

REQUEST TO ESTABLISH DOCKET
(PLEASE TYPE)

Date August 9, 1996

Docket No. 760903-EI

1. Division Name/Staff Name LEGAL/Vicki Johnson
2. OPR LEGAL/Vicki Johnson
3. OCR CAF/Bev DeMello EAG/Reese Goad
4. Suggested Docket Title Complaint of Mrs. Blanca Rodriguez against Florida Power and Light Company regarding alleged current diversion/meter tampering rebilling for estimated usage of electricity.

5. Suggested Docket Mailing List (attach separate sheet if necessary)

- A. Provide NAMES ONLY for regulated companies or ACRONYMS ONLY regulated industries, as shown in Rule 25-22.104, F.A.C.
- B. Provide COMPLETE name and address for all others. (Match representatives to clients.)

1. Parties and their representatives (if any)

| | |
|--|--------------------------------|
| <u>Florida Power and Light Company</u> | <u>Mrs. Blanca Rodriguez</u> |
| <u></u> | <u>3151 Southwest 84 Court</u> |
| <u></u> | <u>Miami, Florida 33155</u> |
| <u></u> | <u></u> |
| <u></u> | <u></u> |
| <u></u> | <u></u> |
| <u></u> | <u></u> |

2. Interested Persons and their representatives (if any)

| | |
|---------|---------|
| <u></u> | <u></u> |
| <u></u> | <u></u> |
| <u></u> | <u></u> |
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6. Check one:
 Documentation is attached.
 Documentation will be provided with recommendation.



Public Service Commission

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

DATE: June 19, 1996
TO: Shirley A. Stokes, Senior Consumer Complaint Analyst
FROM: Leroy A. Rasberry - Bureau Chief of Complaint Resolutions
RE: Informal Conference Request by Blanca Rodriguez vs. EPI

Please handle the informal conference for this customer. Please consider a video teleconference when preparing this case.

Thanks. Leroy

LAR:ewe

Name RODRIGUEZ, BLANCA

Company FLORIDA POWER & LIGHT COMPANY

Request No. 121439I

Address 3151 SW 84 COURT

Attn. DEBBIE SELF 121439I

By KES Time 11:07 AM Date 04/11/96

City/Zip MIAMI 33155 County DADE

Consumer's
Telephone # (305)-227-2907

To CO Time FAX Date 04/11/96

Account Number 968637341505

Can Be
Reached _____

Type B Form Phone

Company Contact HELEN DUPER

Note INF. CONF. SAS

Category GI-06

Limited Reponse N

Infraction _____

Closed by KES Date 05/22/96

Reply Received T

Customer said that the company is backbilling her for \$8045 for moving her meter five years ago. Customer denies any knowledge of this and does not believe she should be held responsible for this money. Customer would like to see how it was determined that she owes this money.

Customer needs Spanish-speaking rep. Please contact customer to discuss, investigate and advise.

4/18/96 - Customer said that the company is harassing her and her family. She went into detail about her sister-in-law having to pay \$9000 for backbilling on a rental property. She said that when the company came to her home to do an energy audit, the rep showed her a list of her family's names and addresses and told her that the company was going to investigate all of them and audit them. FPL told Ms. Rodriguez that it obtained the names by using car license tags. They told her that the decision had already been made on her case and that she would be disconnected immediately upon the resolution of the case. Customer said that she had an addition put on her home for her mother and that the contractor moved the meter. FPL was very upset over this and gave her a bad time about it. She feels that if there was damage done, it could have happened at that time. But the addition of a home for her mother would, of course, increase her usage.

4/19/96 - Final report received.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
904-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

Kate Smith

DUE: 05/02/96

5/22/96 - Close by letter.

6/10/96 - Customer called with her son on the line to interpret. She is going to file for an informal conference. She still believes that FPL is treating her unfairly and said that the company changed the meter out and damaged the lock and is now blaming her for breaking the meter when they did it themselves. She will fax me copies of her bills. I called FPL and spoke with Ms. Serano and told her that customer intends to file.

6/10/96 - Request for informal conference received.

6/13/96 - Ms. Rodriguez called. She has received a final notice from the company. I called FPL to notify that we had received her request.

06-19 Leroy's letter to Ms. Rodriguez' acknowledging receipt of the informal conference with notice that I have been assigned the case. SAS

Name RODRIGUEZ, BLANCA

Company FLORIDA POWER & LIGHT COMPANY

Request No. 121439I

Address 3151 SW 84 COURT

Attn. DEBBIE SELF 121439I

By KES Time 11:07 AM Date 04/11/96

City/Zip MIAMI 33155 County DADE

Consumer's Telephone # (305)-227-2907

To CO Time FAX Date 04/11/96

Account Number 968637341505

Can Be Reached _____

Form Phone

Company Contact HELEN DUPER

Note _____

Category GI-06

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2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
904-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

Kate Smith

DUE: 05/02/96



FACSIMILE COVER SHEET
FLORIDA POWER AND LIGHT CO.
9250 W. Flagler St.
Miami, FL 33174

SEND TO: Bruce Mello

TELEPHONE NUMBER: _____

COMPANY/DEPARTMENT: CONSUMER AFFAIRS, FPSC

FAX NUMBER: _____

FROM: Rubén Luján

DEPARTMENT: REGULATORY AFFAIRS

TELEPHONE NUMBER: 305/552-4277

FAX NUMBER: 305/552-3849

DATE: 8-8-96 TIME: _____

TOTAL PAGES (including this sheet) 4

Special Instruction: Rodriguez - Court Case

AUG-7-96 WED 17:06

P.02

IN THE COUNTY COURT, IN AND FOR DADE COUNTY, FLORIDA

THE STATE OF FLORIDA v.
JUAN A. RODRIGUEZ
and
BLANCA NIEVES RODRIGUEZ

INFORMATION FOR
TRESPASS AND LARCENY
OF UTILITY OR CABLE TELEVISION
FIXTURES
§12.14(C) MISD. JJ

Defendant (s)

IN THE NAME AND BY AUTHORITY OF THE STATE OF FLORIDA:

ANA C. PECIERA, Assistant State Attorney of the Eleventh Judicial Circuit, on the authority of KATHERINE FERNANDEZ RUNDLE, State Attorney, prosecuting for the state of Florida, in the County of Dade, under oath, information makes that: JUAN A. RODRIGUEZ and BLANCA NIEVES RODRIGUEZ, commencing on or about September 2, 1995 and continuing through, in the County and State aforesaid, use or receive the direct benefit from the use of a utility service, to wit: ELECTRICITY, knowing, or under such circumstances as would induce a reasonable person to believe that such direct benefits have resulted from tampering with, altering of, or injury to the meter, meter seal, pipe, conduit, wire, connection, line, conductor, cable, transformer, amplifier, or other apparatus or device, owned, operated or controlled by such service, and affixed to a structure located at 3151 Southwest 86th Court, Dade County, Florida, for the purpose of avoiding payment, in violation of s. §12.14(c), Fla. Stat., contrary to the form of the Statute in such cases made and provided, and against the peace and dignity of the State of Florida.

STATE OF FLORIDA, COUNTY OF DADE:

Personally know to me and appeared before me, the Assistant State Attorney of the Eleventh Judicial Circuit of Florida, whose signature appears below, being first duly sworn, says that the allegations set forth in this information are based upon facts which have been sworn to as true by a material witness or witnesses and which if true, would constitute the offenses therein charged, and that this prosecution is instituted in good faith.

Assistant State Attorney
Florida Bar #868345
1350 NW 12 Avenue, Miami, FL (305) 547-0.0

Sworn to and subscribed before me this 7th day of August 1996.

[Signature]
Deputy Clerk for the Clerk of the Courts
or Notary Public



EC/ID/RODRIGUEZ/17/8/07/96

DIRECT FILE-NO ARRES"

PERSONAL SERVICE

W/M, DOB: 09/25/54, SSN 265-55-85-64, HGT: 5'7", WGT: 190, HAIR: BRN., EYES: BRN. (1)

M/F, DOB: 02/05/50, SSN 266-55-71-04, HGT: 5'4", WGT: 145, HAIR: BRN., EYES: BRN. (1)

AUG-7-96 WED 17:06

P.03

IN THE COUNTY COURT OF THE ELEVENTH JUDICIAL CIRCUIT OF FLORIDA
IN AND FOR DADE COUNTY

STATE OF FLORIDA v.

Case No.

Judge

Police Case No. SD174896

JUAN A. RODRIGUEZ
and BLANCA NIEVAS RODRIGUEZ

Defendant(s)

DISCOVERY RESPONSE: STATE'S DEMAND FOR DISCOVERY AND STATE'S DEMAND FOR ALIBI

The State of Florida, pursuant to Rule 3.220 and 3.200 Florida Rules of Criminal Procedure, files its Discovery Response, State's Demand for Discovery and State's Demand for Alibi Defense, as follows:

1. The names and addresses of all persons known to the State Attorney to have information which may be relevant to the offense charged, and to any defense with respect thereto are as follows:

- | | |
|---|--|
| <p>1. VESSELS, C.W. REVENUE PROTECTION INV. FLORIDA POWER AND LIGHT CO. P.O. BOX 025209 ATTN: REVENUE PROTECTION MGR. MIAMI, FL 33102-5209</p> | <p>4. CURRY, S. FPL METER TECH. FLORIDA POWER AND LIGHT CO. P.O. BOX 025209 ATTN: REVENUE PROTECTION MGR. MIAMI, FL 33102-5209</p> |
| <p>2. REGALADO, R. FPL METER READER FLORIDA POWER AND LIGHT CO. P.O. BOX 025209 ATTN: REVENUE PROTECTION MGR. MIAMI, FL 33102-5209</p> | <p>5. LUBERT, H. FLORIDA POWER AND LIGHT CO. P.O. BOX 025209 ATTN: REVENUE PROTECTION MGR. MIAMI, FL 33102-5209</p> |
| <p>3. LIST, E. FPL REVENUE PROTECTION METERMAN FLORIDA POWER AND LIGHT CO. P.O. BOX 025209 ATTN: REVENUE PROTECTION MGR. MIAMI, FL 33102-5209</p> | <p>6. MacVICK, C.L. FPL REVENUE PROTECTION SPECIALIST FLORIDA POWER AND LIGHT CO. P.O. BOX 025209 ATTN: REVENUE PROTECTION MGR. MIAMI, FL 33102-5209</p> |

- () Evidence which may be introduced at trial
- () A copy of the Arrest Form (if any) is attached.
- () A copy of the Information (if any) is attached.
- () A copy of the Police Report (if any) is attached.

Paragraphs designated by an asterisk apply to the reciprocal provisions pursuant to Rule 3.220 of the Florida Rules of Criminal Procedure only.

2. Pursuant to Rule 3.220(a)(1) of the Florida Rules of Criminal Procedure, the State will disclose to the defense counsel and permit him to inspect, copy, test, and photograph the material and information, if any, provided for in paragraph (ii) through (xi), upon request, within five (5) days of receipt of this Discovery at a mutually convenient place.

3. Pursuant to Rule 3.220(d) of the Florida Rules of Criminal Procedure, the State demands that within seven (7) days after receipt of this Discovery the defense counsel shall furnish to the prosecuting attorney a written list of all witnesses at the trial or hearing.

4. Pursuant to Rule 3.220(d) of the Florida Rules of Criminal Procedure, the State demands that within fifteen (15) days after receipt of this Discovery, that the defense disclose to the prosecuting attorney and permit him to inspect, copy, test, and photograph the following information and material which corresponds to that which the defense sought and which is in the defendant's possession or control:

- (i) the statements of any person whom the defense expects to call as a trial witness other than that of the defendant;
- (ii) reports or statements of experts made in connection with the particular case, including results of physical or mental examinations and of scientific tests, experiments or comparisons.
- (iii) any tangible papers or objects which the defense counsel intends to use in the hearing or trial.

