

Marguerite McLean

From: SWEllis@embarqmail.com
Sent: Friday, October 07, 2011 12:54 PM
To: Filings@psc.state.fl.us
Cc: SWEllis@embarqmail.com
Subject: Formal Petition
Attachments: psc 7 pages.pdf

110286-E1

1. From:
SW Ellis
1623 W Washington Street
Monticello, FL 32344
SWEllis@embarqmail.com

2. There is no docket number

3. RE:
Progress Energy Florida

4. There are a total of seven pages in this document:

- 5. Page one is the letter addressed to Ms. Ann Cole
- Page two has emails that were exchanged with Neil Forsman of PSC
- Page three continues discussions about restoration of utilities and why they were disconnected.
- Page four is a continuation of the same as above.
- Page five is talking to Mr. Rasberry of PSC Months after my complaint had been filed and closed. It futher states the way Progress Energy sets their accounts to be confusing for the consumer.
- Page six is trying to get Mr. Forsman of PSC to understand some staff member had totally destroyed my original complaint and the fact she absolutely refused to take another complaint from me when she had decided my complaint was not valid.
- Page seven is a summary of conversation with Mr. Rasberry of the outrageous bill I received from Progress Energy.

Thank you for your time. I hope this is the correct way to submit this file.

SW Ellis
1623 W Washington Street
Monticello, FL 32344
SWEllis@embarqmail.com

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APA _____
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ADM _____
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07363 OCT-7 =

10/7/2011

FPSC-COMMISSION CLERK



Blue Bird Homes and Lands, Inc.

Ann Cole , Commission Clerk P S C
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

Re: Formal Petition against Progress Energy Florida

Ms. Cole;

I would like to file a formal petition against Progress Energy Florida in regard to extreme over charge of electric usage. I understand PSC had the company perform a meter check. I am not saying there is a problem with the meter. I am saying there is a problem with the billing. I have had two complaints against the company which were closed by the staff at PSC. I do not agree with their findings and am no way satisfied with the results. I would hope there is some means to persue and request release and protection from Progress Energy of Florida.

I am attaching a few of the emails I have exchanged with staff members of PSC. This started more than a year ago and balloned due to an over zealous employee. My office had suffered much damage from mildew due to the prolonged time without electric that should never have been turned off. It has cost me a great deal of anguish and unnecessary funds. Thank you for any assistance your might be able to offer.

Respectfully yours,

SW Ellis
1623 W Washington Street
Monticello, FL 32344
850 997-1360
SWEllis@embarqmail.com

1623 W WASHINGTON STREET HIGHWAY 90 WEST MONTICELLO, FL 32344
Phone Number 850 997-1360 Email SWEllis@embarqmail.com

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FPSC-COMMISSION CLERK

Re: 939782E - Blue Bird Homes & Lands - Response to Email Dated 10/22/10

From : BLUE BIRD HOMES & LANDS, INC <swellis@embarqmail.com>

Fri, Oct 22, 2010 03:41 PM

Subject : Re: 939782E - Blue Bird Homes & Lands - Response to Email Dated 10/22/10

To : Neal Forsman <NForsman@PSC.STATE.FL.US>

Reply To : BLUE BIRD HOMES & LANDS, INC <SWEllis@embarqmail.com>

Mr. Forsman

I clearly understand each email you sent to me. I understand your process with PSC dealing with the complaint. However, I do not think it is my responsibility to pay anything to get my electric restored. Your staff person was extremely zealous and created the problem for which either the Department or the staff person must be able to correct. I don't have a problem waiting for the Commission to make a decision but I have been punished for more than six months for something I had no control over. My business has suffered considerable in the past six months along with the bad economy it has really taken a toll. You nor the department can give me back what I have lost but you can correct this injustice. After all your findings you know the rules were not properly followed and I am the only person that suffered. By no means is that fair. I am aware you are really tired of this complaint and so am I. Why do I need wait for process that should have been done months ago to get my electric restored when it should never have been disconnected? Thank you again for your time.

