

Chris Rosa
4439 Neptune Dr S E
St Petersburg, FL 33705
(727) 667-0536

March 23rd, 2022

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

Re: Chris Rosa, Docket No. 20220058-EI
Complaint by Chris Rosa against Duke Energy Florida, LLC
Amount in dispute: \$536

COMMISSION
CLERK

2022 MAR 30 AM 8:40

RECEIVED-FPSC

To Whom It May Concern:

Enclosed with this cover letter are documents and notes regarding the above referenced matter which has been in dispute since 2019.

I look forward to expeditiously resolving and closing this matter.

Respectfully,



Chris Rosa
Cc: Bianca Y. Lherisson, Senior Attorney

PSC ID# 29160

s/w

PSC

Hong Wang - 850-413-6762

s/w 3/14/22

Duke - Alia please no disconnect
Benjamin Lherisson will call Duke

2/15/22

s/w Charmaine, Supervisor

park on acct until issue resolved

(3 max.)
Lock

~~Secretary #~~
PSC ID #
29160

5/20/21
s/w Christina @ Duke wanted me to set up
an agreement to pay ... I said NO

5/20/21
s/w Margarita she sent summary to
~~sent to~~ Supervisor
Margarita staff legal
1. 2. 3.
everything delayed b/c of covid
continue paying current charges

s/w Kelly @ Duke informed her
of 5/20/21 conversation w/
Public Service Commission

3/1/22
Public Service Commission
s/w Rosalia s/w Margarita
s/w Bianca LHERISSON, ^{Supv} ^{att'y}
850-413-6630 ^{Office}
Gen. ^{Court}

3/1/22
Cindy in Duke Cust. Service
↓
s/w Supervisor → Phillip (800-700-874)
to March 15th 2022
extend cut-off

* Chris ^{call} ~~star~~ ASAP

3/2/22 s/w Bianca Lherisson
Request for a
File a formal complaint www.Floridapsc.com
go before the panel
Star

~~Star~~

STATE OF FLORIDA

COMMISSIONERS:
GARY F. CLARK, CHAIRMAN
ART GRAHAM
ANDREW GILES FAY
MIKE LA ROSA
GABRIELLA PASSIDOMO



OFFICE OF THE GENERAL COUNSEL
KEITH C. HETRICK
GENERAL COUNSEL
(850) 413-6199

Public Service Commission

January 10, 2022

Ms. Chris Rosa
4439 Neptune Dr. SE
Saint Petersburg, FL 33705-4324

3/3/22 Consumer Assistance
1-800-342-3552
for internet help

Re: Florida Public Service Commission Complaint Number 1349979E

Dear Ms. Rosa:

slw Celia in the Clerk's office @

This letter is in response to your complaint filed with the Florida Public Service Commission (PSC or Commission).

According to the complaint, you stated that your account had been removed from Budget Billing (BB); however, DEF continued to bill you for past due BB amounts when you should have not been billed for BB. You believe that the unpaid balance is due to DEF keeping your account in the BB program after your renewable generation equipment was installed. You stated that DEF provided misinformation while your account was on BB. You are disputing the September 25, 2021 bill for \$507.01, and are seeking a credit adjustment for that amount.

DEF slw Jacob Vaughn - Clerk's office (850) 413-665 x 366 slw Kelly in CAO

Because you did not accept the Commission's actions to informally resolve your complaint, it was reviewed by the PSC's Process Review Team (PRT) in accordance with Commission Rule 25-22.032, Florida Administrative Code (F.A.C.). Based on the PRT's review, it does not appear that DEF violated applicable statutes, rules, company tariffs, or Commission orders. Your complaint has been thoroughly reviewed, and the informal complaint process is concluded.

If you disagree with your complaint's conclusion, you may file a petition for initiation of formal proceedings for relief against DEF. The request for formal proceedings must follow the complaint requirements in Rule 25-22.036, F.A.C. - Initiation of Formal Proceedings (enclosed for your review). The Rule can be found online at

You may file your petition by mail (address below) or electronically via the Commission's web portal. Access the Electronic Filing Requirements and e-filing instructions at [www.psc.state.fl.us](#), and the Electronic Filing Web Portal at [www.psc.state.fl.us](#). The PSC cannot accept this request via fax.

Tracking # 186532

Handwritten notes at the bottom of the page, including "PSC" and "complaint"

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

DEF can respond to your formal complaint. After considering your complaint and DEF's response, the Commission will rule on your petition. In its consideration, the Commission will consider whether your complaint meets the rule requirements and whether the Commission is able to grant your requested relief.

If your formal complaint application does not meet the requirements specified in Rule 25-22.036, F.A.C., or if the Commission is unable to grant the relief you are seeking, your formal petition may be dismissed. If you have questions about a formal petition or formal proceedings, I can be reached at (850) 413-6630 or

Sincerely,

/s/ Bianca Lherisson

Bianca Lherisson
Senior Attorney

cc: DEF



P.O. Box 14042 | St. Petersburg, FL 33733

duke-energy.com

3/1/22
slw Cindy
3/15/22 extension
6-4 cut off
of service

002925 000000569

CHRIS ROSA
4439 NEPTUNE DR SE
ST PETERSBURG FL 33705-4324

Feb. 22, 2022

Important: Final notice

Dear CHRIS ROSA,

Duke Energy is committed to providing you with reliable power and outstanding customer service. Because we want to provide you with uninterrupted service, this is a reminder that we have not received full payment for your past-due amount of \$450.29. If you have already made your payment, thank you and please disregard this reminder.

Your full payment must be received by Feb. 28, 2022 to avoid interruption of your service and an additional reconnection charge. The reconnection fee is \$13 during regular business hours. After-hours reconnections may require an additional fee, and accounts that carry a past-due balance or have been disconnected for nonpayment in the past may be charged a new or additional deposit.

The above past-due amount includes only charges for your regulated electric service and does not include any past-due amounts for nonregulated products and services you may have. Failure to pay for nonregulated products and services may result in discontinuance of those services. Please pay immediately to avoid interruption of service.

If you have any questions or need additional assistance, please contact us at 800.700.8744 during the hours of 7 a.m. to 7 p.m., Monday through Friday.

Para ayudarle a entender esta información tan importante sobre su servicio de electricidad, por favor llame a Duke Energy y hable con un representante que habla español.

Sincerely,

Duke Energy

Account Number: 910070105987

slw Unique Jason

198⁸⁰

65 / kWh

3/3/22

~~495 kWh =
19.13 taxes~~

~~178¹²
14¹³
92~~ 25 116⁵⁹

Chris Rosa
PSC Inquiry 1349979E
April 20, 2021 at 1:57 PM

DUKE
ENERGY.xlsx

Margarita,

As discussed during our telephone conversation. I attached hereto please find the kWh from Duke Energy and the solar company. I appreciate your effort to put all this information into tables and columns, however, there are numerous inaccuracies. I want to resolve this issue. I want to pay Duke Energy. I will continue to pay current kWh plus tax. Your letter indicates that I did not want or canceled an installment plan. I never asked nor ever agreed to an installment plan.

I will repeat my concerns:

1) Duke removed meter #1529216 and installed bi-directional meter 4934149 June 17, 2019. NO ONE EVER INFORMED ME TO INFORM DUKE REGARDING BUDGET BILLING. I kept waiting for a regular bill without BB. When I called to inquire the Duke rep advised me to STAY on BB because eventually I will have a credit from Duke. Bills kept coming in higher. I have a file of names, dates and conversations which I had with Duke reps and receiving different solutions to this issue.

2) Finally, I spoke with Ryan 2/21/2020 and he checked with "whoever" and said yes I can pay kWh without BB. These are the numbers he gave me:

11/22 - 12/26 = 61.71
10/23 - 11/11 = 70.81
09/25 - 10/23 = 55.32

 \$187.84 I SENT DUKE A CHECK FOR WHAT RYAN SAID I OWED FOR THOSE MONTHS!

Ryan said he did not have access for previous months and would have someone call me. No one called. I call 2/28/2020 and spoke with Jason. Jason said Duke will fix the billing for June July and August and he'll call back next week. However, I could pay 01/24/20 - 02/24/20 which is \$55.04. I paid what Jason, a Duke rep, told me to pay.

