprised of the ongoing investigation of your complaint filed with the Florida Public Service Commission (Commission) on 07/01/19, against Florida Power & Light Company (FPL).

During your recent contact with the Commission, you expressed ongoing disagreement with actions taken by FPL and/or staff in response to your complaint. Subsequently, in accordance with Rule 25-22.032(7), Florida Administrative Code, your complaint has been referred to the Commission's Process Review Team (PRT). The PRT will review your case file to determine further handling of the complaint. Upon completion of the PRT's review, you will receive a written response from the Commission's Office of the General Counsel with a conclusive decision regarding your complaint.

In the meantime, if you have any questions or concerns, please feel free to contact me. You may reach me toll-free, at 1-800-342-3552 or directly at 850-413-6113. You may also contact me via fax at 850-413-6114, or by E-mail at MValdez@PSC.STATE.FL.US.

Sincerely,

A handwritten signature in cursive script that reads "Margarita Valdez".

Margarita Valdez
Regulatory Consultant
Process Review Team

ORIGINAL

Request No. 1311952E

Name BELKYS ARMENTEROS

Business Name _____

Consumer Information

Name: BELKYS ARMENTEROS

Business Name:

Svc Address: 2691 KENTUCKY ST

Phone: (561)-598-2765

Can Be Reached:

City/Zip: West Palm Beach / 33406-

Date Transferred to BCO: 07/29/2019

Date Received by BCO: 07/29/2019

Suspense Date: 09/04/2019

Utility Information

Company Code: EI802

Company: FLORIDA POWER & LIGHT COMPANY

Attn. Monica Munoz1311952E

Sent to Agenda:

Conf. Agenda Date: 07/29/2019

Form X Date Sent: / /

Form X Date Due: / /

Form X Received Late:

Review Settlement Deadline: 10/04/2019

Review Analyst: JOHN PLESCOW

Pre. Conf. Sett. Amount: 0.00

Pre. Conf. Settlement:

Informal Conference Deadline: 11/18/2019

Informal Conf. Sch.: Conference Analyst:

Date of Informal Conference: / /

Informal Conf. Sett. Amount: 0.00 Informal Conf. Settlement:

Informal Conf. Resolve: Conf. Closed Date: / /

Post Conf. Sett. Amount: 0.00

Post Conf. Settlement:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Preclose Type - Improper Bills

What is the amount of the bill in dispute?

Customer states the amount of the bill in dispute is \$11,552.66.

What is the date of the bill?

Customer states the bill is dated June 04, 2019.

Why do you believe you have been billed improperly?

Customer states she is being accused of meter tampering for July 2014 to March 25, 2019. Customer states since the meter has been changed her bill amount has not changed dramatically. Customer states she is not sure how FPL calculated the amount of the meter tampering. Customer states she would like to be given an explanation with evidence of what FPL has found to accuse her of the meter tampering. Customer states she has not tampered with the meter.

Request No. 1311952E

Name BELKYS ARMENTEROS

Business Name _____

PAGE NO: 1

ORIGINAL

Other Comments:

Customer speaks Spanish only.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Daisy Rojas

07/15/19 Ms. Armenteros called back regarding her complaint. Customer wanted to know that status of her complaint. I explained to her that we have not received the company response yet. She wanted to discuss the complaint and discuss a news story about FPL back in 2014 regarding issues with FPL employees involved in meter tampering. I explained to her that her situation is not that she actually tampered with the meter or had any knowledge of the meter tampering it is the fact that she had benefited from the condition of the meter. She indicated that she was contacted by FPL and received a letter. I registered her objection to FPL's resolution. She continued to ask me if the PSC is supposed to defend the consumer. I explained to her that we are neutral and that we enforce the rules, the Florida Administrative Code. I explain to her that all complainants are treated the same regardless of their social status. She requested to speak to a supervisor so I transferred her to Randy Roland. R.Castillo

07/18/2019 - Company response received via Email. DScott.

Company response indicates the following:

FPL

Customer Inquiry Response

Request No. 1311952E

Name BELKYS ARMENTEROS

Business Name _____

PAGE NO: 2

ORIGINAL

Customer First/Middle Name: Belkis
Last / Business Name: Armenteros
Service Address: 2691 Kentucky Street, West Palm Beach, Florida 33406

FPSC Log #: 1311952E
Received From: Rey Castillo
Response Type: Final

Final Report

On July 1, 2019, FPL Corporate Resolution Specialist, Mr. Nunez contacted Ms. Armenteros and acknowledged receipt of her Florida Public Service Commission (FPSC) complaint, 1311952E.

Ms. Armenteros indicated that she has been accused of meter tampering from July 2014 to March 25, 2019. The customer stated that she did not tamper with the meter and requested information on how FPL calculated the back bill and an explanation of the meter tampering investigation.

FPL records reflect an account for electric service was established, effective August 20, 2003, in the name of Belkis Armenteros, for service at 2691 Kentucky St, West Palm Beach FL, 33406.

On July 21, 2011, as part of FPL's Smart meter deployment, Smart meter ACD3449 was installed at the residence.

On March 18, 2019, due to new analytical tools developed to detect meter tampering, a review of the communication from smart meter ACD3449 revealed a drop in consumption occurred on September 19, 2014. FPL's Revenue Protection (RP) department issued a request for an investigation of meter tampering.

On March 29, 2019, meter ACD3449 was tested at FPL's MTC. The test results reflected that the meter was not registering within the acceptable tolerance prescribed in Florida Administrative Code (F.A.C.) 25-6.052, which states performance of watt hour meters shall be acceptable when the average registration error does not exceed plus or minus two percent (98% and 102%). Meter ACD3449 was tested as found in the field and was found to have a Weighted Average registration of 49.83%. The following reflects the meter test results: Full Load 49.84%, Light Load: 49.84%, and Weighted Average: 49.83%.

In addition, an inspection of the meter revealed the meter's inner seal was missing and the meter had been internally tampered by manipulating the CT wires.

On May 31, 2019, a review of the data from the Smart meter indicated a drop in consumption occurred on September 19, 2014 and an increase in kWh usage occurred after the new meter was installed on March 25, 2019. FPL back billed the customer 48 months using the results of the meter test which indicated the meter was registering a Weighted Average of 49.83% of the electricity being used and the customer was billed the 50.17% kWh difference that did not register on the meter due to the unauthorized condition. Billing for the billing period ending April 30, 2015, through March 29, 2019,

Request No. 1311952E

Name BELKYS ARMENTEROS

Business Name _____

PAGE NO: 3

ORIGINAL

totaling \$10,043.34, was cancelled and rebilled \$20,860.60, a difference of \$10,817.26.

Since Ms. Armenteros' account was established on August 20, 2003, and meter ACD3449 was installed on July 21, 2011, the RP investigation was classified as non-inherited and Current Diversion Investigative Charges (CDIC) totaling \$528.18 were billed. In addition, and in compliance with FPL Tariff Sheet 6.061 (8.3), a tampering penalty of \$200.00 was billed, bringing the total back bill amount to \$11,545.44.

On June 4, 2019, an FPL Meter Electrician and a Sr. Field Service Representative went to the residence located at 2691 Kentucky St, in West Palm Beach FL, for the purpose of disconnecting the electric service without notice due to meter tampering. Disconnection of service without prior notice for an unauthorized condition is in compliance with F.A.C. 25-6.105 (5) (i). A notice was left at the premise explaining the reason for the disconnection and informing the customer that a payment of \$11,345.44 was required to have the service reconnected.

That same day, Mr. Robelio Rodriguez, who identified himself as Ms. Armenteros' son, made an unsuccessful attempt to contact RP Investigator, Ms. Dahana Ramos and left a voice mail message requesting a return call.

Subsequently, Ms. Ramos contacted Mr. Rodriguez who stated that his mother was sleeping and had no idea what was going on. Ms. Ramos advised that she was unable to discuss the details of the account with him and requested that Ms. Armenteros contact her to discuss the account.

Ms. Armenteros made an unsuccessful attempt to contact Ms. Ramos and left a voice mail message providing her contact information and requesting a return call.

Ms. Ramos returned Ms. Armenteros' call and explained the RP investigation and back bill in detail. Ms. Ramos offered to reconnect the service after an initial payment of \$8,500.00 (approximately 75% of the required balance) and advised that a payment arrangement could be established for the remaining back bill balance to be paid in monthly installments with applicable late payment charges (lpc's).

Ms. Armenteros indicated that she did not tamper with the meter and Ms. Ramos explained that since she was the account holder and benefitted from the unauthorized condition, she is held responsible for the portion of the electricity that was used but did not register on the meter. Ms. Armenteros advised she would seek legal assistance and ended the call.

Later that day, the customer accessed the account online and requested that the account be closed as of June 4, 2019. A final bill was issued for \$11,552.66. Included were final bill charges of \$44.79 for service used from May 31, 2019 to June 4, 2019, a previous balance of \$338.32 (May 2019 bill), back bill charges of \$11,545.44, a \$369.00 deposit refund and a \$6.89 deposit interest credit.

On June 5, 2019, Ms. Armenteros contacted FPL's Customer Care Center and requested to open an account at the address in her son's name or the name of a tenant living at the property. The customer was advised that her request would be referred to FPL's RP department for investigation and response.

Request No. 1311952E

Name BELKYS ARMENTEROS

Business Name _____

PAGE NO: 4

ORIGINAL

On June 6, 2019, Ms. Ramos contacted Ms. Armenteros, confirmed that the account had been closed at the customer's request and advised that a final bill had been issued. Ms. Ramos explained that a new account could not be established at the premise for another current occupant and offered to reconnect the service and open a new account in her name with an initial payment of \$5,500.00 (approximately 50% of the required balance). Ms. Armenteros indicated that she did not tamper with the meter and stated that she should not be held responsible for the back bill. Ms. Ramos reiterated that FPL was not accusing her of tampering with the meter and is simply holding her responsible for the unmetered electric use since she benefitted from the unauthorized condition by paying for less electricity that was being used. Ms. Armenteros stated that she had contacted an attorney and Ms. Ramos advised that her attorney would need to provide a letter of representation for FPL to discuss the back bill details with him/her.

On June 7, 2019, Ms. Armenteros contacted Ms. Ramos and confirmed that service would be reconnected and a new account would be established with an initial payment of \$5,500.00 toward the back bill balance.

That same day, a \$5,500.00 payment was received, leaving a final bill balance of \$6,052.66.

Subsequently, Ms. Armenteros contacted Ms. Ramos who confirmed receipt of her \$5,500.00 payment on the final billed account. Ms. Ramos advised that the service would be reconnected and a new account would be established in her name at the address. Ms. Ramos explained that once the final bill balance transferred to the active account, a payment arrangement would be established for the remaining back bill balance to be paid in 24 monthly installments with applicable lpc's.

That same day, the service was reconnected and a new account was established at 2691 Kentucky St, West Palm Beach FL, in the name of Belkis Armenteros, effective June 7, 2019. A \$1,243.00 deposit bill was issued representing two months of electric use at the premise following the RP back billing. The statement indicated that the deposit would become past due after June 17, 2019. In addition, a \$12.00 service charge was issued, bringing the balance on the new active account to \$1,255.00.

Later that day, Ms. Armenteros contacted FPL's Customer Care Center and requested a payment arrangement for the deposit. A payment arrangement was established for the deposit to be paid in two installments with \$621.00 to be paid by June 17, 2019 and \$622.00 to be paid by June 29, 2019. The customer also requested an account audit of her final billed account and was advised that a 24 month audit would be mailed to her.

On June 15, 2019, a 24 month audit of the final billed account was mailed to the customer.

On June 17, 2019, payments totaling \$621.00 were received, leaving a balance of \$634.00.

On June 28, 2019, a regular bill was issued for \$863.09. Included were new charges of \$229.09 for service used from June 7, 2019 to June 28, a \$12.00 service charge and a remaining deposit balance of \$622.00. The bill statement indicated that the new charges would become past due after July, 22, 2019.

On July 1, 2019, Ms. Armenteros contacted FPL's Customer Care Center regarding the back bill charges at her previous

Request No. 1311952E

Name BELKYS ARMENTEROS

Business Name

account. The customer was advised that her concerns were referred to the appropriate department for investigation and response.

