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(850) 413-6770

Public Service Commission

NOTICE OF COMPLAINT

TO

Florida Power & Light Company
134 West Jefferson Street
Tallahassee, FL 32301
(via Certified Mail No. 7015 0604 0001 2706 3738)

Re: Docket No. 20200030-EI - Complaint by Juana L. Del Rosario against Florida Power & Light Company regarding backbilling for alleged meter tampering.

Notice is hereby given, via certified U.S. mail, that the above-referenced complaint was filed with the Public Service Commission on January 17, 2020, a copy of which is attached.

You may file a response to this complaint with the Office of Commission Clerk at the address below, with a copy sent to the complainant. The Commission also accepts documents for filing by electronic transmission provided the electronic filing requirements are met. For information regarding these requirements, visit the Commission's website at www.floridapsc.com.

Noticed this 17th day of January, 2020.

Sincerely,

A handwritten signature in blue ink, appearing to read "AJT".

Adam J. Teitzman
Commission Clerk

AJT/BMS

Enclosure

cc: Juana L. Del Rosario
Office of Public Counsel
Office of General Counsel
Office of Consumer Assistance & Outreach
Docket File

REQUEST TO ESTABLISH DOCKET		
(Please type or print. File original with CLK.)		
Date:	1/17/2020	
1. From Division / Staff:	Simmons	
2. OPR:	GCL	
3. OCR:	CAO/ECO	
4. Suggested Docket Title:	Complaint by Juana L. Del Rosario against Florida Power & Light Company regarding <u>backbilling for alleged meter tampering.</u>	
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):
EI802	Florida Power & Light Company	
	Juana L. Del Rosario 10751 NW 87 th Ct, Hialeah Gardens, FL 33018	
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:		

January 16, 2020

Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850
(850) 413-6175

Attn: Kristen Simmons, Senior Attorney
Office of the General Counsel
ksimmons@psc.state.fl.us

To whom it may concern:

Subject: RE: letter- Complaint 1310438E

- | | |
|---|---|
| 1. The rule, order | TO RULE 25-22.036 AND RULE 28-106.104, FLORIDA ADMINISTRATIVE CODE |
| 2. The actions that constitute the violation: | FPL Service disconnected for 21 days without previous notification, I live with a minor child |
| 3. The name and address: | Juana L. Del Rosario
10751 NW 87 th Court, Hialeah Gardens FI 33018 |
| 4. The specific relief requested: | I request this charges to be avoided. As a single mom, I consider unfair and injustice of what I have been accused. |

Your consideration to this request will be highly appreciated.

Yours Truly,

Juana L. Del Rosario

10751 NW 87th Court
Hialeah Gardens, FI 33018
Tel. (786)445-7123
Email: jrosario@newhopeinchrist.church
jrosariog@live.com

To whom it may concern:

EXIBHIT I: additional details

My name is Juana L. Del Rosario. I am a resident at 10751 NW 87th Court, Hialeah Gardens FL 33018. FPL: Acct#99267 57056

I am a single mother, and I live with my 16 years old daughter Johanna Mejía. We moved to this address on July 31, 2002. With each passing month, I noticed that the energy consumption was quite high, given the fact that I worked all day outside and practically used to leave everything unplugged. I spent 2 years where there were months that consumption was about \$ 300.00. On one occasion the power was disconnected and to be reconnected I was forced to pay additionally a deposit of more than \$ 300.00 dollars so the total for reconnection was equivalent to about \$ 700.00 dollars.

On many occasions I asked the FPL to send technicians to investigate my energy meter, because I understood that it was an excessive charge for what I understood that my consumption should be. They only gave me advice on how to save energy on the phone. It was not until 2 years later that by the help of a neighbor we were able to discover that he had been paying the light for a counter different from mine (3 bedrooms condo). Report this incident to the Federal Public Services Commission and they contacted the FPL. The next morning the FPL sent a supervisor to corroborate the incident.

Once confirmed, FPL apologized and said there was an error by the contractor who built those buildings that had invested the connections. Eventually they gave me back what I had overpaid. What the FPL did not compensate in its apology, it was 2 years that I suffer suffering a high erroneous energy consumption where I was limited even in the use of air conditioning, hardly if I used the stove, or the hot water, or the washer and dryer, and still he was paying the high consumption erroneously.

Today, 15 years later, again facing an even more severe situation which I consider still related to the previous error that was not properly corrected by FPL and I explain below.

On June 12, it was 9:00 in the morning when I was about to leave for my job. Suddenly my house is dark without energy. I thought it was temporary and that the service would be promptly and to my surprise it was not like that. When I went outside there were two FPL units in front of the house where the meter box is located. At that time, I asked them if there was a problem. The supervisor asked me the number of my house and when I answered he gave me a letter. When I asked him what the problem was, he told me that I should contact the researcher who had worked on my case. They had put a stamp on my accountant and they had closed it.

The letter informed me of un-authorized connections to, or tampering with the Company's meter or meter seals, and subject to the following:

- Adjustment of prior bills for an estimate of the actual energy consumed;
 - Reimbursement to the Company for all investigation expenses;
 - A tampering penalty; and,
 - Immediate disconnection of service if payment in full is not made by the due date.
- In addition, I may be subject to prosecution under the laws of Florida. (Attached copy of Letter)

Today, Wednesday 6/26/16, 15 days ago my daughter and her 2 pets and I, we continued without electricity (no AC, no hot water for the bathroom, all the food in the refrigerator rotted, and the humidity in the house and the heat is becoming desperate.

I consider it a total injustice that we have to be going through this situation with the FPL. I am 100% innocent and I ask that you investigate thoroughly who is behind all this abuse of which my daughter and I are victims.

I already reported this incident to the office of Senator Manny Diaz, Commissioner Jose Pepe Diaz, Senator Marcos Rubio, I also visited the office of General Attorney Kathy Fernandez Randall with faith and hope that one of them will do justice on our behalf.

Incident also reported as follows:

Hialeah Gardens Police Case#	193441
Federal Trade Commission Case#:	108211-162
Florida Public Service Commission Case#:	1310438-E
(Help Howard) (NBC&):	Patrick Fraser: pfraser@wsvn.com , 305-795-2671
Telemundo: emails sent to:	Myriam Masihi & Alonso Castillo
Univision emails sent to:	Ericka Carrillo, Juan Carlos Aguiar, Diana Montano