3) NOW I'M INFORMED AGAIN THAT I HAVE TO PAY THE BB AMOUNT BECAUSE I NEVER INFORMED DUKE THAT I WANTED TO GET OFF BB. Finally, I spoke to a Duke rep named Carla 12/31/2019 and she said "GET OFF NOW !!!!"

This has gone on for way too long. I will not document here ALL of the notes and Duke reps I've spoken with. My time is a valuable commodity as I'm certain yours is as well.

Chris Rosa
727-667-0536

KWH
Vivint

KWH
Duke

2019

June

266

933

July

606

765

Aug

591

~~879~~ 91

Sept

663

993

Oct

448

826 56

Nov

240

4136/56

Dec

189

453

2020

Jan

220

262

Feb

353

Mar

623

Apr

563

May

727

June

615

July

4th transfer

7/8/2020 s/w Samuel too many trees
 5th transfer → to Cust. Serv.

7/8/2020 David Cust. Ser

6/15/20

s/w Manuela looked in computer;

2/21 s/w Garrett for add-on panels

s/w Kenzi

s/w Samuel

Sat. 8-11 Vivint

7/2/20
s/w
Vivint

~~filler~~

Pilar
kwh

2020

Jan
Feb
Mar
Apr
May
June

220
353
623
563
721
615

June
July
Aug
Sept
Oct
Nov
Dec

2019

264
606
591
663
448
240
189

Will send Report via my yahoo email

STATE OF FLORIDA

COMMISSIONERS:
 GARY F. CLARK, CHAIRMAN
 ART GRAHAM
 ANDREW GILES FAY
 MIKE LA ROSA



OFFICE OF
 CONSUMER ASSISTANCE & OUTREACH
 CYNTHIA L. MUIR
 DIRECTOR
 (850) 413-6482

Public Service Commission

April 8, 2021

MS CHRIS ROSA
 4439 NEPTUNE DR SE
 SAINT PETERSBURG FL 33705-4324

RE: Florida Public Service Commission Inquiry 1349979E

Dear Ms. Rosa:

This is a follow-up to complaint number 1349979E filed with the Florida Public Service Commission (FPSC) on 09/29/20, against Duke Energy Florida (DEF) regarding your concerns about being billed improperly. I appreciate the opportunity to assist you.

Complaint Summary

When you filed this complaint you stated that your account was previously enrolled in DEF's Budget Billing (BB) program. You further stated that DEF provided misinformation while your account was on the BB program, and that you were being billed for past due amounts for BB when you should not have been billed for it.

I have prepared five consecutive tables with the information reflected in the billing statements from January 2019 to March 2021 in an attempt to clarify why there is an unpaid balance when you have been paying current charges every month.

Table 1

During the first six months of 2019, your account was enrolled in the BB program. The bills reflected your actual electric charges and your BB charges.

Billing Period	Energy Used (kWh)	Actual Electric Charges (\$)	Taxes & Other Fees (\$)	Total Actual Charges (\$)	Budget Billing Plan (\$)	Late Fees (\$)	Payment (\$)	Balance Due (\$)	Comment
01/22/19							<126.00>	9.00	Balance forward
12/31/18-01/31/19	881	111.77	19.59	131.36	135.00			144.00	Regular bill
03/04/19							<270.00>	<126.00>	Credit balance
01/31/19-03/04/19	613	80.59	14.20	94.79	135.00			9.00	Regular bill
03/12/19							<9.00>	0.00	Payment
03/04/19-04/02/19	563	74.80	13.20	88.00	127.00			127.00	Regular bill
04/02/19-05/02/19	605	79.66	14.03	93.69	127.00	5.00		259.00	Regular bill
05/07/19							<259.00>	0.00	Payment
05/02/19-06/03/19	1445	188.53	32.72	221.25	127.00			127.00	Regular bill
06/04/19							<127.00>	0.00	Payment

① Duke owes me 27.84 CR
 ② 11.16 deferred
 ③ 11.27 defr (B)

Table 2

On 06/17/19, DEF removed meter #1529216 and installed bi-directional meter #4934149. Your renewable generation equipment was interconnected to DEF's grid. The 461 kWh usage reflected on the first bill was for 166 kWh registered on the old meter plus 325 kWh on the new meter, less 30 kWh received from the renewable generation equipment.

The billing statements from June 2019 to December 2019 were first estimated, due to a locked gate, and later updated once actual readings for energy used provided by DEF and energy received from your renewable generation equipment were obtained. During this same period, only three payments were received. The account continued to be in DEF's Budget Billing (BB) program until 12/31/19, when you contacted DEF regarding the estimated bills and requested DEF to removed your account from the BB program.

Due to the irregular payment pattern, the account has not had a zero balance since 08/07/19. This means that on each monthly bill, there is a past-due amount. DEF assesses a late payment fee on each bill due to the carryover amount. In addition to the past-due amounts, it appears that some of the payments made were partial payments. Paying in this manner will make subsequent bills appear higher than expected. Two late fees issued in September and December 2019, for a total of \$13.36, were waived.

Billing Period	Energy Used (kWh)	Energy Rec'd (kWh)	Energy Billed (kWh)	Electric Charges (\$)	Taxes & Other Fees (\$)	Total Actual Charges (\$)	Budget Billing Plan (\$)	Late Fees (\$)	Pymt/ Credit (\$)	Balance Due (\$)	Comment
07/09/19									<127.00>	<127.00>	Payment. Credit balance
06/03/19-06/27/19	491	30	461	61.07	10.77	71.84	127.00			0.00	Net Metering began
06/04/19									<127.00>	<127.00>	Payment. Credit balance
06/27/19-07/26/19	933	0	933	117.61	20.60	138.21	138.00			11.00	Estimated bill
08/07/19									<11.00>	0.00	Payment
07/26/19-08/26/19	918	0	918	115.87	20.30	136.17	138.00			138.00	Estimated bill
06/27/19-07/26/19	765	240	1582	98.17	35.52	237.87	138.00			138.00	Updated bill (*True-up) for July 2019 and Aug. 2019 estimated bills
07/26/19-08/26/19	817			104.18							
08/26/19-09/25/19	993	0	993	124.65	21.82	146.47	138.00	5.00		281.00	Estimated bill
10/22/19									<5.00>	276.00	Late fee waived
09/25/19-10/24/19	826	0	826	105.32	18.47	123.79	138.00	5.00		419.00	Estimated bill
09/25/19-10/23/19	602	280	322	46.95	8.37	55.32	138.00	5.00		419.00	Updated Oct. 2019 bill (*True-up)
10/23/19-11/22/19	561	0	561	74.63	13.16	87.79	138.00			557.00	Estimated bill
10/23/19-11/22/19	563	127	436	60.15	10.66	70.81	138.00	6.29		563.29	Updated Nov. 2019 bill (*True-up)
11/22/19-12/26/19	453	0	453	62.12	10.99	73.11	138.00	8.36		709.65	Estimated bill
12/31/19									<8.36>	701.29	Late fee waived
11/22/19-12/26/19	477	108	369	52.40	9.31	61.71		8.36	<212.59>	558.77	Updated Dec. 2019 bill (*True-up). Account removed from Budget Billing (BB) plan. BB Credit balance (\$212.59) applied

* True-up: When your bill is estimated, the word "Estimated" appears on the Meter Readings section of the bill. The company makes the closest estimate possible based on your history of electric usage at your address, and the next time the meter is read, your subsequent bill will be adjusted to the actual amount of electricity used. The bill will have the word "Actual" on its Meter Readings section. If the earlier estimated bill is too high or too low, the bill is automatically adjusted using the next actual reading.

should be

No budget billing !!

(7) Explain this bill (fence)

Table 3

During the first six months of 2020, bills were issued and payments were received every month. However, payments only included the current charges amount, yielding always a balance forward. Three late fees issued in 2019, and one in February 2020, for a total of \$28.03, were waived.

