

Talk at a recent Public Commission

In case you want to get a few things down

Members

A Northerner that Spends Money In Flor.  
for 5 years.

Sirs When Realstate persons say  
how much water cost, they go away.

Here in "Zeph Shores Estates" has  
17 homes for sale. When they  
hear over \$50. for water when  
you are not here but up North  
in Summer for 4 or 5 months, people  
won't buy, but go to other parts of town.

I am 72, How much more of my  
social security can you take.  
50%. Cut Back on your spending

Remember We are Northerners  
that keep Florida alive.

Our money counts in Florida.

County Road, Homes are less  
than \$15. a month like

"Florida Estates" where my sister  
lives. \$15.00 only why  
\$50. for us.

Janice Watkins  
35476 Ada Ave  
Zeph Flor

I buy water 3354)  
at Wind Dices.

Water you pump to us has  
junk in it.

I do not even drink this  
water. Please consider  
our needs. You got a 100 years to  
collect your money from customers

100000-0T

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 0048-10		
DISTRIBUTION: _____		

RECEIVED-FPSC

10 DEC -3 AM 9:45

COMMISSION  
CLERK

DISTRIBUTION CENTER

10 DEC -3 AM 7:13



David & Janice Watkins  
35116 Ada Ave., Zephyrhills, FL 33541

TAMPA FL 335

SAINT PETERSBURG FL

DEC 20 10 37 AM '07

Happy  
Holidays



USA FIRST CLASS FOREVER

Office Commission Clerk  
Florida Public Service  
2540 Shumard Oak Blau  
Tallahassee  
Flor 32399-0850

95040480



COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
NATHAN A. SKOP  
RONALD A. BRISÉ

STATE OF FLORIDA



GENERAL COUNSEL RECEIVED-FPSC  
S. CURTIS KISER  
(850) 413-6199

10 NOV 10 PM 4:52

ADMINISTRATIVE  
CLERK

# Public Service Commission

November 10, 2010

VIA CERTIFIED MAIL  
No. 7006 2760 0003 8797 3876

100000 -07

FPSC, CLK - CORRESPONDENCE  
Administrative Parties  Consumer  
DOCUMENT NO. 00148-10  
DISTRIBUTION: \_\_\_\_\_

Cedar Acres, Inc.  
Attn: Darcie Maldonado  
P.O. Box 13726  
Tampa, FL 33681-3726

**Re: Jason Brand's Complaint Nos. 0965535W and 0965542W re Lots 72 and 82 Water Meters**

Dear Ms. Maldonado:

On September 3, 2010, Mr. Jason Brand filed a complaint with the Commission regarding the Cedar Acres, Inc. (Cedar Acres) water meter reading for Lots 72 and 82. In his complaint, Mr. Smith states that: (1) he has received no notification on when new rates will begin; (2) he has received no billing detail to verify what rate you are using to bill customers or information on the billing for the co-mingle rates; and (3) the usage on the bill for Lot 82 does not reflect the reading on the meter.

Moreover, as a follow-up to Mr. Brand's complaint, Commission staff (staff) attempted to contact Cedar Acres on numerous occasions and has received no response or any information that Mr. Brand's complaint has been resolved. As of today's date, it appears that Cedar Acres has failed to comply with Staff's document request for (1) the tariff rate Cedar Acres is currently certified to provide; (2) a breakdown of Mr. Brand's billing; (3) notification of Cedar Acres' current rate was approved; (4) the billing cycle for current bill; (5) the base facility charge; and (6) Mr. Brand's 12 month account history.

The Commission's Customer Complaint Rule 25-22.032, Florida Administrative Code (F.A.C.) dictates that complaint resolution should be provided to a customer by direct contact with the customer verbally or in writing within 15 working days after the complaint was sent to the utility.

Further, Rule 25-30.335, F.A.C., establishes the procedures for rendering bills to customers. Your current customer billing does not appear to provide billing period, rate schedule or due date. Therefore, it appears that Cedar Acres is in violation of several Commission Rules.

---

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action / Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Pursuant to Section 367.161(1), Florida Statutes (F.S.), the Commission can impose a penalty for each offense of up to \$5,000 on any utility that knowingly refuses to comply with or willfully violates any lawful rule or order of the Commission. The statute further provides that each day that such refusal or violation continue constitutes a separate offense. Likewise, Section 367.161(2), F.S., authorizes the Commission to amend, suspend, or revoke any certificate of authorization issued or to affix a lien upon real and personal property for each penalty.

Therefore, to prevent any possible penalties, staff requests that Cedar Acres provide the following information within 20 days of the date of this letter:

- A) Copies of the documents identified above;
- B) Proof that you have resolved or attempted to resolve Mr. Brand's complaint; and
- C) A detailed explanation of the reason for the failure to comply with Commission Rules in the time frame established by these rules.

Failure to comply with this request may result in the initiation of a formal proceeding as authorized by Chapter 120, F.S. and Chapter 28-106, F.A.C., that Cedar Acres show cause for noncompliance with Commission Rules.

Please feel free to contact me at 850-413-6183 or at [pevans@psc.state.fl.us](mailto:pevans@psc.state.fl.us) if you have any questions. You may also fax any documentation to my attention to the fax number (850) 413-6250.

Sincerely,



Pauline Evans  
Office of the General Counsel

cc: Curt Kiser, General Counsel  
Mary Anne Helton, Deputy General Counsel  
Adam Teitzman, Attorney Supervisor, GCL  
Ann Cole, Office of Commission Clerk  
Rhonda Hicks, Chief, Bureau of Consumer Assistance, Division of Service,  
Safety, and Consumer Assistance  
Jason Brand

COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
NATHAN A. SKOP  
RONALD A. BRISÉ

STATE OF FLORIDA



GENERAL COUNSEL RECEIVED-FP-SC  
S. CURTIS KISER  
(850) 413-6199

10 NOV 10 PM 4:52

2010 NOV 10  
CLERK

# Public Service Commission

November 10, 2010

VIA CERTIFIED MAIL  
No. 7006 2760 0003 8797 3883

100000-01

FPSC, CLK - CORRESPONDENCE  
Administrative Parties  Consumer  
DOCUMENT NO. 00148-10  
DISTRIBUTION: \_\_\_\_\_

Four Points Utility  
Attn: Terry Blackmon  
101 Golden Malay Palm Way  
Davenport, FL 33897-8602

**Re: Jason Smith's Complaint No. 0964144W of Improper Billing by Four Points**

Dear Ms. Blackmon:

On August 27, 2010, Mr. Jason Smith filed a complaint with the Commission regarding improper billing by Four Points Utility (Four Points). In his complaint, Mr. Smith states that he received a bill from Four Points for \$269.00 with a bill date of August 19, 2010. Mr. Smith alleges that he has paid his bill, he was not credited for the payment, he attempted to contact the Four Points many times, and Four Points refuses to return his calls. Pursuant to Rule 25-22.032, Florida Administrative Code (F.A.C.), Four Points is required to make direct contact, verbal or written, with the customer within fifteen days after a complaint has been filed.

Moreover, as a follow-up to Mr. Smith's complaint, Commission staff (staff) attempted to contact Four Points on several occasions. However, to date Four Points has not responded to staff, and it does not appear that Four Points has contacted the customer as required by the rules. Additionally, it appears that Four Points has not provided updated liaison information to the Commission. These actions appear to violate Commission Rules.

Pursuant to Section 367.161(1) Florida Statutes (F.S.), the Commission can impose a penalty for each offense of up to \$5,000 on any utility that knowingly refuses to comply with or willfully violates any lawful rule or order of the Commission. Section 367.161(1), F.S., further provides that each day that such refusal or violation continue constitutes a separate offense. Likewise, Section 367.161(2), F.S., authorizes the Commission to amend, suspend, or revoke any certificate of authorization issued or to affix a lien upon real and personal property for each penalty.

Therefore, to prevent any possible penalties, staff requests that Four Points provide the following information within 20 days of the date of this letter:

- A) Four Points' Updated liaison information;
- B) Proof that Four Points made direct contact with Mr. Smith to resolve his complaint and the resolution of the complaint; and
- C) A detailed explanation of the reasons for the non-compliance with the statutory requirements and an explanation of Four Points' mechanism for complying with the statute in the future.

Failure to comply with this request may result in the initiation of a formal proceeding pursuant to Chapter 120, F.S., and Chapter 28-106, F.A.C., that Four Points show cause for noncompliance with the Florida Statutes and the Commission Rules.

Please feel free to contact me at 850-413-6183 or at [pevans@psc.state.fl.us](mailto:pevans@psc.state.fl.us) if you have any questions. You may also fax any documentation to my attention to the fax number (850) 413-6250.

Sincerely,



Pauline Evans  
Office of the General Counsel

cc: Curt Kiser, General Counsel  
Mary Anne Helton, Deputy General Counsel  
Adam Teitzman, Attorney Supervisor, GCL  
Ann Cole, Office of Commission Clerk  
Rhonda Hicks, Chief, Bureau of Consumer Assistance, Division of Service,  
Safety, and Consumer Assistance  
Jason Smith

100000-07

Office of Commission Clerk  
Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED--FPSC  
November 4, 2010  
10 NOV -8 AM 9:53

COMMISSION  
CLERK

DISTRIBUTION CENTER  
10 NOV -8 AM 8:31

Dear Commissioners:

I have been informed by my state senator, Garrett Richter, that the Public Service Commission has the authority to change the rules that govern the way utilities may conduct business in the state of Florida. I am concerned specifically with Rules 25-4.110(7) and 25-4.113(1) (f), of the Florida Administrative Code.