5. COMES NOW KATHERINE FERNANDES RUNDLE, State Attorney of the Eleventh Judicial Circuit of Florida, by and through the undersigned Assistant State Attorney, and files this Demand for Notice of Intention to rely upon Alibi Defense pursuant to Rule 3.200 of the Florida Rules of Criminal Procedure, demanding that the defendant furnish the prosecuting attorney with a Notice of Alibi not less than ten (10) days prior to trial, stating the place the defendant claimed to have been at the time of the alleged offense, and the names and addresses of the witnesses by whom he proposes to establish such an alibi, if such defense will be relied upon at the time of trial.

Respectfully submitted,

KATHERINE FERNANDES RUNDLE
STATE ATTORNEY

By: _____
Assistant State Attorney
Florida Bar #

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the attached and foregoing, Pages 1 through _____, was forwarded to Attorney for the Defendant, on this _____ day of _____, 199__.

Assistant State Attorney



FACSIMILE COVER SHEET
FLORIDA POWER AND LIGHT CO.
9250 W. Flagler St
Miami, FL 33174

SEND TO: Bess DeMille

TELEPHONE NUMBER: _____

COMPANY/DEPARTMENT: CONSUMER AFFAIRS, FPSC

FAX NUMBER: _____

FROM: Dublin Self

DEPARTMENT: REGULATORY AFFAIRS

TELEPHONE NUMBER: 305/552-4258

FAX NUMBER: 305/552-3849

DATE: 7-26-96 TIME: _____

TOTAL PAGES (including this sheet) 6

Special Instruction: Redriving response from internal
enquiry # 121439

Mr. Juan A. Rodriguez
3151 S. W. 84th Court
Miami, FL 33155

Re: **FPSC No. 96F1247**
Account No. 20770-66450

The following is in response to Mr. and Mrs. Juan A. Rodriguez's inquiry at the informal conference on July 17, 1996 as to why FPL changed all four meters on February 29, 1996.

FPL's Response

On February 29, 1996, Mr. Canavan, an investigator in FPL's Revenue Protection department, received a call from Amalia Rodriguez regarding the additional billing as a result of meter tampering at the property owned by her at 3610 S. W. 85th Avenue (see attached). During the conversation Amalia Rodriguez stated she lived at 7863 S. W. 5th Street. Mr. Canavan recognized this address as being one of four accounts in which dial tampering had been documented. (3151 S. W. 84 Court, 6550 S. W. 17 Street, 7863 S. W. 5th Street, and 3250 S. W. 24 Terrace, #A). These four accounts had previously been identified as possibly being associated. In light of Amalia Rodriguez's call, the possibility now existed that she may have realized that the account at 7863 SW 5th Street could be under investigation by FPL. Based on FPL's experience in these types of tampering cases, the possibility also existed that Amalia Rodriguez might possibly alert others at the other three accounts. As a result of the conversation with Amalia Rodriguez and in accordance with standard FPL procedure, it was then determined to have the four meters removed from the field immediately to prevent the possibility of their destruction and to secure them as evidence. The meter department was contacted and requested to change the meters as soon as possible.

FAXED TO PSC
5-21-96

RE: JUAN RODRIGUEZ
3151 SW 84TH COURT
MIAMI, FL
FPSC NO: 96F1247

JO,

THIS IS IN RESPONSE TO THE FPSC'S QUESTION CONCERNING THE TIME FRAME BETWEEN THE LAST REGRESSIVE READING OBTAINED AND THE DAY THE NEW METER WAS INSTALLED.

DURING THE COURSE OF THIS INVESTIGATION, IT WAS DETERMINED THAT THIS ACCOUNT WAS SOMEHOW RELATED TO THREE OTHERS. THEY ARE AS FOLLOWS: 6550 SW 17 ST, 3250 SW 24 TER. #A, AND 7863 SW 5TH ST.

DUE TO THE NATURE OF THIS TYPE OF TAMPERING, IT WAS IMPORTANT THE INVESTIGATION BE COMPLETE ON ALL THE ACCOUNTS BEFORE THE NEW METERS WERE INSTALLED. THE REGRESSIVE READING FOR 6550 SW 17 STREET, WAS NOT OBTAINED UNTIL 2/13/96.

SINCE THESE ACCOUNTS WERE RELATED, IT WAS POSSIBLE IF ONE ACCOUNT WAS BILLED BEFORE THE OTHERS, HE/SHE WOULD THEN ALERT THEM AS TO THE INVESTIGATION POSSIBLY RESULTING IN THE DESTRUCTION OF EVIDENCE (METERS). FOR THAT REASON, THE METERS ON ALL THESE ACCOUNTS WERE CHANGED ON THE SAME DAY (FEBRUARY 29, 1996).

HELEN LUBERT
REVENUE PROTECTION

12/13/95 G. Canavan

Received phone message from Barbara, 262-2886, Westland Insurance, in reference to Sandra Fernandez' account. I called, and she put me on hold for a lengthy period before I hung up.

12/13/95

Barbara, Sandra's sister called back. She stated that her sister did not speak English. She questioned the billing and I explained diversion. I offered payment arrangements, she said her sister's lawyer would call.

01/03/96 G. Canavan

Spoke to Barbara again 262-2886, she requested payment arrangements of \$500 + current. I advised her of Late Payment Charge (LPC), she will call back when they decide what to do.

02/29/96 G. Canavan

Received call from Amelia Rodriguez, owner of property (3610 SW 85 Ave). She requested that I put the electric service in her name since the service had been Cut Off for Non-Payment (CONP). I refused to do a name change due to the fact that Mrs Rodriguez claims Homestead Exemption on this property, although she says she does not live here. She says that she lives at 7863 SW 5 St. She also claimed that she would not be moving into the address 3610 SW 85 Ave.

02/29/96 G. Canavan

Mrs Rodriguez called in w/receipt number to show payment. I sent reconnect order (Reco) & changed name on account.

Re: FPSC NO. 96F1247
Account No. 20770-66450
Juan A. Rodriguez
3151 SW 84 Ct.
Miami, Fl 33155

En respuesta a la pregunta del Sr. y Sra. Rodriguez en la conferencia informal en July 17, 1996 hacia la razón por la cual FPL cambió cuatro contadores en Febrero 29, 1996.

LA REPUESTA DE FPL

En Febrero 29, 1996, el Sr. Canavan, investigador del Departamento de Protección de Ingresos de FPL, recibió una llamada de la Sra. Amalia Rodriguez sobre la cuenta adicional de la propiedad situada en el 3610 SW 85 Avenida (vea las notas de los archivos). Durante la conversación, la Sra. Rodriguez dijo que vivía en 7863 SW 5 Calle. El Sr. Canavan reconoció esta dirección como una de cuatro direcciones en las cuales se habían documentado manipulación de las agujas de los contadores (3151 SW 84 Ct, 6550 SW 17 Calle, 7863 SW 5 Calle, y 3250 SW 24 Terrace #A). Estas cuatro cuentas habían sido identificadas como posiblemente asociadas. Debido a la llamada de Amalia Rodriguez, ahora existía la posibilidad que ella realizara que la cuenta del 7863 SW 5 Calle pudiera estar bajo investigación por FPL. Basado en la experiencia de FPL en estos tipos de casos, la posibilidad también existía que Amalia Rodriguez avisará a los otros de las otras tres cuentas. Como resultado de la conversación con Amalia Rodriguez, y en acuerdo con el procedimiento estándar de la FPL, fue entonces determinado el remplazar inmediatamente, los cuatro contadores de estas propiedades para prevenir la posibilidad de su destrucción, y asegurarlos como evidencia. El Departamento de Medición fue avisado y se pidió que cambiaran los contadores lo mas pronto posible.

12/13/95

Recibí un mensaje de teléfono de Barbara, 262-2886, Westland Insurance, en referencia a la cuenta de Sandra Fernandez. Le devolvi la llamada, me puso on hold y después de esperar largo tiempo, colgé el telefono.

12/13/95 G. Canavan

Barbara, la hermana de Sandra, volvió a llamar. Ella dice que su hermana no habla Ingles. Ella preguntó sobre la cuenta y yo le expliqué la alteracion del contador. Le ofrecí arreglos de pago, y ella me dijo que el abogado de su hermana me llamaría.

1/3/96 G. Canavan

Hablé con Barbara de nuevo, 262-2886, ella pidió arreglos de pago de \$500. mas el mes corriente. Yo le avisé a ella que habían recargos adicionales por estar tarde (LPC), ella llamará cuando decidan lo que van a hacer.

2/29/96 G. Canavan

Recibí llamada de Amalia Rodriguez, dueña de la propiedad, 3610 SW 85 Ave. Ella pidió que yo pusiera el servicio electrico en su nombre, como el servicio havia sido desconectado por falta de pago (CONP). Yo nege hacer el cambio de nombre por la razón que la Sra. Rodriguez reclama Homestead Exemption en esta propiedad, aunque ella dice que no vive en esa dirección. Ella dice que vive en 7863 SW 5 Calle. Ella también dice que no se va a mudar a la dirección 3620 SW 85 Ave.

2/29/96 G. Canavan

La Sra. Rodriguez llamó con el número del recibo de pago. Yo mandé a reconectar el servicio y cambiar el nombre de la cuenta.



FACSIMILE COVER SHEET
FLORIDA POWER AND LIGHT CO.
9250 W. Flagler St.
Miami, FL 33174

SEND TO: Ben DeMello

TELEPHONE NUMBER: _____

COMPANY/DEPARTMENT: _____ CONSUMER AFFAIRS, FPSC

FAX NUMBER: _____

FROM: Debbie ~~JO SERRANO~~

DEPARTMENT: _____ REGULATORY AFFAIRS

TELEPHONE NUMBER: _____ 305/552-4258

FAX NUMBER: _____ 305/552-3849

DATE: 7-18-96 TIME: _____

TOTAL PAGES (including this sheet) 2

Special Instruction: Info requested on Rodriguez

JUAN A RODRIGUEZ
3151 SW 84TH COURT
MIAMI, FL 33155

20770-66450

IN RESPONSE TO MR. AND MRS. RODRIGUEZ' INQUIRY AS TO WHY FPL CHANGED ALL FOUR METERS WITHIN A SHORT TIME AFTER MR. CANAVAN'S CONVERSATION WITH AMALIA RODRIGUEZ:

ON FEBRUARY 29, 1996, MR. CANAVAN, INVESTIGATOR IN FPL'S REVENUE PROTECTION DEPARTMENT RECEIVED A CALL FROM AMALIA RODRIGUEZ REGARDING THE ADDITIONAL BILLING AT THE PROPERTY LOCATED AT 3610 SW 85TH AVENUE (SEE ATTACHED). DURING THE CONVERSATION, MRS. RODRIGUEZ MADE REFERENCE TO THE ADDRESS 7863 SW 5TH STREET. MR. CANAVAN RECOGNIZED THE ADDRESS AS BEING ONE OF FOUR ACCOUNTS IN WHICH DIAL TAMPERING HAD BEEN DOCUMENTED.

BECAUSE THESE FOUR ADDRESSES HAD BEEN IDENTIFIED AS BEING ASSOCIATED, IT WAS DETERMINED THE BEST COURSE OF ACTION WOULD BE TO HAVE THE METERS REMOVED FROM THE FIELD IMMEDIATELY TO SECURE THEM AS EVIDENCE. THE METER DEPARTMENT WAS CONTACTED AND REQUESTED TO CHANGE THE METERS AS SOON AS POSSIBLE.