Billing Period	Energy Used (kWh)	Energy Rec'd kWh	Energy Billed (kWh)	Electric Charges (\$)	Taxes & Other Fees (\$)	Late Fees (\$)	Total Actual Charges (\$)	Pymt/ Credit (\$)	Balance Due (\$)	Comment
									558.77	Balance forward
12/26/19-01/24/20	362	102	260	39.21	7.19		46.40		605.17	Regular bill
02/10/20								<46.40>	558.77	Payment.
02/25/20								<187.84>	370.93	Payment
01/24/20-02/24/20	452	190	262	39.44	7.22	8.38	55.04		425.97	Regular bill
03/02/20								<55.04>	370.93	Payment
02/24/20-03/25/20	446	319	127	25.20	4.72		29.92		400.85	Regular bill
04/06/20								<29.92>	370.93	Payment
03/25/20-04/27/20	680	234	446	62.28	11.33		73.61		444.54	Regular bill
05/05/20								<62.28>	382.26	Payment
05/05/20								<28.03>	354.23	Late fees waived
04/27/20-05/28/20	688	207	481	53.74	10.81		64.55		418.78	Regular bill
06/04/20								<53.74>	365.04	Payment

On 06/18/20, a special agreement was created for the balance due amount of \$365.04, to be paid in 12 monthly installments of \$30.42.

Table 4

Because no payment for the monthly installment of \$30.42 was received in the months of July 2020 and August 2020, the special agreement was canceled and the entire past due balance of \$365.04 was charged back to the account, in addition to the unpaid balance of \$12.53 from current charges of the 07/27/20 bill (\$142.01 electric charges + \$25.52 in taxes, less payment received of \$155.00 = \$12.53).

Billing Period	Energy Used (kWh)	Energy Rec'd kWh	Energy Billed (kWh)	Electric Charges (\$)	Taxes & Other Fees (\$)	Total Electric + Taxes (\$)	Monthly Installment (\$)	Late Fees (\$)	Pymt/ Credit (\$)	Total Current Charges (\$)	Balance Due (\$)	Comment
05/28/20-06/24/20	860	61	799	103.21	18.64	121.85	30.42			152.27	152.27	Regular bill
07/06/20									<121.85>		30.42	Payment
06/24/20-07/24/20	1159	53	1106	142.01	25.52	167.53	30.42			197.95	228.37	Regular bill
08/06/20									<155.00>		73.37	Payment. This balance includes the 2 unpaid installments of \$30.42 and the unpaid current balance of the 07/27/20 bill
Remaining unpaid balance from the special agreement charged back to account										304.20	377.57	Total unpaid balance

06/04/20 Past Due Balance (\$)	Unpaid Balance from the 07/27/20 bill (\$)	New Balance Forward (\$)
365.04	12.53	377.57

Table 5

During the second half of 2020, payments continued to include current charges, only. Therefore, the balance forward remained. The late fees issued on the last three months of 2020, for a total of \$17.16, were waived on 12/28/20. The late fees

Billing Period	Energy Used (kWh)	Energy Rec'd kWh	Energy Billed (kWh)	Electric Charges (\$)	Taxes & Other Fees (\$)	Total Electric + Taxes (\$)	Late Fees (\$)	Pymt/ Credit (\$)	Total Current Charges(\$)	Balance Due (\$)	Comment
										377.57	New balance forward
07/24/20-08/25/20	1259	67	1192	154.32	27.69	182.01			182.01	559.58	Regular bill
09/02/20								<178.05>		381.53	Payment
08/25/20-09/24/20	915	93	822	106.28	19.20	125.48			125.48	507.01	Regular bill
10/06/20								<125.48>		381.53	Payment
09/24/20-10/23/20	799	110	689	90.81	16.44	107.25	5.72		112.97	494.50	Regular bill
11/04/20								<112.97>		381.53	Payment
10/23/20-11/23/20	653	126	527	71.95	13.05	85.00	5.72		90.72	472.25	Regular bill
12/02/20								<90.72>		381.53	Payment
12/28/20							5.72			387.25	Late fee
12/28/20								<17.16>		370.09	Last 3 late fees waived
11/23/20-12/28/20	673	123	550	74.63	13.54	88.17			88.17	458.26	Regular bill
01/20/21								<88.17>		370.09	Payment
12/28/20-01/26/21	660	105	555	73.59	13.47	87.06			87.06	457.15	Regular bill
02/24/21								<87.06>		370.09	Payment
	619	175	444	61.15		72.38	5.55		77.93	448.02	Regular bill
03/03/21								<72.43>		375.59	Payment
02/23/21-03/26/21	396	359	37	15.54	3.02	18.56	5.63		24.19	399.78	
04/06/21								<18.56>		381.22	
04/07/21								<11.18>		370.04	Last 2 late fees waived
										370.04	UNPAID BALANCE

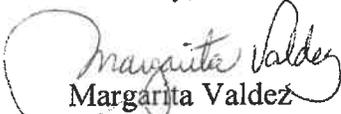
Conclusion

Based on the information currently available, you were billed correctly. In summary, it does not appear that DEF has violated any Commission rules or its tariff in the handling of this matter.

On 04/07/21, DEF advised the PSC that it is willing to create a special agreement to pay the remaining unpaid balance of \$370.04 in 12 monthly installments of approximately \$30.84.

If you have any questions or concerns, please contact me. I can be reached via toll-free number 1-800-342-3552, or my direct number 1-850-413-6113, or via e-mail at mvaldez@psc.state.fl.us.

Sincerely,


 Margarita Valdez
 Regulatory Consultant

Regular and Registered Mail

cc: DEF

to Energy
slw

12/21 Bailey

~~72³⁸~~

Per
Bailey

77⁹⁸
- 5⁵⁵

late charge (not paying) ^{lim}

72⁴³

pay

STATE OF FLORIDA



COMMISSIONERS:
GARY F. CLARK, CHAIRMAN
ART GRAHAM
JULIE I. BROWN
ANDREW GILES FAY
MIKE LA ROSA

OFFICE OF
CONSUMER ASSISTANCE & OUTREACH
CYNTHIA L. MUIR
DIRECTOR
(850) 413-6482

Public Service Commission

January 21, 2021

3/2/21 SLW will contact Duke Energy today.

MR CHRIS ROSA
4439 NEPTUNE DR SE
SAINT PETERSBURG FL 33705-4324

Re: Florida Public Service Commission Complaint Number 1349979E

Dear Mr. Rosa:

The purpose of this correspondence is to keep you apprised of the ongoing investigation of your complaint filed with the Florida Public Service Commission (Commission) on 09/29/2020, against Duke Energy Florida (DEF).

During your recent contact with the Commission, you expressed ongoing disagreement with actions taken by DEF and/or staff in response to your complaint. Subsequently, in accordance with Rule 25-22.032(7), Florida Administrative Code, your complaint has been referred to the Commission's Process Review Team (PRT). The PRT will review your case file to determine further handling of the complaint. Upon completion of the PRT's review, you will receive a written response from the Commission's Office of the General Counsel with a conclusive decision regarding your complaint.

In the meantime, if you have any questions or concerns, please feel free to contact me. You may reach me toll-free, at 1-800-342-3552 or directly at 850-413-6113. You may also contact me via fax at 850-511-0809, or by E-mail at MValdez@PSC.STATE.FL.US.

Sincerely,

Margarita Valdez
Margarita Valdez
Regulatory Consultant
Process Review Team

She will call me this p.m or tomorrow

See back Page →

8/5/20

s/w Jessica, Supervisor

WORKING \$25 taxes ☹️

that includes the Spec. Agree taxes

s/w 8/5/20 Joann w/ Cust. Serv
Will stop budget billing

switched me to web group (CN view
my bill)

said something might be going on internally
will give to upper level tech (response 24-48 hrs)

9/30/20 s/w Ashley → supervisor (impass)

9/30/20 Laura - CN help me ~~with~~
acct went to consumer affairs
Per Laura

Salote Case #

Consumer Affairs will call me today

12/29/20

Jose cust. Serv switched me to

Shonna will forward from the PSC

~~71.95
13.05
\$5.00~~

Duke Energy s/w Ryan 2/21/20 - ~~2/21/20~~

1/22 12/26 = 61²¹

10/23 11/22 = 70⁸¹

9/25 10/23 = 55³²

could not other monthly

Send Duke a
✓ for 18784

2/25/20 s/w Ryan
Duke primary bill from
Jan, July, 3 Aug
CB next wk

at 2/25/20

1/24 2/24 55⁰⁴

2/28/2020

S/W Daniel speak to Cust serv
regarding registering an acct
on Duke Energy (dm
Cust Service

855-637-6573

Web Support

855-637-6573
 S/S - 637 6573
 regarding
 in June
 not
 S/S - 637 6573
 2/4/2020
 Kelly
 Vivint
 2/4/2020



For questions about your bill?