Briefly, here is the gist of the problem: during the summers of 2009 and 2010, Century Link disconnected telephone lines which monitor fire alarms at my development, Bridgewater Bay, in Naples. In all cases, the disconnections were for nonpayment of the bills. There is no dispute over these facts. However, I am very much opposed to the way Century Link handled the situation. In 2009 and in 2010, Bridgewater Bay changed management companies, which meant that bills had to go to different addresses and that bank accounts were changed. These changes led to delays in bills being delivered and paid. When my property manager and I asked Century Link why they disconnected our telephone alarms and what efforts they had made to inform us of these actions, we discovered two things: one, they did not know that the telephone lines were connected to fire alarms, and two, in trying to contact us at Bridgewater Bay, they tried to call us on these lines, which are not real two-way telephone connections.

In the interest of public safety, I urge you to amend the Florida Administrative Code to provide for the following changes: one, require telephone companies to keep records of the lines they sell which monitor fire alarms, and two, require telephone companies to establish a fail safe system of contacting customers who have these lines and through inadvertence, have not paid the bill.

The current Florida Administrative Code makes it far too easy for telephone companies to say, "You did not pay your bill, and we disconnected your service." Consider what response they may have when the customer says, "You disconnected our service without our knowledge, and we had a tragic fire for which no alarm signal was sent."

Finally, I want you to know that this is a statewide problem. Recent building codes have required telephone monitored fire alarm systems, and everyone who lives in buildings with this system is in the same danger as we at Bridgewater Bay.


Thank you for your consideration in solving this problem.

FPSC, CLK - CORRESPONDENCE  
 Administrative  Parties  Consumer  
DOCUMENT NO. 00148-10  
DISTRIBUTION: \_\_\_\_\_

Paul J. Lyons, President,  
Garden Homes at  
Bridgewater Bay

*Paul J. Lyons*  
(239) 325-9109



 Mr. Paul Lyons  
3043 Horizon Ln. Unit 2008  
Naples, FL 34109

FT MYERS FL 339  
04 NOV 2010 PM 5 L



Office of Commission Clerk  
Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

32399+0850



COMMISSIONERS:

LISA POLAK EDGAR  
NATHAN A. SKOP  
ART GRAHAM  
RONALD A. BRISÉ

STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ECONOMIC REGULATION  
(850) 413-6900

OCT 22 PM 8:46

CLERK

Public Service Commission

October 21, 2010

Paul Lewis  
Progress Energy Florida, Inc.  
106 East College Avenue, Suite 800  
Tallahassee, FL 32301-7740

100000-OT

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00148-10		
DISTRIBUTION: _____		

Dear Mr. Lewis:

The Commission has received customer questions concerning the calculation of deposits by Progress Energy Florida (PEF). In September, a customer complained that PEF was rounding up any monthly bill of less than \$100 to \$100, on the assumption that a bill of less than \$100 represented a partial month. More recently, we have received complaints that PEF is rounding up the total deposit to \$100, even if twice the actual usage is less than \$100. Both practices result in higher deposits than if actual usage was used.

This appears to be in direct violation of Rule 26-6.097, Florida Administrative Code, which states that new or additional deposits "...shall not exceed an amount equal to twice the average charges for actual usage of electric service for the twelve month period immediately prior to the date of notice." (emphasis added) Such rounding increases deposits, even when actual usage puts a lesser amount at risk for the utility.

Please provide in writing, justification for not using the actual monthly bills for the calculation of customer deposits as specified in the rule, by November 5, 2010.

Sincerely

Marshall Willis  
Director

CK:lr

cc: Division of Consumer Services (Hicks)

**Marguerite McLean**

100000-0T

**From:** Filings@psc.state.fl.us  
**Sent:** Tuesday, October 19, 2010 9:15 AM  
**To:** 'martimaria22@gmail.com'  
**Subject:** FW: rotted power poles

FPSC, CLERK - CORRESPONDENCE  
 Administrative Parties **Consumer**  
 DOCUMENT NO. 00148-10  
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Ms. Marti:

If your e-mail transmittal is an official filing for a specific docket, then there are multiple issues with your e-mail transmission.

Specific problems appear to be:

### 1. E-Mail Transmitting an Electronically Filed Document

- The e-mail message transmitting the document(s) to be filed is not itself considered a filing. Therefore, documents contained within the text of an e-mail transmission will not be considered filed.
- The e-mail message to which the document is attached shall include the following information, in the order listed:
  - a. The full name, address, telephone number, and e-mail address of the person responsible for the electronic filing,
  - b. The docket number and title if filed in an existing docket,
  - c. The name of the party on whose behalf the document is filed,
  - d. The total number of pages in each attached document., and
  - e. A brief but complete description of each attached document.

2. The attachment to your e-filing transmission opens up to an internet site and does not include a pleading for a specific document. If you have a pleading to be placed in a specific docket, your attachment will need to be resubmitted in order to be considered an official filing.

3. Your questions and comments are very important to us. If your e-mail transmittal is a comment only, please direct comments to clerk@psc.state.fl.us.

Please see e-filing requirements at the Commission's website for further information:  
<http://www.psc.state.fl.us/dockets/e-filings/>

Marguerite H. McLean  
 Commission Deputy Clerk II  
 Public Service Commission  
 Office of Commission Clerk  
 850-413-6770

**From:** maria marti [mailto:martimaria22@gmail.com]  
**Sent:** Monday, October 18, 2010 10:16 PM  
**To:** Filings@psc.state.fl.us  
**Subject:** rotted power poles

10/19/2010



Attached please find PDF file with information previously sent to PSC via your web site. To date, not much has been resolved. We the residents feel this is an accident waiting for a place to happen. Your prompt attention in this matter is greatly appreciated.

Maria Marti

COMMISSIONERS:  
NANCY ARGENZIANO, CHAIRMAN  
LISA POLAK EDGAR  
NATHAN A. SKOP  
ART GRAHAM  
RONALD A. BRISÉ

STATE OF FLORIDA



GENERAL COUNSEL  
S. CURTIS KISER  
(850) 413-6199  
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10 OCT -7 PM 3:35

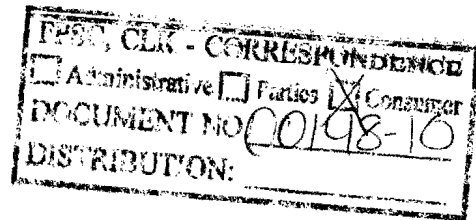
COMMISSION  
CLERK

Public Service Commission

October 7, 2010

100000-0T

Mr. Jesus Huerta  
Attorney At Law  
1800 SW 27th Avenue, Suite 609  
Miami, FL 33146



Re: 967850C - Inquiry

Dear Mr. Huerta:

I am writing in response to your September 15, 2010 letter to the Florida Public Service Commission (Commission) requesting information on whether the Commission regulates rebates offered by investor owned natural gas companies. Particularly, you expressed concerns with the non-payment of a rebate by Florida City Gas that was offered as a part of its energy conservation program.

Chapter 366, Florida Statutes, authorizes the Commission to regulate the rates and services of public utilities, including natural gas utilities. The Commission does regulate rebates and incentives because they are part of the conservation programs that the utilities offer and which must be approved by the Commission. With respect to Florida City Gas, it is a regulated utility company and the programs, which include rebates and incentives, that are offered to consumers must be approved (regulated) in order for Florida City Gas to receive cost recovery.

If there is a dispute with respect to a rebate or any customer charge, a customer has two avenues for initiating the Commission's jurisdiction. A customer may file an informal customer complaint pursuant to the Commission's customer complaint rule, Rule 25-22.032, Florida Administrative Code (F.A.C.) or initiate a formal complaint proceeding in accordance with Commission Rule 25-22.036, F.A.C.

Regarding the filing of an informal customer complaint, the Commission's intent, pursuant to Rule 25-22.032, F.A.C., is to resolve disputes between regulated companies and their customers as quickly, effectively, and inexpensively as possible. The Commission Staff will review the complaint to determine whether the utility's actions violated any statutes within the Commission's jurisdiction, or a rule or order of the Commission. You may access the consumer complaint form at <http://www.floridapsc.com/consumers/complaints/>.

Mr. Jesus Huerta  
Page 2  
October 7, 2010

A customer may also initiate a formal proceeding before the Commission pursuant to Rule 25-22.036, F.A.C. and Rule 28-106.301, F.A.C. Please refer to these rules for statutory deadlines and procedural requirements for filing a formal proceeding. This process is more lengthy and expensive.

Please note that additional information on the Commission's jurisdiction and regulatory authority can be obtained at our website, [www.floridapsc.com](http://www.floridapsc.com).

Because you advised in your letter that the letter was not a complaint and should not be construed as such, the Commission will take no further action at this time.

Please feel free to contact us if we can be of further assistance.

Sincerely,

A handwritten signature in black ink, appearing to read 'PE', with a long horizontal flourish extending to the right.

Pauline Evans  
Attorney

Cc: Ann Cole, Commission Clerk  
Curt Kiser, General Counsel  
Mary Anne Helton, Deputy General Counsel  
Adam Teitzman, Attorney Supervisor  
Katherine Fleming, Attorney

**Dorothy Menasco**

100000-07

**From:** Filings@psc.state.fl.us  
**Sent:** Monday, September 20, 2010 4:53 PM  
**To:** 'eyecandyapples@yahoo.com'  
**Cc:** Consumer Contact  
**Subject:** FW: verizon DSL Service

FPSC, CLK - CORRESPONDENCE  
 Administrative  Parties  Consumer  
DOCUMENT NO. 00148-10  
DISTRIBUTION: \_\_\_\_\_

Mr. Mooney:

Complaints serve as a valuable source of information to the Florida Public Service Commission (PSC). In order to allow the PSC to more efficiently process its customer complaints, all customers are asked to send complaints to the PSC in the following manner:

- \* If you choose to fax your complaint, please fax it to **(800) 511-0809**.
- \* E-mailed complaints and complaint correspondence should be sent to: **Contact@psc.state.fl.us**

We have forwarded your complaint to our Division of Service, Safety & Consumer Assistance, as they handle consumer complaints.