SW ELLIS, REALTOR, MOBILE NOTARY, SIGNING AGENT, ABR, CRS, GRI, ePRO, CLG, TRC, SFR www.SWEllisRealtor.com BLUE BIRD HOMES & LANDS, INC 1623 W WASHINGTON ST MONTICELLO, FL 32344 850 997-1360

"Be the change you want to see in the world." ~Gandhi Success is to be measured not so much by the position that one has reached in life as by the obstacles which he has overcome while trying to succeed. -- Booker T. Washington

----- Neal Forsman <NForsman@PSC.STATE.FL.US> wrote:

> > > Ms. Ellis, > > > This E-mail correspondence is in further reply to PSC Complaint > Number 921845E, and in response to your below E-mail correspondence > dated October 22, 2010.

> > In my attached E-mail correspondence sent to you at 11:48 am > on October 19, 2010, I advised you of the status of the progression of > PSC complaint number 939782E. As I indicated, Blue Bird Homes & Lands' > complaint is currently at the Process Review Team phase of the informal > complaint process in accordance with PSC Rule 25-22.032, Florida > Administrative Code (F.A.C.). As I also explained, the complaint is > being prepared for submission before the PSC's Process Review Team (PRT) > for further review and action.

> > I can assure you that your case has been carefully and > thoroughly investigated and reviewed and that I and other pertinent PSC > staff fully understand each and every issue and concern you have > expressed. When your complaint goes before the PRT, every fact and bit > of supported documentation, including your PSC staff concerns, will be > capaciously deliberated and scrutinized before final recommendations and > resolutions are concluded. However, although you are seeking immediate

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> favorable solutions and actions, the PSC must follow the complaint
> process as prescribed by the Florida Administrative Code. Subsequently,
> I am unable to predict what decisions and actions will be taken by the
> PSC and cannot give you immediate answers to some of your concerns.
> Once the PRT has concluded its review, you will be notified by PSC legal
> staff.

>
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>
> In your E-mail dated October 22, 2010, you asked when the
> service for Blue Bird Homes & Lands will be restored. As I explained in
> the attached E-mail sent to you on October 19, 2010 at 5:47 pm, as of
> that date and time, PEF agreed to restore your service for a payment of
> \$741.27, which includes a negotiated partial payment of \$326.27, plus a
> deposit assessment in the amount of \$415.00. In your attached E-mailed
> response sent on October 19, 2010, at 6:20 pm, you rejected PEF's
> proposal to restore your service, indicating that you would not "pay a
> \$400 plus to restore" the electric service.

>
>
>
> Also included in your E-mail dated October 19, 2010, at 6:20
> pm, you indicated that PEF is holding a \$250.00 deposit for Blue Bird
> Homes & Lands' account and that another missing payment of \$100.00 was
> not been addressed by PEF. Since these matters were not previously
> presented or addressed in PSC complaint number 921845E, on October 20,
> 2010, I requested a supplemental report from PEF to respond to and
> address these issues as they relate to Blue Bird Homes & Lands' account.
> In that same request, I proposed that PEF consider waiving its deposit
> assessment of \$415.00 and reconsider restoration of your service for a
> partial past due payment of \$326.27. Unfortunately, I will not have a
> response from PEF until at least October 29, 2010. Under PSC Rule
> 25-22.032(6)(a), F.A.C., PEF and other regulated utility services are
> allowed seven (7) working days to respond to each subsequent information
> or document request from PSC staff.

>
>
>
> As soon as I receive PEF's supplemental report request
> response, I will notify you of its decision regarding the amount of
> payment required to restore your service. At that time, I will also
> establish a date for the PRT to convene.

>
>
>
> Until that time, should you wish to accept PEF's current
> payment proposal in order to get your service more immediately restored,
> the decision is yours. As I previously explained, you may contact PEF
> directly to make arrangements. You may call Claire Reciniello with PEF
> directly at telephone number 727-523-7609.

>
>
>
> At this time, I have no further specific information to
> report; however, if you have any further questions or concerns, please
> do not hesitate to contact me. I can be reached via toll-free number
> 1-800-342-3552, my direct line 1-850-413-6459, or via e-mail at -
> nealforsman@psc.state.fl.us.