Jan 521 Kellowatt

881
613

Apr 563
605

Jun 1,445 + 491 =

July ? no history? new
Aug 1,822 (60 day 1' meter
? Jul. 3 Aug

6/20 - 6/30
 2
 1
 5911
 Vivint

993 663.1
 602 448.2
 563 240.6
 477 189
 362 220

Vivint
 3,452.96
 3,092
 Kellowatt

Stw Garrett, Supervisor
1 Year Resolution



contact us

Questions about your bill?
spectrum.net/billing
at 855-65-SPECTRUM (1-855-657-7328)
RP 06 12062019 NNNNNNY 01 010424 0032

re evaluate panels vs
Duke bills

u la Duke bill
stopped
Billing

Stw Daniel on Duke Solar billing
5 Mos. = 558

290

billing adjust
business days before
(reading)

2/3/11

Solar did not produce anything?

December 6, 2019

Account Number:
Security Code:

CHRIS ROSA
0035149949-03
8779

Have questions about your bill?
Visit us at spectrum.net/billing
Or, call us at 855-65-SPECTRUM (1-855-657-7328)
7635 1600 NO RP 06 12062019 NNNNNNNY 01 010424 0032

Authorization to Convert your Check to an Electronic Funds Transfer Debit - For your convenience, if you provide a check as payment, you authorize Spectrum, formerly Bright House Networks, to use the information from your check to make a one-time electronic funds transfer from your account. Should you have any questions about this, your statement, or with the services provided to you by Spectrum, please call our office at the telephone number on the front of this statement. Or visit spectrum.com/stores. To assist you in future payments, your bank or credit card account information may be electronically stored in our system in a secure, encrypted manner.

Billing Practices - Spectrum mails monthly, itemized statements to customers for monthly services that are billed in advance. Customers agree to pay amounts due by the due date indicated on the statement less any authorized credits. If your monthly statement is not paid by the due date, a late payment processing charge may be imposed. Nonpayment of any portion of any services on this statement could result in disconnection of all of your Spectrum services. Disconnection of Phone service may also result in the loss of your phone number.

S/w Carla Duke billing
12/31/19 see stop ~~disconnect~~
stopped
budget billing



139⁴⁹ credit

Duke Cust Service #

Ask Solar (Duke) 866-233-2290

Submit request to have billing adjusted

S/w Tadashi will be 10 business days before
she rec a bill (gave her reading)

Solar did not produce anything?

S/w Daniel 2/4/2020
640 pay
S/w Kelly

5/1/99

S/W Lisa requested a lock

actual	10/23 - 11/22	\$ 70	<u>81</u>	70
	Nov - Dec	≈ 73	"	<u>55</u>
				125

provide reading

call
Cust Serv.
800-700-8744

Salary

2 } 864
3 }
2290

need 2 readings not accur

3 readings accurate

Dec 17 = ^{estimated} actual 87 29

Oct 23 - Nov 22 70 81

actual

Jan 9th

estimated 73 " 11/22 - Dec 26

actual _____

563²⁹

Dishly 12/31/19 Solar (Duke) 866-223-2290

started solar

6/18/19

1st bill from Duke =

Received solar power =

5/21/20 Duke Energy

S/W Antonio

245

UCB 5/22 & 3 ish

* 6/3/20

S/W Teri

S/W Laura, Supervisor

Will research

Will send email

c ROSA PFS@

Re: budget billing

6/11/2020 S/W Alfred

~~418 ⁷⁸~~
~~354 ²³~~
 past due bal.

6/15/20 S/W Kathy

Employee # 442230

works from 7-3³⁰

* Ask billing dept to correct the billing & should've been taken off 6/17/20 full of false charges

wait for a new statement

H/2/20 said

S/W 18.64

Hector asked to send Kathy a msg. for taxes on 103.21

103.21

18.64

54. -

175.85

103.21

18.64

121.85

5x 710
84 3x
51

Mar 40²¹

Apr 27⁸⁴ 39 *new deferred
(27⁸⁴ credit)

May 27⁸⁴ *new deferred
(61¹⁵ credit)

Jun 33¹⁰ deferred



slw Duke Energy
Alek 3/6/2020

Got transferred to
"base" office b-c
Jim no longer on
budget billing

slw Sody in ^{base} ^{cust} office
June = 221 ²⁵
71 ⁸⁴

Aug 60 dup 237 ⁸⁷

per Alek Sody 530 ⁹¹
Billing correction request
was submitted

due date 2/22 55.37 def
 March 26 11.16 def
 Apr 24 27.84 cr
 May 24 61.15 cr
 Jun 33.10 def
 July } no bill
 Aug } ?

def
 99.63
 99
 88 a
 10.64

Sept 20-10/15 no bill

443-2641

3/25
s/w Nakesheg

X8522

3/26/2020

S/W Melanie Supervisor

(727)

560-3366

mobile

Working from 10-7

Will contact me next Thursday

523-4553

⊛ On phone [1 hr 10 mins]

(727)

WORK



STATEMENT OF ELECTRIC SERVICE

81919 05805

FEBRUARY 2019

FOR CUSTOMER SERVICE OR
PAYMENT LOCATIONS CALL:
1-727-443-2641

WEB SITE: www.duke-energy.com

TO REPORT A POWER OUTAGE:
1-800-228-8485

CHRIS ROSA

4439 NEPTUNE DR SE
ST PETERSBURG FL 33705

SERVICE ADDRESS

4439 NEPTUNE DR SE
ST PETERSBURG FL 33705

DUE DATE
FEB 22 2019

TOTAL AMOUNT DUE
144.00

NEXT READ
DATE ON OR
ABOUT

MAR 04 2019

DEPOSIT AMOUNT
ON ACCOUNT

NONE

PIN: 411087426

METER READINGS

METER NO.	001529216
PRESENT (ACTUAL)	044009
PREVIOUS (ACTUAL)	043128
DIFFERENCE	000881
TOTAL KWH	881
BUDGET BILLING DEFERRED:	
ACTUAL USED AMOUNT	131.36
THIS MONTH DEFERRED	3.64CR
PRIOR DEFERRED	55.01
YOUR NEW DEFERRED	51.37

PAYMENTS RECEIVED AS OF JAN 22 2019

126.00 THANK YOU

RS-1 001 RESIDENTIAL SERVICE

BILLING PERIOD..12-31-18 TO 01-31-19 31 DAYS

CUSTOMER CHARGE		9.66
ENERGY CHARGE		
FIRST 1000 KWH	881 KWH @ 7.63300¢	67.25
ABOVE 1000 KWH	0 KWH @ 9.25900¢	.00
FUEL CHARGE		
FIRST 1000 KWH	881 KWH @ 3.69800¢	32.58
ABOVE 1000 KWH	0 KWH @ 4.69800¢	.00
ASSET SECURITIZATION CHARGE	881 KWH @ 0.25900¢	2.28