12/13/95 G. Canavan

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12/13/95

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02/29/96 G. Canavan

Mrs Rodriguez called in w/receipt #. I sent reco & changed name on account.

State of Florida

Commissioners:

SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF CONSUMER AFFAIRS
BEVERLEE DeMELLO
DIRECTOR
(904) 413-6100
TOLL FREE 1-800-342-3552

Public Service Commission

June 19, 1996

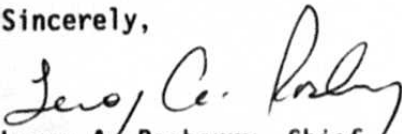
Ms. Blanca Rodriguez
3151 S.W. 84th Court
Miami, Florida 33155

Dear Ms. Rodriguez:

This is to acknowledge receipt of your request for an informal conference against Florida Power & Light Company.

Your case has been assigned to Mrs. Shirley A. Stokes, Senior Consumer Complaint Analyst. She will get in touch with you as soon as possible to discuss this request and a possible date for the conference.

Sincerely,


Leroy A. Rasberry, Chief
Bureau of Complaint Resolutions
Division of Consumer Affairs

LAR:ewe

Miami, 10 de junio / 96

Ms. Kate Smith
Consumer Complaint Analyst
Division of Consumer Affairs.

Dear Ms. Smith

I need a formal conference with you, because I did not agree with the final decision of the PSC and this can affect me and my children, because FPL send me a final notice and it said that the payment is overdue and if I don't pay it by June 14, 1996 that is Friday they would cut down the service so because of this injustice that's why I want to discuss this problem.

Sincerely,

Blanca Rodriguez.
3151 SW 84 St.
Miami Fla 33155

Customer Name: JUAN A RODRIGUEZ
 Service Address: 3151 SW 84 CT

Account Number: 20770-0000
 Service Dates: MAY 07 96 to JUN 06 96
 Service Days: 30
 Next Scheduled Read Date: JUL 06 1996

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 8,037.78 | 72.21CR | 0.00 | 7,965.57 | 69.26 | JUN 27 1996 | \$8,034.83 |

Meter Reading - Meter SC69684

Current Reading 02008
 Previous Reading -02041
 KWH Used 827

Energy Usage

| | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 2407 | 827 |
| Service Days | 32 | 30 |
| KWH/Day | 75 | 28 |

****Amt includes the following charges:**

| | |
|------------------------|-------------------|
| Customer Charge | \$5.65 per Month |
| Non-Fuel Energy Charge | |
| First 750 KWH | \$0.04587 per KWH |
| Over 750 KWH | \$0.05587 per KWH |
| Fuel Charge | \$0.02075 per KWH |

Account Activity

Previous Statement Balance 8,037.78
 Payment Received - THANK YOU 72.21CR
BALANCE BEFORE NEW CHARGES 7,965.57
 Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE
 Electric Service Amount 61.60**
 Gross Receipts Tax Increase 0.63
 Franchise Charge 1.75
 Utility Tax 5.28
 Current Electric Charges 69.26

TOTAL NEW CHARGES: 69.26

TOTAL NOW DUE:

\$8,034.83

Messages

- Did you forget? \$7,893.36 of this bill is past due. If payment has been made, we thank you and apologize for this reminder.
- A late payment charge of 1.5% will apply if not paid by JUN 27.
- Transactions involving connects, disconnects, name changes and payment extensions may require positive identification.
- Work safely outdoors. Stay clear of power lines when trimming trees or using ladders or other equipment. If you cannot avoid a power line do not do the work.



Florida Power & Light Company
 PO Box 025576
 Miami, FL 33102



USEFUL TELEPHONE NUMBERS
 Customer Service: (305) 442-8032
 Hearing/Speech Impaired: 1-800-432-6554 (TTY/TDD)

CUSTOMER STATEMENT

Statement Date MAY 17 1996
 Customer Name JUAN A RODRIGUEZ
 Service Address 3151 SW 84 CT

Account Number: 20770-66450

Service Dates: APR 08 96 TO MAY 07 96

Service Days: 29

Next Scheduled Read Date: JUN 06 1996

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (**) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|---------------------------------|-----------------|----------------------|-------------------|
| 8,108.62 | 0.00 | 143.05CR | 7,965.57 | 72.21 | JUN 07 1996 | \$8,037.78 |

Meter Reading-Meter 5C69684

Current Reading 02041
 KWH Used 881

Energy Usage

| | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 1940 | 881 |
| Service Days | 29 | 29 |
| KWH/Day | 67 | 30 |

****Amt includes the following charges:**

| | |
|------------------------|-------------------|
| Customer Charge | \$5.05 per Month |
| Non-Fuel Energy Charge | |
| First: 750 KWH | \$0.04597 per KWH |
| Over: 750 KWH | \$0.06597 per KWH |
| Fuel Charge | \$0.02075 per KWH |

Account Activity

Previous Statement Balance 8,108.62

Additional Activity:

Credit 143.05CR

BALANCE BEFORE NEW CHARGES 7,965.57

Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE

Electric Service Amount 64.21**

Gross Receipts Tax Increase 0.88

Franchise Charge 1.83

Utility Tax 5.51

Current Electric Charges 72.21

TOTAL NEW CHARGES: 72.21**TOTAL NOW DUE:****\$8,037.78*****CORRECTED BILL*****Messages**

- A late payment charge of 1.5% will apply if not paid by JUN 07.
- The TOTAL NOW DUE includes an amount covered by a short-term payment arrangement. Please pay by the agreed-upon date.
- Transactions involving connects, disconnects, name changes and payment extensions may require positive identification.
- When reporting a street or outdoor light outage, please try to obtain the 11-digit number mounted at eye level on the pole; then call the number at the bottom of your bill for servicing.



Florida Power & Light Company
 PO Box 025578
 Miami, FL 33102

**USEFUL TELEPHONE NUMBERS**

Customer Service: (305) 442-8770

Hearing/Speech Impaired: 1-800-432-6554 (TTY/TDD)

CUSTOMER STATEMENT

Statement Date: APR 08 1996
 Customer Name: JUAN A RODRIGUEZ
 Service Address: 3151 SW 84 CT

Account Number: 20770-66450

Service Dates: MAR 08 96 to APR 08 96
 Service Days: 31
 Next Scheduled Read Date: MAY 07 1996

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 7,965.57 | 0.00 | 0.00 | 7,965.57 | 79.70 | APR 29 1996 | \$8,045.27 |

Meter Reading-Meter 5C89684

| | |
|------------------|--------|
| Current Reading | 01179 |
| Previous Reading | -00231 |
| KWH Used | 848 |

Energy Usage

| | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 1739 | 848 |
| Service Days | 29 | 31 |
| KWH/Day | 60 | 31 |

Account Activity

| | |
|---|----------|
| Previous Statement Balance | 7,965.57 |
| BALANCE BEFORE NEW CHARGES | 7,965.57 |
| Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE | |
| Electric Service Amount | 70.87** |
| Gross Receipts Tax Increase | 0.73 |
| Franchise Charge | 2.02 |
| Utility Tax | 6.08 |
| Current Electric Charges | 79.70 |
| TOTAL NEW CHARGES: | 79.70 |

TOTAL NOW DUE:**\$8,045.27******Amt includes the following charges:**

| | |
|--------------------------------|-------------------|
| Customer Charge | \$5.65 per Month |
| Non-Fuel Energy Charge: | |
| First 750 KWH | \$0.04597 per KWH |
| Over 750 KWH | \$0.05597 per KWH |
| Fuel Charge | \$0.02075 per KWH |

Messages

- A late payment charge of 1.5% will apply if not paid by APR 29.
- Transactions involving connects, disconnects, name changes and payment extensions may require positive identification.
- Customers paying FPL bills at Authorized Pay Agent locations MUST have a bill statement when paying with a check.



Florida Power & Light Company
 PO Box 025576
 Miami, FL 33102

FPL**USEFUL TELEPHONE NUMBERS**

Customer Service: (305) 442-8770
 Hearing/Speech Impaired: 1-800-432-6564 (TTY/TDD)



Florida Power & Light Company
PO Box 025576
Miami, FL 33102

/ 27

8109207706645076339670000

FINAL NOTICE

Payment must be received by
FINAL NOTICE DUE DATE.

8109 7

7214 #

JUAN A RODRIGUEZ
3151 SW 84TH CT
MIAMI FL 33155-2344

Make check payable to FPL in U.S. funds
and mail along with this coupon to:

FPL
GENERAL MAIL FACILITY
MIAMI FL 33188-0001



| Account Number | Read Date | Current Final Notice Due Date | Total Amount Past Due |
|----------------|-----------|-------------------------------|-----------------------|
| 20770-66450 | 04/08/96 | 06/14/96 | 7893.36 |

ENCLOSE TOP PORTION WHEN PAYING BY MAIL WITH CHECK.
Please bring entire bill when paying at a local pay agent.

For Information Phone FPL
at (305)442-6032 or
1-800-554-4375 outside Florida.

For Hearing / Speech Impaired
Call (TTY-TDD) 1-800-432-6554.

| ACCOUNT NUMBER | AMOUNT PAST DUE |
|----------------|-----------------|
| 20770-66450 | 7893.36 |

| Read Date |
|-----------|
| Mo Day Yr |
| 04/08/96 |

A recent remittance may have been received
after this bill was mailed. If you have made
full payment, please accept our thanks and
disregard this notice.

FINAL NOTICE for service at 3151 SW 84TH CT

According to our records, the following bill(s) are past due.
Payment must be received by the date(s) indicated to avoid a
disconnection of service and a reconnect charge of \$ 19.00 .

AMOUNT: \$ 7893.36 MUST BE RECEIVED BY: JUN 14, 1996

TOTAL AMOUNT PAST DUE: \$ 7893.36

Payments received after the PAST DUE DATE of a regular bill may result in an
additional deposit being billed to your account. If you have any questions
concerning this billing, please call FPL at (305)442-6032 .

If your questions are unresolved, you may register your concern with the FPL
representative at (305)442-6032. If after calling FPL your questions remain
unresolved, you may call the Public Service Commission at 1-800-342-3552.

Please observe the PAST DUE AFTER date on future bills.

FPL PHONE (305)442-6032



Florida Power & Light Company
PO Box 025576
Miami, FL 33102

Miami, June 3, 1996

Ms. Kate Smith
Consumer Complaint Analyst
Division of Consumer Affairs

Att: Beverlee DeMello
Director PSC

Dear Ms. Smith:

I am writing this letter in Spanish, as it is how I can better express myself; I hope that someone can translate it in the department.

I have received your response to my case and truthfully again I can say, that I can see the power and monopoly, in this case FPL has had more strength than the justice system. I have sent all the necessary documents, like the building permit, diagram of the change in position of the meter, etc., so that you could be aware of the alteration that FPL refers to I am guilty of. I have not done it and this I will take before a judge and jury.

I began by saying that FPL changed the old meter on the 29th of February, 1996 (among others), the alteration of the seals is their problem, since the addition or construction was made in 1994, the meter was changed and put in a new and modern box approved by FPL and the city. It is important to mention that on February 29th, my husband's sister had a disagreement with a Mr. Canavan from FPL who 15 minutes after the disagreement, ordered to have the meter changed of my sister-in-law at 7863 S.W. 5 Street, the meter of my other sister-in-law at 6550 S. W. 17 St, another property belonging to my sister-in-law at 3250 NW 24 Terrace, and my meter. Therefore, between February 29 and March 1, they changed 4 meters, and the relation is that in the initial installation of electricity, we always put as references the names and addresses of the family. I also want you to notice that in 1988, FPL changed the existing meter and put a new one with metal brackets and a big metal lock, that only FPL could open. Upon making the construction and the change of the meters, FPL came and cleaned the meter which was covered with concrete and they put a different lock on it, that is why I say with much honor, that the only ones who touched this meter was (FPL).