The same day, FPSC complaint 1311952E was received regarding the back bill balance at Ms. Armenteros' final billed account. FPL Corporate Resolution Specialist, Mr. Nunez contacted Ms. Armenteros and acknowledged receipt of her FPSC complaint. Ms. Armenteros questioned the time frame it took FPL to identify meter tampering and requested the results of the investigation and an audit of her payments. Mr. Nunez explained that he would review the investigation and contact her the following day.

In addition, FPSC complaint 1311954E was received regarding the deposit at Ms. Armenteros' active account. FPL Corporate Resolution Specialist, Ms. Patane contacted Ms. Armenteros and discussed her deposit concerns. Ms. Patane explained FPL's deposit policy and reviewed the deposit based on the RP back bill. As a courtesy, Ms. Patane reduced the deposit from \$1,243.00, to \$768.00 with the understanding that future payments would be received by the due date. The deposit reduction resulted in a remaining account balance of \$388.09. Ms. Patane advised that the remaining deposit balance of \$147.00 was past due.

On July 2, 2019, Mr. Nunez contacted Ms. Armenteros and provided the sequence of events that led up to the back billing of her account. He explained the detection of the condition through new analytical tools and data from the smart meter, the field visit by the Meter Electrician, the meter test results and the rebilling of the account for the unauthorized condition using the meter test results.

In addition, Mr. Nunez reiterated that, as the account holder, she is held responsible for the back bill since there was a benefit from the unauthorized condition and explained that she was paying for half of the kWh usage for several years and that the account was back billed 48 months, or four years, not the entire time of unauthorized use from September 19, 2014. Ms. Armenteros requested a billing and payment audit, as well as copies of the meter tests performed before the meter was installed at her residence and after it was removed.

On July 3, 2019, Mr. Nunez mailed Ms. Armenteros a billing audit from July 31, 2014 to May 31, 2019, a payment audit showing payments from July 25, 2014 to May 19, 2019, and the meter tests for meter ACD3449.

In addition, Mr. Nunez included a copy of the notice left at the residence on June 4, 2019 and the Data Analytic Graphs showing a drop in usage in 2014.

On July 4, 2017, a \$147.01 payment was received, leaving a balance of \$241.08 on the active account.

From July 5, 2019 - July 8, 2019, the total final bill balance of \$6,052.66 was transferred from Ms. Armenteros' previous account to her active account, bringing the balance to \$6,293.74.

On July 9, 2019, Ms. Armenteros made an unsuccessful attempt to contact Mr. Nunez and left a voice mail message inquiring on the status of her complaint.

Request No. 1311952E

Name BELKYS ARMENTEROS

Business Name

PAGE NO:

6

ORIGINAL

On July 10, 2019, Mr. Nunez made an unsuccessful attempt to contact Ms. Armenteros and left a voice mail message requesting a return call.

On July 18, 2019, Mr. Nunez contacted Ms. Armenteros and reminded her that her current bill for \$241.08 would become past due after July 22, 2019. In addition, Mr. Nunez explained that a payment arrangement would be established for the transferred in balance of \$6,052.66 to be paid in 24 monthly installments with applicable lpc's. In an effort to assist the customer, Mr. Nunez advised that the payment arrangement would be established after the next bill is issued on July 31, 2019, so that the installments would commence with her bill issued in August. Ms. Armenteros thanked Mr. Nunez for his assistance and confirmed that she had his contact information.

Every effort has been made to satisfy the customer.

It appears FPL is in compliance with F.A.C. 25-6.104, F.A.C. 25-6.105 (5) (i) (j) and FPL Tariff Sheet No: 6.061 (8.3).

FPSC Received: 07/01/2019 - Final Report: 07/18/2019

FPL Company Contact: Munoz, Monica, (561) 694-3156, FPL_FPSC_Complaints@FPL.com

Company response entered by R.Castillo

07/29/19 Mrs. Armenteros called back regarding her complaint. She believes that FPL is stealing from her. She stated that after March 25, 2019 when they changed out her meter and it appears that she is using less electricity than before. I explained to her that neither FPL or the PSC has the obligation to explain how the energy was used. I also explained that the back billed amount is based on the period of time that her meter was in its unauthorized condition and that she benefited from its condition by paying less for energy consumed that she would have if it was working properly. She started to get upset with and insult me. I had to end the conversation and I let her know that I will be sending her a letter and if she has any questions she can send a letter to me with all of her questions. R.Castillo

07/29/19: I spoke with Ms. Armenteros's daughter, who speaks English and Spanish. Ms Armenteros only speaks Spanish and prefers to speak to Spanish speaking PSC Rep. Ms. Armenteros does not agree with the resolution of this complaint. Advised that that the complaint will be sent to process review. RRoland.

Request No. 1311952E

Name BELKYS ARMENTEROS

Business Name

PAGE NO: 7

ORIGINAL

Request No. 1311952E

Name ARMENTEROS ,BELKYS MRS

Business Name

Consumer Information

Name: BELKYS ARMENTEROS

Business Name:

Svc Address: 2691 KENTUCKY ST

County: Palm Beach Phone: (561)-598-2765

City/Zip: West Palm Beach / 33406-

Account Number: 41242-26392

Caller's Name: BELKYS ARMENTEROS

Mailing Address: 2691 KENTUCKY ST

City/Zip: WEST PALM BEACH ,FL 33406-

Can Be Reached:

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480**

Utility Information

Company Code: EI802

Company: FLORIDA POWER & LIGHT COMPANY

Attn. Monica Munoz1311952E

Response Needed From Company? Y

Date Due: 07/23/2019

Fax: (305) 552-4592

R

Interim Report Received: / /

Reply Received: 07/18/2019

Reply Received Timely/Late:

Informal Conf.: Y

PSC Information

Assigned To: JOHN PLESCOW

Entered By: DR

Date: 07/01/2019

Time: 11:02

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 11552.66

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by:

Date: / /

Closeout Type:

Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute?

Customer states the amount of the bill in dispute is \$11,552.66.

What is the date of the bill?

Customer states the bill is dated June 04, 2019.

Why do you believe you have been billed improperly?

Customer states she is being accused of meter tampering for July 2014 to March 25, 2019. Customer states since the meter has been changed her bill amount has not changed dramatically. Customer states she is not sure how FPL calculated the amount of the meter tampering. Customer states she would like to be given an explanation with evidence of what FPL has found to accuse her of the meter tampering. Customer states she has

Request No. 1311952E

Name ARMENTEROS ,BELKYS MRS

Business Name

PAGE NO: 1

ORIGINAL

not tampered with the meter.

Other Comments:

Customer speaks Spanish only.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Daisy Rojas

07/15/19 Ms. Armenteros called back regarding her complaint. Customer wanted to know that status of her complaint. I explained to her that we have not received the company response yet. She wanted to discuss the complaint and discuss a news story about FPL back in 2014 regarding issues with FPL employees involved in meter tampering. I explained to her that her situation is not that she actually tampered with the meter or had any knowledge of the meter tampering it is the fact that she had benefited from the condition of the meter. She indicated that she was contacted by FPL and received a letter. I registered her objection to FPL's resolution. She continued to ask me if the PSC is supposed to defend the consumer. I explained to her that we are neutral and that we enforce the rules, the Florida Administrative Code. I explain to her that all complainants are treated the same regardless of their social status. She requested to speak to a supervisor so I transferred her to Randy Roland. R.Castillo

07/18/2019 - Company response received via Email. DScott.

Company response indicates the following:

FPL

Request No. 1311952E

Name ARMENTEROS ,BELKYS MRS

Business Name _____

PAGE NO: 2

ORIGINAL

Customer Inquiry Response

Customer First/Middle Name: Belkis

Last / Business Name: Armenteros

Service Address: 2691 Kentucky Street, West Palm Beach, Florida 33406

FPSC Log #: 1311952E

Received From: Rey Castillo

Response Type: Final

Final Report

On July 1, 2019, FPL Corporate Resolution Specialist, Mr. Nunez contacted Ms. Armenteros and acknowledged receipt of her Florida Public Service Commission (FPSC) complaint, 1311952E.

Ms. Armenteros indicated that she has been accused of meter tampering from July 2014 to March 25, 2019. The customer stated that she did not tamper with the meter and requested information on how FPL calculated the back bill and an explanation of the meter tampering investigation.

FPL records reflect an account for electric service was established, effective August 20, 2003, in the name of Belkis Armenteros, for service at 2691 Kentucky St, West Palm Beach FL, 33406.

On July 21, 2011, as part of FPL's Smart meter deployment, Smart meter ACD3449 was installed at the residence.

On March 18, 2019, due to new analytical tools developed to detect meter tampering, a review of the communication from smart meter ACD3449 revealed a drop in consumption occurred on September 19, 2014. FPL's Revenue Protection (RP) department issued a request for an investigation of meter tampering.

On March 29, 2019, meter ACD3449 was tested at FPL's MTC. The test results reflected that the meter was not registering within the acceptable tolerance prescribed in Florida Administrative Code (F.A.C.) 25-6.052, which states performance of watt hour meters shall be acceptable when the average registration error does not exceed plus or minus two percent (98% and 102%). Meter ACD3449 was tested as found in the field and was found to have a Weighted Average registration of 49.83%. The following reflects the meter test results: Full Load 49.84%, Light Load: 49.84%, and Weighted Average: 49.83%.

In addition, an inspection of the meter revealed the meter's inner seal was missing and the meter had been internally tampered by manipulating the CT wires.

Request No. 1311952E

Name ARMENTEROS, BELKYS MRS

Business Name

PAGE NO: 3

ORIGINAL

On May 31, 2019, a review of the data from the Smart meter indicated a drop in consumption occurred on September 19, 2014 and an increase in kWh usage occurred after the new meter was installed on March 25, 2019. FPL back billed the customer 48 months using the results of the meter test which indicated the meter was registering a Weighted Average of 49.83% of the electricity being used and the customer was billed the 50.17% kWh difference that did not register on the meter due to the unauthorized condition. Billing for the billing period ending April 30, 2015, through March 29, 2019, totaling \$10,043.34, was cancelled and rebilled \$20,860.60, a difference of \$10,817.26.

Since Ms. Armenteros' account was established on August 20, 2003, and meter ACD3449 was installed on July 21, 2011, the RP investigation was classified as non-inherited and Current Diversion Investigative Charges (CDIC) totaling \$528.18 were billed. In addition, and in compliance with FPL Tariff Sheet 6.061 (8.3), a tampering penalty of \$200.00 was billed, bringing the total back bill amount to \$11,545.44.

On June 4, 2019, an FPL Meter Electrician and a Sr. Field Service Representative went to the residence located at 2691 Kentucky St, in West Palm Beach FL, for the purpose of disconnecting the electric service without notice due to meter tampering. Disconnection of service without prior notice for an unauthorized condition is in compliance with F.A.C. 25-6.105 (5) (i). A notice was left at the premise explaining the reason for the disconnection and informing the customer that a payment of \$11,345.44 was required to have the service reconnected.

That same day, Mr. Robelio Rodriguez, who identified himself as Ms. Armenteros' son, made an unsuccessful attempt to contact RP Investigator, Ms. Dahana Ramos and left a voice mail message requesting a return call.

Subsequently, Ms. Ramos contacted Mr. Rodriguez who stated that his mother was sleeping and had no idea what was going on. Ms. Ramos advised that she was unable to discuss the details of the account with him and requested that Ms. Armenteros contact her to discuss the account.

Ms. Armenteros made an unsuccessful attempt to contact Ms. Ramos and left a voice mail message providing her contact information and requesting a return call.

Ms. Ramos returned Ms. Armenteros' call and explained the RP investigation and back bill in detail. Ms. Ramos offered to reconnect the service after an initial payment of \$8,500.00 (approximately 75% of the required balance) and advised that a payment arrangement could be established for the remaining back bill balance to be paid in monthly installments with applicable late payment charges (lpc's).

Ms. Armenteros indicated that she did not tamper with the meter and Ms. Ramos explained that since she was the account holder and benefitted from the unauthorized condition, she is held responsible for the portion of the electricity that was used but did not register on the meter. Ms. Armenteros advised she would seek legal assistance and ended the call.