*Dorothy Menasco  
Chief Deputy Commission Clerk  
Florida Public Service Commission  
Office of Commission Clerk  
850-413-6770*

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are public records available to the public and media upon request. Your e-mail communications may therefore be subject to public disclosure.

**From:** Aprilyn Mae [mailto:eyecandyapples@yahoo.com]  
**Sent:** Monday, September 20, 2010 12:33 PM  
**To:** Filings@psc.state.fl.us  
**Subject:** Fw: verizon DSL Service

----- Forwarded Message -----

**From:** Aprilyn Mae <eyecandyapples@yahoo.com>  
**To:** filing@psc.state.fl.us  
**Sent:** Mon, September 20, 2010 12:31:36 PM  
**Subject:** verizon DSL Service

I am having a problem with Verizon DSL. I want to place an order for an additional DSL line at my business. They are requiring a credit check for the additional line. Which is outrageous. They are saying I have to setup another account, because I do not have a phone number to bill both DSL lines on the same bill. But they have no problem billing me for one line for the past year. How hard is it to add one more?! They are holding me hostage to order a phone number in addition to an additional DSL line. This could hurt my credit report with too many requests. This is only a \$39.99 monthly bill. I already have another DSL line established at the location without a regular phone number established. The phone number would ring nowhere due to the fact I have no phone at that location. I use cell phones. This would be an additional cost to me that I can not afford. The only reason I need a second line is because the first one is not able to handle my needs. The switching station is over 20,000 feet away from my location. This area I am located at does not

9/20/2010

have FIOS. My current DSL # is (813)986-1463, my email is [eyecandyapples@yahoo.com](mailto:eyecandyapples@yahoo.com). I refused to give them addition information. They are transferring me all over the country. The first number I called was 1-888-553-1555, they could not help. Then they transferred me to 1-866-424-9066, they could not help. They transferred me to 1-800-837-4966, I was cut off during the transfer. This not fair for Big Bully Corporations to take advantage of small business when credit is valuable in this poor economy. I did give them my SS# and date of birth. Now they say that information ties into another business named ABC Insurance and Tax Business. I have never heard of that business. Thank you in advance for any help you can give me. Joe Mooney (813)458-0271



Dorothy Menasco

100000-05

**From:** Filings@psc.state.fl.us  
**Sent:** Friday, September 17, 2010 8:50 AM  
**To:** 'Wes Borgman DVM'  
**Cc:** Ann Cole; Matilda Sanders  
**Subject:** RE: public records request

FPSC, CLK - CORRESPONDENCE  
Administrative Parties  Consumer  
DOCUMENT NO. 00148-10  
DISTRIBUTION: \_\_\_\_\_

Mr. Borgman:

Your questions, comments, and requests are very important to us. For future reference, please direct those types of matters only to clerk@psc.state.fl.us. If you file attached documents to be placed in a specific docket file, they should be filed at filings@psc.state.fl.us. I note that you originally copied your request to clerk@psc.state.fl.us, so that request will be handled appropriately. However, the copy that was filed with filings@psc.state.fl.us will be placed in undocketed correspondence without further action.

Please call our office if you have any questions.

Dorothy Menasco  
Chief Deputy Commission Clerk  
Florida Public Service Commission  
Office of Commission Clerk  
850-413-6770

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are public records available to the public and media upon request. Your e-mail communications may therefore be subject to public disclosure.

-----Original Message-----

**From:** Wes Borgman DVM [mailto:wesborgman@gmail.com]  
**Sent:** Thursday, September 16, 2010 6:09 PM  
**To:** Filings@psc.state.fl.us  
**Cc:** Records Clerk  
**Subject:** public records request

I would like an electronic copy of all PSC Public records, as defined in Section 119.011(12), Florida Statutes relating to:

CS/HB 751 - Automatic Renewal of Service Contracts

I am looking to any recommendations PSC made to the legislative or executive branch prior to the bill becoming law.

I am also looking for any communication from the PSC on how "CS/HB 751 - Automatic Renewal of Service Contracts" is to be implemented in the case of phone contracts.

**Dorothy Menasco**

100000-01

**From:** Rosanne Gervasi  
**Sent:** Thursday, August 26, 2010 3:10 PM  
**To:** Matilda Sanders  
**Cc:** Dorothy Menasco; Marguerite McLean; Jennifer Crawford; Patti Daniel  
**Subject:** RE: Mail fraud Payment request of Fritz Jacob Holzberg Gistro PSC Docket No. 020640-SU / PSC-07-0297-FOF-SU

**FPSC, CLK - CORRESPONDENCE**  
Administrative Parties / ~~Consumer~~  
**DOCUMENT NO.** 00148-10  
**DISTRIBUTION:**

**Sensitivity:** Private

Matilda, it does not need to be filed in the old docket, nor does a new docket need to be opened at this time. Please send the undocketed material to Jennifer Crawford. Staff will investigate the matter and attach it to a request to establish docket form, if necessary. Thanks.

---

**From:** Matilda Sanders  
**Sent:** Thursday, August 26, 2010 10:52 AM  
**To:** Rosanne Gervasi  
**Cc:** Dorothy Menasco; Marguerite McLean  
**Subject:** FW: Mail fraud Payment request of Fritz Jacob Holzberg Gistro PSC Docket No. 020640-SU / PSC-07-0297-FOF-SU  
**Importance:** High  
**Sensitivity:** Private

Morning Rosanne,

We received this in the Records Clerk mailbox. It should not have come in there, perhaps he was trying to efile it, but we would like to get it handled.

It is a closed docket. I see you were Lead Counsel at the time, and had sent to CLK for inclusion of the docket file (DN 01329-07 2/8/07) while the docket was open some correspondence from this gentleman.

Can you please advise us if we should place this in the closed docket, undocketed, or new docket?

Matilda/CLK

---

**From:** Records Clerk  
**Sent:** Thursday, August 26, 2010 9:57 AM  
**To:** Matilda Sanders; Catherine Potts; Dorothy Menasco  
**Subject:** FW: Mail fraud Payment request of Fritz Jacob Holzberg Gistro PSC Docket No. 020640-SU / PSC-07-0297-FOF-SU  
**Importance:** High  
**Sensitivity:** Private

This is the Email that is causing the problem. I am unable to make it view in the Records Mailbox so am forwarding it to you for processing.

Karen

---

**From:** Stephan de Paz Ph.D [mailto:peace.of.life@comcast.net]  
**Sent:** Wednesday, August 25, 2010 9:17 PM  
**To:** Records Clerk; mfisher@bsu.us; eferguson@bsu.us; Consumer Contact; ""us""; Abdul.Ahmadi@dep.state.fl.us  
**Subject:** Mail fraud Payment request of Fritz Jacob Holzberg Gistro PSC Docket No. 020640-SU / PSC-07-0297-FOF-SU  
**Importance:** High  
**Sensitivity:** Private

8/31/2010

Please see attached Copy

Copy to:  
Rosanne Gervasi  
Office of the General Counsel  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida

Dear Mr. Mel Fisher,

today we and all of our neighbors in Bonita Preserve incl. Robin way, Red Hibiscus Dr and Forest Mere Dr. received this letter from Mr. Fritz Jacob Holzberg. I will forward the same to Ms Rosanne Gervasi of Public Service Commission because it is not only mail fraud.

White Bird Of Paradise Corp  
Peace of Life Corp  
Stephan de Paz Ph.D

239 272 6118

Sincerely

8/31/2010

**Dorothy Menasco**


---

**From:** Matilda Sanders  
**Sent:** Thursday, August 26, 2010 3:46 PM  
**To:** Jennifer Crawford  
**Cc:** Rosanne Gervasi; Dorothy Menasco; Patti Daniel  
**Subject:** FW: Mail fraud Payment request of Fritz Jacob Holzberg Gistro PSC Docket No. 020640-SU / PSC-07-0297-FOF-SU  
**Sensitivity:** Private  
**Attachments:** Fritz Jacob Holzberg Scam Water sewich2.jpg; Fritz Jacob Holzberg Scam Water sewich.jpg

Per Rosanne email, attached is the undocketed material that was in our Records Clerk mailbox.

Thank you for helping us out.

Matilda/CLK

---

**From:** Rosanne Gervasi  
**Sent:** Thursday, August 26, 2010 3:10 PM  
**To:** Matilda Sanders  
**Cc:** Dorothy Menasco; Marguerite McLean; Jennifer Crawford; Patti Daniel  
**Subject:** RE: Mail fraud Payment request of Fritz Jacob Holzberg Gistro PSC Docket No. 020640-SU / PSC-07-0297-FOF-SU  
**Sensitivity:** Private

Matilda, it does not need to be filed in the old docket, nor does a new docket need to be opened at this time. Please send the undocketed material to Jennifer Crawford. Staff will investigate the matter and attach it to a request to establish docket form, if necessary. Thanks.