*TOTAL ELECTRIC COST	111.77
GROSS RECEIPTS TAX	2.87
MUNICIPAL FRANCHISE FEE	7.18
MUNICIPAL UTILITY TAX	9.54

TOTAL OF THIS MONTH'S ACTUAL CHARGES
BUDGET BILLING PLAN

131.36

135.00

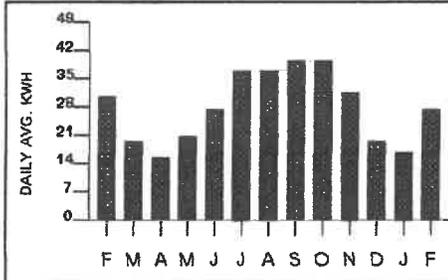
TOTAL CURRENT BILL
BALANCE FORWARD

135.00

9.00

TOTAL DUE THIS STATEMENT

\$144.00



ENERGY USE

DAILY AVG. USE - 28 KWH/DAY
 USE ONE YEAR AGO - 31 KWH/DAY
 *DAILY AVG. ELECTRIC COST - \$3.61

Payment of your bill prior to the above due date will avoid a late payment charge of \$5.00 or 1.5%, whichever is greater. If your previous unpaid balance has been paid, please disregard. Duke Energy Florida utilized fuel in the following proportions to generate your power: Coal 19%, Purchased Power 16%, Gas 65%, Oil 0%, Nuclear 0% (for prior 12 months ending December 31, 2018). Have concerns about a possible environmental or regulatory violation involving Duke Energy? You can report it anonymously 24/7 at 1-855-355-7042 or at duke-energy-env.alertline.com

DETACH AND RETURN THIS SECTION EB72 0018241

Make checks payable to: Duke Energy

ACCOUNT NUMBER - 81919 05805

P.O. BOX 1004
CHARLOTTE,
NC 28201-1004

CHRIS ROSA
4439 NEPTUNE DR SE
ST PETERSBURG FL 33705 - 4324

DUE DATE

FEB 22 2019

TOTAL DUE

144.00

PLEASE ENTER
AMOUNT PAID

8191905805900000014400600000009001000000135004010000000009



STATEMENT OF ELECTRIC SERVICE

81919 05805

MAY 2019

FOR CUSTOMER SERVICE OR
PAYMENT LOCATIONS CALL:
1-727-443-2641

WEB SITE: www.duke-energy.com

TO REPORT A POWER OUTAGE:
1-800-228-8485

CHRIS ROSA

4439 NEPTUNE DR SE
ST PETERSBURG FL 33705

SERVICE ADDRESS
4439 NEPTUNE DR SE
ST PETERSBURG FL 33705

DUE DATE
MAY 24 2019

TOTAL AMOUNT DUE
259.00

NEXT READ
DATE ON OR
ABOUT
JUN 04 2019

DEPOSIT AMOUNT
ON ACCOUNT
NONE

PIN: 411087426

METER READINGS

METER NO.	001529216
PRESENT (ACTUAL)	045790
PREVIOUS (ACTUAL)	045185
DIFFERENCE	000605
TOTAL KWH	605 ✓OK
BUDGET BILLING DEFERRED:	
ACTUAL USED AMOUNT	93.69
THIS MONTH DEFERRED	33.31CR
PRIOR DEFERRED	27.84CR
YOUR NEW DEFERRED	61.15CR

RS-1 001 RESIDENTIAL SERVICE

BILLING PERIOD..04-02-19 TO 05-02-19 30 DAYS

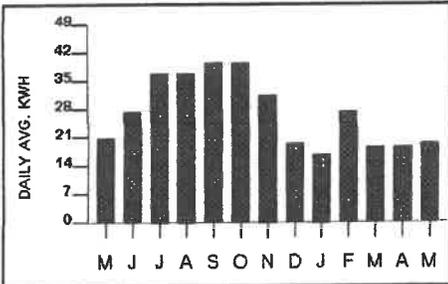
CUSTOMER CHARGE		9.66
ENERGY CHARGE		
FIRST 1000 KWH	605 KWH @ 7.63300¢	46.18
ABOVE 1000 KWH	0 KWH @ 9.25900¢	.00
FUEL CHARGE		
FIRST 1000 KWH	605 KWH @ 3.69800¢	22.37
ABOVE 1000 KWH	0 KWH @ 4.69800¢	.00
ASSET SECURITIZATION CHARGE	605 KWH @ 0.23900¢	1.45

*TOTAL ELECTRIC COST	79.66
GROSS RECEIPTS TAX	2.04
MUNICIPAL FRANCHISE FEE	5.12
MUNICIPAL UTILITY TAX	6.87

TOTAL OF THIS MONTH'S ACTUAL CHARGES	93.69
BUDGET BILLING PLAN	127.00
LATE PAYMENT CHARGE FOR PREVIOUS BILL	5.00

TOTAL CURRENT BILL	132.00
BALANCE FORWARD	127.00

TOTAL DUE THIS STATEMENT **\$259.00**



ENERGY USE

DAILY AVG. USE - 20 KWH/DAY
 USE ONE YEAR AGO - 21 KWH/DAY
 *DAILY AVG. ELECTRIC COST - \$2.66

Payment of your bill prior to the above due date will avoid a late payment charge of \$5.00 or 1.5%, whichever is greater. If your previous unpaid balance has been paid, please disregard. Duke Energy Florida utilized fuel in the following proportions to generate your power: Coal 20%, Purchased Power 16%, Gas 64%, Oil 0%, Nuclear 0% (for prior 12 months ending March 31, 2019). Duke Energy offers energy efficiency programs to help you save money and energy, including a Free Home Energy Check available online, via phone, or in your home by an energy expert from Duke Energy. An optional Energy Analysis/Rating including payback estimates can be conducted for a small fee, if desired. For more information, visit us at duke-energy.com/HEC.

DETACH AND RETURN THIS SECTION EB72 0025837

Make checks payable to: Duke Energy

ACCOUNT NUMBER - 81919 05805

CHRIS ROSA
4439 NEPTUNE DR SE
ST PETERSBURG FL 33705 - 4324

P.O. BOX 1004
CHARLOTTE,
NC 28201-1004

DUE DATE

MAY 24 2019

TOTAL DUE

259.00

PLEASE ENTER
AMOUNT PAID

81919058059000000259002000000127001000000132001010000000009



STATEMENT OF ELECTRIC SERVICE

81919 05805

SEPTEMBER 2019

FOR CUSTOMER SERVICE OR
PAYMENT LOCATIONS CALL:
1-727-443-2641

WEB SITE: www.duke-energy.com

TO REPORT A POWER OUTAGE:
1-800-228-8485

CHRIS ROSA

4439 NEPTUNE DR SE
ST PETERSBURG FL 33705

SERVICE ADDRESS

4439 NEPTUNE DR SE
ST PETERSBURG FL 33705

DUE DATE
OCT 18 2019

TOTAL AMOUNT DUE
281.00

**NEXT READ
DATE ON OR
ABOUT**

OCT 24 2019

**DEPOSIT AMOUNT
ON ACCOUNT**

NONE

PIN: 411087426

METER READINGS

METER NO.	004934149
PRESENT (ESTIMATE)	003140
PREVIOUS (ACTUAL)	002147
DIFFERENCE	000993
TOTAL KWH	993
ESTIMATE REASON:	FENCE ✓
CURRENT RECEIVED	000270
PREVIOUS RECEIVED	000270
RECEIVED DIFFERENCE	000000
TOTAL KWH RECEIVED	0
BUDGET BILLING DEFERRED:	
ACTUAL USED AMOUNT	146.47
THIS MONTH DEFERRED	8.47
PRIOR DEFERRED	66.81
YOUR NEW DEFERRED	75.28

RS-1 001 RESIDENTIAL SERVICE

BILLING PERIOD..08-26-19 TO 09-25-19 30 DAYS

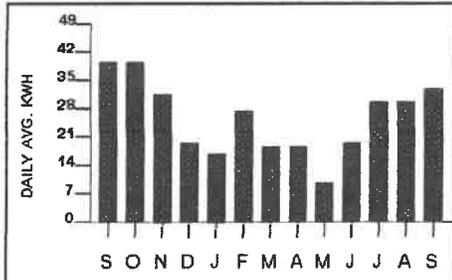
CUSTOMER CHARGE		9.66
ENERGY CHARGE		
FIRST 1000 KWH	993 KWH @	7.63300¢
ABOVE 1000 KWH	0 KWH @	9.25900¢
FUEL CHARGE		
FIRST 1000 KWH	993 KWH @	3.69800¢
ABOVE 1000 KWH	0 KWH @	4.69800¢
ASSET SECURITIZATION CHARGE	993 KWH @	0.24900¢

*TOTAL ELECTRIC COST	124.65
GROSS RECEIPTS TAX	3.20
MUNICIPAL FRANCHISE FEE	8.01
MUNICIPAL UTILITY TAX	10.61

TOTAL OF THIS MONTH'S ACTUAL CHARGES	146.47
BUDGET BILLING PLAN	138.00
LATE PAYMENT CHARGE FOR PREVIOUS BILL	5.00

TOTAL CURRENT BILL	143.00
BALANCE FORWARD	138.00

TOTAL DUE THIS STATEMENT \$281.00



ENERGY USE

DAILY AVG. USE - 33 KWH/DAY
 USE ONE YEAR AGO - 40 KWH/DAY
 *DAILY AVG. ELECTRIC COST - \$4.16

Payment of your bill prior to the above due date will avoid a late payment charge of \$5.00 or 1.5%, whichever is greater. If your previous unpaid balance has been paid, please disregard.

