

Name WALSH, REGINA

Company FLORIDA POWER CORPORATION

Request No. 207495I

Address 11611 SCALLOP DRIVE

Attn. Carol Cornell, CW42207495I

By KES Time 10:20 AM Date 03/18/1998

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 GI-05

Caller's Name REGINA WALSH

Informal Conf. _____ Outreach TELEPHONE DIRECTORY

Infraction _____

Closed by KES Date 04/13/1998

Reply Received T

Customer called and spoke with Ms. DeMello.

Customer has received a backbilling from the company and is disputing it. Please investigate, follow up with customer and send a report.

3-19-98 Motel receipt copies received from 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.

4-13-98 File closed; letter sent to customer.

ECTS 2320

05/19 Received request for informal conference.lar

NOTE TO COMPANY:

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

**2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100**

**PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:**

KATE SMITH

DUE: 04/08/1998

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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

09-16 - 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

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