---

**From:** Matilda Sanders  
**Sent:** Thursday, August 26, 2010 10:52 AM  
**To:** Rosanne Gervasi  
**Cc:** Dorothy Menasco; Marguerite McLean  
**Subject:** FW: Mail fraud Payment request of Fritz Jacob Holzberg Gistro PSC Docket No. 020640-SU / PSC-07-0297-FOF-SU  
**Importance:** High  
**Sensitivity:** Private

Morning Rosanne,

We received this in the Records Clerk mailbox. It should not have come in there, perhaps he was trying to efile it, but we would like to get it handled.

It is a closed docket. I see you were Lead Counsel at the time, and had sent to CLK for inclusion of the docket file (DN 01329-07 2/8/07) while the docket was open some correspondence from this gentleman.

Can you please advise us if we should place this in the closed docket, undocketed, or new docket?

Matilda/CLK

---

**From:** Records Clerk  
**Sent:** Thursday, August 26, 2010 9:57 AM  
**To:** Matilda Sanders; Catherine Potts; Dorothy Menasco  
**Subject:** FW: Mail fraud Payment request of Fritz Jacob Holzberg Gistro PSC Docket No. 020640-SU / PSC-07-0297-FOF-SU  
**Importance:** High

8/31/2010

**Sensitivity:** Private

This is the Email that is causing the problem. I am unable to make it view in the Records Mailbox so am forwarding it to you for processing.

Karen

---

**From:** Stephan de Paz Ph.D [mailto:peace.of.life@comcast.net]  
**Sent:** Wednesday, August 25, 2010 9:17 PM  
**To:** Records Clerk; mfisher@bsu.us; eferguson@bsu.us; Consumer Contact; ""us""; Abdul.Ahmadi@dep.state.fl.us  
**Subject:** Mail fraud Payment request of Fritz Jacob Holzberg Gistro PSC Docket No. 020640-SU / PSC-07-0297-FOF-SU  
**Importance:** High  
**Sensitivity:** Private

Please see attached Copy

Copy to:  
Rosanne Gervasi  
Office of the General Counsel  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida

Dear Mr. Mel Fisher,

today we and all of our neighbors in Bonita Preserve incl. Robin way, Red Hibiscus Dr and Forest Mere Dr. received this letter from Mr. Fritz Jacob Holzberg. I will forward the same to Ms Rosanne Gervasi of Public Service Commission because it is not only mail fraud.

White Bird Of Paradise Corp  
Peace of Life Corp  
Stephan de Paz Ph.D

239 272 6118

Sincerely

---

8/31/2010

**Dorothy Menasco**

---

**From:** Patti Daniel  
**Sent:** Thursday, August 26, 2010 3:00 PM  
**To:** Rosanne Gervasi; Jennifer Crawford  
**Cc:** Dorothy Menasco; Marshall Willis; Cheryl Bulecza-Banks; Connie Kummer; Rhonda Hicks  
**Subject:** RE: Mail fraud Payment request of Fritz Jacob Holzberg Gistro PSC Docket No. 020640-SU / PSC-07-0297-FOF-SU  
**Sensitivity:** Private

I printed a copy. It doesn't need to be docketed yet.

---

**From:** Rosanne Gervasi  
**Sent:** Thursday, August 26, 2010 1:56 PM  
**To:** Jennifer Crawford; Patti Daniel  
**Subject:** RE: Mail fraud Payment request of Fritz Jacob Holzberg Gistro PSC Docket No. 020640-SU / PSC-07-0297-FOF-SU  
**Sensitivity:** Private

In the meantime, what do you want me to tell the Clerk's Office to do with the materials they forwarded to me? Do you want me to ask them not to file the info. in any docket and to forward it to you instead? Then it can be attached to a new docket request, if necessary (i.e., a show cause docket)?

---

**From:** Jennifer Crawford  
**Sent:** Thursday, August 26, 2010 1:27 PM  
**To:** Patti Daniel  
**Cc:** Rosanne Gervasi  
**Subject:** RE: Mail fraud Payment request of Fritz Jacob Holzberg Gistro PSC Docket No. 020640-SU / PSC-07-0297-FOF-SU  
**Sensitivity:** Private

Yes. I'm in the NCRC hearing for the immediate future - early next week?

---

**From:** Patti Daniel  
**Sent:** Thursday, August 26, 2010 1:25 PM  
**To:** Jennifer Crawford  
**Cc:** Rosanne Gervasi  
**Subject:** FW: Mail fraud Payment request of Fritz Jacob Holzberg Gistro PSC Docket No. 020640-SU / PSC-07-0297-FOF-SU  
**Sensitivity:** Private

Do we need to talk about this one?

---

**From:** Patti Daniel  
**Sent:** Thursday, August 26, 2010 12:58 PM  
**To:** Rosanne Gervasi  
**Subject:** RE: Mail fraud Payment request of Fritz Jacob Holzberg Gistro PSC Docket No. 020640-SU / PSC-07-0297-FOF-SU  
**Sensitivity:** Private

I got a call from Mr. Holzberg several weeks ago. He wanted to know how to file an original certificate application. I told him he would need the same info he filed last time. I have not received any info from him and, as far as I know, a new docket has not been opened.

As for the attached letter, if he is collecting a monthly fee for sewer service, he is not following what he told the Commission he intended to do when he withdrew his application in the prior docket.

8/31/2010

---

**From:** Rosanne Gervasi  
**Sent:** Thursday, August 26, 2010 12:27 PM  
**To:** Patti Daniel  
**Subject:** FW: Mail fraud Payment request of Fritz Jacob Holzberg Gistro PSC Docket No. 020640-SU / PSC-07-0297-FOF-SU  
**Importance:** High  
**Sensitivity:** Private

Patti, has there been a new docket opened to process a new original in existence certificate application for Gistro? If so, I believe these items should be filed in the new docket.

---

**From:** Matilda Sanders  
**Sent:** Thursday, August 26, 2010 10:52 AM  
**To:** Rosanne Gervasi  
**Cc:** Dorothy Menasco; Marguerite McLean  
**Subject:** FW: Mail fraud Payment request of Fritz Jacob Holzberg Gistro PSC Docket No. 020640-SU / PSC-07-0297-FOF-SU  
**Importance:** High  
**Sensitivity:** Private

Morning Rosanne,

We received this in the Records Clerk mailbox. It should not have come in there, perhaps he was trying to efile it, but we would like to get it handled.

It is a closed docket. I see you were Lead Counsel at the time, and had sent to CLK for inclusion of the docket file (DN 01329-07 2/8/07) while the docket was open some correspondence from this gentleman.

Can you please advise us if we should place this in the closed docket, undocketed, or new docket?

Matilda/CLK

---

**From:** Records Clerk  
**Sent:** Thursday, August 26, 2010 9:57 AM  
**To:** Matilda Sanders; Catherine Potts; Dorothy Menasco  
**Subject:** FW: Mail fraud Payment request of Fritz Jacob Holzberg Gistro PSC Docket No. 020640-SU / PSC-07-0297-FOF-SU  
**Importance:** High  
**Sensitivity:** Private

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Karen

---

**From:** Stephan de Paz Ph.D [mailto:peace.of.life@comcast.net]  
**Sent:** Wednesday, August 25, 2010 9:17 PM  
**To:** Records Clerk; mfisher@bsu.us; eferguson@bsu.us; Consumer Contact; ""us""; Abdul.Ahmadi@dep.state.fl.us  
**Subject:** Mail fraud Payment request of Fritz Jacob Holzberg Gistro PSC Docket No. 020640-SU / PSC-07-0297-FOF-SU  
**Importance:** High  
**Sensitivity:** Private

Please see attached Copy

Copy to:

8/31/2010

Rosanne Gervasi  
Office of the General Counsel  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida

Dear Mr. Mel Fisher,

today we and all of our neighbors in Bonita Preserve incl. Robin way, Red Hibiscus Dr and Forest Mere Dr. received this letter from Mr. Fritz Jacob Holzberg. I will forward the same to Ms Rosanne Gervasi of Public Service Commission because it is not only mail fraud.

White Bird Of Paradise Corp  
Peace of Life Corp  
Stephan de Paz Ph.D

239 272 6118

Sincerely

8/31/2010



**Dorothy Menasco**

---

**From:** Matilda Sanders  
**Sent:** Thursday, August 26, 2010 10:52 AM  
**To:** Rosanne Gervasi  
**Cc:** Dorothy Menasco; Marguerite McLean  
**Subject:** FW: Mail fraud Payment request of Fritz Jacob Holzberg Gistro PSC Docket No. 020640-SU / PSC-07-0297-FOF-SU  
**Importance:** High  
**Sensitivity:** Private  
**Follow Up Flag:** Follow up  
**Flag Status:** Red  
**Attachments:** Fritz Jacob Holzberg Scam Water sewich2.jpg; Fritz Jacob Holzberg Scam Water sewich.jpg

Morning Rosanne,

We received this in the Records Clerk mailbox. It should not have come in there, perhaps he was trying to efile it, but we would like to get it handled.

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**Sent:** Thursday, August 26, 2010 9:57 AM  
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**Sent:** Wednesday, August 25, 2010 9:17 PM  
**To:** Records Clerk; mfisher@bsu.us; eferguson@bsu.us; Consumer Contact; ""us""; Abdul.Ahmadi@dep.state.fl.us  
**Subject:** Mail fraud Payment request of Fritz Jacob Holzberg Gistro PSC Docket No. 020640-SU / PSC-07-0297-FOF-SU  
**Importance:** High  
**Sensitivity:** Private

Please see attached Copy

Copy to:  
 Rosanne Gervasi  
 Office of the General Counsel  
 Florida Public Service Commission

8/31/2010

2540 Shumard Oak Blvd.  
Tallahassee, Florida

Dear Mr. Mel Fisher,

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White Bird Of Paradise Corp  
Peace of Life Corp  
Stephan de Paz Ph.D

239 272 6118

Sincerely

8/31/2010

---

G I S T R O I N C .  
A FLORIDA CORPORATION

POBOX 366 762

BONITA SPRINGS

FLORIDA 34136

239 495 8089Tel.