DETACH AND RETURN THIS SECTION EB72 0001538

Make checks payable to: Duke Energy

ACCOUNT NUMBER - 81919 05805

P.O. BOX 1004
CHARLOTTE,
NC 28201-1004

CHRIS ROSA
4439 NEPTUNE DR SE
ST PETERSBURG FL 33705 - 4324

DUE DATE

OCT 18 2019

TOTAL DUE

281.00

PLEASE ENTER
AMOUNT PAID

819190580590000002810060000001380080000001430080100000000009



STATEMENT OF ELECTRIC SERVICE

81919 05805

OCTOBER 2019
Duke Energy

FOR CUSTOMER SERVICE OR
PAYMENT LOCATIONS CALL:
1-727-443-2641

WEB SITE: www.duke-energy.com

TO REPORT A POWER OUTAGE:
1-800-228-8485

CHRIS ROSA

4439 NEPTUNE DR SE
ST PETERSBURG FL 33705

SERVICE ADDRESS

4439 NEPTUNE DR SE
ST PETERSBURG FL 33705

DUE DATE
NOV 18 2019

TOTAL AMOUNT DUE
419.00

**NEXT READ
DATE ON OR
ABOUT**

NOV 22 2019

**DEPOSIT AMOUNT
ON ACCOUNT**

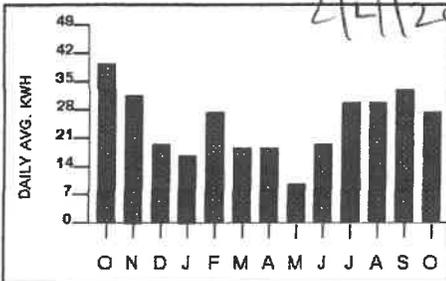
NONE

PIN: 411087426

METER READINGS

METER NO. 004934149
PRESENT (ESTIMATE) 003966
PREVIOUS (ESTIMATE) 003140
DIFFERENCE 000826
TOTAL KWH 826
ESTIMATE REASON: FENCE
CURRENT RECEIVED 000270
PREVIOUS RECEIVED 000270
RECEIVED DIFFERENCE 000000
TOTAL KWH RECEIVED 0
BUDGET BILLING DEFERRED:
ACTUAL USED AMOUNT 123.79
THIS MONTH DEFERRED 14.21CR
PRIOR DEFERRED 75.28
YOUR NEW DEFERRED 61.07

*602 kWh per kWh
2/4/2020*



ENERGY USE
DAILY AVG. USE - 28 KWH/DAY
USE ONE YEAR AGO - 40 KWH/DAY
*DAILY AVG. ELECTRIC COST - \$3.63

RS-1 001 RESIDENTIAL SERVICE

BILLING PERIOD..09-25-19 TO 10-24-19 29 DAYS

CUSTOMER CHARGE 9.66
ENERGY CHARGE
FIRST 1000 KWH 826 KWH @ 7.63300¢ 63.05
ABOVE 1000 KWH 0 KWH @ 9.25900¢ .00
FUEL CHARGE
FIRST 1000 KWH 826 KWH @ 3.69800¢ 30.55
ABOVE 1000 KWH 0 KWH @ 4.69800¢ .00
ASSET SECURITIZATION CHARGE 826 KWH @ 0.24900¢ 2.06

*TOTAL ELECTRIC COST 105.32
GROSS RECEIPTS TAX 2.70
MUNICIPAL FRANCHISE FEE 6.77
MUNICIPAL UTILITY TAX 9.00

TOTAL OF THIS MONTH'S ACTUAL CHARGES 123.79
BUDGET BILLING PLAN
LATE PAYMENT CHARGE FOR PREVIOUS BILL

138.00
5.00

TOTAL CURRENT BILL 143.00
AMOUNT PAST DUE 276.00

TOTAL DUE THIS STATEMENT

\$419.00

Payment of your bill prior to the above due date will avoid a late payment charge of \$5.00 or 1.5%, whichever is greater. Your account has a past due amount of \$276.00 and electric service may be disconnected. Please pay immediately.

DETACH AND RETURN THIS SECTION EB72 0001438

DELINQUENT		CURRENT CHARGES	
AMOUNT	DUE DATE	AMOUNT	DUE DATE
276.00	PAST DUE	143.00	NOV 18 2019

ACCOUNT NUMBER - 81919 05805

P.O. BOX 1004
CHARLOTTE,
NC 28201-1004

TOTAL DUE
419.00

CHRIS ROSA
4439 NEPTUNE DR SE
ST PETERSBURG FL 33705 - 4324

PLEASE ENTER AMOUNT PAID

819190580590000004190020000002760060000001430080100000000009



STATEMENT OF ELECTRIC SERVICE

NOVEMBER 2019
Duke Energy

Part I

81919 05805

FOR CUSTOMER SERVICE OR
PAYMENT LOCATIONS CALL:
1-727-443-2641

WEB SITE: www.duke-energy.com

TO REPORT A POWER OUTAGE:
1-800-228-8485

CHRIS ROSA

4439 NEPTUNE DR SE
ST PETERSBURG FL 33705

SERVICE ADDRESS

4439 NEPTUNE DR SE
ST PETERSBURG FL 33705

DUE DATE
DEC 17 2019

TOTAL AMOUNT DUE
557.00

**NEXT READ
DATE ON OR
ABOUT**

DEC 26 2019

**DEPOSIT AMOUNT
ON ACCOUNT**

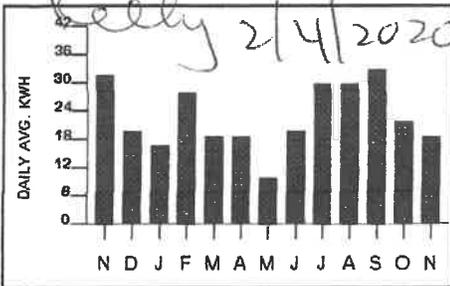
NONE

PIN: 411087426

METER READINGS

METER NO. 004934149
PRESENT (ESTIMATE) 004303
PREVIOUS (ACTUAL) 003742
DIFFERENCE 000561
TOTAL KWH 561
ESTIMATE REASON: FENCE
CURRENT RECEIVED 000550
PREVIOUS RECEIVED 000550
RECEIVED DIFFERENCE 000000
TOTAL KWH RECEIVED 0
BUDGET BILLING DEFERRED:
ACTUAL USED AMOUNT 87.79
THIS MONTH DEFERRED 50.21CR
PRIOR DEFERRED 7.40CR
YOUR NEW DEFERRED 57.61CR

*563kwh per
billy 2/4/2020*



ENERGY USE
DAILY AVG. USE - 19 KWH/DAY
USE ONE YEAR AGO - 32 KWH/DAY
*DAILY AVG. ELECTRIC COST - \$2.49

RS-1 001 RESIDENTIAL SERVICE

BILLING PERIOD..10-23-19 TO 11-22-19 30 DAYS

CUSTOMER CHARGE 9.66
ENERGY CHARGE
FIRST 1000 KWH 561 KWH @ 7.63300¢ 42.82
ABOVE 1000 KWH 0 KWH @ 9.25900¢ .00
FUEL CHARGE
FIRST 1000 KWH 561 KWH @ 3.69800¢ 20.75
ABOVE 1000 KWH 0 KWH @ 4.69800¢ .00
ASSET SECURITIZATION CHARGE 561 KWH @ 0.24900¢ 1.40

