

ORDER NO. PSC-2020-0219-PAA-EI

DOCKET NO. 20200030-EI

ISSUED: June 29, 2020

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In re: Complaint by Juana L. Del Rosario  
against Florida Power & Light Company  
regarding back billing for alleged meter  
tampering.

### **NOTICE OF REQUEST OF AN APPEAL**

I bought this townhouse of 2 bedroom unit, in 2002, right after the complex was built. Between the years 2002 and 2004, I was paying high energy consumption. I have always worked out of my home, meaning the energy consumption for what I was paying was significantly high. Later it was determined that I was paying the wrong meter consumption which was the bill for a different 3 bedroom unit townhouse in the same building 5 where I live. That incident was verified by an FPL supervisor at that time right after I contacted the Federal trade commission. FPL stated at that time that it was a builder contractor error that the meter was switched. At that time, FPL paid me a total of 2,400 that I had overpaid. 15 years later, FPL was accusing me of meter tampering. On June 12, 2019, I was unfairly for 21 days without electricity with my minor daughter. I have been living in this country for 25 years and I didn't know that these types of fraud were committed in this country. The FPL stated in writing that on 4 different occasions they changed my meter and that the last incident was not related to the first. However, I do think that the incidents were related. Once again, I'm the victim who is having to pay for an incident that has nothing to do with me.

It isn't fair that I am being charged practically the same amount that FPL reimbursed me in 2004 for the overpayment. I urge the commission and I appeal that it be thoroughly investigated once again.

On September 14, 2010, FPL installed smart meter ACD0735 to my account. On February 25, 2019, FPL reviewed the communication from smart meter ACD0735 and found a drop in consumption that occurred on May 22, 2014. My question is whether this was a brand new meter, or maybe used or refurbished when FPL installed in my unit.

I must also point out that since I opened this account and due to the error of the contractor, I opted as a daily routine to internally switch off the electrical panel as a way to find a reduction in monthly consumption. The routine of turning off-breaks was something I have been doing regularly. I think that due to this the FPL saw an extremely low consumption in my meter, and I suppose that it was not due to an alteration in the meter as I am being accused of.

Yes, the analysis indeed shows a poor history of late payments on my account, but as a single mother and head of household, on many occasions, I have called to made payment agreements to maintain the service running and to this day I have always complied with agreements and paid the charges.

I believe that I am once again facing a false accusation and I reaffirm my innocence. I am a Christian woman with moral principles and values, I work for my local church, and I would not jeopardize those principles in violation of my integrity and commitment to God. That is why I ask my case is thoroughly reviewed, revised, and corrected.

I consider myself a victim of this situation in which I have been falsely accused. Furthermore, since I opened an account with Florida Power and Light, I have been a victim from the beginning of having to pay excessively high accounts for an error of the Florida Power and Light and the contractor I build this. To this day I continue being a victim of a system that falsely accuses me and that I humbly come to you and request to continue investigating the true reason for which I am wrongly accused. I am 100% innocent.

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Sincerely,

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