>
>
> Sincerely,
>
> Neal E. Forsman
>
>
> Regulatory Program Administrator
>
> BCA Process Review Group
>
> Florida Public Service Commission
> Division of Service, Safety & Consumer Assistance
>
> Bureau of Consumer Assistance
> Phone: (850)413-6459 FAX: (850)413-6460

> nforsman@psc.state.fl.us <mailto:nforsman@psc.state.fl.us>

>

>

>

> -----Original Message-----

>

> From: BLUE BIRD HOMES & LANDS, INC [mailto:swellis@embarqmail.com]

>

> Sent: Friday, October 22, 2010 10:50 AM

>

> To: Neal Forsman

>

> Subject: Re: 939782E - Blue Bird Homes & Lands - Request for Further
> Information

>

>

> Mr. Forsman

>

> I am thinking, because I did not hear from you yesterday; your
> department is not going to do anything to correct the error one of the
> staff members made by being over zealous in her response to me and
> allowing my electric to be disconnected. My electric has been off for
> more than six months while your department keep looking for paper work.
> I cannot blame the Commission because they have no idea about any of
> this. My question to you; When is my electric going to be restored? I
> have no intentions of paying huge deposits and good faith money on
> account for something that should NEVER have happened. Thank you for
> your time.

>

>

> SW ELLIS, REALTOR,

>

> MOBILE NOTARY, SIGNING AGENT,

>

> ABR,CRS,GRI,ePRO,CLG,TRC,SFR

>

> www.SWEllisRealtor.com <outbind://50/www.SWEllisRealtor.com>

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> BLUE BIRD HOMES & LANDS, INC

>

> 1623 W WASHINGTON ST

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> MONTICELLO, FL 32344

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> 850 997-1360

>

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FPSC-COMMISSION CLERK

COMPLAINT 099924911E

From : BLUE BIRD HOMES & LANDS, INC <swellis@embarqmail.com>
Subject : COMPLAINT 099924911E
To : Leroy Rasberry <LRasberry@PSC.STATE.FL.US>
Reply To : BLUE BIRD HOMES & LANDS, INC <SWEllis@embarqmail.com>
Mon, Jun 28, 2010 02:42 PM

Mr. Rasberry,
You probably think I am some quack who has too much time on their hands. Contrary to your belief, I am a very serious responsible consumer. I just went over my electric bills for 836 Old Lloyd Rd, Monticello, FL 32344. It is quite obvious the company personel must have some problems. My account number was changed four times from 2007-2009. I placed \$100.00 deposit on account #73205 47481 March 2007. Sept 2008 I placed \$100.00 deposit to account # 79997 03031. Nov. 2008 I placed \$280.00 deposit to account #90574 91512. The account # was changed Oct 2008 to 27054 82544 for only one month and back to 79997 03031 for Nov and back to 90574 91512 for Dec and present. With all these changes, you really believe this company is not doing anything wrong and they are right with their billing? I know none of this is correct. Presently, they are only showing I have \$280.00 credit. What happen to the \$200.00? This is what started the problem. I sent an email to them requesting clarification for the \$200.00. The next thing I knew, I had received unbelievable bills for both my office and my home. For your reference; I had the same fight with Progress Energy in 2005-2006. Complaint #642569E. Thank you for your time.

SW Ellis
----- BLUE BIRD HOMES & LANDS, INC <swellis@embarqmail.com> wrote:
> Mr. Rasberry
> Thank you for your very detailed letter. I never thought for a moment the company would say they made a mistake by overcharging me on my electric bills. I tried to get the PSC to understand that it is not POSSIBLE for my meter to have used the amount of electric the company charged for DEC & Jan. Those months we were not in town for weeks. I am the only person in my office. The unit is turn off from the box when we are away. It is just not possible. I will not pay \$800.00 for two months of service that I know I did not use the electric.
> This company bills the way it feels. Last month I received a bill for less than \$110.00. This month is is nearly \$180.00. Nothing has changed we had no company. I don't get it. This company this this approximately four years ago by charging me \$400 in the month of Feb. It took nearly two years to get it resolved. Presently, my electric is off at my office and it has been off since April with no resolution from the PSC. I have my building posted For Sale because I cannot do business without electric. I cannot afford to pay \$800 for two months of electric. I have posted the following to the Governor's web site:
> Who would you suggest we talk to when we cannot get the Utility company to do the right thing? Contacting PSC is a waste. They allow the staff to answer and decide how an issue should be resolved. If the company had not done anything wrong the consumer would not be complaining. Allowing the company to have the final word is CRAZY!
> about a minute ago
>
>
> --
>
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> -- Booker T. Washington