Request No. 1311952E

Name ARMENTEROS ,BELKYS MRS

Business Name

PAGE NO: 4

ORIGINAL

Later that day, the customer accessed the account online and requested that the account be closed as of June 4, 2019. A final bill was issued for \$11,552.66. Included were final bill charges of \$44.79 for service used from May 31, 2019 to June 4, 2019, a previous balance of \$338.32 (May 2019 bill), back bill charges of \$11,545.44, a \$369.00 deposit refund and a \$6.89 deposit interest credit.

On June 5, 2019, Ms. Armenteros contacted FPL's Customer Care Center and requested to open an account at the address in her son's name or the name of a tenant living at the property. The customer was advised that her request would be referred to FPL's RP department for investigation and response.

On June 6, 2019, Ms. Ramos contacted Ms. Armenteros, confirmed that the account had been closed at the customer's request and advised that a final bill had been issued. Ms. Ramos explained that a new account could not be established at the premise for another current occupant and offered to reconnect the service and open a new account in her name with an initial payment of \$5,500.00 (approximately 50% of the required balance). Ms. Armenteros indicated that she did not tamper with the meter and stated that she should not be held responsible for the back bill. Ms. Ramos reiterated that FPL was not accusing her of tampering with the meter and is simply holding her responsible for the unmetered electric use since she benefitted from the unauthorized condition by paying for less electricity that was being used. Ms. Armenteros stated that she had contacted an attorney and Ms. Ramos advised that her attorney would need to provide a letter of representation for FPL to discuss the back bill details with him/her.

On June 7, 2019, Ms. Armenteros contacted Ms. Ramos and confirmed that service would be reconnected and a new account would be established with an initial payment of \$5,500.00 toward the back bill balance.

That same day, a \$5,500.00 payment was received, leaving a final bill balance of \$6,052.66.

Subsequently, Ms. Armenteros contacted Ms. Ramos who confirmed receipt of her \$5,500.00 payment on the final billed account. Ms. Ramos advised that the service would be reconnected and a new account would be established in her name at the address. Ms. Ramos explained that once the final bill balance transferred to the active account, a payment arrangement would be established for the remaining back bill balance to be paid in 24 monthly installments with applicable lpc's.

That same day, the service was reconnected and a new account was established at 2691 Kentucky St, West Palm Beach FL, in the name of Belkis Armenteros, effective June 7, 2019. A \$1,243.00 deposit bill was issued representing two months of electric use at the premise following the RP back billing. The statement indicated that the deposit would become past due after June 17, 2019. In addition, a \$12.00 service charge was issued, bringing the balance on the new active account to \$1,255.00.

Later that day, Ms. Armenteros contacted FPL's Customer Care Center and requested a payment arrangement for the deposit. A payment arrangement was established for the deposit to be paid in two installments with

Request No. 1311952E

Name ARMENTEROS, BELKYS MRS

Business Name _____

\$621.00 to be paid by June 17, 2019 and \$622.00 to be paid by June 29, 2019. The customer also requested an account audit of her final billed account and was advised that a 24 month audit would be mailed to her.

On June 15, 2019, a 24 month audit of the final billed account was mailed to the customer.

On June 17, 2019, payments totaling \$621.00 were received, leaving a balance of \$634.00.

On June 28, 2019, a regular bill was issued for \$863.09. Included were new charges of \$229.09 for service used from June 7, 2019 to June 28, a \$12.00 service charge and a remaining deposit balance of \$622.00. The bill statement indicated that the new charges would become past due after July, 22, 2019.

On July 1, 2019, Ms. Armenteros contacted FPL's Customer Care Center regarding the back bill charges at her previous account. The customer was advised that her concerns were referred to the appropriate department for investigation and response.

The same day, FPSC complaint 1311952E was received regarding the back bill balance at Ms. Armenteros' final billed account. FPL Corporate Resolution Specialist, Mr. Nunez contacted Ms. Armenteros and acknowledged receipt of her FPSC complaint. Ms. Armenteros questioned the time frame it took FPL to identify meter tampering and requested the results of the investigation and an audit of her payments. Mr. Nunez explained that he would review the investigation and contact her the following day.

In addition, FPSC complaint 1311954E was received regarding the deposit at Ms. Armenteros' active account. FPL Corporate Resolution Specialist, Ms. Patane contacted Ms. Armenteros and discussed her deposit concerns. Ms. Patane explained FPL's deposit policy and reviewed the deposit based on the RP back bill. As a courtesy, Ms. Patane reduced the deposit from \$1,243.00, to \$768.00 with the understanding that future payments would be received by the due date. The deposit reduction resulted in a remaining account balance of \$388.09. Ms. Patane advised that the remaining deposit balance of \$147.00 was past due.

On July 2, 2019, Mr. Nunez contacted Ms. Armenteros and provided the sequence of events that led up to the back billing of her account. He explained the detection of the condition through new analytical tools and data from the smart meter, the field visit by the Meter Electrician, the meter test results and the rebilling of the account for the unauthorized condition using the meter test results.

In addition, Mr. Nunez reiterated that, as the account holder, she is held responsible for the back bill since there was a benefit from the unauthorized condition and explained that she was paying for half of the kWh usage for several years and that the account was back billed 48 months, or four years, not the entire time of unauthorized use from September 19, 2014. Ms. Armenteros requested a billing and payment audit, as well as copies of the meter tests performed before the meter was installed at her residence and after it was removed.

Request No. 1311952E

Name ARMENTEROS ,BELKYS MRS

Business Name

PAGE NO: 6

ORIGINAL

On July 3, 2019, Mr. Nunez mailed Ms. Armenteros a billing audit from July 31, 2014 to May 31, 2019, a payment audit showing payments from July 25, 2014 to May 19, 2019, and the meter tests for meter ACD3449.

In addition, Mr. Nunez included a copy of the notice left at the residence on June 4, 2019 and the Data Analytic Graphs showing a drop in usage in 2014.

On July 4, 2017, a \$147.01 payment was received, leaving a balance of \$241.08 on the active account.

From July 5, 2019 - July 8, 2019, the total final bill balance of \$6,052.66 was transferred from Ms. Armenteros' previous account to her active account, bringing the balance to \$6,293.74.

On July 9, 2019, Ms. Armenteros made an unsuccessful attempt to contact Mr. Nunez and left a voice mail message inquiring on the status of her complaint.

On July 10, 2019, Mr. Nunez made an unsuccessful attempt to contact Ms. Armenteros and left a voice mail message requesting a return call.

On July 18, 2019, Mr. Nunez contacted Ms. Armenteros and reminded her that her current bill for \$241.08 would become past due after July 22, 2019. In addition, Mr. Nunez explained that a payment arrangement would be established for the transferred in balance of \$6,052.66 to be paid in 24 monthly installments with applicable lpc's. In an effort to assist the customer, Mr. Nunez advised that the payment arrangement would be established after the next bill is issued on July 31, 2019, so that the installments would commence with her bill issued in August. Ms. Armenteros thanked Mr. Nunez for his assistance and confirmed that she had his contact information.

Every effort has been made to satisfy the customer.

It appears FPL is in compliance with F.A.C. 25-6.104, F.A.C. 25-6.105 (5)(i)(j) and FPL Tariff Sheet No: 6.061 (8.3).

FPSC Received: 07/01/2019 - Final Report: 07/18/2019

FPL Company Contact: Munoz, Monica, (561) 694-3156, FPL_FPSC_Complaints@FPL.com

Company response entered by R.Castillo

07/29/19 Mrs. Armenteros called back regarding her complaint. She believes that FPL is stealing from her. She stated that after March 25, 2019 when they changed out her meter and it appears that she is using less electricity than before. I explained to her that neither FPL or the PSC has the obligation to explain how the

Request No. 1311952E

Name ARMENTEROS ,BELKYS MRS

Business Name _____

energy was used. I also explained that the back billed amount is based on the period of time that her meter was in its unauthorized condition and that she benefited from its condition by paying less for energy consumed that she would have if it was working properly. She started to get upset with and insult me. I had to end the conversation and I let her know that I will be sending her a letter and if she has any questions she can send a letter to me with all of her questions. R.Castillo

07/29/19: I spoke with Ms. Armenteros's daughter, who speaks English and Spanish. Ms Armenteros only speaks Spanish and prefers to speak to Spanish speaking PSC Rep. Ms. Armenteros does not agree with the resolution of this complaint. Advised that that the complaint will be sent to process review. RRoland.

Request No. 1311952E

Name ARMENTEROS ,BELKYS MRS

Business Name _____

PAGE NO: 8

ORIGINAL

Derrell Scott

From: FPL_IRESOLVETEAM_donotreply@nexteraenergy.com
Sent: Thursday, July 18, 2019 1:09 PM
To: PSCREPLY
Subject: 1311952E - ARMENTEROS
Attachments: ARMENTEROS - 1311952E - Final Report.pdf; ARMENTEROS - 1311952E - Attachments (29 pages).pdf

ORIGINAL

Please do not reply to this message.

If you have any questions or concerns, you may call us at (561) 694-3156.

You may also contact us via email at FPL_FPSC_Complaints@FPL.com.

Florida Power & Light Company
700 Universe BLVD. (RA/JB)
Juno Beach, FL 33408

This message, together with any attachments, is intended only for the use of the individual(s) or entity to which it is addressed and may contain information that is legally privileged, confidential and exempt from disclosure. If you are not the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this message, or any attachment, is strictly prohibited. Please delete this message, along with any attachments, from your computer.



Customer Inquiry Response

ORIGINAL

CUSTOMER INFORMATION

Customer First/Middle Name : BELKIS
Last / Business Name : ARMENTEROS
Alternate Name :
Service Address : 2691 KENTUCKY ST
WEST PALM BEACH, FL 33406
FPSC Log # : 1311952E **Received From :** Rey Castillo
Response Type : Final

FINAL REPORT

On July 1, 2019, FPL Corporate Resolution Specialist, Mr. Nunez contacted Ms. Armenteros and acknowledged receipt of her Florida Public Service Commission (FPSC) complaint, 1311952E.

Ms. Armenteros indicated that she has been accused of meter tampering from July 2014 to March 25, 2019. The customer stated that she did not tamper with the meter and requested information on how FPL calculated the back bill and an explanation of the meter tampering investigation.

FPL records reflect an account for electric service was established, effective August 20, 2003, in the name of Belkis Armenteros, for service at 2691 Kentucky St, West Palm Beach FL, 33406.

On July 21, 2011, as part of FPL's Smart meter deployment, Smart meter ACD3449 was installed at the residence.

On March 18, 2019, due to new analytical tools developed to detect meter tampering, a review of the communication from smart meter ACD3449 revealed a drop in consumption occurred on September 19, 2014. FPL's Revenue Protection (RP) department issued a request for an investigation of meter tampering.

On March 25, 2019, an FPL Meter Electrician visited the residence and documented the meter of record (ACD3449) in the meter socket with a reading of 96703. Upon removal of the meter, the Meter Electrician noted that the meter's inner seal was missing. New meter ACD3876 was installed with an outer seal on the meter enclosure. The removed meter (ACD3449) was sent to FPL's Meter Technology Center (MTC) to be tested.

On March 29, 2019, meter ACD3449 was tested at FPL's MTC. The test results reflected that the meter was not registering within the acceptable tolerance prescribed in Florida Administrative Code (F.A.C.) 25-6.052, which states performance of watt hour meters shall be acceptable when the average registration error does not exceed plus or minus two percent (98% and 102%). Meter ACD3449 was tested as found in the field and was found to have a Weighted Average registration of 49.83%. The following reflects the meter test results: Full Load 49.84%, Light Load: 49.84%, and Weighted Average: 49.83%.

In addition, an inspection of the meter revealed the meter's inner seal was missing and the meter had been internally tampered by manipulating the CT wires.

On May 31, 2019, a review of the data from the Smart meter indicated a drop in consumption occurred on September 19, 2014 and an increase in kWh usage occurred after the new meter was installed on March 25, 2019. FPL back billed the customer 48 months using the results of the meter test which indicated the meter was registering a Weighted Average of 49.83% of the electricity being used and the customer was billed the 50.17% kWh difference that did not register on the meter due to the unauthorized condition. Billing for the billing period ending April 30, 2015, through March 29, 2019, totaling \$10,043.34, was cancelled and rebilled \$20,860.60, a difference of \$10,817.26.