239 (495 8089 fax

hlzbrg@embarqmail.com

August 15 2010

Dear Homeowner in the Spring Lakes single Family Community and Townhouse Owner in the Forest Mere Community in Bonita Springs FL.34135  
GISTRO Inc. is the only owner of the Sewer Collection System in the Forest Mere development since it was installed in 1983, when this Development. has been created.

Bonita Springs Utilities does **not own and newer did own**, any part in the Spring Lakes or Forest Mere Townhouse Community **and has no right** to demand any payments from the homeowners or townhouse owners for Monthly service in this Forest Mere development .. The collection of monthly service fees and selling sewer connections, in the past was wrong

Bonita Springs Utilities has, despite of the terrible economical situation in our Country requested from their Frenchisor , THE City of Bonita Springs the permission to raise their service fees by 3 and ½ %. They did receive permission for 2½.%. Beginning September 1,2010 **Gistro Inc. will not raise any fees as long as this recession will last.**

Should you receive any bills for service by Bonita Springs Utilities, **do not make any payments to Bonita Springs Utilities** . Please send the amount you paid last month for sewer service to GISTRO Inc. p o b o x 366 762 Bonita Springs FL. 34136 the owner of the SEWER system in this development. The following month you will receive an original bill based on our meter reading.

Sincerely,

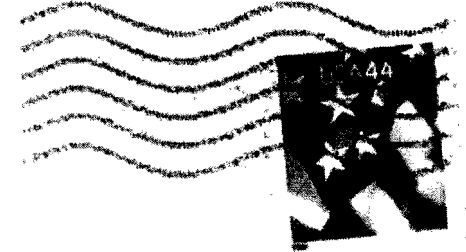


J.Fritz Holzberg  
For GISTRO Inc.

**Gistro Inc.**  
**POB 366762**  
**Bonita Springs,**  
**FL 34136**  
**USA**

FT MYERS FL 339

24 AUG 2010 PM 1 1



25-47-25-B3-00904.0310  
WHITE BIRD OF PARADISE CORP  
11590 RED HIBISCUS DR  
BONITA SPRINGS, FL 34135

3413536198



Dorothy Menasco

100000-05

FPSC, CLK - CORRESPONDENCE

Administrative Parties  Consumer

**From:** Filings@psc.state.fl.us  
**Sent:** Wednesday, August 25, 2010 2:18 PM  
**To:** 'saporito3@gmail.com'  
**Cc:** Ninh Son; Leonard Wert, Jr.; Andrew Kugler; Annette Vietti-Cook; Ryan Whited; Region II Email Center; Jason Paige; Jeffrey Hamman; Tracy Orf; Marvin Sykes; Melanie Checkle; Anthony Gody; Carolyn Evans; Oscar DeMiranda; StateAttorney@sa15.state.fl.us  
**Subject:** FW: REQUEST FOR GRAND JURY INVESTIGATION OF FLORIDA POWER & LIGHT COMPANY et al.  
**Attachments:** 2010.08.25.N.02 Miami Herald-FPL.pdf

DOCUMENT NO. 00148-10  
DISTRIBUTION: \_\_\_\_\_

Mr. Saporito:

This e-mail will be placed in *Docket correspondence - Consumers and their representatives* in the undocketed matters without further action (DN 00148-10).

The Commission accepts documents for filing by electronic transmission ("electronic filing" or "e-filing") provided the electronic filing requirements are met. A link to the Commission's electronic filing requirements is included for your convenience:

<http://www.psc.state.fl.us/dockets/e-filings/>

Your filing will need to be revised and resubmitted if you wish it to be filed in a docket pending before the Commission. For future reference, please direct comments to [clerk@psc.state.fl.us](mailto:clerk@psc.state.fl.us). If you file attached documents to be placed in a specific docket file, you may file them at [filings@psc.state.fl.us](mailto:filings@psc.state.fl.us).

Please call the Office of Commission Clerk if you have any questions regarding the filing process.

Dorothy Menasco  
 Chief Deputy Commission Clerk  
 Florida Public Service Commission  
 Office of Commission Clerk  
 850-413-6770

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are public records available to the public and media upon request. Your e-mail communications may therefore be subject to public disclosure.

---

**From:** Thomas Saporito [mailto:saporito3@gmail.com]  
**Sent:** Wednesday, August 25, 2010 9:55 AM  
**To:** StateAttorney@sa15.state.fl.us  
**Cc:** Filings@psc.state.fl.us; Ninh Son; Leonard Wert, Jr.; Andrew Kugler; Annette Vietti-Cook; Ryan Whited; Region II Email Center; Jason Paige; Jeffrey Hamman; Tracy Orf; Marvin Sykes; Melanie Checkle; Anthony Gody; Carolyn Evans; Oscar DeMiranda  
**Subject:** REQUEST FOR GRAND JURY INVESTIGATION OF FLORIDA POWER & LIGHT COMPANY et al.

Dear Mr. Michael F. McAuliffe:

Please find the attached PDF document which is a newspaper article describing alleged misconduct by executives of the Florida Power & Light Company (FPL) in allegedly providing "**materially false**" testimony under "**oath**" at a rate-case brought by FPL executives before the Florida Public Service Commission (PSC).

To the extent that FPL maintains its corporate headquarters in Palm Beach County, Juno Beach, Florida, your office

8/25/2010

has requisite jurisdiction to prosecute individuals for wrongdoing in these circumstances. On behalf of myself, and the many other "good" citizens who are customers of FPL, your office is hereby officially and formally requested to convene a grand jury investigation into the circumstances of FPL's mis-conduct in allegedly providing "**false**" testimony under "**oath**" to the PSC in an effort to obtain a favorable decision by the PSC to increase FPL's base-rate for electric power charged to FPL customers in the state of Florida.

As an Intervenor, in the aforementioned FPL rate-case, I stand ready to assist your office in any way that I may be of assistance.

Your full cooperation in timely bringing this most important matter before a grand jury is both anticipated and appreciated on behalf of all FPL customers, employees, and stockholders.

Kind regards,

--

Thomas Saporito, Executive Director  
[EndangeredPlanetEarth.blogspot.com](http://EndangeredPlanetEarth.blogspot.com)  
Post Office Box 8413, Jupiter, FL 33468  
Phone: 561-972-8363 Fax: (561) 247-6404  
Electronic Mail: [saporito3@gmail.com](mailto:saporito3@gmail.com)

Advocate of Greenpeace USA - Think Before Printing and Save a Tree

8/25/2010

**Dorothy Menasco**

100000-0T

**From:** Filings@psc.state.fl.us**Sent:** Monday, August 09, 2010 4:27 PM**To:** 'PARTB1228@aol.com'**Cc:** Consumer Contact; Marguerite McLean; Diamond Williams FPSC, CLK - CORRESPONDEN**Subject:** FW: Complaint

Administrative Parties **Consumer**  
 DOCUMENT NO. 00148-10  
 DISTRIBUTION: \_\_\_\_\_

Mr. Bowman:

Complaints serve as a valuable source of information to the Florida Public Service Commission (PSC). In order to allow the PSC to more efficiently process its customer complaints, all customers are asked to send complaints to the PSC in the following manner:

- \* If you choose to fax your complaint, please fax it to **(800) 511-0809**.
- \* E-mailed complaints and complaint correspondence should be sent to: **Contact@psc.state.fl.us**

We have forwarded your complaint to our Division of Service, Safety & Consumer Assistance, as they handle consumer complaints.

*Dorothy Menasco  
 Chief Deputy Commission Clerk  
 Florida Public Service Commission  
 Office of Commission Clerk  
 850-413-6770*

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are public records available to the public and media upon request. Your e-mail communications may therefore be subject to public disclosure.

---

**From:** PARTB1228@aol.com [mailto:PARTB1228@aol.com]  
**Sent:** Sunday, August 08, 2010 9:30 PM  
**To:** Filings@psc.state.fl.us  
**Subject:** Complaint

Gentlemen,

My cell phone provider tells me that they require the area code before a local number. This has not been the case until now. I receive a vocal announcement that the call cannot go through unless one dials the area code first for local call. They tell me this is your requirement and not a fault of their service even though the associated phone in our family is not thus effected. I wish to know if they are telling me the true facts of the case as this will cause a great inconvenience as it will be necessary of re do the entire phone book on my phone, some 200 plus numbers to accommodate this. Please let me know so that I can approach the right source for this problem.

Thank you

Bob Bowman  
 850 478 7975

8/9/2010

**Dorothy Menasco**

100000-07

**From:** Dorothy Menasco on behalf of Records Clerk  
**Sent:** Friday, June 18, 2010 12:52 PM  
**To:** 'Minges, Allison'  
**Subject:** RE: question regarding intervenors

**FPSC, CLK - CORRESPONDENCE**  
 \_\_Administrative\_\_ Parties  Consumer  
**DOCUMENT NO.** 00148-10  
**DISTRIBUTION:** \_\_\_\_\_

Ms. Minges:

Thank you for contacting the Florida Public Service Commission (FPSC) regarding intervention. Please see Rule 25-22.039, Florida Administrative Code, regarding Intervention.