I want you to know that I have excellent credit and I authorize you to prove it with the Credit Bureau, but before all else, I, and in the defense of justice and when I have not committed any crime, and am accused falsely, I am willing to take this to the highest consequences, as FPL is backed by higher powers and that I was told that you voted in their favor, which gives me much to think about the reality of having a just analysis of the truth of the consumer and false accusations of FPL.

mother

The consumption of electricity should not be considered by the demand of the area, everyone who consumes should pay according to his economic situation.

Your attention to this matter and I ask for a formal interview with someone who speaks Spanish in your department, I am also asking you to intercede with FPL that they do not cut my electricity, since my two children are not at fault of the injustice which is being committed. I am confident that justice will apply and have not named an attorney, as you told me I would not need one. Now I am going to name an attorney so the truth comes out and if necessary I will contact the press.

Sincerely,

Blanca Rodriguez
3151 S. W. 84 Ct.
Miami, FL 33155

CC: Beverlee DeMello
Director PSC

Miami, 3 de junio de 1996

Ms. Kate Smith
Consumer Complaint Analyst
Division of Consumer Affairs

Dear Ms. Smith:

Hago esta carta en español, pues es como mejor puedo expresarme esperando que alguien pueda traducirla en ese Departamento.

He recibido su respuesta a mi caso y de verdad que una vez mas - puedo ver que el poder y el monopolio, en este caso el de la F.P.L. - ha tenido mas fuerza que la justicia; Yo he mandado todos los documentos necesarios, como permiso de fabricacion, mapa o diagrama del cambio del meter etc., para que ustedes sepan que la alteracion a la que la FPL se refiere yo no soy culpable, yo no lo he hecho y esto lo voy a llevar delante del juez en la corte.

Empezare diciendo que la F.P.L. cambio el meter viejo el dia 29 de febrero de 1996 y tengo como constancia todos los biles del ano -- 1995 (adjunto algunos de ellos), la alteracion en los sellos es problema de ellos, ya que cuando se hizo la adiccion o fabricacion, en el ano 1994 el meter fue cambiado de lugar y puesto en una caja nueva y moderna aprobado por la FPL y por la ciudad; Cabe destacar que da la casualidad que el dia 29 de febrero de 1996, la hermana de mi esposo discutió con un señor de la FPL llamado CANAVAN el cual 15 minutos despues de esta discusion mando a cambiar el meter de mi cunada en el 7863 SW 5 st., el meter de mi otra cunada en el 6550 SW 17 st, otra propiedad de mi cunada en el 3250 sw 24 terra. y el meter mio, o sea entre el dia 29 de febrero y el lro. de marzo cambiaron 4 meter, y la relacion es que al instalar la electricidad en su inicio siempre ponemos como referencia los nombres y direcciones de la familia; tambien quiero -- senalar que en el ano 1988 la FPL cambio el meter existente y puso -- uno nuevo con una abrazadera de metal y un candado grande metalico -- que quien unico podia abrirlo era la FPL, al hacer el cambio con la -- fabricacion ellos limpiaron el meter el cual estaba lleno de concreto y pusieron un candado diferente, por esto es que puedo con mucha moral decirles que quienes siempre han tocado el meter han sido ellos,

Quiero que sepa que tengo un credito excelente y yo la autorizo a comprobarlo en el Buro de credito, pero ante todo soy fiel defensora de la justicia y cuando no he cometido un delito y se me levantan falsos testimonios estoy dispuesta a llevarlo hasta sus ultimas consecuencias, pues la FPL respaldada por el poder y segura como me dijeron en la visita que me hicieron de que ustedes fallarian a su favor, y -- como prueba real esta la decision que tomaron a su favor ustedes, de -- cision que me da mucho que pensar que en realidad se haga un analisis justo de la verdad del consumidor a las pruebas falsas de la F.P.L.

CONT.....//

Miami, June 3, 1996

Ms. Kate Smith
Consumer Complaint Analyst
Division of Consumer Affairs

Att: Beverlee DeMello
Director PSC

Dear Ms. Smith:

I am writing this letter in Spanish, as it is how I can better express myself; I hope that someone can translate it in the department.

I have received your response to my case and truthfully again I can say, that I can see the power and monopoly, in this case FPL has had more strength than the justice system. I have sent all the necessary documents, like the building permit, diagram of the change in position of the meter, etc., so that you could be aware of the alteration that FPL refers to I am guilty of. I have not done it and this I will take before a judge and jury.

I began by saying that FPL changed the old meter on the 29th of February, 1996 (among others), the alteration of the seals is their problem, since the addition or construction was made in 1994, the meter was changed and put in a new and modern box approved by FPL and the city. It is important to mention that on February 29th, my husband's sister had a disagreement with a Mr. Canavan from FPL who 15 minutes after the disagreement, ordered to have the meter changed of my sister-in-law at 7863 S.W. 5 Street, the meter of my other sister-in-law at 6550 S. W. 17 St, another property belonging to my sister-in-law at 3250 NW 24 Terrace, and my meter. Therefore, between February 29 and March 1, they changed 4 meters, and the relation is that in the initial installation of electricity, we always put as references the names and addresses of the family. I also want you to notice that in 1988, FPL changed the existing meter and put a new one with metal brackets and a big metal lock, that only FPL could open. Upon making the construction and the change of the meters, FPL came and cleaned the meter which was covered with concrete and they put a different lock on it, that is why I say with much honor, that the only ones who touched this meter was (FPL).

I want you to know that I have excellent credit and I authorize you to prove it with the Credit Bureau, but before all else, I, and in the defense of justice and when I have not committed any crime, and am accused falsely, I am willing to take this to the highest consequences, as FPL is backed by higher powers and that I was told that you voted in their favor, which gives me much to think about the reality of having a just analysis of the truth of the consumer and false accusations of FPL.

Customer Copy

Please notify FPL of any changes in the customer name or rate class/type of usage (Example: Residential VS. Non-Residential)

FOR USE BY CUSTOMER ONLY

| Date Of This Statement | New Charges Past Due After | Total Amount Now Due |
|------------------------|----------------------------|----------------------|
| G JAN 6 95 | JAN 27 95 | 6292 |

| | | | |
|---|--|--|-----------------------------------|
| Customer Name JUAN A RODRIGUEZ | Service Address 3151 SM 04 CT | Account Number 2077066450 | Meter No 5C21125 |
| Rate Schedule/Class Of Service RS-1 RESIDENTIAL | Service Used From To DEC 6 JAN | Meter Readings # Of Days Previous Current 6310423705027 | Kilowatt Hours Used 790 |
| | | Amount | 5561** |

GROSS RCPTS TAX INCR 57
FRANCHISE CHARGE 162
UTILITY TAX 512

LATE PAYMENT CHARGE OF 1.5% WILL APPLY IF NOT PAID BY JAN 27
WORK SAFELY OUTDOORS. STAY AT LEAST TEN FEET CLEAR OF POWER LINES WHEN TRIMMING TREES OR USING LADDERS OR OTHER EQUIPMENT. IF YOU CANNOT AVOID A POWER LINE, DO NOT DO THE WORK.

Total Amount Now Due ▶ **6292**

| Energy Usage Information | | ** Electric Service Amount Includes The Following Charges: | | | |
|----------------------------|-------------|--|---------------------------------------|---------------|-----------------|
| KWH Used This Month | KWH Per Day | Customer Charge | Non-Fuel Energy Charges | Fuel Charge | Demand Charge |
| This Year 79031 | 25 | 565 | 4703 1ST 750 | 1570 | |
| Last Year 129231 | 42 | Dollars Per Month | 5703 OVER 750 Cents Per KWH | Cents Per KWH | Dollars Per KWH |

1160 2077066450 8106
For Customer Service inquiries or pay agent locations, call: (305)442-8770
For Hearing / Speech Impaired
Call (TTY/TDD) 1-800-432-6854.

CUSTOMER STATEMENT

Statement Date: JUN 05 1995
 Customer Name: JUAN A RODRIGUEZ
 Service Address: 3151 SW 84 CT

ACCOUNT NUMBER: 40770-00430
 Service Dates: MAY 04 95 to JUN 05 95
 Service Days: 32
 Next Scheduled Read Date: JUL 05 1995

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 65.17 | 65.17CR | 0.00 | 0.00 | 79.81 | JUN 28 1995 | \$79.81 |

Meter Reading - Meter 5C21125

Current Reading 08276
 Previous Reading -08260
 KWH Used 988

Energy Usage

| | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 835 | 988 |
| Service Days | 32 | 32 |
| KWH/Day | 26 | 31 |

*Amt includes the following charges:

| | |
|-------------------------|-------------------|
| Customer Charge | \$5.85 per Month |
| Non-Fuel Energy Charge: | |
| First 750 KWH | \$0.04610 per KWH |
| Over 750 KWH | \$0.05610 per KWH |
| Fuel Charge | \$0.01747 per KWH |

Account Activity

Previous Statement Balance 65.17
 Payment Received - THANK YOU 65.17CR
Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE
 Electric Service Amount 70.70**
 Gross Receipts Tax Increase 0.73
 Franchise Charge 2.04
 Utility Tax 8.34
Current Electric Charges 79.81

TOTAL NOW DUE:

\$79.81

Messages

- Please see the enclosed insert for details about your new bill. We haven't changed the calculation, just made it easier to understand.
- A late payment charge of 1.5% will apply if not paid by JUN 26.
- Work and play safely outdoors. Stay clear of power lines when trimming trees or using ladders or other equipment. If you cannot avoid a power line, do not do the work.

CUSTOMER STATEMENT

Statement Date: NOV 01 1995
 Customer Name: JUAN A RODRIGUEZ
 Service Address: 3151 SW 84 CT

ACCOUNT NUMBER: 40770-00430
 Service Dates: OCT 03 95 to NOV 01 95
 Service Days: 29
 Next Scheduled Read Date: DEC 04 1995

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 70.93 | 70.93CR | 0.00 | 0.00 | 82.97 | NOV 22 1995 | \$82.97 |

Meter Reading - Meter 5C21125

Current Reading 13777
 Previous Reading -12788
 KWH Used 989

Energy Usage

| | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 740 | 989 |
| Service Days | 30 | 29 |
| KWH/Day | 25 | 34 |

*Amt includes the following charges:

| | |
|-------------------------|-------------------|
| Customer Charge | \$5.85 per Month |
| Non-Fuel Energy Charge: | |
| First 750 KWH | \$0.04899 per KWH |

Account Activity

Previous Statement Balance 70.93
 Payment Received - THANK YOU 70.93CR
Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE
 Electric Service Amount 73.49**
 Gross Receipts Tax Increase 0.75
 Franchise Charge 2.12
 Utility Tax 6.61
Current Electric Charges 82.97

TOTAL NOW DUE:

\$82.97

Messages

| Non-FUE Energy Charge | |
|-----------------------|-------------------|
| First 750 KWH | \$0.04889 per KWH |
| Over 750 KWH | \$0.05889 per KWH |
| Fuel Charge | \$0.01773 per KWH |

Messages

- A late payment charge of 1.5% will apply if not paid by NOV 22.
- Save a stamp and the effort of going to the Post Office.
E-Mail us at FPLCorrespondence@email.fpl.com
- Contributing to Care to Share provides energy assistance to the less fortunate. Check the appropriate box in the upper right-hand corner, then add the amount to your FPL bill payment.