Since Ms. Armenteros' account was established on August 20, 2003, and meter ACD3449 was installed on July 21, 2011, the RP investigation was classified as non-inherited and Current Diversion Investigative Charges (CDIC) totaling \$528.18 were billed. In addition, and in compliance with FPL Tariff Sheet 6.061 (8.3), a tampering penalty of \$200.00 was billed, bringing the total back bill amount to \$11,545.44.

On June 4, 2019, an FPL Meter Electrician and a Sr. Field Service Representative went to the residence located at 2691 Kentucky St, in West Palm Beach FL, for the purpose of disconnecting the electric service without notice due to meter tampering. Disconnection of service without prior notice for an unauthorized condition is in compliance with F.A.C. 25-6.105 (5)(i). A notice was left at the premise explaining the reason for the disconnection and informing the customer that a payment of \$11,345.44 was required to have the service reconnected.

That same day, Mr. Robelio Rodriguez, who identified himself as Ms. Armenteros' son, made an unsuccessful attempt to contact RP Investigator, Ms. Dahana Ramos and left a voice mail message requesting a return call.

Subsequently, Ms. Ramos contacted Mr. Rodriguez who stated that his mother was sleeping and had no idea what was going on. Ms. Ramos advised that she was unable to discuss the details of the account with him and requested that Ms. Armenteros contact her to discuss the account.

Ms. Armenteros made an unsuccessful attempt to contact Ms. Ramos and left a voice mail message providing her contact information and requesting a return call.

Ms. Ramos returned Ms. Armenteros' call and explained the RP investigation and back bill in detail. Ms. Ramos offered to reconnect the service after an initial payment of \$8,500.00 (approximately 75% of the required balance) and advised that a payment arrangement could be established for the remaining back bill balance to be paid in monthly installments with applicable late payment charges (lpc's).

Ms. Armenteros indicated that she did not tamper with the meter and Ms. Ramos explained that since she was the account holder and benefitted from the unauthorized condition, she is held responsible for the portion of the electricity that was used but did not register on the meter. Ms. Armenteros advised she would seek legal assistance and ended the call.

Later that day, the customer accessed the account online and requested that the account be closed as of June 4, 2019. A final bill was issued for \$11,552.66. Included were final bill charges of \$44.79 for service used from

ORIGINAL

May 31, 2019 to June 4, 2019, a previous balance of \$338.32 (May 2019 bill), back bill charges of \$11,545.44, \$369.00 deposit refund and a \$6.89 deposit interest credit.

On June 5, 2019, Ms. Armenteros contacted FPL's Customer Care Center and requested to open an account at the address in her son's name or the name of a tenant living at the property. The customer was advised that her request would be referred to FPL's RP department for investigation and response.

On June 6, 2019, Ms. Ramos contacted Ms. Armenteros, confirmed that the account had been closed at the customer's request and advised that a final bill had been issued. Ms. Ramos explained that a new account could not be established at the premise for another current occupant and offered to reconnect the service and open a new account in her name with an initial payment of \$5,500.00 (approximately 50% of the required balance). Ms. Armenteros indicated that she did not tamper with the meter and stated that she should not be held responsible for the back bill. Ms. Ramos reiterated that FPL was not accusing her of tampering with the meter and is simply holding her responsible for the unmetered electric use since she benefitted from the unauthorized condition by paying for less electricity that was being used. Ms. Armenteros stated that she had contacted an attorney and Ms. Ramos advised that her attorney would need to provide a letter of representation for FPL to discuss the back bill details with him/her.

On June 7, 2019, Ms. Armenteros contacted Ms. Ramos and confirmed that service would be reconnected and a new account would be established with an initial payment of \$5,500.00 toward the back bill balance.

That same day, a \$5,500.00 payment was received, leaving a final bill balance of \$6,052.66.

Subsequently, Ms. Armenteros contacted Ms. Ramos who confirmed receipt of her \$5,500.00 payment on the final billed account. Ms. Ramos advised that the service would be reconnected and a new account would be established in her name at the address. Ms. Ramos explained that once the final bill balance transferred to the active account, a payment arrangement would be established for the remaining back bill balance to be paid in 24 monthly installments with applicable lpc's.

That same day, the service was reconnected and a new account was established at 2691 Kentucky St, West Palm Beach FL, in the name of Belkis Armenteros, effective June 7, 2019. A \$1,243.00 deposit bill was issued representing two months of electric use at the premise following the RP back billing. The statement indicated that the deposit would become past due after June 17, 2019. In addition, a \$12.00 service charge was issued, bringing the balance on the new active account to \$1,255.00.

Later that day, Ms. Armenteros contacted FPL's Customer Care Center and requested a payment arrangement for the deposit. A payment arrangement was established for the deposit to be paid in two installments with \$621.00 to be paid by June 17, 2019 and \$622.00 to be paid by June 29, 2019. The customer also requested an account audit of her final billed account and was advised that a 24 month audit would be mailed to her.

On June 15, 2019, a 24 month audit of the final billed account was mailed to the customer.

On June 17, 2019, payments totaling \$621.00 were received, leaving a balance of \$634.00.

On June 28, 2019, a regular bill was issued for \$863.09. Included were new charges of \$229.09 for service used from June 7, 2019 to June 28, a \$12.00 service charge and a remaining deposit balance of \$622.00. The bill statement indicated that the new charges would become past due after July, 22, 2019.

ORIGINAL

On July 1, 2019, Ms. Armenteros contacted FPL's Customer Care Center regarding the back bill charges at her previous account. The customer was advised that her concerns were referred to the appropriate department for investigation and response.

The same day, FPSC complaint 1311952E was received regarding the back bill balance at Ms. Armenteros' final billed account. FPL Corporate Resolution Specialist, Mr. Nunez contacted Ms. Armenteros and acknowledged receipt of her FPSC complaint. Ms. Armenteros questioned the time frame it took FPL to identify meter tampering and requested the results of the investigation and an audit of her payments. Mr. Nunez explained that he would review the investigation and contact her the following day.

In addition, FPSC complaint 1311954E was received regarding the deposit at Ms. Armenteros' active account. FPL Corporate Resolution Specialist, Ms. Patane contacted Ms. Armenteros and discussed her deposit concerns. Ms. Patane explained FPL's deposit policy and reviewed the deposit based on the RP back bill. As a courtesy, Ms. Patane reduced the deposit from \$1,243.00, to \$768.00 with the understanding that future payments would be received by the due date. The deposit reduction resulted in a remaining account balance of \$388.09. Ms. Patane advised that the remaining deposit balance of \$147.00 was past due.

On July 2, 2019, Mr. Nunez contacted Ms. Armenteros and provided the sequence of events that led up to the back billing of her account. He explained the detection of the condition through new analytical tools and data from the smart meter, the field visit by the Meter Electrician, the meter test results and the rebilling of the account for the unauthorized condition using the meter test results.

In addition, Mr. Nunez reiterated that, as the account holder, she is held responsible for the back bill since there was a benefit from the unauthorized condition and explained that she was paying for half of the kWh usage for several years and that the account was back billed 48 months, or four years, not the entire time of unauthorized use from September 19, 2014. Ms. Armenteros requested a billing and payment audit, as well as copies of the meter tests performed before the meter was installed at her residence and after it was removed.

On July 3, 2019, Mr. Nunez mailed Ms. Armenteros a billing audit from July 31, 2014 to May 31, 2019, a payment audit showing payments from July 25, 2014 to May 19, 2019, and the meter tests for meter ACD3449.

In addition, Mr. Nunez included a copy of the notice left at the residence on June 4, 2019 and the Data Analytic Graphs showing a drop in usage in 2014.

On July 4, 2017, a \$147.01 payment was received, leaving a balance of \$241.08 on the active account.

From July 5, 2019 – July 8, 2019, the total final bill balance of \$6,052.66 was transferred from Ms. Armenteros' previous account to her active account, bringing the balance to \$6,293.74.

On July 9, 2019, Ms. Armenteros made an unsuccessful attempt to contact Mr. Nunez and left a voice mail message inquiring on the status of her complaint.

On July 10, 2019, Mr. Nunez made an unsuccessful attempt to contact Ms. Armenteros and left a voice mail message requesting a return call.

On July 18, 2019, Mr. Nunez contacted Ms. Armenteros and reminded her that her current bill for \$241.08 would become past due after July 22, 2019. In addition, Mr. Nunez explained that a payment arrangement would be established for the transferred in balance of \$6,052.66 to be paid in 24 monthly installments with applicable lpc's. In an effort to assist the customer, Mr. Nunez advised that the payment arrangement would be established after the next bill is issued on July 31, 2019, so that the installments would commence with her bill issued in August. Ms. Armenteros thanked Mr. Nunez for his assistance and confirmed that she had his contact information.

Every effort has been made to satisfy the customer.

It appears FPL is in compliance with F.A.C. 25-6.104, F.A.C. 25-6.105 (5)(i)(j) and FPL Tariff Sheet No: 6.061 (8.3).

FPSC Received: 07/01/2019 – Final Report: 07/18/2019

FPL CONTACT

FPL Company Contact : Munoz, Monica, (561) 694-3156, FPL_FPSC_Complaints@FPL.com

ORIGINAL



REVENUE PROTECTION INVESTIGATION SUMMARY

ORIGINAL

CUSTOMER INFORMATION

Customer First Name: BELKIS
Customer Last Name: ARMENTEROS
Alternate Name:
Service Address: 2691 KENTUCKY ST
 WEST PALM BEACH, FL 33406
FPSC Log #: 1311952E
Address of Investigation: N/A

SUMMARY OF INVESTIGATION

Date Account Established: 8/20/2003
Date Meter Set: 7/21/2011
Date Investigation Initiated: 3/18/2019
Meter Number: ACD3449
Requested By: Revenue Protection Analytics

Reason for Investigation: Usage drop in 2014
Date of Initial Field Investigator's Visit:
Field Investigator Initial Observation:
Number of Field Visits by Investigator:

Date of Meter Electrician's Inspection: 3/25/2019
Meter Electrician's Observation: Meter of record was in this socket with it's outer seal present and intact; inner seal was missing

New Meter Set: Yes **New Meter Number:** ACD3876

Meter No	Meter Test	FL%	LL%	WL%	Meter Observation
ACD3449	3/29/2019	49.84	49.84	49.83	No inner seal; CT wires tampered

SUMMARY OF BACK BILLING

Billing in Accordance With: 25-6-104 Florida Administrative Code
Billing Methodology: Test Card
Reason for Start Date: Drop in consumption 09/19/2014.
Additional Billing Time Frame
From: 3/31/2015 **To:** 3/25/2019
Number of Months Back Billed: 48 **Date Billed:** 5/31/2019
Total Additional kWh Back Billed: 85298 **Total Additional Dollars Back Billed:** \$10,817.26
Total Investigative Charges Billed: \$528.18
Reason for Investigative Charges: \$200.00 Tamper Penalty billed
Total Back Billed Amount: \$11,545.44

SUMMARY OF PAYMENT TERMS

Payment Arrangement Offered: Yes **Customer Accepted:** Yes
Applicable Late Payment Charges: Yes **Initial Payment Amount:** \$0.00
 Balance to be paid in 24 monthly installments of \$ 0.00 with a final installment of \$ 0.00 .