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FPSC-COMMISSION CLERK

Fwd: RE: "Review of complaint # 099924911E"

From : BLUE BIRD HOMES & LANDS, INC <swellis@embarqmail.com> Fri, Oct 08, 2010 05:02 PM
 Subject : Fwd: RE: "Review of complaint # 099924911E"
 To : Neal Forsman <NForsman@PSC.STATE.FL.US>
 Reply To : BLUE BIRD HOMES & LANDS, INC <SWELLIS@embarqmail.com>

Mr. Forsman,
 I beg to differ with you. I made three complaints before my electric was disconnected. I spoke with a woman from your office by phone. (I do not recall her name) I was so livid by the time the conversation ended I guess I did not want to know her name. She told me if I did not pay the bill the company would turn off the electric and she would not accept any more complaints from me. She did not write me a letter this was a verbal conversation. She further attempted to get me to understand that in order to save electric in her home she wrapped herself in blankets. She was not getting the fact I was not in town nor do I live in my office. I told her there was no way on this earth I would pay a bill that I did not owe and I would just file another complaint. She at that point informed me she would not accept anymore complaints from me.
 Where do I go from here to get my electric restored and to get some consideration on the bill. I did speak with the woman from Progress Energy on more than one occasion. It was fruitless to continue talking when they were not listening. I have no desire to debate daily about the same issue without changes. I will contact the Governor again if I need to. This is not the first time I have had this arguement with Progress Energy. In 2005 they played the same game and turned my lights off and on almost monthly until the Commission set them straight. Hopefully, we will have a Commission soon. Attached is the email that I sent to Mr. Rasberry telling him about the woman with whom I had spoken. Thank you for your time.

SW ELLIS, REALTOR,
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 -- Booker T. Washington

----- Leroy Rasberry <LRasber@PSC.STATE.FL.US> wrote:
 > Dear Ms. Ellis,
 >
 > I am in receipt of your email; your complaint has been assigned to me,
 > Leroy Rasberry. I have reviewed your complaint file and as you stated,
 > the meter tested accurately and within required PSC guidelines.
 > Unfortunately, we are bound by the rules regarding meter accuracy and
 > have no other means besides reviewing your bills and double checking
 > with the utility company for verification that these were actual,
 > accurate and not estimated readings. I will submit a request for a
 > check reading to ensure that the meter is recording in proper sequence
 > numerically. As an additional follow-up I will also request and review
 > 12 months of bill copies for your account.
 >
 > If you have any questions or concerns in the interim you can contact me
 > direct at 850-322-6153, or via email at lrasber@psc.state.fl.us.
 >
 > Thank you,
 >
 > Leroy A. Rasberry
 >
 > Florida Public Service Commission
 > 850-413-6119 - voice
 > 850-413-6120 - fax
 >
 >
 >
 > -----
 > From: BLUE BIRD HOMES & LANDS, INC [mailto:swellis@embarqmail.com]
 > Sent: Tuesday, April 20, 2010 10:42 PM
 > To: Leroy Rasberry

DOCUMENT NUMBER-DATE

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FPSC-COMMISSION CLERK

> Subject: "Review of complaint # 099924911E
>
>
> Mr. Rasberry, Mr. Scott,
>
> I am not sure which of you I should respond to. I have a letter with a
> typed name of Leroy Rasberry and a signature of Scott. I have not
> gotten back to you sooner because I have no utilities at my office. I
> paid the bill for my home because I cannot afford to loose a freezer
> full of food if you decide to not consider my complaint and refuse to
> accept any additional complaints from me as the woman did that called to
> discuss my complaint on my office bill.
> Everyone I tell I have a \$800 bill for my office respond in the exact
> same manner I did. I am never there. It is not possible. I don't think
> you will do a great deal to get to the bottom of this issue anymore than
> the woman from your department did. Her statement was; "the company
> could not find anything wrong with the meter". I never said anything
> was wrong with the meters. I am saying I could not have used the
> electric because I was not in town most of the two months in question.
> I did not and do not do Christmas trees nor lights around my home. We
> keep our thermostat at a moderate setting at all times. When we are
> away the hvac and hot water heater is turned off from the main box. If
> you are my last resource, please tell me who I can speak to after
> talking with you. Thank you for your time. I know you must have a
> number of complaints but we are not related to any of them.
>
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