Florida Power & Light Company
PO Box 025576
Miami, FL 33102



USEFUL TELEPHONE NUMBERS

Customer Service: (305) 442-8770
Hearing/Speech Impaired: 1-800-432-6554 (TTY/TDD)

CUSTOMER STATEMENT

Statement Date: FEB 08 1998
 Customer Name: JUAN A RODRIGUEZ
 Service Address: 3151 SW 84 CT

Account Number: 20770-66450

Service Dates: JAN 09 98 to FEB 08 98

Service Days: 30

Next Scheduled Read Date: MAR 08 1998

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 83.79 | 83.79CR | 0.00 | 0.00 | 93.71 | FEB 29 1998 | \$93.71 |

Meter Reading - Meter 6C21125

Current Reading 18881
 Previous Reading - 18575
 KWH Used 1108

Energy Usage

| | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 771 | 1108 |
| Service Days | 31 | 30 |
| KWH/Day | 25 | 37 |

****Amt Includes the following charges:**

Customer Charge: \$5.85 per Month
 Non-Fuel Energy Charge
 First 750 KWH \$0.04889 per KWH
 Over 750 KWH \$0.05809 per KWH
 Fuel Charge \$0.01773 per KWH

Account Activity

Previous Statement Balance 83.79
 Payment Received - THANK YOU 83.79CR
 Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE
 Electric Service Amount 83.00**
 Gross Receipts Tax Increase 0.85
 Franchise Charge 2.39
 Utility Tax 7.47
 Current Electric Charges 93.71

TOTAL NOW DUE:**\$93.71****Messages**

- A late payment charge of 1.5% will apply if not paid by FEB 29
- Transactions involving connects, disconnects, name changes and payment extensions may require positive identification.
- Contributing to Care to Share provides energy assistance to the less fortunate. Please check the appropriate box in the upper right-hand corner, then add the amount to your FPL bill payment.

February 3!



Florida Power & Light Company
 PO Box 025576
 Miami, FL 33102

**USEFUL TELEPHONE NUMBERS**

Customer Service: (305) 442-8770
 Hearing/Speech Impaired: 1-800-432-8554 (TTY/TDD)

CUSTOMER STATEMENT

Statement Date: MAY 17 1996
 Customer Name: JUAN A RODRIGUEZ
 Service Address: 3151 SW 84 CT

Account Number: 20770-66450

Service Dates: APR 08 96 to MAY 07 96
 Service Days: 29
 Next Scheduled Read Date: JUN 06 1996

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (-) | NEW Charges (+) | NEW Charges Past Due | Total New Due (-) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 8,108.62 | 0.00 | 143.05CR | 7,965.57 | 72.21 | JUN 07 1996 | \$8,037.78 |

Meter Reading - Meter 5C89684

| | |
|---------------------|------------------------|
| Current Reading | 02041 |
| KWH Used | 881 |
| Energy Usage | |
| | Last Year This Year |
| KWH This Month | 1940 881 |
| Service Days | 29 29 |
| KWH/Day | 67 30 |

****Ami includes the following charges:**

| | |
|-------------------------|-------------------|
| Customer Charge | \$5.85 per Month |
| Non-Fuel Energy Charge: | |
| First 750 KWH | \$0.04887 per KWH |
| Over 750 KWH | \$0.06887 per KWH |
| Fuel Charge | \$0.02078 per KWH |

Account Activity

| | | |
|---|----------|-------------------|
| Previous Statement Balance | 8,108.62 | |
| Additional Activity: | | |
| Credit | | 143.05CR |
| BALANCE BEFORE NEW CHARGES | | 7,965.57 |
| Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE | | |
| Electric Service Amount | 84.21** | |
| Gross Receipts Tax Increase | 0.66 | |
| Franchise Charge | 1.83 | |
| Utility Tax | 5.51 | |
| Current Electric Charges | | 72.21 |
| TOTAL NEW CHARGES: | | 72.21 |
| TOTAL NOW DUE: | | \$8,037.78 |

CORRECTED BILL

Messages

- A late payment charge of 1.5% will apply if not paid by JUN 07.
- The TOTAL NOW DUE includes an amount covered by a short-term payment arrangement. Please pay by the agreed-upon date.
- Transactions involving connects, disconnects, name changes and payment extensions may require positive identification.
- When reporting a street or outdoor light outage, please try to obtain the 11-digit number mounted at eye level on the pole; then call the number at the bottom of your bill for servicing.

New meter



Florida Power & Light Company
 PO Box 028578
 Miami, FL 33102



USEFUL TELEPHONE NUMBERS
 Customer Service: (305) 442-8770
 Hearing/Speech Impaired: 1-800-432-6554 (TTY/TDD)

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF CONSUMER AFFAIRS
BEVERLEE DeMELLO
DIRECTOR
(904) 413-6100
TOLL FREE 1-800-342-3552

Public Service Commission

FACSIMILE TRANSMITTAL COVER SHEET

DATE: 06/05/96

TO: Rebbie Seif

OFFICE/BUSINESS: RP98

FAX NUMBER: (305) 552-3849

FROM: **DIVISION OF CONSUMER AFFAIRS**

FAX NO. (904) 413-6362 TELEPHONE NO. (904) 413-6100

COMMENTS: Please Translate

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 3

121439I

Miami, 3 de junio de 1996

Ms. Kate Smith
Consumer Complaint Analyst
Division of Consumer Affairs

ATT: Beverlee DeMello
Director PSC

Dear Ms. Smith:

Hago esta carta en español, pues es como mejor puedo expresarme esperando que alguien pueda traducirla en ese Departamento.

He recibido su respuesta a mi caso y de verdad que una vez mas - puedo ver que el poder y el monopolio, en este caso el de la F.P.L. - ha tenido mas fuerza que la justicia; Yo he mandado todos los documentos necesarios, como permiso de fabricacion, mapa o diagrama del cambio del meter etc., para que ustedes sepan que la alteracion a la que la FPL se refiere yo no soy culpable, yo no lo he hecho y esto lo voy a llevar delante del juez en la corte.

Empezare diciendo que la F.P.L. cambio el meter viejo el dia 29- de febrero de 1996 y tengo como constancia todos los biles del ano -- 1995 (adjunto algunos de ellos), la alteracion en los sellos es problema de ellos, ya que cuando se hizo la adiccion o fabricacion, en el ano 1994 el meter fue cambiado de lugar y puesto en una caja nueva y moderna aprobado por la FPL y por la ciudad; Cabe destacar que da la casualidad que el dia 29 de febrero de 1996, la hermana de mi esposo discutió con un señor de la FPL llamado CANAVAN el cual 15 minutos despues de esta discusion mando a cambiar el meter de mi cunada en el 7863 SW 5 st., el meter de mi otra cunada en el 6550 SW 17 st, otra propiedad de mi cunada en el 3250 sw 24 terra. y el meter mio, o sea entre el dia 29 de febrero y el 1ro. de marzo cambiaron 4 meter, y la relacion es que al instalar la electricidad en su inicio siempre ponemos como referencia los nombres y direcciones de la familia; tambien quiero -- senalar que en el ano 1988 la FPL cambio el meter existente y puso -- uno nuevo con una abrazadera de metal y un candado grande metalico -- que quien unico podia abrirlo era la FPL, al hacer el cambio con la fabricacion ellos limpiaron el meter el cual estaba lleno de concreto y pusieron un candado diferente, por esto es que puedo con mucha moral decirles que quienes siempre han tocado el meter han sido ellos,

Quiero que sepa que tengo un credito excelente y yo la autorizo a comprobarlo en el Buro de credito, pero ante todo soy fiel defensora de la justicia y cuando no he cometido un delito y se me levantan falsos testimonios estoy dispuesta a llevarlo hasta sus ultimas consecuencias, pues la FPL respaldada por el poder y segura como me dijeron en la visita que me hicieron de que ustedes fallarian a su favor, y como prueba real esta la decision que tomaron a su favor ustedes, decision que me da mucho que pensar que en realidad se haga un analisis justo de la verdad del consumidor a las pruebas falsas de la F.P.L.

CONT...../

continuacion...../

El consumo de electricidad no puede ser considerado por la demanda en el area, cada quien consume lo que puede segun su situacion economica.

Espero su atencion, y pido una entrevista formal con alguien que hable espanol en su Departamento, pidiendo tambien desde ahora que intercedan con la F.P.L. para que no corten la electricidad, ya que mis dos ninos no tienen la culpa de la injusticia que se esta cometiendo, pues confiada en que la justicia se aplicaria no puse abogado, pues usted me dijo que no lo necesitaba, ahora si voy a ponerlo para que la verdad salga a relucir y si es necesario voy a llegar hasta la prensa.

Sinceramente.,

Blanca Rodriguez
3151 S.W. 84 Ct.
Miami Florida 33155

cc: Beverlee DeMello
Director PSC

State of Florida

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF CONSUMER AFFAIRS
BEVERLEE DeMELLO
DIRECTOR
(904) 413-6100
TOLL FREE 1-800-342-3552

Public Service Commission

May 29, 1996

Ms. Blanca Rodriguez
3151 SW 84 Court
Miami, FL 33155

Dear Ms. Rodriguez:

This is in response to your complaint against Florida Power and Light Company (FPL).

Documents provided to the Public Service Commission (PSC) by FPL indicate that on August 3, 1995, the FPL meter reader noticed an unusual condition when reading your meter. This condition was reported and on August 17, 1995, the FPL meter man and an FPL investigator inspected the meter and found the meter had been hit causing internal damage, the outer seal had been rigged and the inner seal was missing. This caused the meter to register improperly. The old meter was pulled and sent for testing and a new meter was installed.

In a case such as this, the utility is authorized by Florida law to backbill the customer of record for a reasonable estimate of the electricity consumed but not metered as a result of the meter tampering. It is not necessary for the utility to demonstrate who tampered with the meter, only that it was tampered with and that you, as the customer of record, benefitted from that tampering by paying less for electricity than you otherwise would have paid. The company is also authorized to recover the cost of its investigation which is included in the backbilled amount.

FPL does not have billing records that go back beyond 1990; therefore, you were backbilled from March 7, 1990 until February 8, 1996. It appears that the current diversion has ongoing since at least March 7, 1990. The backbilled amount of \$7802.50, which includes investigative charges of \$349.38, was calculated using the seasonal average percentage of usage method, which takes into consideration seasonal variations in heating and cooling demands in your area, and was based on February, 1996.

It appears that FPL has backbilled your account in compliance with the rules of the PSC and that no adjustment is appropriate.

Ms. Blanca Rodriguez
Page 2
May 29, 1996

I wish I could resolve every complaint to the satisfaction of the customer but sometimes it just isn't possible. If you have any questions, please let me know.

Sincerely,

A handwritten signature in cursive script that reads "Kate Smith".

Kate Smith
Consumer Complaint Analyst
Division of Consumer Affairs

KS/clS

cc: FPL

Ms. Blanca Rodriguez
3151 SW 84 Court
Miami, FL 33155

Dear Ms. Rodriguez:

This is in response to your complaint against Florida Power and Light Company (FPL).

Documents provided to the Public Service Commission (PSC) by FPL indicate that on August 3, 1995, the FPL meter reader noticed an unusual condition when reading your meter. This condition was reported and on August 17, 1995, the FPL meter man and an FPL investigator inspected the meter and found the meter had been hit causing internal damage, the outer seal had been rigged and the inner seal was missing. This caused the meter to register improperly. The old meter was pulled and sent for testing and a new meter was installed.