**25-22.039 Intervention.**

Persons, other than the original parties to a pending proceeding, who have a substantial interest in the proceeding, and who desire to become parties may petition the presiding officer for leave to intervene. Petitions for leave to intervene must be filed at least five (5) days before the final hearing, must conform with Uniform subsection 28-106.201(2), F.A.C., and must include allegations sufficient to demonstrate that the intervenor is entitled to participate in the proceeding as a matter of constitutional or statutory right or pursuant to Commission rule, or that the substantial interests of the intervenor are subject to determination or will be affected through the proceeding. Intervenors take the case as they find it.

*Specific Authority 350.01(7), 350.127(2) FS. Law Implemented 120.569, 120.57 FS. History—Formerly 25-2.34, Amended 12-21-81, Formerly 25-22.39.*

*Dorothy Menasco  
 Chief Deputy Commission Clerk  
 Florida Public Service Commission  
 Office of Commission Clerk  
 850-413-6770*

*Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are public records available to the public and media upon request. Your e-mail communications may therefore be subject to public disclosure.*

---

**From:** Minges, Allison [mailto:Allison.Minges@psc.sc.gov]  
**Sent:** Thursday, June 17, 2010 1:08 PM  
**To:** Records Clerk  
**Subject:** question regarding intervenors

Hello. I'm compiling some research on intervenors in PSC cases. Can you please tell me what other agencies or entities automatically become intervenors on every Florida PSC docket? For instance, in South Carolina, the SC Office of Regulatory Staff is an automatic intervenor in all of our cases. Some states have their Consumer Advocate or Attorney General as intervenors.

Any insight you could provide in this regard would be much appreciated.

Best Regards,

*Allison Minges  
 Paralegal  
 Public Service Commission of South Carolina  
 (803) 896-5139*

6/18/2010



**Dorothy Menasco**

100000-07

**From:** Filings@psc.state.fl.us  
**Sent:** Wednesday, April 21, 2010 9:13 AM  
**To:** 'Bernadus Kerkhoff'; Ann Cole  
**Subject:** RE: I Request Your Service (Collection)

**FPSC, CLK - CORRESPONDENCE**  
 \_\_\_Administrative\_\_\_ Parties  Consumer  
**DOCUMENT NO.** 00148-10  
**DISTRIBUTION:** \_\_\_\_\_

Mr. Kerkhoff:

Thank you for contacting the Florida Public Service Commission. <http://www.floridapsc.com/> Please note that the Commission does not handle personal injury matters.

The Florida Public Service Commission is committed to making sure that Florida's consumers receive some of their most essential services — electric, natural gas, telephone, water, and wastewater — in a safe, affordable, and reliable manner. In doing so, the PSC exercises regulatory authority over utilities in one or more of three key areas: rate base/economic regulation; competitive market oversight; and monitoring of safety, reliability, and service.

For more information on the services the Public Service Commission does and does not regulate, go to our brochure entitled *When to Call the PSC*, at the following link:

[http://www.floridapsc.com/publications/consumer/brochure/When\\_to\\_Call\\_the\\_PSC.pdf](http://www.floridapsc.com/publications/consumer/brochure/When_to_Call_the_PSC.pdf)

I hope you find this information helpful.

*Dorothy Menasco*  
*Chief Deputy Commission Clerk*  
*Florida Public Service Commission*  
*Office of Commission Clerk*  
*850-413-6770*

-----Original Message-----

**From:** Bernadus Kerkhoff [<mailto:b.kerkhoff2000@gmail.com>]  
**Sent:** Tuesday, April 20, 2010 3:36 PM  
**Subject:** I Request Your Service (Collection)

Dear Counsel,

My name is Bernadus Kerkhoff and I need a lawyer to assist me in my settlement claims collection. On the 2nd of January, 2010, I was hit by a vehicle driven by Mr. Patrick Murphy and I sustained body injuries and a fractured elbow. I and Patrick Murphy agreed under a Settlement and Release Agreement that he would settle me out of court because he did not want the accident made public which I had to agree with. Patrick Murphy agreed to pay me under terms of the agreement and has paid me \$120,000 but with an outstanding balance. I am hereby seeking your legal assistance in collecting the balance or helping me enforce the agreement and have him honor the agreement in entirety.

I will be providing further information upon your request. I believe that one of the reasons Patrick Murphy has  
 4/21/2010

refused to pay is because I am no longer in the United States since I was there for for the holidays when the accident occurred. Please get back to me if this is a case you can undertake. Let me know if you require consultation fee before you advice or look at the agreement evidence. I am hereby seeking your firm to assist in collecting the balance from him and if this is not your area of specialization, please refer me to an attorney who can handle this case. Mr. Patrick Murphy has already agreed to pay me the balance but I know that a law firm like yours is needed to help me collect payment from him or litigate this matter if he fails to pay as promised.

Sincerely,  
Bernadus Kerkhoff

4/21/2010

Dorothy Menasco

100000

**From:** Dorothy Menasco on behalf of Records Clerk  
**Sent:** Tuesday, March 30, 2010 1:10 PM  
**To:** 'April Jennings'  
**Cc:** Consumer Contact; Ann Cole  
**Subject:** RE: Looking for information regarding Telecommunications

**FPSC, CLK - CORRESPONDENCE**  
 \_\_\_Administrative\_\_\_ Parties  Consumer  
**DOCUMENT NO.** 00148-10  
**DISTRIBUTION:** \_\_\_\_\_

Ms. Jennings:

Thank you for contacting the Florida Public Service Commission. Please note that the Commission's mission is to facilitate the efficient provision of safe and reliable utility services at fair prices.

If you have questions regarding a specific regulated telecommunications company, you may contact our Division of Regulatory Analysis at 850-413-6600.

If you have questions regarding the Solicitations Act, you may be interested in contacting the Department of Agriculture & Consumer Services at 800-435-7352 or 850-922-2967.

If neither of those options sound like the type of assistance you are seeking, you may be interested in contacting the Federal Communications Commission. A link to their website is included for your convenience:  
<http://www.fcc.gov/contacts.html>

Please contact us if there is any further assistance we can provide.

*Dorothy Menasco*  
 Chief Deputy Commission Clerk  
 Florida Public Service Commission  
 Office of Commission Clerk  
 850-413-6770

---

**From:** April Jennings [mailto:aprilj@ideaworksusa.com]  
**Sent:** Tuesday, March 30, 2010 12:31 PM  
**To:** Records Clerk  
**Cc:** Consumer Contact  
**Subject:** Looking for information regarding Telecommunications

Hello,

We are looking for some help/direction.

We are an Agency that provided television media buying service for a client and now the client is doing their own media-buying.

The issue we are having is that they are using a commercial that is our property and releasing it to TV station all over the country. We do not know how they obtained the commercial as we have not released it to them due to non-payment. What is the next step that we should take regarding this issue?

Any help or direction that you could give us would be greatly appreciated.

Thank you,

**APRIL JENNINGS | IDEAWORKS**  
 T: 850.434.9095 | F: 850.434.5753  
 E: [aprilj@ideaworksusa.com](mailto:aprilj@ideaworksusa.com) | W: [www.ideaworksusa.com](http://www.ideaworksusa.com)

Read the blog: [PR Briefs](#)  
 DIY Marketing! [Register Here](#).

3/30/2010

Dorothy Menasco

1000000 OT

**From:** Filings@psc.state.fl.us  
**Sent:** Tuesday, March 30, 2010 9:00 AM  
**To:** 'frank.cain@lcec.net'  
**Cc:** Marguerite McLean  
**Subject:** FW: Annual Filing

**FPSC, CLK - CORRESPONDENCE**  
 \_\_\_Administrative\_\_\_ Parties  Consumer  
**DOCUMENT NO.** 0048-10  
**DISTRIBUTION:** \_\_\_\_\_

**Attachments:** Cover Letter for FPSC Filing 4-1-10.pdf; Interconnection & Net Metering Report for FPSC Filing 4-1-10 PDF.pdf; Standards for Renewable Energy for FPSC Filing 4-1-10 (2).pdf

Mr. Cain:

We have received the attachments referenced in your e-filing below. Please note that per Commission e-filing requirements, any attachments must be included in the electronic document (cover letter, petition, certificate of service, etc.) to which it relates, and shall not be submitted as a separate attachment to the email. In other words, if the cover letter mentions attachments, those attachments need to be included with the cover letter (one attachment to the e-mail), rather than three separate documents/attachments to the e-mail. A link to the Commission's e-filing requirements is included for your convenience:

<http://www.psc.state.fl.us/dockets/e-filings/>

Your filing will need to be revised and resubmitted in order to be eligible for electronic filing.

Please feel free to call our office if you have any questions.

*Dorothy Menasco  
 Chief Deputy Commission Clerk  
 Florida Public Service Commission  
 Office of Commission Clerk  
 850-413-6770*

---

**From:** Cain, Frank [mailto:Frank.Cain@lcec.net]  
**Sent:** Monday, March 29, 2010 4:24 PM  
**To:** Filings@psc.state.fl.us  
**Subject:** FW: Annual Filing

Frank R. Cain, Jr., Director Regulatory and Governmental Relations,  
 Chief Risk/Compliance Officer  
 4980 Bayline Drive  
 North Fort Myers, FL 33917-3910  
 239-656-2347  
[frank.cain@lcec.net](mailto:frank.cain@lcec.net)

Filing three documents on behalf of Lee County Electric Cooperative, Inc (LCEC) to comply with 366.91(6), F.S. and 366.92(5), F.S. including:

1. "Cover Letter" (One Page)
2. "Interconnection and Net Metering of Customer Owned Renewable Generation" (Two Pages)
3. "Standards for Renewable Energy, Conservation and Energy Efficiency Report" (Two Pages)

The Cover Letter describes what is included in the filing.

3/30/2010

The Interconnection and Net Metering of Customer Owned Renewable Generation summarizes our 2009 results of Net Metering.