ORIGINAL

RPI NUMBER 517570200 RPI DETAIL INFO RPI DETAIL INFO TRTO UCSI
 42 21 477 ELE FBL 06/04/19 1/044/ ACD3876 ASRR TRTO UCSI
 BELKIS ARMENTEROS PH (561)598-2765 S FPSC SPEC
 2691 KENTUCKY ST S/T# XXX-XX-XXXX CDBI ALLN POL CCIN
 WEST PALM BEACH FL 33406 F PWQ
 DATE CREATED 03/18/19 SOURCE OTH TYPE R3 STATUS BLLD

DATE FOUND 03/18/19 TIME FOUND 1300 (MILITARY TIME) PAGE 1 OF 1
 METER AS FOUND: TYPE CD MTR NUMBER RDG
 METER SEALED SEAL COND SEAL NO. COLOR YR
 DISK TURNING (Y/N) INNER SEAL INTACT (Y/N) METER ACCESS CODE AC

EQUIP ON (X): CENTRAL A/C WALL A/C WASHER DRYER POOL PUMP UNKNOWN X
 INSIDE LIGHTS OUTSIDE LIGHTS OTHER

INITIAL CONDITION OBSERVED (CODE) 17 AMI OTHER

DESCRIPTION CHECK FOR INTERNAL TAMPERING OR BYPASS

USAGE DROP IN 2014. CHK PDF GRAPHS. POSS NO SINGLE PWR DWN

EMR REMARKS

EMPLOYEE NAME KA43

EMP DEPT NAME

NEXT TYPE A FIND

COMPLETE LIST

18-RPI INSPECT

MTR RDR ID

ANALYTIC SOURCE RPA

ANALYTIC TEST RPA_NOPWD DROP

GWA 80

NO SERVICE ORDERS FOUND

NEWS
FACT

ORIGINAL

RPIP RPI INSPECTION INFO RPI INSPECTION INFO
 42 21 477 ELE FBL 06/04/19 1/044/ ACD3876 ASRR TRTO UCS1
 BELKIS ARMENTEROS PH (561)598-2765 S FPSC SPEC
 2691 KENTUCKY ST S/T# XXX-XX-XXXX CDBI ALLN POL CCIN
 WEST PALM BEACH FL 33406 F PWQ
 RPI NUMBER 517570200 DATE CREATED 03/18/19 SOURCE OTH TYPE R3 STATUS BLLD
 DATE INSPECTED 03/25/19 MTRMAN NM
 METER AS FOUND: TYPE CD MTR NUMBER RDG

METER SEALED Y SEAL COND SI SEAL NO. 0561301 COLOR BLK YR 2011
 DISK TURNING (Y/N) Y METER FOUND LOCKED (Y/N) N INNER SEAL COND SM
 EQUIP ON (X): CENTRAL A/C WALL A/C WASHER DRYER POOL PUMP UNKNOWN X
 INSIDE LIGHTS OUTSIDE LIGHTS OTHER
 INSPCT COND OBSERVED (CODE) 65 INTERNAL METER TAMPERING
 ACTION METERMAN TOOK (CODE) 02 REPLACED METER
 METER RESEALED (Y/N) Y SEAL NO. 0364931 COLOR YLW YEAR 2018
 METER LOCKING DEVICE TYPE NO NONE
 INSPCT RMKS removed 65, upon my arrival the meter of record was in this sock

NEXT TYPE A FIND GWA 80

13-RPI DETAIL 15-BILL HIST 16-RPI CASE 17-RDG MAINT 22-GN DTA MAIN NEWS
 FACT

ORIGINAL

RPGC RPI GENERAL CASE INFO RPI GENERAL CASE INFO
 42 21 477 ELE FBL 06/04/19 1/044/ ACD3876 ASRR TRTO UCS1
 BELKIS ARMENTEROS PH (561)598-2765 S FPSC SPEC
 2691 KENTUCKY ST S/T# XXX-XX-XXXX CDBI A1LN POL CCIN
 WEST PALM BEACH FL 33406 F PWQ
 RPI NUMBER 517570200 DATE CREATED 03/18/19 SOURCE OTH TYPE R3 STATUS BLLD
 INVESTIGATOR ASSIGNED TO CASE DKRORXO DAHANA RAMOS
 DATE ASSIGNED TO INVESTIGATOR 04/25/19 EST DATE COND OCCUR 09/19/14
 DATE EVIDENCE RECEIVED 01/01/01 DATE PCT BONUS PAID 01/01/01
 DATE INV BILLED/REVIEWED CASE 05/31/19 RPI STATUS DATE 05/31/19
 RESULTS OF INVESTIGATION (CD) 01 DIVERSION (ACTIVE ACCT)
 TYPE OF DIVERSION (CODE) AC CT WIRES TAMPERED
 CASE BILLED (Y/N) Y INHERITED (Y/N/U) N
 METHOD OF BILLING (CODE) 03 TEST CARD
 NUMBER OF MONTHS OF BACKBILL 48 TOTAL CDIC BILLED 528.18
 TOTAL ADDL KWH BACKBILLED 85,298 TAMPER PENALTY 0.00
 TOTAL ADDL DOLLARS BACKBILLED 10,817.26
 METER LOCN IN EVIDENCE ROOM DATE METER PURGED 01/01/01
 REMARKS

NEXT TYPE A FIND GWA 80
 13-RPI DETAIL 15-BILL HIST 17-RDG MAINT 18-RPI INSPECT 22-GN DTA MAIN NEWS
 FACT

GMMM METER MAINTENANCE/SELECT

42 21 477 ELE ACT 06/07/19 1/044/ ACD3876 ASRR
BELKIS ARMENTEROS PH (561)598-2765 S FPSC SPEC
2691 KENTUCKY ST S/T# XXX-XX-XXXX ALLN
WEST PALM BEACH FL 33406 P

UCSN
CCIN
PWQ

ACTION	CD	MTR NUMBER	KWH CONST	KWD CONST	MFG SERIAL#	CHN	SET DATE
(X/C)	GP	AC D3876	1	0000.0000	G	304213876	03/25/19
		MTR TYP HOW LEFT	NO DIAL	PULSE	LOCK	DIGITAL METER #	REMV DATE
		ELE ON	5				

ACTION	CD	MTR NUMBER	KWH CONST	KWD CONST	MFG SERIAL#	CHN	SET DATE
(X/C)	GJ	AC D3449	1	0000.0000	G	205873449	07/21/11
		MTR TYP HOW LEFT	NO DIAL	PULSE	LOCK	DIGITAL METER #	REMV DATE
		ELE ON	5		N		03/25/19
		AMR MODULE MFGR:	SERIAL:		TYPE:		
			9775762		NIC410		

-----SSDR RECORDER INFORMATION-----
MANUFACTURER: SERIAL NUMBER: TYPE:

NEXT TYPE A FIND _____ GWA 80
TOP OF LIST
08-PAGE DOWN 17-RDG MAINT 18-TEST HSTRY
NEWS
FACT

ORIGINAL

Test Summary

Meter: 205873449 Type: I210+ - ACD Manufacturer: ACLARA \ General Electric (2)
Manufacturer Number: ACD3449
Test Date: 3/29/2019 Tester: WATERHOUSE, PHIL
Test Type: REVENUE PROTECTION - NO PROBLEM FOUND
Premise Id: 3545281
Address: 2691 KENTUCKY ST, WEST PALM BEACH, 33406
District: 42

Meter Test:

	Test Time	FL	PF	LL	WA In Limits	Board #
AF	14:34:32	49.84	49.81	49.84	49.83	N 5423

Reads AF:

KWH 96703

Reads AL:

KWH 96703

Seal Status:

AF Tested By: WATERHOUSE, PHIL
Seal Status: 51 - NO INNER SEAL

Tamper:

AF Tested By: WATERHOUSE, PHIL
Tamper Note: PDR

Observations:

General: Tamper:
BLADE WEAR/SHINY BLADES CT WIRES TAMPERED

ORIGINAL

KWH Info Sheet

*

	2019	2018	2017	2016	2015	2014
January	1180	1165	1428	1027	1145	
February	1106	1395	1339	964	1033	
March	1305	1670	1725	1252	1593	
April	2556	2579	1993	1548	1741	2977
May	2717	2662	2853	1800	1729	3089
June		2714	2540	1718	2064	2668
July		3005	2994	1897	2021	3154
August		1947	2978	1994	2108	2821
September		1161	2031	1600	1725	2467
October		1353	2179	1694	1628	1309
November		1183	1603	1314	1791	1198
December		1084	1386	1462	1466	1277
Total	8864	21918	25049	18270	20044	20960

ORIGINAL

Billing Meter Test

Bill From 03/31/2015

Bill To 03/25/2019

RECALCULATE

Select Meter Test

Meter Serial 205673449 Date 03/29/2019 14:32:00 Result RPN WA 49.83

Values used to calculate the billing: Register read on GP for date of occurrence 04/01/2015 is 11926 and Register read on GP for date of correction 03/25/2019 is 96667

CARP preview

Read Month	Service Date	Days	KWH Read	KWD Read	KWH Asbill	KWD Asbill	% Usage	Calc KWD	KWH Rebill	KWD Rebill	Remarks
March	03/29/2019	29	273	0	1305	0	0	0	2211	0	05667-24671(49.83-100):273-0
February	02/28/2019	28	95671	0	1106	0	0	0	2219	0	
January	01/31/2019	31	94565	0	1180	0	0	0	2368	0	
December	12/31/2018	31	93385	0	1084	0	0	0	2175	0	
November	11/30/2018	31	92301	0	1183	0	0	0	2374	0	
October	10/30/2018	32	91118	0	1353	0	0	0	2745	0	
September	09/28/2018	28	89785	0	1161	0	0	0	2329	0	
August	08/31/2018	31	88504	0	1947	0	0	0	3907	0	
July	07/31/2018	32	86657	0	3895	0	0	0	6039	0	
June	06/29/2018	29	83652	0	2744	0	0	0	5446	0	
May	05/31/2018	31	80938	0	2562	0	0	0	5342	0	
April	04/30/2018	31	78276	0	2579	0	0	0	5175	0	
March	03/30/2018	30	75697	0	1870	0	0	0	3351	0	
February	02/28/2018	28	74027	0	1395	0	0	0	2789	0	
January	01/31/2018	32	72632	0	1465	0	0	0	2337	0	
December	12/30/2017	30	71467	0	1386	0	0	0	2781	0	
November	11/30/2017	30	70081	0	1603	0	0	0	3216	0	
October	10/31/2017	32	68478	0	2179	0	0	0	4372	0	
September	09/29/2017	29	66299	0	2031	0	0	0	4075	0	
August	08/31/2017	31	64268	0	2978	0	0	0	5976	0	
July	07/31/2017	31	61290	0	2994	0	0	0	6008	0	
June	06/30/2017	30	58298	0	2540	0	0	0	5097	0	
May	05/31/2017	33	55756	0	2853	0	0	0	5725	0	
April	04/28/2017	28	52903	0	1983	0	0	0	3999	0	
March	03/31/2017	31	50918	0	1726	0	8	0	3461	0	
February	02/28/2017	28	49185	0	1339	0	0	0	2897	0	
January	01/31/2017	32	47948	0	1428	0	0	0	2885	0	
December	12/30/2016	30	46419	0	1462	0	0	0	2933	0	
November	11/30/2016	30	44936	0	1314	0	0	0	2636	0	
October	10/31/2016	31	43642	0	1694	0	0	0	3389	0	
September	09/30/2016	30	41948	0	1660	0	0	0	3210	0	
August	08/31/2016	33	40348	0	1894	0	0	0	4001	0	
July	07/29/2016	30	38354	0	1897	0	0	0	3806	0	
June	06/29/2016	29	36457	0	1718	0	0	0	3447	0	

ORIGINAL

ORIGINAL

May	05/31/2016	32	34739	0	1800	0	0	0	3612	0
April	04/29/2016	29	32939	0	1548	0	0	0	3188	0
March	03/31/2016	31	31391	0	1252	0	0	0	2512	0
February	02/29/2016	31	30139	0	864	0	0	0	1834	0
January	01/29/2016	29	28175	0	1027	0	0	0	2051	0
December	12/31/2015	31	28148	0	1466	0	0	0	2842	0
November	11/30/2015	32	26882	0	1791	0	0	0	3594	0
October	10/29/2015	29	24891	0	1628	0	0	0	3267	0
September	09/30/2015	30	23283	0	1725	0	0	0	3461	0
August	08/31/2015	32	21598	0	2108	0	0	0	4239	0
July	07/30/2015	30	19430	0	2021	0	0	0	4055	0
June	06/30/2015	31	17489	0	2064	0	0	0	3142	0
May	05/30/2015	30	15345	0	1729	0	0	0	3469	0
April	04/30/2015	30	13618	0	1741	0	0	0	3442	0
										11928-11875+(13618-11926/49.83*100)

Back Billed months 48 Total AsBill KWH 85101 Total Rebill KWH 170389 Estimated \$ amount 9834
 Additional KWH 85288

ORIGINAL

CDIC Calculations

Locking Device	Quantity	Locking Device Cost
Meter Type ACD	1.0	99.64
Meter Tester	1.0	19.82
RP Billing Investigator	2.0	222.68
Field Services Representative	1.0	61.7
Waterman II	2.0	118.82
Meter Truck	2.0	11.52

Comments

Per RPDS no locking device.