In a case such as this, the utility is authorized by Florida law to backbill the customer of record for a reasonable estimate of the electricity consumed but not metered as a result of the meter tampering. It is not necessary for the utility to demonstrate who tampered with the meter, only that it was tampered with and that you, as the customer of record, benefitted from that tampering by paying less for electricity than you otherwise would have paid. The company is also authorized to recover the cost of its investigation which is included in the backbilled amount.

FPL does not have billing records that go back beyond 1990; therefore, you were backbilled from March 7, 1990 until February 8, 1996. ~~It seems possible~~ ^{APPEAR} that the current diversion ~~may have~~ ^{has} been ongoing since ~~January of 1987~~. The backbilled amount of \$7802.50, which includes investigative charges of \$349.38, was calculated using the seasonal average percentage of usage method, which takes into consideration seasonal variations in heating and cooling demands in your area, and was based on February, 1996.

It appears that FPL has backbilled your account in compliance with the rules of the PSC and that no adjustment is appropriate. I wish I could resolve every complaint to the satisfaction of the customer but ~~sometimes it just isn't~~ possible. If you have any questions, please let me know.

cc: FPL

AT LEAST MARCH 7, 19

Rodriguez. Res

Ms. Blanca Rodriguez
3151 SW 84 Court
Miami, FL 33155

Dear Ms. Rodriguez:

This is in response to your complaint against Florida Power and Light Company (FPL).

Documents provided to the Public Service Commission (PSC) by FPL indicate that on August 3, 1995, the FPL meter reader noticed an unusual condition when reading your meter. This condition was reported and on August 17, 1995, the FPL meter man and an FPL investigator inspected the meter and found the meter had been hit causing internal damage, the outer seal had been rigged and the inner seal was missing. This caused the meter to register improperly. The old meter was pulled and sent for testing and a new meter was ~~set~~ ^{INSTALLED}.

In a case such as this, the utility is authorized by Florida law to backbill the customer of record for a reasonable estimate of the electricity consumed but not metered as a result of the meter tampering. It is not necessary for the utility to demonstrate who tampered with the meter, only that it was tampered with and that you, as the customer of record, benefitted from that tampering by paying less for electricity than you otherwise would have paid. The company is also authorized to recover the cost of its investigation which is included in the backbilled amount.

Your account has been backbilled from March 7, 1990, ~~when a noticeable and sustained drop in consumption was first documented~~, until February 8, 1996. The backbilled amount of \$7802.50, which includes investigative charges of \$349.38, was calculated using the seasonal average percentage of usage method and was based on February, 1996.

It appears that FPL has backbilled your account in compliance with the rules of the PSC and that no adjustment is appropriate. I wish I could resolve every complaint to the satisfaction of the customer but sometimes it just isn't possible. If you have any questions, please let me know.

cc: FPL

9-06-96
CO ~~66~~

2 of 9299

case 2-1-6-1

M. C. M. - op b

com. re 2 1990.

Rodriguez. Res

- ATT:

MRS: Smith

*Late - can not secure
if this is part of the bill
or they need to be called
to refer first two pages.*



- Transactions involving connects, disconnects, name changes and payment extensions may require positive identification.
- Customers paying FPL bills at Authorized Pay Agent locations MUST have a bill statement when paying with a check.

oclated with

10

use of

GY

ickbilling for
the FPSC

any person
tage in any

Test Center.
meter will be

.M. and 4:00
lure to make



Florida Power & Light Company
PO Box 025576
Miami, FL 33102



USEFUL TELEPHONE NUMBERS
Customer Service: (305) 442-8770
Hearing/Speech Impaired: 1-800-432-6554 (TTY/TDD)

TOTAL NOW DUE:

\$7,865.57

Messages

- A late payment charge of 1.5% will apply if not paid by APR 26.
- This bill is for multiple (70) billing periods. Details of each period are available on the attached report(s).
- Transactions involving connects, disconnects, name changes and payment extensions may require positive identification.
- Customers paying FPL bills at Authorized Pay Agent locations MUST have a bill statement when paying with a check.



Florida Power & Light Company
PO Box 025576
Miami, FL 33102



USEFUL TELEPHONE NUMBERS
Customer Service: (305) 442-8770
Hearing/Speech Impaired: 1-800-432-6554 (TTY/TDD)

FPL



Florida Power & Light Company
PO Box 025576
Miami, FL 33102

8109207706645047556970000

FPL

27
Please request changes on the back. Notes on the front will not be detected.

I added my donation for the Care to Share Energy Fund to help those in need. (Mark 'X' in box)

\$1 \$2 \$5 \$10 Other _____

PLEASE FILL IN TOTAL AMOUNT PAID

\$

Make check payable to FPL in U.S. funds and mail along with this coupon to:

178527

JUAN A RODRIGUEZ
3151 SW 84TH CT
MIAMI FL 33155

FPL
GENERAL MAIL FACILITY
MIAMI FL 33186-0001

| | | |
|----------------|---------------|----------------------|
| Account Number | Total Now Due | NEW Charges Past Due |
| 20770-66450 | \$7,965.57 | APR 26 1996 |

FOLD ON PERFORATION BEFORE TEARING

Account Number: 20770-66450
Service Dates: APR 05 90 to FEB 08 96
Service Days: See message below
Next Scheduled Read Date: APR 08 1996

CUSTOMER STATEMENT

Statement Date: APR 05 1996
Customer Name: JUAN A RODRIGUEZ
Service Address: 3151 SW 84 CT

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (=) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 143.01 | 143.01CR | 6,537.80CR | 6,537.80CR | 14,503.37 | APR 26 1996 | \$7,965.57 |

CORRECTED BILL

| | |
|---|---------|
| Multiple-Month Usage Meter No. 5C21125 | |
| Total KWH | 170,278 |

Account Activity

Previous Statement Balance 143.01
Payment Received - THANK YOU 143.01CR
Additional Activity: 6,537.80CR
Credit 349.38
Revenue Protection Invest Charge 6,537.80CR

BALANCE BEFORE NEW CHARGES

Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE 12,840.20
Electric Service Amount 110.31
Gross Receipts Tax Increase 419.38
Franchise Charge 1,133.50
Utility Tax 14,503.37
Current Electric Charges 14,503.37

TOTAL NEW CHARGES:

14,503.37

\$7,965.57

TOTAL NOW DUE:

Messages

- A late payment charge of 1.5% will apply if not paid by APR 26.
- This bill is for multiple (70) billing periods. Details of each period are available on the attached report(s).
- Transactions involving connects, disconnects, name changes and payment extensions may require positive identification.
- Customers paying FPL bills at Authorized Pay Agent locations MUST have a bill statement when paying with a check.



Florida Power & Light Company
PO Box 025576
Miami, FL 33102



USEFUL TELEPHONE NUMBERS
Customer Service: (305) 442-8770
Hearing/Speech Impaired: 1-800-432-6554 (TTY/TDD)

CUSTOMER STATEMENT

Statement Date: APR 08 1996
 Customer Name: JUAN A RODRIGUEZ
 Service Address: 3151 SW 84 CT

ACCOUNT NUMBER: 2011000000
 Service Dates: MAR 08 96 to APR 08 96
 Service Days: 31
 Next Scheduled Read Date: MAY 07 1996

| Previous Statement Balance | Payments (-) | Additional Activity (+ or -) | Balance Before NEW Charges (M) | NEW Charges (+) | NEW Charges Past Due | Total Now Due (=) |
|----------------------------|--------------|------------------------------|--------------------------------|-----------------|----------------------|-------------------|
| 7,985.57 | 0.00 | 0.00 | 7,985.57 | 79.70 | APR 29 1996 | \$8,045.27 |

Meter Reading-Meter 5C89084

| | |
|------------------|--------|
| Current Reading | 01179 |
| Previous Reading | -00231 |
| KWH Used | 948 |

Energy Usage

| | Last Year | This Year |
|----------------|-----------|-----------|
| KWH This Month | 1739 | 948 |
| Service Days | 29 | 31 |
| KWH/Day | 60 | 31 |

Account Activity

| | | |
|---|----------|----------|
| Previous Statement Balance | 7,985.57 | |
| BALANCE BEFORE NEW CHARGES | | 7,985.57 |
| Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE | | |
| Electric Service Amount | 70.87** | |
| Gross Receipts Tax Increase | 0.73 | |
| Franchise Charge | 2.02 | |
| Utility Tax | 6.08 | |
| Current Electric Charges | | 79.70 |
| TOTAL NEW CHARGES: | | 79.70 |


TOTAL NOW DUE: \$8,045.27


*Amt includes the following charges:

| | |
|------------------------|-------------------|
| Customer Charge: | \$5.65 per Month |
| Non-Fuel Energy Charge | |
| First 750 KWH | \$0.04597 per KWH |
| Over 750 KWH | \$0.05397 per KWH |
| Fuel Charge: | \$0.02675 per KWH |

Messages

- A late payment charge of 1.5% will apply if not paid by APR 29.
- Transactions involving connects, disconnects, name changes and payment extensions may require positive identification.
- Customers paying FPL bills at Authorized Pay Agent locations MUST have a bill statement when paying with a check.

 Florida Power & Light Company
 PO Box 025578
 Miami, FL 33102

 **USEFUL TELEPHONE NUMBERS**
 Customer Service: (305) 442-8770
 Hearing/Speech Impaired: 1-800-432-6554 (TTY/TDD)

PERMIT NO. 94-094750 BNZ PERMIT AND INSPECTION RECORD
JOB SITE ADDRESS 3151 SW 84 CT PROCESS NO. C94138148 FOLIO: 3040150170140

REQUIRED INSPECTIONS
BUILDING 001 FINAL

- 02 SUB-GENERAL BLDR
- ~~004~~ FOUNDATION
- 006 SLAB
- 027 MONOLITHIC SLAB
- 005 TIE BEAM/REINFORCING
- 050 ROOF TRUSS/BRACING
- 035 SHEATHING
- 007 FRAMING/FIRE STOPPING WINDOWS
- ~~008 LATHING/FIRE PROTECTION N/A~~
- ~~004 ACCESSIBILITY INSPECTION~~

82 WINDOWS

- 001 FINAL
- 95 ASPHALT (FIBERGLASS) SHINGLE ROOFS
- 009 TIME OF INSTALLATION
- 001 FINAL

ELECTRICAL

- 01 ELECTRICAL
- 006 SLAB
- 002 ROUGH - e-Back
- 001 FINAL

PLUMBING

- 01 PLUMBING
- 015 GROUND ROUGH
- ~~016~~ ~~ROUGH~~
- 017 TUB & WATER PIPE
- 018 SEWER AND/OR RELAY
- ~~001~~ ~~ROUGH~~

11/11
10/17/94
5-9-94
6/27/94
6-11-94
6-20-94
6-26-94
8/22/94
8/22/94
8/11/94
8-10-94
9-5-94
5/21/94
8-5-94
8-5-94
RL 10-6-94