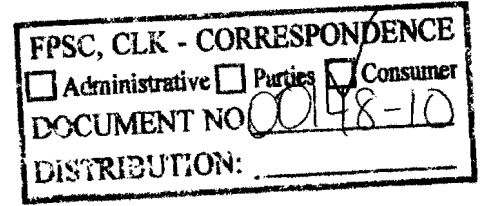
The Standards for Renewable Energy, Conservation and Energy Efficiency Report describes our support of renewable energy, conservation and energy efficiency.

s/Frank R. Cain, Jr., Director Regulatory and Governmental Relations,  
Chief Risk/Compliance Officer

**Ruth Nettles**

100000-0T

**From:** on behalf of Filings@psc.state.fl.us  
**To:** helewskid@hotmail.com  
**Cc:** Marguerite McLean; Dorothy Menasco; Rhonda Hicks; Ruth McHargue  
**Subject:** FW: AT&T Billing Practices



Dear Mr. Helewski:

Complaints serve as a valuable source of information to the Florida Public Service Commission (PSC). In order to allow the PSC to more efficiently process its customer complaints, all customers are asked to send complaints to the PSC in the following manner:

- \* If you choose to fax your complaint, please fax it to (800) 511-0809.
- \* E-mailed complaints and complaint correspondence should be sent to: Contact@psc.state.fl.us

We have forwarded your complaint to our Division of Regulatory Compliance and Consumer Assistance for resolution.

Please call our office if you have any questions.

Sincerely,

Ruth Nettles  
Commission Deputy Clerk II  
Office of Commission Clerk  
850-413-6770

---

**From:** Carol Helewski [mailto:helewskid@hotmail.com]  
**Sent:** Monday, March 22, 2010 1:22 PM  
**To:** Filings@psc.state.fl.us  
**Subject:** AT&T Billing Practices

To Whom It May Concern:

I had been a satisfied small business customer of Bell South for many years and then, the greedy giant (ATT) bought them out. I stayed with ATT (since at that time they had a monopoly and I had no other choice) and chose a plan that included all long distance calls (not international) in one monthly price. Since ATT took over Bell South, I have had many issues with them, but this latest, is the "clincher". They have changed my phone service to suit themselves. I now pay for each individual long distance call and am being charged for internet service which I have never had, nor do I now have on my business line. I had become so comfortable with my service, (my own stupidity) that it never entered my mind that the company I trusted would change my service without my knowledge. I have tried to call, but can not hold the line for 30-45 minutes, and since I am in and out of my office, I can not be available at a specific time.

I would like to see someone check the tactics of ATT. They have become an ever growing menace to the communications of the little guy, and quite possibly the big guys too. I am just a small business man trying to earn a living and pay my bills. I would appreciate it if the Commission could look into this disregard for the consumer by such a large corporation.

Thank You for your consideration and time.

Respectfully,

s/ Dan Helewski  
DJ Installations  
431 NE 21 Court  
Wilton Manors, FL 33305  
(954) 565-5544

---

Hotmail: Trusted email with Microsoft's powerful SPAM protection. [Sign up now.](#)

**Ann Cole**

100000-OT

**From:** Ann Cole  
**Sent:** Monday, February 22, 2010 3:25 PM  
**To:** Melanie Shanks  
**Cc:** Commissioners Advisors; Administrative Assistants - Commission Suite  
**Subject:** FW: Undocketed Correspondence  
**Attachments:** Level 3 Communication.tif

Thank you for this information. This attachment has been printed and will be placed in *Correspondence - Consumers and their Representatives*, in the undocketed file.

**From:** Melanie Shanks  
**Sent:** Monday, February 22, 2010 2:41 PM  
**To:** Ann Cole  
**Subject:** Undocketed Correspondence

FPSC, CLK - CORRESPONDENCE  
 \_\_\_Administrative\_\_\_ Parties  Consumer  
 DOCUMENT NO. 00148-10  
 DISTRIBUTION: \_\_\_\_\_

Anne,

Could you please place this in the undocketed correspondence? Thanks!

Melanie E. Shanks  
 Executive Secretary to the Commissioner  
 Office of Commissioner Ben A. "Steve" Stevens  
 Florida Public Service Commission  
 2540 Shumard Oak Blvd.  
 Tallahassee, FL 32399  
 (850) 413-6046  
 mshanks@psc.state.fl.us



**Gregory T. Diamond**  
Regulatory Counsel

TEL: (720) 888-3148  
FAX: (720) 888-5134  
Greg.diamond@Level3.com

Commissioner Ben A. Stevens III  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

Re: ***Level 3 Increases Commitment to Central Florida***

Dear Commissioner Stevens:

I am very pleased to tell you that Level 3 has grown its presence in Central Florida, with particular focus on mid-market enterprises. This initiative will include expanded activities in the Tampa-St. Petersburg and Orlando metropolitan areas. I enclose a detailed press release with more information on this initiative. Thank you.

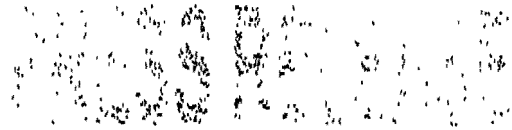
Yours very truly,



Gregory T. Diamond  
Regulatory Counsel

Level 3 Communications LLC 1025 Eldorado Blvd.  
Broomfield, CO 80021





## **Level 3 Increases Commitment to Central Florida**

*Level 3 Expanding Fiber-Optic Network in Tampa-St. Pete and Orlando Areas;  
Providing Competitive Alternative for Area Businesses*

**TAMPA, Fla., Feb. 11, 2010** – Level 3 Communications, Inc. (NASDAQ: LVLT) today announced that it has expanded its operations and is enhancing its local presence in Central Florida, which includes the Tampa-St. Petersburg and Orlando metropolitan areas. This is part of Level 3's continued commitment to increasing its presence in local markets throughout the country, designed to provide mid-market enterprises with a superior customer experience.

Through a combination of its extensive backbone network, metro fiber-optic footprint, and a locally focused sales and customer support team, Level 3 provides greater opportunities for mid-market enterprises to take advantage of Level 3's broad spectrum of communications services. In support of this effort, Level 3 is growing and realigning its workforce in Central Florida to couple an on-the-ground presence with an intimate marketplace knowledge that will allow Florida businesses to maximize the benefit of their communications solutions.

"It's encouraging to see Level 3 expand its commitment to the Tampa-St. Pete business community," said Ian Steel, director of information technology for the Tampa Bay Lightning. "We have built a great relationship with Level 3 thanks to the reliability, security and quality of the services they deliver to the Tampa Bay Lightning."

Level 3 has 600 miles of fiber in Central Florida that passes nearly 30,000 businesses. The company will add capacity to the network and will expand the number of businesses – across a variety of vertical industries – that are directly connected to this network, enabling outstanding scalability and reach of service for these businesses.

"The communications landscape is constantly changing, as are the needs of businesses in Central Florida," said Scott Turer, Level 3's general manager for Central and Northern Florida. "Mid-market enterprises need a communications provider that knows the local marketplace and can provide the expert insight into how today's network solutions – such as unified communications and collaborative technologies – can benefit their businesses."

The expansion of operations in Central Florida marks the continuation of a locally focused strategy that Level 3 launched successfully in mid-2009. The company is pleased with the progress of the initiative to date as evidenced by increased revenue

commitments from customers in the initial markets as well as higher reported overall customer satisfaction for mid-market enterprises.

**About Level 3 Communications**

Level 3 Communications, Inc. (NASDAQ: LVLT) is a leading international provider of fiber-based communications services. Enterprise, content, wholesale and government customers rely on Level 3 to deliver services with an industry-leading combination of scalability and value over an end-to-end fiber network. Level 3 offers a portfolio of metro and long-haul services, including transport, data, Internet, content delivery and voice. For more information, visit [www.Level3.com](http://www.Level3.com).

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**Forward-Looking Statement**

*Some of the statements made in this press release are forward looking in nature. These statements are based on management's current expectations or beliefs. These forward looking statements are not a guarantee of performance and are subject to a number of uncertainties and other factors, many of which are outside Level 3's control, which could cause actual events to differ materially from those expressed or implied by the statements. The most important factors that could prevent Level 3 from achieving its stated goals include, but are not limited to, the current uncertainty in the global financial markets and the global economy; disruptions in the financial markets that could affect Level 3's ability to obtain additional financing; as well as the company's ability to: successfully integrate acquisitions; increase the volume of traffic on the network; defend intellectual property and proprietary rights; develop effective business support systems; manage system and network failures or disruptions; develop new services that meet customer demands and generate acceptable margins; attract and retain qualified management and other personnel; and meet all of the terms and conditions of debt obligations. Additional information concerning these and other important factors can be found within Level 3's filings with the Securities and Exchange Commission. Statements in this press release should be evaluated in light of these important factors. Level 3 is under no obligation to, and expressly disclaims any such obligation to, update or alter its forward-looking statements, whether as a result of new information, future events, or otherwise.*

###

**Contact Information**

Media:  
Vince Hancock  
720-888-2146

Investors:  
Mark Stoutenberg  
720-888-2518

2306 Gull Lane  
Sarasota, FL 34237  
February 9, 2010

100000-01

Bill McCollum Esq.  
Office of the Attorney General  
The Capital  
PL-01  
Tallahassee, FL 32399-1050

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Administrative Parties  Consumer  
DOCUMENT NO. 00148-10  
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COMMISSION  
CLERK

10 FEB 12 PM 4:30

RECEIVED-FPSC

Dear Attorney General McCollum:

I would like to bring to your attention an apparent misrepresentation of service that, I believe, merits your attention. I believe it is important to protect other individuals from going through an experience such as my husband and I have experienced.