Other Charges

Total CDIC Cost 528.18

Tamper Penalty 200



Audit of Financial Activity

This document provides a detailed history of the financial activity on your FPL account, and is provided at your request. All charges and credits made to your account are included, along with the meter readings and energy use. If you have any questions regarding this document, please contact FPL at 1-800-226-3545

Name: BELKIS ARMENTEROS
Service Address: 2691 KENTUCKY ST
WEST PALM BEACH, FL 33406
Bill Account: 41242-26392

Line	Description	Date	Reading	KWH	Debit (\$)	Credit (\$)	Balance (\$)
4	Payment	6/7/19					
5	Electric Bill 05/31/19-06/04/19	6/4/19	05969	423	44.79	5500.00	6052.66
6	Deposit	6/4/19					11552.66
7	Deposit Interest	6/4/19				369.00	11507.87
8	Current Diversion Charge	6/3/19				6.89	11876.87
9	Electric Bill 04/30/19-05/31/19	5/31/19	05546	2717	200.00		11883.76
10	Current Diversion Charge	5/31/19			338.32		11683.76
11	Electric Bill 02/28/19-03/29/19	5/31/19	00273	2311	528.18		11345.44
					283.81		10817.26

ORIGINAL

12	Electric Bill 01/31/19-02/28/19	5/31/19	95671	2219	271.91		10533.45
13	Electric Bill 12/31/18-01/31/19	5/31/19	94565	2368	290.06		10261.54
14	Electric Bill 11/30/18-12/31/18	5/31/19	93385	2175	260.84		9971.48
15	Electric Bill 10/30/18-11/30/18	5/31/19	92301	2374	286.11		9710.64
16	Electric Bill 09/28/18-10/30/18	5/31/19	91118	2715	329.05		9424.53
17	Electric Bill 08/31/18-09/28/18	5/31/19	89765	2329	280.11		9095.48
18	Electric Bill 07/31/18-08/31/18	5/31/19	88604	3907	468.09		8815.37
19	Electric Bill 06/29/18-07/31/18	5/31/19	86657	6030	751.29		8347.28
20	Electric Bill 05/31/18-06/29/18	5/31/19	83652	5446	680.87		7595.99
21	Electric Bill 04/30/18-05/31/18	5/31/19	80938	5342	667.58		6915.12
22	Electric Bill 03/30/18-04/30/18	5/31/19	78276	5175	646.24		6247.54
23	Electric Bill 02/28/18-03/30/18	5/31/19	75697	3351	413.22		5601.30
24	Electric Bill 01/31/18-02/28/18	5/31/19	74027	2799	353.33		5188.08
25	Electric Bill 12/30/17-01/31/18	5/31/19	72632	2337	292.52		4834.75
26	Electric Bill 11/30/17-12/30/17	5/31/19	71467	2781	349.92		4542.23
27	Electric Bill 10/31/17-11/30/17	5/31/19	70081	3216	407.00		4192.31
28	Electric Bill 09/29/17-10/31/17	5/31/19	68478	4372	558.77		3785.31
29	Electric Bill 08/31/17-09/29/17	5/31/19	66299	4075	519.76		3226.54
30	Electric Bill 07/31/17-08/31/17	5/31/19	64268	5976	769.73		2706.78
31	Electric Bill 06/30/17-07/31/17	5/31/19	61290	6008	773.92		1937.05
32	Electric Bill 05/31/17-06/30/17	5/31/19	58296	5097	654.31		1163.13
33	Electric Bill 04/28/17-05/31/17	5/31/19	55756	5725	736.29		508.82
34	Electric Bill 03/31/17-04/28/17	5/31/19	52903	3999	509.75		-227.47
35	Electric Bill 02/28/17-03/31/17	5/31/19	50910	3461	439.13		-737.22
36	Electric Bill 01/31/17-02/28/17	5/31/19	49185	2687	326.56		-1176.35
37	Electric Bill 12/30/16-01/31/17	5/31/19	47846	2865	349.19		-1502.91
38	Electric Bill 11/30/16-12/30/16	5/31/19	46418	2933	336.26		-1852.10

ORIGINAL

39	Electric Bill 10/31/16-11/30/16	5/31/19	44956	2636	300.54		-2188.36
40	Electric Bill 09/30/16-10/31/16	5/31/19	43642	3399	391.93		-2488.90
41	Electric Bill 08/31/16-09/30/16	5/31/19	41948	3210	369.23		-2880.83
42	Electric Bill 07/29/16-08/31/16	5/31/19	40348	4001	465.55		-3250.06
43	Electric Bill 06/29/16-07/29/16	5/31/19	38354	3806	442.06		-3715.61
44	Electric Bill 05/31/16-06/29/16	5/31/19	36457	3447	398.81		-4157.67
45	Electric Bill 04/29/16-05/31/16	5/31/19	34739	3612	418.26		-4556.48
46	Electric Bill 03/31/16-04/29/16	5/31/19	32939	3106	357.38		-4974.74
47	Electric Bill 02/29/16-03/31/16	5/31/19	31391	2512	290.71		-5332.12
48	Electric Bill 01/29/16-02/29/16	5/31/19	30139	1934	219.34		-5622.83
49	Electric Bill 12/31/15-01/29/16	5/31/19	29175	2061	234.79		-5842.17
50	Electric Bill 11/30/15-12/31/15	5/31/19	28148	2942	352.86		-6076.96
51	Electric Bill 10/29/15-11/30/15	5/31/19	26682	3594	434.69		-6429.82
52	Electric Bill 09/30/15-10/29/15	5/31/19	24891	3267	393.66		-6864.51
53	Electric Bill 08/31/15-09/30/15	5/31/19	23263	3461	418.00		-7258.17
54	Electric Bill 07/30/15-08/31/15	5/31/19	21538	4230	516.91		-7676.17
55	Electric Bill 06/30/15-07/30/15	5/31/19	19430	4055	494.84		-8193.08
56	Electric Bill 05/30/15-06/30/15	5/31/19	17409	4142	505.80		-8687.92
57	Electric Bill 04/30/15-05/30/15	5/31/19	15345	3469	420.98		-9193.72
58	Electric Bill 03/31/15-04/30/15	5/31/19	13616	3442	428.64		-9614.70
59	Cancel	5/31/19				208.76	-10043.34
60	Cancel	5/31/19				201.65	-9834.58
61	Cancel	5/31/19				243.89	-9632.93
62	Cancel	5/31/19				238.45	-9389.04
63	Cancel	5/31/19				249.44	-9150.59
64	Cancel	5/31/19				200.17	-8901.15
65	Cancel	5/31/19				188.01	-8700.98

ORIGINAL

66	Cancel	5/31/19				208.45	-8512.97
67	Cancel	5/31/19				167.67	-8304.52
68	Cancel	5/31/19				108.86	-8136.85
69	Cancel	5/31/19				102.04	-8027.99
70	Cancel	5/31/19				136.71	-7925.95
71	Cancel	5/31/19				169.86	-7789.24
72	Cancel	5/31/19				200.17	-7619.38
73	Cancel	5/31/19				190.53	-7419.21
74	Cancel	5/31/19				212.08	-7228.68
75	Cancel	5/31/19				223.78	-7016.60
76	Cancel	5/31/19				175.81	-6792.82
77	Cancel	5/31/19				187.09	-6617.01
78	Cancel	5/31/19				141.58	-6429.92
79	Cancel	5/31/19				159.38	-6288.34
80	Cancel	5/31/19				166.50	-6128.96
81	Cancel	5/31/19				155.20	-5962.46
82	Cancel	5/31/19				211.28	-5807.26
83	Cancel	5/31/19				246.46	-5595.98
84	Cancel	5/31/19				359.33	-5349.52
85	Cancel	5/31/19				318.48	-4990.19
86	Cancel	5/31/19				378.09	-4671.71
87	Cancel	5/31/19				376.00	-4293.62
88	Cancel	5/31/19				251.47	-3917.62
89	Cancel	5/31/19				270.91	-3666.15
90	Cancel	5/31/19				195.29	-3395.24
91	Cancel	5/31/19				166.82	-3199.95
92	Cancel	5/31/19				138.18	-3033.13

ORIGINAL

93	Cancel	5/31/19					168.48	-2894.95
94	Cancel	5/31/19					198.33	-2726.47
95	Cancel	5/31/19					314.45	-2528.14
96	Cancel	5/31/19					325.06	-2213.69
97	Cancel	5/31/19					331.71	-1888.63
98	Cancel	5/31/19					366.81	-1556.92
99	Cancel	5/31/19					225.73	-1190.11
100	Cancel	5/31/19					132.06	-964.38
101	Cancel	5/31/19					156.41	-832.32
102	Cancel	5/31/19					134.98	-675.91
103	Cancel	5/31/19					122.41	-540.93
104	Cancel	5/31/19					136.94	-418.52
105	Cancel	5/31/19					127.92	-281.58
106	Cancel	5/31/19					153.66	-153.66
107	Payment	5/19/19					317.33	0.00
108	Electric Bill 03/29/19-04/30/19	4/30/19	02829	2556	317.33			0.00
109	Payment	4/28/19					163.66	317.33
110	Late Payment Charge	4/22/19					5.00	0.00
111	Payment	3/30/19					127.92	163.66
112	Electric Bill 02/28/19-03/29/19	3/29/19	00273	1305	153.66			158.66
113	Late Payment Charge	3/22/19					5.00	286.58
114	Electric Bill 01/31/19-02/28/19	2/28/19	95671	1106	127.92			132.92
115	Payment	2/23/19					141.94	127.92
116	Late Payment Charge	2/22/19					5.00	0.00
117	Payment	2/1/19					132.41	141.94
118	Electric Bill 12/31/18-01/31/19	1/31/19	94565	1180	136.94			136.94
119	Late Payment Charge	1/23/19					5.00	269.35
								132.41

ORIGINAL

120	Payment	1/2/19				139.98	127.41
121	Electric Bill 11/30/18-12/31/18	12/31/18	93395	1084	122.41		267.39
122	Late Payment Charge	12/26/18			5.00		144.98
123	Electric Bill 10/30/18-11/30/18	11/30/18	92301	1183	134.98		139.98
124	Payment	11/30/18				156.41	5.00
125	Late Payment Charge	11/21/18			5.00		161.41
126	Electric Bill 09/28/18-10/30/18	10/30/18	91118	1353	156.41		156.41
127	Payment	9/30/18				368.37	0.00
128	Electric Bill 08/31/18-09/28/18	9/28/18	89765	1161	132.06		368.37
129	Late Payment Charge	9/24/18			5.00		236.31
130	Payment	9/2/18				371.86	231.31
131	Electric Bill 07/31/18-08/31/18	8/31/18	88604	1947	225.73		603.17
132	Late Payment Charge	8/22/18			5.58		377.44
133	Electric Bill 06/29/18-07/31/18	7/31/18	86657	3005	366.81		371.86
134	Payment	7/24/18				336.71	5.05
135	Late Payment Charge	7/23/18			5.05		341.76
136	Electric Bill 05/31/18-06/29/18	6/29/18	83652	2714	331.71		336.71
137	Payment	6/29/18				322.70	5.00
138	Deposit Interest	6/28/18				7.36	327.70
139	Late Payment Charge	6/22/18			5.00		335.06
140	Payment	6/1/18				314.45	330.06
141	Electric Bill 04/30/18-05/31/18	5/31/18	80938	2662	325.06		644.51
142	Late Payment Charge	5/22/18			5.00		319.45
143	Electric Bill 03/30/18-04/30/18	4/30/18	78276	2579	314.45		314.45
144	Payment	4/21/18				203.33	0.00
145	Electric Bill 02/28/18-03/30/18	3/30/18	75697	1670	198.33		203.33
146	Payment	3/23/18				168.48	5.00