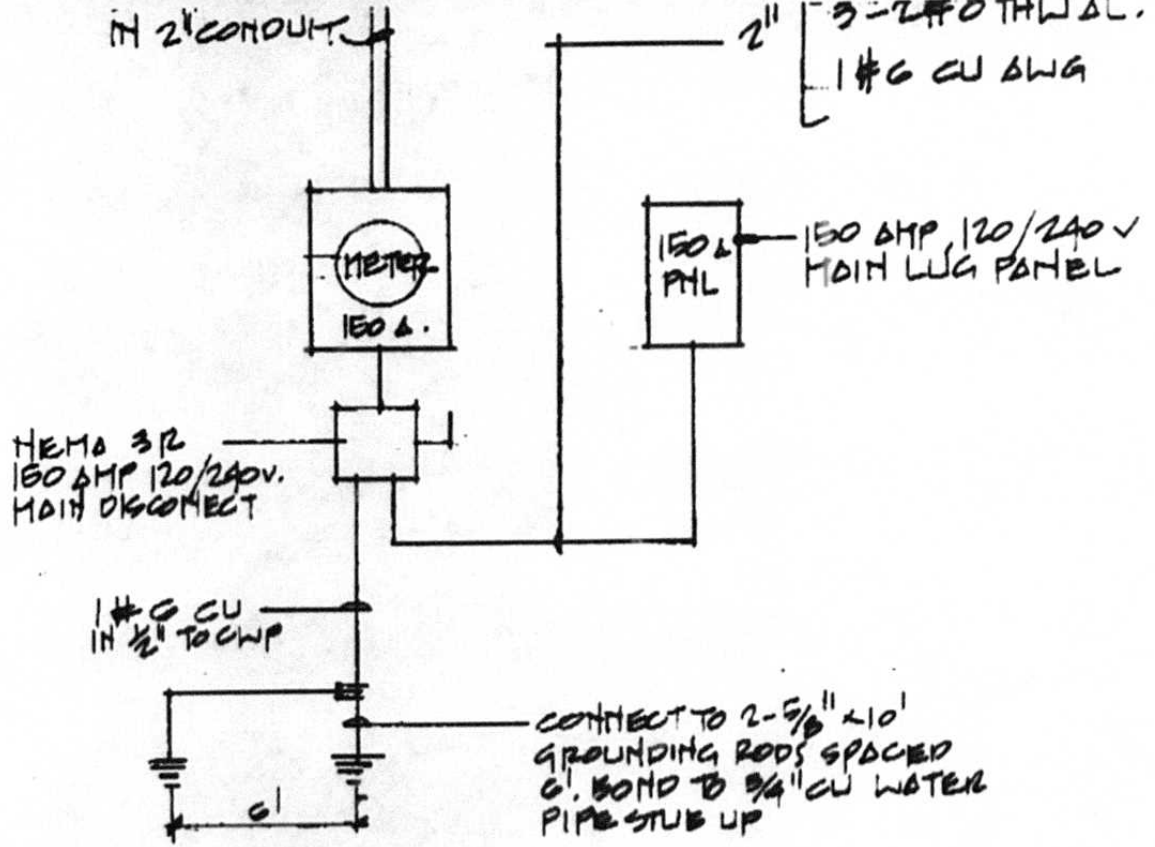
ALBERTO RODRIGUEZ RES.

3151 SW 84 CT MIAMI, FL

PERMIT NO 94-094750

3-2#0 THW SL

3-2#0 THW SL



ELECTRICAL RISER NTS

JUAN ORDOÑEZ PE.
 6831 SW 136 CT.



FPL

April 9, 1998

**JUAN A RODRIGUEZ
3151 SW 84 CT
MIAMI, FL 33166**

**RE: Account No: 20770-66450
Case No.: 96A637341605**

An inspection of the electric meter installation serving the above reference account has revealed an unauthorized condition. As a result, a portion of the electric service used did not record on the meter and was not part of your monthly bill.

Enclosed you will find the adjusted bill to cover the unmetered electric service and the cost associated with correcting the condition. This bill is due upon receipt.

The authority to backbill is provided in Commission Rule 25-8.104, Florida Administrative Code (FAC), which states,

"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."

Florida investor owned electric utilities are mandated under Florida Statute to charge backbilling for unmeasured electric energy according to rates filed in each utility's tariff approved by the FPSC Commission, Section 368.03, Florida Statutes, states, in part,

"...No public utility shall make or give any undue or unreasonable advantage to any person or locality, or subjects the same to any undue or unreasonable prejudice or disadvantage in any respect."

The electric meter in question has been tested for accuracy at the Florida Power & Light Test Center. Should you wish to obtain an independent meter test, you may do so at your expense. The meter will be retained for ninety days.

If you have any questions regarding the bill, please contact me between the hours of 7:30 A.M. and 4:00 P. M. at (305)552-2294 as collection action will be initiated within 30 days from this date. Failure to make arrangements for repayment will result in termination of the service.

Sincerely,

**H. LUBERT
Revenue Protection Investigator**



JUAN A. RODRIGUEZ
3151 SW 84 CT
MIAMI, FL. 33155

March 28, 1988

Dear MR. RODRIGUEZ:

Pursuant to the payment arrangements agreed upon on MARCH 4, 1988, the \$ 258.79 that was additional billed due to a meter irregularity can be reimbursed to Florida Power & Light at the rate of an initial payment of \$ 86.79 and \$ 86.00 thereafter for 2 months plus the current billing commencing with your MARCH 25, 1988 statement. This amount will appear as past due charge on your current statement. Your payment plus the current charges should be paid prior to the past due date on your bill. Failure to maintain these arrangements will result in the entire billing becoming immediately due, and collection action will be taken.

If you have any further question concerning this matter, please contact H. LUBERT at 789-2055.

Sincerely,


H. LUBERT



Blanca R. Rodriguez
 Juan R. Rodriguez
 Phone: 305-227-2907

1974

4-12-1996

63-308/879

Pay to the order of

J. P. L.

Sitienta y nueve

\$ 79⁰⁰/₁₀₀

70/100 Dollars

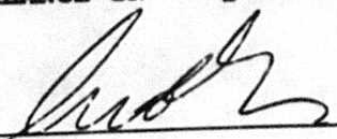


207-004
 One Sand Way
 Miami, Florida 33106

For use # 20770-66450

[Handwritten signature]

18. BILLING IN ACCORDANCE WITH: 25-6.104 FLA. ADMINISTRATIVE
CODE.
19. TOTAL KWH ADDITIONAL BILLED: 86,959 DOLLAR AMT. \$7,453.12
20. INVESTIGATIVE COSTS BILLED: YES AMOUNT: \$349.38
REASON: TENANT ONE ON METER/RECOVER COSTS INCURRED
21. TOTAL ADDITIONAL BILLED AMT: \$ 7802.50
22. NUMBER MONTHS BILLED: 70 DATE BILL MAILED: 4/8/96
23. NAME/DATE OF CUSTOMER CONTACT:
24. DETAILS OF BILLING SENT TO CUSTOMER: NO
IF NOT, WHY? NOT REQUESTED.
25. CUSTOMER CONTACT INFORMATION: SEE ATTACHMENT
26. PAYMENT ARRANGEMENTS MADE:
INITIAL PAYMENT OF: \$
BALANCE IN EQUAL PAYMENTS OF \$ PER MONTH.


REVENUE PROTECTION SUPV.

SYSTEM REVENUE PROTECTION
MANAGER

4-17-96
DATE

DATE

CASE SUMMARY

JUAN A. RODRIGUEZ
3151 SW 84TH COURT
MIAMI, FL 33155
FPSC#96F1247

AUGUST 17, 1995 - REVENUE PROTECTION INVESTIGATOR REPORTS SEAL RIGGED, DIAL TAMPERING ON METER 5C21125. INVESTIGATOR BEGINS TO OBTAIN CHECK READINGS. READING TAKEN R12652 - PREVIOUS READING TAKEN ON RRD 8/3/95 WAS R11117. CUSTOMER HAS USED 1535 KWH IN 14 DAYS PROJECTING OUT TO 3289 KWH/MONTH.

AUGUST 25, 1995 - CHECK READING TAKEN R13274. CONSUMPTION USED IS 622 KWH IN 8 DAYS PROJECTING OUT TO 2333 KWH/MONTH.

SEPTEMBER 1, 1995 - FIRST READING REGRESSING IS DOCUMENTED. R11952. CUSTOMER IS BILLED FOR 835 KWH.

SEPTEMBER 6, 1995 - CHECK READING TAKEN R12457. CONSUMPTION USED IS 505 KWH IN 5 DAYS PROJECTING OUT TO 3030 KWH/MONTH.

SEPTEMBER 27, 1995 - CHECK READING TAKEN R14658. CONSUMPTION USED IS 2201 KWH IN 21 DAYS PROJECTING OUT TO 3144 KWH/MONTH.

OCTOBER 3, 1995 - SECOND READING REGRESSING IS DOCUMENTED. R12795. CUSTOMER IS BILLED FOR 843 KWH.

FEBRUARY 29, 1996 - REVENUE PROTECTION METERMAN INSPECTS METER AND REPORTS METER SEAL RIGGED, INNER SEAL MISSING, DIAL TAMPERING, AND REMARKS MADE: MTR HIT INTERNAL DAMAGE. METER IS REPLACED AND TRANSPORTED TO FPL'S METER TEST CENTER FOR TESTING. NEW METER INSTALLED IS 5C69684.

MARCH 12, 1996 - METER 5C21125 IS TESTED. TEST RESULTS INDICATE SF: 100.18 SL: 99.79 WA: 100.10. VERIBOARD RESULTS ARE 10/9. REMARKS: MISSING INNER SEAL.

APRIL 4, 1996 - ACCOUNT IS BILLED USING THE AVERAGE PERCENTAGE OF USAGE FORMULA. REBILLING IS BASED ON PROJECTIONS OBTAINED FROM READINGS TAKEN BETWEEN AUGUST 17, 1995 THROUGH OCTOBER 3, 1995. THE TOTAL DOLLAR AMOUNT OF KWH BILLED WAS \$7,453.12. INVESTIGATIONS CHARGES WERE ALSO BILLED AMOUNTING TO \$349.38. TOTAL BILL AMOUNT \$7802,50.

Jan 30, 1987
***NOTE:** IN DECEMBER OF 1987, A WIRE WAS FOUND AT THIS ADDRESS INSERTED THROUGH A HOLE IN THE METER CANOPY OF METER 5C62916. METER WAS REMOVED AND REPLACED WITH 5C21125. CUSTOMER'S ACCOUNT WAS BILLED FOR CURRENT DIVERSION. CASE 88A0043.

IT APPEARS FPL IS IN COMPLIANCE WITH FAC # 25-6.104.

DR2:RRP\$ LOCN:RRS1CAUSECODE:NODEF

4/10/96

MRS. HERNANDEZ CALLED TO DISCUSS REVENUE PROTECTION BILL. INVESTIGATION AND METHOD OF BILLING WERE EXPLAINED TO HER IN DETAIL. SHE CLAIMS TO HAVE NO KNOWLEDGE OF DIAL TAMPERING. STATED SHE AND HER HUSBAND ARE SEPARATED AND HE GIVES HER \$80.00 PER MONTH FOR THE ELECTRIC BILL. SHE WAS UNABLE TO PROVIDE THE ADDRESS WHERE HER HUSBAND LIVES. MRS. HERNANDEZ STATED SHE IS ON WELFARE AND REFUSED TO PAY THE REVENUE PROTECTION CHARGES. SHE STATED SHE WOULD CONTINUE TO PAY HER MONTHLY CONSUMPTION BUT WOULD NOT MAKE PAYMENT ARRANGEMENTS ON THE CURRENT DIVERSION CHARGES. SHE WAS ADVISED THAT COLLECTION ACTION WOULD EVENTUALLY BE TAKEN. SHE THEN STATED SHE WOULD CONTACT HER ATTORNEY.