The name of the company is Wellness and Health. It has several sub companies namely:

- Muscle Might
- Extend Pet
- Pet Arthritis and Pain Support
- VIPBIZ
- Perhaps others of which I am not aware.

This is our experience. My husband ordered one bottle of Muscle Might and was supposed to receive a free bottle of the same supplement with the payment of one bottle. The number called asked various questions eager to sell other products. He was not interested in any of the products listed.

In examining our CitiCard bills we would see charges for Extend Pet and VIPBIZ neither of which we recognized and challenged writing to CitiCard customer service concerning these unrecognizable charges.

In calling the phone numbers listed on the CitiCard Statement I learned that Muscle Might was somehow connected with Extend Pet. The Extend Pet number listed answered the phone Pet Arthritis and Pain Support. In calling their customer service number I learned that the umbrella organization for these products is Wellness and Health. VIPBIZ was another code for Muscle Might. It became very confusing to us and has taken a lot of our time to try to untangle this web. In talking with a customer service representative Shyam Lopez, agent CSR032, he was unable to understand that Extend Pet (which apparently are supplements) WAS NEVER ORDERED BY MY HUSBAND. THANKFULLY, nothing was ever sent to our home from Extend Pet, yet we are being charged twice on our CitiCard bill.

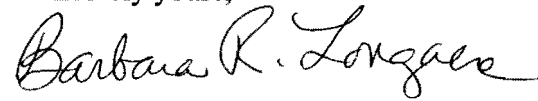
Here are the details of those charges:

	Date	Amount	Description	Phone number
1.	12/09/09 CY	\$79.95	QAS899 Extend Pet	1-877-486-4917
2.	12/23/09 CY	\$79.95	PIK899 Extend Pet	1-877-486-4917

They have a right to sell their products in good faith and we in good faith have the right to withdraw. We also have the right not to pay for items not ordered and items that are not received and repeatedly billed. I hope others have not had the trouble we have experienced and surely want to share our experience to protect others from the run around that this company gives you in not meeting up to what is considered good business practices.

Thank you, in advance, for your attention to this situation.

Sincerely yours,



Barbara R. Longacre

CC: **Public Service Commission**  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-1850

Dorothy Menasco

100000-0T

**From:** Filings@psc.state.fl.us  
**Sent:** Tuesday, February 09, 2010 11:27 AM  
**To:** 'raimondie@bellsouth.net'  
**Cc:** Marguerite McLean; Consumer Contact  
**Subject:** FW: 407 268 3485  
**Attachments:** psc att.doc

**FPSC, CLK - CORRESPONDENCE**  
 \_\_\_Administrative\_\_\_ Parties  Consumer  
**DOCUMENT NO.** 00148-10  
**DISTRIBUTION:** \_\_\_\_\_

Mr. Raimondi:

Complaints serve as a valuable source of information to the Florida Public Service Commission (PSC). In order to allow the PSC to more efficiently process its customer complaints, all customers are asked to send complaints to the PSC in the following manner:

- \* If you choose to fax your complaint, please fax it to (800) 511-0809.
- \* E-mailed complaints and complaint correspondence should be sent to: Contact@psc.state.fl.us

We have forwarded your complaint to our Division of Regulatory Compliance and Consumer Assistance, as they handle consumer complaints.

*Dorothy Menasco*  
 Chief Deputy Commission Clerk  
 Florida Public Service Commission  
 Office of Commission Clerk  
 850-413-6770

---

**From:** Raimondi [mailto:raimondie@bellsouth.net]  
**Sent:** Tuesday, February 09, 2010 8:33 AM  
**To:** Filings@psc.state.fl.us  
**Subject:** 407 268 3485

2/9/2010

CONSUMER

100000-0T

LEADING EDGE MARKETING CONSULTANTS

5353 Arlington Expressway Jones College Riverton Tower Suite 6-0  
Jacksonville, Florida 32211-5540

RECEIVED-FPSC  
10 JAN -7 AM 10:43  
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CLERK

January 5, 2010

The Honorable Charlie Crist  
Office of the Governor  
The Capitol PL-01  
Tallahassee, FL 32399-0001

The Honorable Frank T. Brogan  
Chancellor  
Florida Board of Governors  
State University System  
325 West Gaines Street, Suite 1614  
Tallahassee, FL 32399-0400

The Honorable Dr. Eric J. Smith  
Commissioner  
Florida Department of Education  
325 West Gaines Street, Suite 1514  
Tallahassee, FL 32399-0400

Subject: **Pilot Program - "Going Paperless" - JEA Electric, Water, Irrigation Water and Sewer  
University of North Florida - Florida State College Jacksonville - Duval County Public Schools  
Publix - Winn-Dixie**

First and foremost, the JEA will fight you **"Tooth and Nail"** because of having to be **"Going Paperless"**.

The JEA is perfectly happy doing it the "old fashioned way". An Executive Order from the Office of the Governor will have to be issued to mandate the changeover from **"paper to electronics"**.

This Pilot Program will **reduce** JEA current expenses in monthly utility bill expenses by about **5.00 %** more or less.

The annual monetary savings would be substantial considering all the current costs involved such as electricity, materials, paper, postage, envelopes, delivery/receiving manpower and administrative management overhead used in the current **paper** monthly billing and payment process.

Therefore, all the savings should be passed on to the Commercial Customers by providing lower Tariff Rates.

The 11/25/09 JEA bill of **\$ 1,470,897** for the Duval County Public Schools would have a monthly savings of about **\$ 73,545** and an annual savings of about **\$ 882,540**.

The 11/19/09 JEA bill of **\$ 603,321** for the University of North Florida would have a monthly savings of about **\$ 30,166** and an annual savings of about **\$ 361,992**.

The 11/23/09 JEA bill of **\$ 411,287** for the Florida State College Jacksonville would have a monthly savings of about **\$ 20,565** and an annual savings of about **\$ 246,780**.

The 08/25/09 JEA bill of **\$ 1,175,497** for Winn-Dixie would have a monthly savings of about **\$ 58,775** and an annual savings of about **\$ 705,300**.

The 08/21/09 JEA bill of **\$ 1,058,490** for Publix would have a monthly savings of about **\$ 52,924** and an annual savings of about **\$ 635,088**.

Commercial Customers will no longer receive a paper monthly bill and all Commercial Customers **must have an Internet Address**.

**NOW FOR AN ADDITIONAL SAVINGS OF 5.00 % MORE OR LESS.**

This is called the **MONTHLY BUDGET PROGRAM** that currently is available to all Residential Customers and one that I used for over 25-years - including paying my bill by electronic fund transfer (EFT).

DOCUMENT NUMBER-DATE

00148 JAN-7 0

FPSC-COMMISSION CLERK

Each month, the JEA has a contract with a company to send their employees out 12-times a year to read the meters each month and provide the readings to the JEA.

To get on the **MONTHLY BUDGET PROGRAM** - all the five of you have to do is provide the JEA with written letters requesting this service and they then must provide the service. Under the proposal, your meters will only be read once every 12-months.

Under the proposal, if you want a copy of your monthly bill, you will have to "go-on-line" to see it and download it if you want a copy for your files.

Once each year, The JEA will review your previous monthly bills and get a total for the past 12-months and make adjustments for overpayment or underpayment and any increase or decrease in Tariff Rates.

**First** - You will not receive any paper bill.

**Second** - You will be advised the "fixed amount" to be paid each month for the next 12-months for the services provided.

**Third** - You will not be sent any monthly reminder.

**Fourth** - You will pay each month by electric fund transfer (EFT) or your bank Electronic Bill Payer Program.

**Think of how these two programs would allow for Florida and the JEA to be the first active Energy Partner in the worldwide Environmental Conservation Program of GREENPEACE.**

Sincerely,

*Thomas J. Thomas, Jr.*

Thomas J. Thomas, Jr.  
President

Telephone: 904-745-8324

Email: [tthomas@jones.edu](mailto:tthomas@jones.edu)  
JEA File: 2009-267

Georgia Tech Class of 1949

B.S. Industrial Management

Municipal License Code: 772.325

Shell Oil - Manager, Purchasing & Stores  
Drew Chemical - Manager, Purchasing & Receiving  
Ryder Truck Lines - Director, Purchasing & General Services  
American Coolair - Manager, Purchasing & Material Control

Self-Employed - Marketing Consultant  
Roux Laboratories - Purchasing Manager  
Branchemco - Materials Manager  
University of N. Florida - Property Control Accountant

CC:

The Honorable Bill McCollum - Attorney General  
The Honorable Alex Sink - Chief Financial Officer  
The Honorable Charles H. Bronson - Commissioner - Agriculture & Consumer Services  
The Honorable David W. Martin, CPA - Auditor General  
Florida Public Service Commission - Chairman - Matthew M. Carter III

**Jacksonville Recipients:**

Office of the Mayor - The Honorable John Peyton

Office of the General Counsel

Office of the City Council Auditor

City Council Members (19)

JEA - Chief Executive Officer & Managing Director - James A. Dickenson

Duval County Legislative Delegates (10)

University of North Florida - President - John A. Delaney

Florida State College Jacksonville - President - Dr. Steven R. Wallace

Edward Waters College - President - Dr. Claudette H. Williams

Duval County Public Schools - Superintendent - Ed Pratt-Dannals

Jacksonville Chamber of Commerce - Chair - Mrs. Kelly Madden

Winn-Dixie - President - Peter Lynch

Publix - Chief Executive Officer - Charles H. Jenkins, Jr.

First Coast Manufacturers Association - President - Lad Daniels