ORIGINAL

147	Late Payment Charge	3/22/18			5.00		173.48
148	Electric Bill 01/31/18-02/28/18	2/28/18	74027	1395	168.48		168.48
149	Payment	2/20/18				138.18	0.00
150	Electric Bill 12/30/17-01/31/18	1/31/18	72632	1165	138.18		138.18
151	Payment	1/17/18				166.82	0.00
152	Electric Bill 11/30/17-12/30/17	12/30/17	71467	1386	166.82		166.82
153	Payment	12/20/17				195.29	0.00
154	Electric Bill 10/31/17-11/30/17	11/30/17	70081	1603	195.29		195.29
155	Payment	11/22/17				270.91	0.00
156	Electric Bill 09/29/17-10/31/17	10/31/17	68478	2179	270.91		270.91
157	Payment	10/20/17				251.47	0.00
158	Electric Bill 08/31/17-09/29/17	9/29/17	66299	2031	251.47		251.47
159	Payment	9/21/17				376.00	0.00
160	Electric Bill 07/31/17-08/31/17	8/31/17	64268	2978	376.00		376.00
161	Payment	8/17/17				383.09	0.00
162	Electric Bill 06/30/17-07/31/17	7/31/17	61290	2994	378.09		383.09
163	Payment	7/24/17				311.08	5.00
164	Late Payment Charge	7/22/17			5.00		316.08
165	Electric Bill 05/31/17-06/30/17	6/30/17	58296	2540	318.48		311.08
166	Deposit Interest	6/29/17				7.40	-7.40
167	Payment	6/21/17				359.33	0.00

ORIGINAL



July 3, 2019

BELKIS ARMENTEROS
2691 KENTUCKY ST
WEST PALM BEACH, FL 33406

Ref: Service Address: 2691 Kentucky ST West Palm Beach, FL. 33406

Dear Ms. Armenteros:

Enclosed please find the information requested.

- Billing Audit dating back from July 31, 2014 to May 31, 2019.
- Payment Audit with payments dating from July 25, 2014 to May 19, 2019.
- Meter Test Summary dated 06/23/2011 showing the meter Weighted Average (WA) of 100.01% when received from manufacturer and was set at the property located at 2691 Kentucky ST.
- Meter Test Summary dated 03/29/2019 showing the meter Weighted Average (WA) of 49.83%.
 - The results of this last test reflect that the meter was not registering within the acceptable tolerance prescribed in Florida Administrative Code (F.A.C.) 25-6.052, which states performance of watt hour meters shall be acceptable when the average registration error does not exceed plus or minus two percent (98% and 102%).
- Data Analytic Graphs showing drop in usage in 2014.
- Investigation and detail sequence of events letter.
- Electric Bills from April 2017 through April 2019.
- Corrected Bill statement from March 31, 2015 to May 31, 2019.
- Final bill statement dated June 4, 2019.

Should you have any other questions, please contact me so I may assist you. You may reach me at (305) 442-5785. My office hours are Monday through Friday, 8:30 a.m. to 5:00 p.m.

Sincerely,

Peter Nunez
Customer Resolution Specialist
Florida Power & Light Company

P.O. Box 029100, Miami, FL 33102

ORIGINAL



Florida Power & Light Company, P.O. Box 025209, Miami, FL 33102

ORIGINAL

June 04, 2019

Belkis Armenteros
2691 Kentucky ST
West Palm Beach, FL 33406

IMPORTANT INFORMATION REGARDING YOUR ELECTRIC ACCOUNT

For questions please contact FPL Billing Investigator Dahana Ramos at 305-442-5527.

Florida Power & Light ('FPL') has conducted a thorough inspection of the electric service at your location. The inspection revealed that illegal tampering with FPL's equipment has occurred at your location and that the tampering caused the meter to improperly under-register the electricity that your home has been using.

According to Florida rules and regulations, unauthorized connections to, or tampering with, FPL's equipment subjects the customer to immediate disconnection of service, adjustment of prior bills for electric consumption and reimbursement to the company for all extra expenses incurred for its investigation. In addition, tampering with FPL's equipment can subject an individual to criminal prosecution under the laws of Florida Statute 812.14. As a result of the unauthorized activity at your premise, we disconnected your service.

Before your service can be restored, you are required to pay a total amount of \$11,345.44, which represents \$10,817.26 in unpaid and unauthorized electricity consumption and \$528.18 in investigation fees. In addition a tamper penalty has been added to your account in the amount of \$200.00. A summary of the investigation and the detailed back-billing of your account are included in the attachments to this letter.

Barring unforeseen conditions, such as inaccessible meter, your service will be reconnected any time within 24 hours after you notify us of your payment. If you have any questions or would like to notify us of your payment, contact FPL Billing Investigator Dahana Ramos at 305-442-5527 or 1-800-528-6621 during the hours of 7:00 AM to 3:30 PM., Monday through Friday.

Sincerely,
FPL Revenue Protection Department
Attachments

Belkis Armenteros
June 04, 2019
Page 2 of 4

Revenue Protection Investigation Summary

Condition found: Internal Meter Tampering
Customer on record: Belkis Armenteros
Service Address: 2691 Kentucky ST, West Palm Beach, FL 33406
Billing Account #: 41242-26392
Date Account Established: 08/20/2003

Meter History:

Meter Code	Meter on Record	Meter Set Date	Meter Remove Date
GP	ACD3876	03/25/2019	In Service
GJ	ACD3449	07/21/2011	03/25/2019
81	5C36235	11/01/1990	07/21/2011

Investigation Activity:

03/18/2019 - FPL's Revenue Protection department issued a request for an investigation of meter tampering.

03/25/2019 - FPL's Meter electrician removed the meter of record ACD3449. Inspection of the meter and meter enclosure revealed the inner seal was missing. A new meter ACD3876 was set and became the new meter of record.

03/29/2019 - Meter ACD3449 was tested at FPL's Meter Technology Center and the test results indicated the meter was registering a weighted average of 49.83 % of the kWh usage. Inspection of the meter revealed the meter had been internally tampered. In addition, the inner seal was reported missing and there was blade wear.

ORIGINAL

Belkis Armenteros
June 04, 2019
Page 3 of 4

Revenue Protection Billing Summary

Customer on record: Belkis Armenteros, 2691 Kentucky ST, West Palm Beach, FL 33406
Back-billing period: 04/30/2015 - 03/29/2019

Our investigation revealed that the meter was internally tampered with in order to reduce the registration of kWh usage. When the meter is tampered with, it allows partial or no kWh to register on the meter.

A review of the kWh usage history indicates a substantial increase in kWh usage after the new meter was set and there does not appear to be a noticeable and sustained drop in consumption throughout FPL's record retention period.

Back billing Duration:	48 Months
Kilowatt-hours(kWh) back-billed:	85298
Dollar Amount of kWh back-billed:	\$10,817.26
Investigation fees:	\$528.18
Total amount due to restore service:	\$11,345.44

Method used to estimate usage - A new bill was issued for 50.17% of the usage that did not register on the meter due to the illegal condition that existed.

Meter Test Report - Attached

Additional Documents Attached - Not Applicable

ORIGINAL

Belkis Armenteros
June 04, 2019
Page 4 of 4

Florida Administrative Code and Tariff Summary

The back billing and investigative charges are in compliance with Florida Administrative Code 25-6.104 and FPL tariff sheet 6.061(8.3).
Note: If after discussing your account with our billing investigator Dahana Ramos at 305-442-5527, you wish to dispute our decision to disconnect your service, you may contact the Florida Public Service Commission at 1-800-342-3552.

Florida Administrative Code: 25-6.104 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.

FPL Tariff Sheet 6.061 8.3 Tampering with Meters.

Title to meters and metering equipment shall be and remain in the Company. Unauthorized connections to, or tampering with the Company's meter or meters, or meter seals, or indications or evidence thereof, subjects the Customer to immediate discontinuance of service, prosecution under the laws of Florida, adjustment of prior bills for services rendered, and reimbursement to the Company for all extra expenses incurred on this account.

Disconnection of service without prior notice for an unauthorized condition is in compliance with F.A.C. 25-6.105 (5)(i).

Florida Administrative Code: 25-6.105 (f) Refusal or Discontinuance of Service by Utility.

(i) Without notice in the event of tampering with meters or other facilities furnished and owned by the utility.

ORIGINAL

ORIGINAL

May	05/31/19	31	5546	2717	2717	\$338.32	\$338.32	
April	04/30/19	32	2829	2556	2556	\$317.33	\$317.33	New Meter
March	03/29/19	29	273	1305	2311	\$153.66	\$283.81	\$130.15
February	02/28/19	28	95671	1106	2219	\$127.92	\$271.91	\$143.99
January	01/31/19	31	94565	1180	2368	\$136.94	\$290.06	\$153.12
December	12/31/18	31	93385	1084	2175	\$122.41	\$260.84	\$138.43
November	11/30/18	31	92301	1183	2374	\$134.98	\$286.11	\$151.13
October	10/30/18	32	91118	1353	2715	\$156.41	\$329.05	\$172.64
September	09/28/18	28	89765	1161	2329	\$132.06	\$280.11	\$148.05
August	08/31/18	31	88604	1947	3907	\$225.73	\$468.09	\$242.36
July	07/31/18	32	86657	3005	6030	\$366.81	\$751.29	\$384.48
June	06/29/18	29	83652	2714	5446	\$331.71	\$680.87	\$349.16
May	05/31/18	31	80938	2662	5342	\$325.06	\$667.58	\$342.52
April	04/30/18	31	78276	2579	5175	\$314.45	\$646.24	\$331.79
March	03/30/18	30	75697	1670	3351	\$198.33	\$413.22	\$214.89
February	02/28/18	28	74027	1395	2799	\$168.48	\$353.33	\$184.85
January	01/31/18	32	72632	1165	2337	\$138.18	\$292.52	\$154.34
December	12/30/17	30	71467	1386	2781	\$166.82	\$349.92	\$183.10
November	11/30/17	30	70081	1603	3216	\$195.29	\$407.00	\$211.71
October	10/31/17	32	68478	2179	4372	\$270.91	\$558.77	\$287.86
September	09/29/17	29	66299	2031	4075	\$251.47	\$519.76	\$268.29
August	08/31/17	31	64268	2978	5976	\$376.00	\$769.73	\$393.73
July	07/31/17	31	61290	2994	6008	\$378.09	\$773.92	\$395.83
June	06/30/17	30	58296	2540	5097	\$318.48	\$654.31	\$335.83
May	05/31/17	33	55756	2853	5725	\$359.33	\$736.29	\$376.96
April	04/28/17	28	52903	1993	3999	\$246.46	\$509.75	\$263.29
March	03/31/17	31	50910	1725	3461	\$211.28	\$439.13	\$227.85
February	02/28/17	28	49185	1339	2687	\$155.20	\$326.56	\$171.36
January	01/31/17	32	47846	1428	2865	\$166.50	\$349.19	\$182.69
December	12/30/16	30	46418	1462	2933	\$159.38	\$336.26	\$176.88
November	11/30/16	30	44956	1314	2636	\$141.58	\$300.54	\$158.96
October	10/31/16	31	43642	1694	3399	\$187.09	\$391.93	\$204.84
September	09/30/16	30	41948	1600	3210	\$175.81	\$369.23	\$193.42
August	08/31/16	33	40348	1994	4001	\$223.78	\$465.55	\$241.77
July	07/29/16	30	38354	1897	3806	\$212.08	\$442.06	\$229.98
June	06/29/16	29	36457	1718	3447	\$190.53	\$398.81	\$208.28
May	05/31/16	32	34739	1800	3612	\$200.17	\$418.26	\$218.09
April	04/29/16	29	32939	1548	3106	\$169.86	\$357.38	\$187.52
March	03/31/16	31	31391	1252	2512	\$136.71	\$290.71	\$154.00
February	02/29/16	31	30139	964	1934	\$102.04	\$219.34	\$117.30
January	01/29/16	29	29175	1027	2061	\$108.86	\$234.79	\$125.93
December	12/31/15	31	28148	1466	2942	\$167.67	\$352.86	\$185.19
November	11/30/15	32	26682	1791	3594	\$208.45	\$434.69	\$226.24
October	10/29/15	29	24891	1628	3267	\$188.01	\$393.66	\$205.65
September	09/30/15	30	23263	1725	3461	\$200.17	\$418.00	\$217.83