KWH SUMMARY

Name : JUAN A RODRIGUEZ

Address : 3151 SW 84TH CT

MIAMI

Meter Set Date : 12/01/87

Meter Number : 5C21125

Bill Account : 20770-66450

Customer Connect Date: 1/30/87

OLBA : OLDBA:81-06-333-19300-6

Case Number : 96A637341505

| MONTH | 1996 | 1995 | 1994 | 1993 | 1992 | 1991 | 1990 |
|-----------------|----------------|----------------|-----------------|-----------------|--------------------|-----------------|-----------------|
| JAN | 913 1/9/96 | 771 2/6/95 | 1292 1/6/94 | 1036 1/6/93 | 1061 1/8/92 | 1008 1/1/91 | |
| FEB | 1106 2/8/96 | 1006 3/7/95 | 998 2/4/94 | 883 2/3/93 | 956 2/6/92 | 867 2/5/91 | |
| MAR NMS 3/89 | 1675 3/8/96 | 676 4/5/95 | 1061 3/8/94 | 935 3/5/93 | 863 3/6/92 | 989 3/2/91 | |
| APR | 948 4/8/96 | 810 5/4/95 | 931 5/5/94 | 1113 4/6/93 | 861 4/6/92 | 823 4/5/91 | 760 4/5/90 |
| MAY | | 986 6/5/95 | 835 6/6/94 | 849 5/5/93 | 780 5/5/92 | 1423 5/6/91 | 904 5/7/90 |
| JUN | | 1090 7/5/95 | 1058 7/6/94 | 1296 6/4/93 | 1064 6/4/92 | 1464 6/5/91 | 1413 6/6/90 |
| JUL | | 751 8/3/95 | 928 8/4/94 | 1915 7/6/93 | 1531 7/6/92 | 1546 7/5/91 | 1578 7/6/90 |
| AUG | | 835 9/1/95 | 752 9/2/94 | 1832 8/4/93 | 1713 8/4/92 | 2046 8/6/91 | 1992 8/7/90 |
| SEP | | 843 10/3/95 | 1148 10/4/94 | 1910 9/3/93 | 1766 (K) 9/3/92 | 1819 9/4/91 | 1912 9/6/90 |
| OCT | | 982 11/1/95 | 740 11/3/94 | 1822 10/5/93 | 1326 10/5/92 | 1516 10/4/91 | 1711 10/5/90 |
| NOV | | 804 12/4/95 | 1158 12/6/94 | 1527 11/3/93 | 1074 11/3/92 | 1236 11/6/91 | 1528 11/5/90 |
| DEC | | 81 12/7/95 | 790 1/6/95 | 1186 12/6/93 | 943 12/4/92 | 1098 12/6/91 | 971 12/6/90 |

TOTAL 3694 9635 11691

= Current Diversion Documented and New Meter Installation

Prepared By : _____

Name : JUAN A RODRIGUEZ

Address : 3151 SW 84TH CT

MIAMI

Meter Set Date : 12/01/87

Meter Number : 5C21125

Customer Connect Date: 1/30/87

Case Number : 96A637341505

Account : 20770-66450

OLBA : OLDBA:81-06-333-19300-6

| MONTH | 1996 | 1995 | 1994 | 1993 | 1992 | 1991 | 1990 |
|-------|----------------|----------------|-----------------|-----------------|--------------------|-----------------|-----------------|
| JAN | 913 1/9/96 | 771 2/6/95 | 1292 1/6/94 | 1036 1/6/93 | 1061 1/8/92 | 1008 1/7/91 | |
| FEB | 1106 2/8/96 | 1006 3/7/95 | 998 2/4/94 | 883 2/3/93 | 956 2/6/92 | 867 2/5/91 | |
| MAR | 1675 3/8/96 | 676 4/5/95 | 1061 3/1/94 | 935 3/5/93 | 863 3/6/92 | 989 3/2/91 | |
| APR | 948 4/6/96 | 810 5/4/95 | 931 5/5/94 | 1113 4/6/93 | 861 4/6/92 | 823 4/5/91 | 760 4/5/90 |
| MAY | | 986 6/5/95 | 835 6/6/94 | 849 5/5/93 | 780 5/5/92 | 1423 5/6/91 | 904 5/7/90 |
| JUN | | 1090 7/5/95 | 1058 7/6/94 | 1296 6/4/93 | 1064 6/4/92 | 1464 6/5/91 | 1413 6/6/90 |
| JUL | | 751 8/3/95 | 928 8/4/94 | 1915 7/6/93 | 1531 7/6/92 | 1546 7/5/91 | 1578 7/6/90 |
| AUG | | 835 9/1/95 | 752 9/2/94 | 1832 8/4/93 | 1713 8/4/92 | 2046 8/6/91 | 1992 8/7/90 |
| SEP | | 843 10/3/95 | 1148 10/4/94 | 1910 9/3/93 | 1766 (K) 9/3/92 | 1819 9/4/91 | 1912 9/6/90 |
| OCT | | 982 11/1/95 | 740 11/3/94 | 1822 10/5/93 | 1326 10/5/92 | 1516 10/4/91 | 1711 10/5/90 |
| NOV | | 804 12/4/95 | 1158 12/6/94 | 1527 11/3/93 | 1074 11/3/92 | 1236 11/6/91 | 1528 11/5/90 |
| DEC | | 81 12/7/95 | 790 1/6/95 | 1186 12/6/93 | 943 12/4/92 | 1098 12/6/91 | 971 12/6/90 |

TOTAL 3694 9635 11691

= Current Diversion Documented and New Meter Installation

Prepared By: _____

Additions. Billing Worksheet - South Area

Customer Information

20770-66450 81 09 333 ELE ACT
 JUAN A RODRIGUEZ
 3151 SW 84TH CT
 MIAMI FL 33155
 GMAD

1/30/87 1/044/ 5C69684
 PH (305)226-1413 S SPEC
 S/T# 265-95-6564 CDIN
 P OLDBA:81-06-333-19300-6

Case # 96A63734
 Meter # 5C21125
 Set Date 12/1/87
 Svc To Date 3/7/90
 ASBILL 82191
 REBILL 166290
 ADDITIONAL 84108

| # | Month | Year | KWH | % | Yearly |
|---|-------|------|------|-------|--------|
| 1 | Sep | 95 | 2811 | 10.25 | 27424 |
| 2 | Oct | 95 | 3087 | 10.07 | 30655 |
| 3 | | | | | |
| 4 | | | | | |

Average of Total Yearly Usage == > 29040

Statements

Account Rebilled From 03/07/90 To NMS, 02/08/96 . Using Seasonal Average Percentage.

1806 / 30 = 60.2 Per Day. 60.2 * 30 Days On Old Meter = 1806 .
 1806 + 0 NMS Usage = 1806

Service To - 96

| Month | Days | KWH Reading | KWD Rding | KWH Asbilled | KWD | % Usage | KWH Rebilled | KWD | Remarks |
|-------|----------|-------------|-----------|--------------|------|---------|--------------|-----|---------|
| Dec | | | | | | 6.76 | | | |
| Nov | | | | | | 8.72 | | | |
| Oct | | | | | | 10.07 | | | |
| Sep | | | | | | 10.25 | | | |
| Aug | | | | | | 10.18 | | | |
| Jul | | | | | | 10.23 | | | |
| Jun | | | | | | 10.14 | | | |
| May | | | | | | 8.29 | | | |
| Apr | | | | | | 6.68 | | | |
| Mar | | | | | | 5.99 | | | |
| Feb | 02/08/96 | 30 | 0 | | 1106 | 6.22 | 1806 | | |
| Jan | 01/09/96 | 33 | 15575 | | 913 | 6.47 | 1879 | | |

Service To - 95

| | | | | | | | | | |
|-----|----------|----|-------|--|------|-------|------|--|--|
| Dec | 12/07/95 | 3 | 14662 | | 81 | 6.76 | 1963 | | |
| Nov | 12/04/95 | 33 | 14581 | | 804 | 8.72 | 2532 | | |
| Oct | 11/01/95 | 29 | 13777 | | 982 | 10.07 | 2924 | | |
| Sep | 10/03/95 | 32 | 12795 | | 843 | 10.25 | 2977 | | |
| Aug | 09/01/95 | 29 | 11952 | | 835 | 10.18 | 2956 | | |
| Jul | 08/03/95 | 29 | 11117 | | 751 | 10.23 | 2971 | | |
| Jun | 07/05/95 | 30 | 10366 | | 1090 | 10.14 | 2945 | | |
| May | 06/05/95 | 32 | 9276 | | 986 | 8.29 | 2407 | | |
| Apr | 05/04/95 | 29 | 8290 | | 810 | 6.68 | 1940 | | |
| Mar | 04/05/95 | 29 | 7480 | | 676 | 5.99 | 1739 | | |
| Feb | 03/07/95 | 29 | 6804 | | 1006 | 6.22 | 1806 | | |
| Jan | 02/06/95 | 31 | 5798 | | 771 | 6.47 | 1879 | | |

CDIC CHARGES

~~\$348.40~~

349.38

Billed By: H. LUBERT

DATE 4/4/96

Florida Billing Worksheet - South Area

70-66450 81 09 333 ELE ACT
 JUAN A RODRIGUEZ
 3151 SW 84TH CT
 MIAMI FL 33155
 GMAD

1/30/87 1/044/ 5C69684
 PH (305)226-1413 S SPEC
 S/T# 265-95-8564 CDIN
 P OLDBA:81-06-333-19300-6

Case # 96A63734
 Meter # 5C21125
 Set Date 32112
 Svc To Date 32939

ASBILL
 REBILL
 ADDITIONAL

| # | Month | Year | KWH | % | Yearly |
|---|-------|------|------|-------|--------|
| 1 | Sep | 95 | 2811 | 10.25 | 27424 |
| 2 | Oct | 95 | 3087 | 10.07 | 30655 |
| 3 | | | | | |
| 4 | | | | | |

Average of Total Yearly Usage == > 29040

Statements

Account Rebilled From 03/07/90 To NMS, 02/08/96 . Using Seasonal Average Percentage.

1806 / 30 = 60.2 Per Day. 60.2 * 30 Days On Old Meter = 1806 .
 1806 + 0 NMS Usage = 1806

Service To - 90

| Month | Days | KWH Reading | KWD Rding | KWH Asbilled | KWD | % Usage | KWH Rebilled | KWD | Remarks |
|-------|----------|-------------|-----------|--------------|-----|---------|--------------|-----|---------|
| Dec | 12/06/90 | 47259 | | 971 | | 6.67 | 1937 | | |
| Nov | 11/05/90 | 46288 | | 1528 | | 8.17 | 2373 | | |
| Oct | 10/05/90 | 44760 | | 1711 | | 10.27 | 2982 | | |
| Sep | 09/06/90 | 43049 | | 1912 | | 10.21 | 2965 | | |
| Aug | 08/07/90 | 41137 | | 1992 | | 10.89 | 3162 | | |
| Jul | 07/06/90 | 39145 | | 1578 | | 10.25 | 2977 | | |
| Jun | 06/06/90 | 37567 | | 1413 | | 9.52 | 2765 | | |
| May | 05/07/90 | 36154 | | 904 | | 7.68 | 2230 | | |
| Apr | 04/05/90 | 35250 | | 760 | | 6.42 | 1864 | | |
| Mar | | | | | | 6.08 | | | |
| Feb | | | | | | 6.45 | | | |
| Jan | | | | | | 7.39 | | | |

Service To - 88

| | | | | | | | | | |
|-----|--|--|--|--|--|-------|--|--|--|
| Dec | | | | | | 6.70 | | | |
| Nov | | | | | | 7.90 | | | |
| Oct | | | | | | 10.06 | | | |

Billed By:

DATE 4/4/96