

Crystal Card

From: Brian J. Ricca <brianricca@yahoo.com>
Sent: Thursday, December 05, 2013 7:05 PM
To: Filings@psc.state.fl.us
Subject: revised version of request for hearing
Attachments: Florida Statute 366.03 request for hearing-revised.pdf

I have attached another revised version of my request for a hearing due to recommendation from public counsel.

In hopes that my request will be granted in a timely manner,

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From: Brian Joseph Ricca
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Dated: 12/5/2013

I would like to hereby make the request for a formal hearing with the Florida Public Service Commission regarding the below Florida law and original complaint which appears to be in direct violation of Florida Statute. The original complaint was listed as Complaint 1115382E – Ricca. I will be seeking compensation such that the utility company's requested CIAC charges be waived or drastically reduced. Any fast track options available would be greatly appreciated considering the delay which has already occurred.

Florida law 366.03 General duties of public utility.—Each public utility shall furnish to each person applying therefor reasonably sufficient, adequate, and efficient service upon terms as required by the commission.

The action that constitutes the violation is inefficient service due to internal errors within the original quote for CIAC charges. The company originally quoted the CIAC charges at a price of \$60,000 and *assured me both verbally and literally* that the shortest route had been taken to the home and no other viable options existed. 84 calendar days later the company acknowledged that the shortest route had not in fact been taken and the new price was to be approx. \$45,000. If I had paid the original quote, I would of overpaid by a large sum and this error is unacceptable. The company is claiming there was no error, but rather a change in route as a courtesy. The law requires the utility to provide reasonably efficient service which would not only mean the shortest route but also timely service. There is no way that such a large delay and the risk of overpayment can be considered reasonable.

**The name and address of the person against whom the complaint is lodged is:
Florida Power and Light: Toledo Blade SC
2245 Murphy Ct
North Port, FL 34289
Phone: 941-423-4849
Toll Free: 800-375-8805**

/S/ Brian Joseph Ricca