August	08/31/15	32	21538	2108	4230	\$249.44	(\$516.91)	\$267.47
July	07/30/15	30	19430	2021	4055	\$238.45	\$494.84	\$256.39
June	06/30/15	31	17409	2064	4142	\$243.89	\$505.80	\$261.91
May	05/30/15	30	15345	1729	3469	\$201.65	\$420.98	\$219.33
April	04/30/15	30	13616	1741	3442	\$208.76	(\$428.64)	\$219.88
March	03/31/15	32	11875	1593	1593	\$189.63	\$189.63	50% drop after 09/19/2014
February	02/27/15	28	10282	1033	1033	\$116.57	\$116.57	
January	01/30/15	30	9249	1145	1145	\$130.99	\$130.99	
December	12/31/14	32	8104	1277	1277	\$150.96	\$150.96	
November	11/29/14	30	6827	1198	1198	\$140.62	\$140.62	
October	10/30/14	30	5629	1309	1309	\$155.16	\$155.16	
September	09/30/14	32	4320	2467	2467	\$306.89	\$306.89	
August	08/29/14	29	1853	2821	2821	\$354.03	(\$354.03)	
July	07/31/14	31	99032	3154	3154	\$397.75	\$397.75	

ORIGINAL

ORIGINAL

Test Summary

Meter: 205873449 Type: I210+ - ACD Manufacturer: ACLARA \ General Electric (2)
Manufacturer Number: ACD3449
Test Date: 6/23/2011 Tester: ELDON, GLENN
Test Type: MANUFACTURE TEST DATA (STANDARDS LAB USE ONLY)
Premise Id:
Address:
District:

Meter Test:

	Test Time	FL	PF	LL	WA In Limits	Board #
AF	12:00:00	100.01	100.01	100.01	100.01	Y

Reads AF:

KWH 00000

ORIGINAL

Test Summary

Meter: 205873449 Type: I210+ - ACD Manufacturer: ACLARA \ General Electric (2)
Manufacturer Number: ACD3449
Test Date: 3/29/2019 Tester: WATERHOUSE, PHIL
Test Type: REVENUE PROTECTION - NO PROBLEM FOUND
Premise Id: 3545281
Address: 2691 KENTUCKY ST, WEST PALM BEACH, 33406
District: 42

Meter Test:

	Test Time	FL	PF	LL	WA In Limits	Board #
AF	14:34:32	49.84	49.81	49.84	49.83	N 5423

Reads AF:

KWH 96703

Reads AL:

KWH 96703

Seal Status:

AF Tested By: WATERHOUSE, PHIL

Seal Status: 51 - NO INNER SEAL

Tamper:

AF Tested By: WATERHOUSE, PHIL

Tamper Note: PDR

Observations:

General:

Tamper:

BLADE WEAR/SHINY BLADES CT WIRES TAMPED

05/19/19	Payment	\$317.33	POL	POL: Pay On Line CARD: Credit Card VRU: Automated System LHEAP: Assist Agency
04/28/19	Payment	\$163.66	POL	
03/30/19	Payment	\$127.92	POL	
02/23/19	Payment	\$141.94	POL	
02/01/19	Payment	\$132.41	CARD	
01/02/19	Payment	\$139.98	VRU	
No Payment in December				
11/30/18	Payment	\$156.41	VRU	
No Payment in October				
09/30/18	Payment	\$368.37	VRU	
09/02/18	Payment	\$371.86	VRU	
No Payment in August 2018				
07/24/18	Payment	\$336.71	VRU	
06/29/18	Payment	\$322.70	VRU	
06/01/18	Payment	\$314.45	VRU	
No Payment in May 2018				
04/21/18	Payment	\$203.33	VRU	
03/23/18	Payment	\$168.48	VRU	
02/20/18	Payment	\$138.18	VRU	
01/17/18	Payment	\$166.82	VRU	
12/20/17	Payment	\$195.29	VRU	
11/22/17	Payment	\$270.91	VRU	
10/20/17	Payment	\$251.47	VRU	
09/21/17	Payment	\$376.00	VRU	
08/17/17	Payment	\$383.09	VRU	
07/24/17	Payment	\$311.08	VRU	
06/21/17	Payment	\$359.33	VRU	
05/18/17	Payment	\$246.46	VRU	
04/20/17	Payment	\$211.28	VRU	
03/22/17	Payment	\$155.20	VRU	
02/20/17	Payment	\$166.50	VRU	
01/18/17	Payment	\$159.38	VRU	
12/20/16	Payment	\$146.58	VRU	
11/25/16	Payment	\$187.09	VRU	
10/24/16	Payment	\$175.81	VRU	
09/22/16	Payment	\$223.78	VRU	
08/20/16	Payment	\$217.08	VRU	
07/22/16	Payment	\$194.60	VRU	
06/28/16	Payment	\$112.26	VRU	
No Payment in May 2016				
04/26/16	Payment	\$141.71	CARD	
03/23/16	Payment	\$102.04	CARD	
02/18/16	Payment	\$108.86	VRU	
01/17/16	Payment	\$167.67	VRU	
12/14/15	Payment	\$208.45	VRU	

ORIGINAL

ORIGINAL

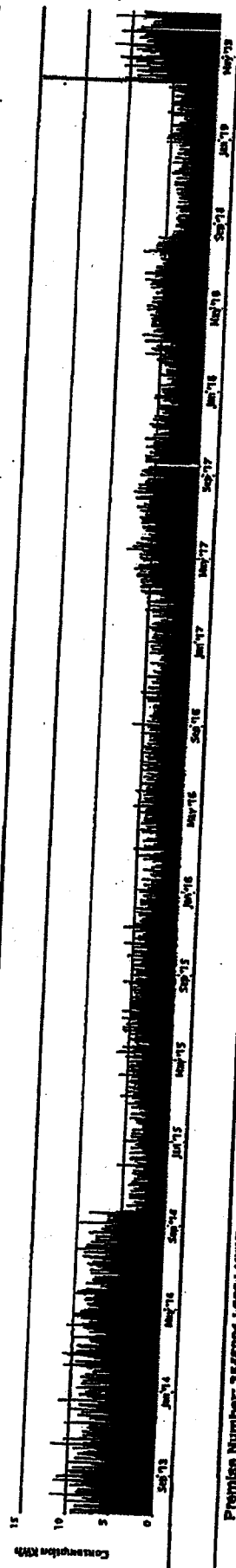
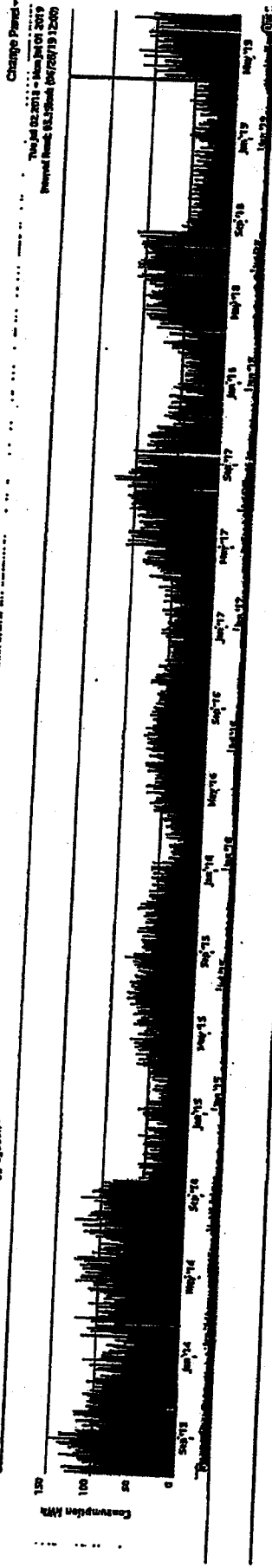
11/16/15	Payment	\$188.01	VRU
10/18/15	Payment	\$200.17	VRU
09/17/15	Payment	\$249.44	VRU
08/16/15	Payment	\$243.45	VRU
08/02/15	Payment	\$248.89	VRU
No Payment in July 2015			
06/29/15	Payment	\$194.02	VRU
05/31/15	Payment	\$214.00	VRU
05/02/15	Payment	\$189.63	VRU
No Payment in April 2015			
03/26/15	Payment	\$126.57	POL
02/23/15	Payment	\$135.99	VRU
01/27/15	Payment	\$155.96	VRU
12/27/14	Payment	\$145.62	VRU
12/02/14	Payment	\$155.16	VRU
No Payment in November 2014			
10/21/14	Payment	\$324.55	VRU
09/20/14	Payment	\$360.70	VRU
09/15/14	Payment	\$444.48	VRU
08/22/14	Payment	\$600.00	LHEAP
07/25/14	Payment	\$115.00	VRU

ORIGINAL

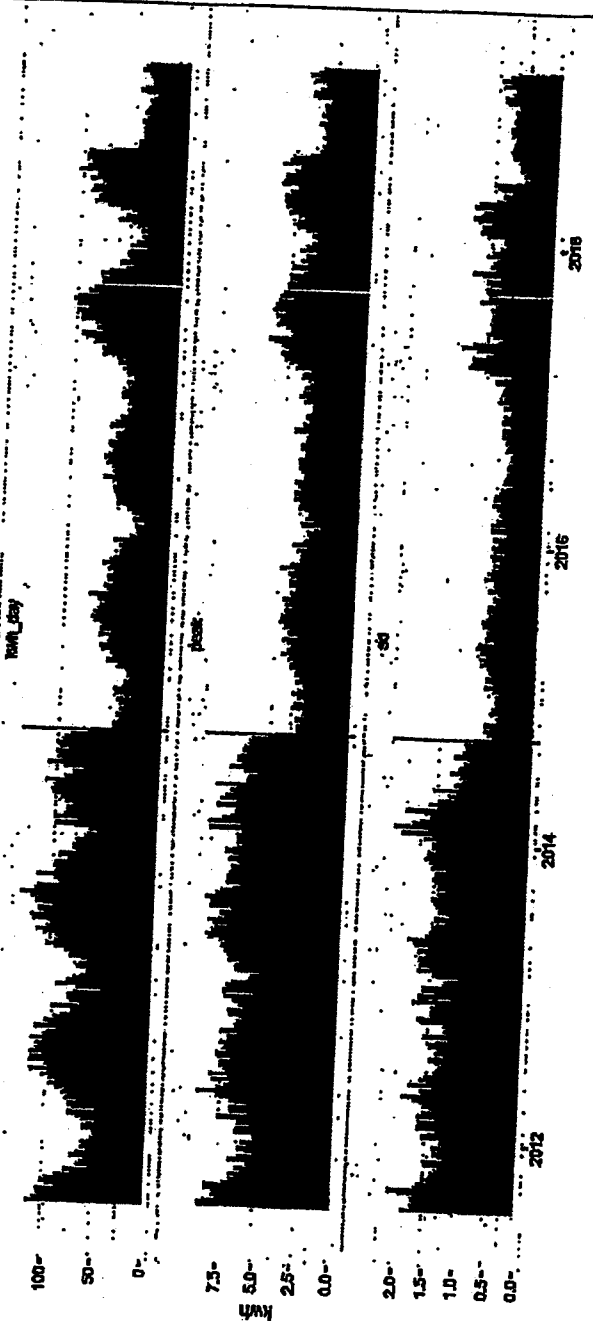
P: 5542261 | A: 55011-00158 | BELKIS ARMENTEROS | 2691 KENTUCKY ST, WEST PALM BEACH | 1/44 | N/A | ADDRESS | 2015-06-07 | Active (2)

Consumption &

Events Avg Usage Billing Dates YASB Aggregation



Premise Number: 5542261 | 2691 KENTUCKY ST, WEST PALM BEACH | 01 Sept 2014-09-19 | Score: 0.51



T: 575196220 > P: 00431

Change Period
Total 02/2015 - Jun/2019
Printed from: 05/29/2019 12:00