*TOTAL ELECTRIC COST 74.63
GROSS RECEIPTS TAX 1.91
MUNICIPAL FRANCHISE FEE 4.80
MUNICIPAL UTILITY TAX 6.45

TOTAL OF THIS MONTH'S ACTUAL CHARGES 87.79
BUDGET BILLING PLAN 138.00

TOTAL CURRENT BILL 138.00
AMOUNT PAST DUE 419.00

TOTAL DUE THIS STATEMENT

\$557.00

Payment of your bill prior to the above due date will avoid a late payment charge of \$5.00 or 1.5%, whichever is greater. Your account has a past due amount of \$419.00 and electric service may be disconnected. Please pay immediately. Duke Energy will be closed on December 24 and 25, 2019 and January 1, 2020. You may visit duke-energy.com for self-service options. To report an outage, please call our outage line at 1-800-228-8485. Duke Energy offers energy efficiency programs to help you save money and energy, including a Free Home Energy Check available online, via phone, or in-your home by an energy expert from Duke Energy. An optional Energy Analysis/Rating including payback estimates can be conducted for a small fee, if desired. For more information, visit us at duke-energy.com/HEC.

DETACH AND RETURN THIS SECTION EB72 0016439

DELINQUENT		CURRENT CHARGES	
AMOUNT	DUE DATE	AMOUNT	DUE DATE
419.00	PAST DUE	138.00	DEC 17 2019

ACCOUNT NUMBER - 81919 05805

P.O. BOX 1004
CHARLOTTE,
NC 28201-1004

CHRIS ROSA
4439 NEPTUNE DR SE
ST PETERSBURG FL 33705 - 4324

TOTAL DUE
557.00

PLEASE ENTER AMOUNT PAID

819190580590000005570090000004190020000001380080100000000009



STATEMENT OF ELECTRIC SERVICE

81919 05805

NOVEMBER 2019
Duke Energy

Part II

FOR CUSTOMER SERVICE OR
PAYMENT LOCATIONS CALL:
1-727-443-2641

WEB SITE: www.duke-energy.com

TO REPORT A POWER OUTAGE:
1-800-228-8485

CHRIS ROSA

4439 NEPTUNE DR SE
ST PETERSBURG FL 33705

SERVICE ADDRESS
4439 NEPTUNE DR SE
ST PETERSBURG FL 33705

DUE DATE JAN-09-2020	TOTAL AMOUNT DUE 563.29
NEXT READ DATE ON OR ABOUT DEC 26 2019	DEPOSIT AMOUNT ON ACCOUNT NONE

PIN: 411087426

METER READINGS

METER NO.	004934149
PRESENT (ACTUAL)	004305
PREVIOUS (ACTUAL)	003742
DIFFERENCE	000563
TOTAL KWH	563
CURRENT RECEIVED	000677
PREVIOUS RECEIVED	000550
RECEIVED DIFFERENCE	000127
TOTAL KWH RECEIVED	127
BUDGET BILLING DEFERRED:	
ACTUAL USED AMOUNT	70.81
THIS MONTH DEFERRED	70.81
PRIOR DEFERRED	145.40CR
YOUR NEW DEFERRED	74.59CR

RS-1 001 RESIDENTIAL SERVICE

BILLING PERIOD .10-23-19 TO 11-22-19	30 DAYS	
CUSTOMER CHARGE		9.66
ENERGY CHARGE		
FIRST 1000 KWH	436 KWH @ 7.63300¢	33.28
ABOVE 1000 KWH	0 KWH @ 9.25900¢	.00
FUEL CHARGE		
FIRST 1000 KWH	436 KWH @ 3.69800¢	16.12
ABOVE 1000 KWH	0 KWH @ 4.69800¢	.00
ASSET SECURITIZATION CHARGE	436 KWH @ 0.24900¢	1.09
*TOTAL ELECTRIC COST		60.15
GROSS RECEIPTS TAX		1.54
MUNICIPAL FRANCHISE FEE		3.87
MUNICIPAL UTILITY TAX		5.25
TOTAL OF THIS MONTH'S ACTUAL CHARGES		70.81
BUDGET BILLING PLAN		138.00
LATE PAYMENT CHARGE FOR PREVIOUS BILL		6.29
TOTAL CURRENT BILL		144.29
AMOUNT PAST DUE		419.00
TOTAL DUE THIS STATEMENT		\$563.29

Payment of your bill prior to the above due date will avoid a late payment charge of \$5.00 or 1.5%, whichever is greater. Your account has a past due amount of \$419.00 and electric service may be disconnected. Please pay immediately. This is a revised statement. If your original bill has not been paid, please see the extended due date. Our community is stronger when neighbors help neighbors. Help your neighbors in need stay warm this winter with a contribution to Energy Neighbor Fund. To donate, see enclosed bill insert or go to duke-energy.com/Neighbor.

ENERGY USE

DAILY AVG. USE - 15 KWH/DAY
USE ONE YEAR AGO - 32 KWH/DAY
*DAILY AVG. ELECTRIC COST - \$2.01

DETACH AND RETURN THIS SECTION EB72 0030276

DELINQUENT		CURRENT CHARGES	
AMOUNT	DUE DATE	AMOUNT	DUE DATE
419.00	PAST DUE	144.29	JAN 09 2020

ACCOUNT NUMBER - 81919 05805

P.O. BOX 1004
CHARLOTTE,
NC 28201-1004

TOTAL DUE
563.29

CHRIS ROSA
4439 NEPTUNE DR SE
ST PETERSBURG FL 33705 - 4324

PLEASE ENTER AMOUNT PAID

819190580590000005632960000004190020000001442950100000000009



STATEMENT OF ELECTRIC SERVICE

81919 05805

DECEMBER 2019
Duke Energy

FOR CUSTOMER SERVICE OR
PAYMENT LOCATIONS CALL:
1-727-443-2641

WEB SITE: www.duke-energy.com

TO REPORT A POWER OUTAGE:
1-800-228-8485

CHRIS ROSA

4439 NEPTUNE DR SE
ST PETERSBURG FL 33705

SERVICE ADDRESS

4439 NEPTUNE DR SE
ST PETERSBURG FL 33705

DUE DATE
JAN 21 2020

TOTAL AMOUNT DUE
709.65

NEXT READ
DATE ON OR
ABOUT
JAN 24 2020

DEPOSIT AMOUNT
ON ACCOUNT
NONE

PIN: 411087426

METER READINGS

METER NO. 004934149

PRESENT (ESTIMATE) 004758

PREVIOUS (ACTUAL) 004305

DIFFERENCE 000453

TOTAL KWH 453

ESTIMATE REASON: FENCE

CURRENT RECEIVED 000677

PREVIOUS RECEIVED 000677

RECEIVED DIFFERENCE 000000

TOTAL KWH RECEIVED 0

BUDGET BILLING DEFERRED:

