REQUEST TO ESTABLISH DOCKET (PLEASE TYPE)

(PLEASE TYPE)	Docket No.	9909	13-EI

1. Division Name/Staff Name Division of Leg	al Services (Collins) Tiffany Collins				
2. OPR Division of Legal Services					
3. OCR Division of Electric and Gas (Ging)	David Ging Division of Consumer Affairs (Pena) Carmen Pena				
4. Suggested Docket Title Complaint by Regina Walsh against Florida Power Corporation regarding backbilling					
as shown in Rule 25-22.104, F.A.C.	vanies or ACRONYMS ONLY regulated industries, all others. (Match representatives to clients.)				
Regina Walsh	11611 Scallop Drive, Port Richey, FL 34668				
Edward Boncek (Attorney for Mrs. Walsh)	2500 S.E. Midport Rd., Port St. Lucie, FL 34952				
Carol Cornell	Florida Power Company				
	3201 34th Street South				
	PO Box 14042 St. Petersburg, FL 33733				
2. Interested Persons and their repre	esentatives (if any)				
6. Check one: Documentation is attached Documentation will be pro-	l. vided with recommendation.				

I:\PSC\RAR\WP\ESTDKT.

Date July 13, 1999

DOCUMENT NUMBER-DATE

Name WALSH, REGINA	Company FLORIDA POWER CORPORATION	Request No. 20	74951
Address 11611 SCALLOP DRIVE	Attm. Carol Cornell, CW42207495I	By KES Time	10:20 AMbate <u>03/18/1998</u>
	Consumer's Telephone # (813)-868-1697	To CO Time _	FAX Date 03/18/1998
city/zip PORT RICHEY 34668 County PAS	Can Be Reached	Type S Form	Phone
Account Number 07179-66026	Note	Category <u>G</u>]	-05
Caller's NameREGINA WALSH	Informal ConfOutreach TELEPHONE DIRECTORY	Infraction	
Customer called and spoke with Ms. DeMello		Closed by KES	Date <u>04/13/1998</u>
Customer has received a backbilling from the company and is disputing it.		Reply Received	T
Please investigate, follow up with customer and send a report.		CONSUM	ER REQUEST
3-19-98 Motel receipt copies received fro	m customer. Faxed to FPC.		
3-26-98 Copy of lease received.			
3-27-98 Lease faxed to company. 4-09-98 Final report received. Documentation provided by FPC shows Ms. Walsh was customer of record for the entire period. Also, her landlord in California could not verify the lease.		SE	DA PUBLIC RVICE MISSION
4-13-98 File closed; letter sent to customer.		TALLAHAS	ARD OAK BOULEVARD SEE, FL. 32399-0850 3-6100
ECTS 2320		PLEASE RE WITH REPO	TURN THIS FORM RT OF ACTION TO:
05/19 Received request for informal confer	ence.lar	<u>kate si</u>	1ITH
NOTE TO COMPANY:		DUE: <u>04/08</u>	8/1998

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This customer has requested an informal conference. Please sustain any related collection actions on this matter until the PSC has had an chance to review this case.lar

06-12 - Customer's letter received. A copy of the requested information was Faxed to the customer./JFP

09-15 - I called the customer, and I requested she return my call./JFP 09-15 - I spoke to the customer, and she said she is only willing to pay for 6 months of service. She said she lived in Califorina from December 1997, through

September 1998./JFP

 $09\mbox{-}16$ - I called the company, and Carol said the company was willing compromise, but she did not believe payment for only 6 months of service would be acceptable./JFP

09-18 - Correspondence from customer received./JFP No settlement possible at this time. We will request our legal dept. to consider taking this case to mediation.

11/04/98 Ms. Caldwell, Appeals, called me. She requested additional information on this case. She would like to know if an order was placed for service in March of 1998 or why did FPC go to recheck the meter. FPC's report mentions it had obtained gas and/or water bills from the County. Ms. Cadwell would like to see these bills to determine if there was usage or were the bills just minimum usage. Also, why was the account not terminated when it was closed for nonpayment. Please send a supplemental report to Ms. Caldwell. If you have any questions, please contact Ms. Caldwell at 850-413-6175.

3/18/99: Received letter from customer, via fax, addressed to Ms. Diana

informal conference to be conducted in person. This letter was forwarded to Ms. Caldwell (legal division). In this letter, the customer is asking for the Caldwell. JEB

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