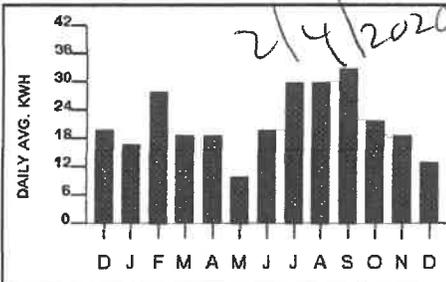
ACTUAL USED AMOUNT 73.11

THIS MONTH DEFERRED 64.89CR

PRIOR DEFERRED 74.59CR

YOUR NEW DEFERRED 139.48CR

477 KWH Perfectly



ENERGY USE

DAILY AVG. USE - 13 KWH/DAY

USE ONE YEAR AGO - 20 KWH/DAY

*DAILY AVG. ELECTRIC COST - \$1.83

RS-1 001 RESIDENTIAL SERVICE

BILLING PERIOD..11-22-19 TO 12-26-19 34 DAYS

CUSTOMER CHARGE 9.66

ENERGY CHARGE

FIRST 1000 KWH 453 KWH @ 7.633000 34.58

ABOVE 1000 KWH 0 KWH @ 9.259000 .00

FUEL CHARGE

FIRST 1000 KWH 453 KWH @ 3.698000 16.75

ABOVE 1000 KWH 0 KWH @ 4.698000 .00

ASSET SECURITIZATION CHARGE 453 KWH @ 0.249000 1.13

*TOTAL ELECTRIC COST 62.12

GROSS RECEIPTS TAX 1.59

MUNICIPAL FRANCHISE FEE 3.99

MUNICIPAL UTILITY TAX 5.41

TOTAL OF THIS MONTH'S ACTUAL CHARGES 73.11

BUDGET BILLING PLAN 138.00

LATE PAYMENT CHARGE FOR PREVIOUS BILL 8.36

TOTAL CURRENT BILL 146.36

AMOUNT PAST DUE 563.29

TOTAL DUE THIS STATEMENT \$709.65

Payment of your bill prior to the above due date will avoid a late payment charge of \$5.00 or 1.5%, whichever is greater. This bill for electric service covers an extended period of time. Your account has a past due amount of \$563.29 and electric service may be disconnected. Please pay immediately. Your Budget Bill amount was reviewed this month and it will change to \$102.00 effective with your next bill. A new bill design is coming soon. It's simpler, more reader-friendly and easier to navigate. And it's just one more way we're enhancing your experience. Learn more by visiting duke-energy.com/MyNewBill.

DETACH AND RETURN THIS SECTION EB72 0027709

DELINQUENT		CURRENT CHARGES	
AMOUNT	DUE DATE	AMOUNT	DUE DATE
563.29	PAST DUE	146.36	JAN 21 2020

ACCOUNT NUMBER - 81919 05805

P.O. BOX 1004
CHARLOTTE,
NC 28201-1004

TOTAL DUE
709.65

CHRIS ROSA
4439 NEPTUNE DR SE
ST PETERSBURG FL 33705 - 4324

PLEASE ENTER
AMOUNT PAID

81919058059000000709659000000563296000000146365010000000009



Questions about your bill?

slw Kelly 2/4/2020

Duke

Vivint

an 521 kellowatt's

881

613

PR 563

605

in 1,445 + 491 =

6/20-6/30
266.8 =

ly ? no history 2 new

2
1 606.12

og 1,822 (60 day 1 meter
2 Jul 3 Aug

591.1 =
Vivint

zpt 993 663.1

t 602 448.2

idv 563 240.6

ee 477 189

lan 362 220

Vivint

3,452.96 =

3,092

kellowatt

due date 2/22 55.37 def
 March 26 11.16 def
 Apr 24 27.84 cr
 May 24 61.15 cr
 Jun 33.10 def
 July } no bill
 Aug } ?
 Sept 20-10/15 no bill

99.63 def
 88.99 cr

 10.64

3/25
 s/w Nakesheg
 X8522

443-2641



3/26/2020

S/W Melanie Supervisor

(727)
 560-3366
 mobile

Working from 10-7

Will contact me next Thursday

On phone [1 hr 10 mins]

(727) 523-4553
 work



**Duke Energy
Customer Service System
Account Activity Statement**

Date:
05/07/20

****** Account Information ******

******* Current Account Status *******

Account Number: 81919-05805	Mail To: CHRIS ROSA 4439 NEPTUNE DR SE ST PETERSBURG FL 33705	Current Bill: \$138.00	Excess Credit Amount: \$0.00
		Billed Prior: \$216.23	Unbilled Balance: \$0.00
Requested By: CHRIS ROSA (727) 667- 0536 Extension:		Balance Due: \$354.23	

<u>DATE</u>	<u>RELATING TO</u>	<u>DEBIT AMOUNT</u>	<u>CREDIT AMOUNT</u>	<u>TOTAL BILL</u>	<u>BALANCE FORWARD</u>	<u>DAYS USED</u>	<u>KWH</u>	<u>KW</u>
12/27/2019	Regular Bill			\$709.65	\$563.29	34	453	
12/27/2019	BUDGET BILLING	\$138.00						
12/19/2019	Late Payment Charge	\$8.36						
12/18/2019	Regular Bill			\$563.29	\$419.00	30		
11/25/2019	Regular Bill			\$557.00	\$419.00	30	563	
11/25/2019	Late Payment Charge	\$6.29						
11/25/2019	BUDGET BILLING	\$138.00						
10/30/2019	Regular Bill			\$419.00	\$276.00	28		
10/25/2019	Regular Bill			\$419.00	\$276.00	29	602	
10/25/2019	BUDGET BILLING	\$138.00						
10/22/2019	Miscellaneous		\$5.00					
10/22/2019	Late Payment Charge	\$5.00						
09/26/2019	Regular Bill			\$281.00	\$138.00	30	993	
09/26/2019	BUDGET BILLING	\$138.00						
09/20/2019	Regular Bill			\$138.00		60		
09/20/2019	Late Payment Charge	\$5.00						
08/27/2019	Regular Bill			\$138.00		31	1822	

08/27/2019	BUDGET BILLING	\$138.00				
08/07/2019	Payment		\$11.00			
07/29/2019	Regular Bill		\$11.00		29	933
07/29/2019	BUDGET BILLING	\$138.00				
07/11/2019	Regular Bill			(\$127.00)	24	
07/09/2019	Payment		\$127.00			
06/04/2019	Payment		\$127.00			
06/03/2019	Regular Bill		\$127.00		32	491
06/03/2019	BUDGET BILLING	\$127.00				
05/07/2019	Payment		\$259.00			
05/02/2019	Regular Bill		\$259.00	\$127.00	30	605
05/02/2019	BUDGET BILLING	\$127.00				
04/26/2019	Late Payment Charge	\$5.00				
04/02/2019	Regular Bill		\$127.00		29	563
04/02/2019	BUDGET BILLING	\$127.00				
03/12/2019	Payment		\$9.00			
03/04/2019	Payment		\$126.00			
03/04/2019	Regular Bill		\$9.00		32	613
03/04/2019	BUDGET BILLING	\$135.00				
02/19/2019	Payment		\$144.00			
01/31/2019	Regular Bill		\$144.00	\$9.00	31	881
01/31/2019	BUDGET BILLING	\$135.00				
01/22/2019	Payment		\$126.00			
12/31/2018	BUDGET BILLING	\$135.00				

The Excel version of this file can be opened from this link: <c:\CorpApps\CSS\dde\work\81919-05805.customer.csv>



**Duke Energy
Customer Service System
Account Activity Statement**

Date:
05/07/20

****** Account Information ******

Account Number: 81919-05805
Mail To: CHRIS ROSA
4439 NEPTUNE DR
SE
ST PETERSBURG FL
33705
Requested By: CHRIS ROSA
(727) 667-
0536 **Extension:**

******* Current Account Status *******

Current Bill: \$138.00
Excess Credit Amount: \$0.00
Billed Prior: \$216.23
Unbilled Balance: \$0.00
Balance Due: \$354.23

<u>DATE</u>	<u>RELATING TO</u>	<u>DEBIT AMOUNT</u>	<u>CREDIT AMOUNT</u>	<u>TOTAL BILL</u>	<u>BALANCE FORWARD</u>	<u>DAYS USED</u>	<u>KWH</u>	<u>KW</u>
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10/25/2019	Regular Bill			\$419.00	\$276.00	29	602	
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12/31/2018	BUDGET BILLING	\$135.00				

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1) Duke Energy

S/W Antonio

245

UCB 5/22 & 3 ish

6/3/20

S/W Teri

S/W Laura, Supervisor

Will research

Will send email

c.rosapfs@

Re: budget billing

6/11/2020

S/W Alfred

~~418 78
 354 23
 past due bal.~~

6/15/20

S/W Kathy

Employee # 442230

works from 7-30

Ask billing dept to correct the bill & should've been taken off 6/17/20 full of false charges

wait for a new statement

7/2/20

said

S/W Hector asked to send Kathy a msg. for taxes on 103.21

103.21
 18.64
 54.

 175.85

103.21
 18.64

 121.11