

Section 1 - Bureau of Records Complete

Docket No. 041085-EI Date Docketed: 09/10/2004 Title: **Petition for approval to establish regulatory asset for costs in excess of Storm Damage Reserve Fund, by Progress Energy Florida, Inc.**

Company: **Progress Energy Florida, Inc.**

Official Filing Date: _____

Expiration: _____

Last Day to Suspend: _____

Referred to:

CCA	CMP	(ECR)	FLL	GCL	MMS	PIF	RCA	SCR
		X		X				

("O" indicates OPR)

Section 2 - OPR Completes and returns to CCA in 10 workdays.

Time Schedule

Program Module A19

**WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT
IT IS TENTATIVE AND SUBJECT TO REVISION.
FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770**

Staff Assignments

OPR Staff

Current CASR revision level

Due Dates
Previous Current

Staff Counsel

OCRs

Recommended assignments for hearing and/or deciding this case:

Full Commission _____ Commission Panel _____
Hearing _____ Staff _____

Date filed with CCA: _____

Initials OPR _____

Staff Counsel _____

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg Exam	Staff
ALL	BZ	DS	JB	BD	DV		

Prehearing Officer

Commissioners					ADM
BZ	DS	JB	BD	DV	

DOCUMENT NO.

Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case.
Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: _____
Date: _____

14762-04

Section 1 - Bureau of Records Complete:

Docket No. 041085-EI Date Docketed: 09/10/2004 Title: **Petition for approval to establish regulatory asset for costs in excess of Storm Damage Reserve Fund, by Progress Energy Florida, Inc.**

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IT IS TENTATIVE AND SUBJECT TO REVISION.
FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770**

Staff Assignments

OPR Staff

J Slemkewicz

Current CASR revision level

Due Dates
Previous Current

Staff Counsel

J Brubaker

OCRs

Recommended assignments for hearing and/or deciding this case:

Full Commission Commission Panel
Hearing Staff

Date filed with CCA: 09/17/2004

Initials OPR _____

Staff Counsel _____

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg Exam	Staff
ALL	BZ	DS	JB	BD	DV		
X							

Prehearing Officer

Commissioners					ADM
BZ	DS	JB	BD	DV	
					X

Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case.

Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: BB/Am
Date: 09/17/2004

STATE OF FLORIDA

COMMISSIONERS:
BRAULIO L. BAEZ, CHAIRMAN
J. TERRY DEASON
LILA A. JABER
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON



DIVISION OF THE COMMISSION
CLERK & ADMINISTRATIVE
SERVICES
BLANCA S. BAYÓ
DIRECTOR
(850) 413-6770 (CLERK)
(850) 413-6330 (ADMIN)

Public Service Commission

September 15, 2004

Bonnie E. Davis, Attorney
Progress Energy Florida, Inc.
106 East College Avenue, Suite 800
Tallahassee, Florida 32301

Re: Docket No. 041085-EI

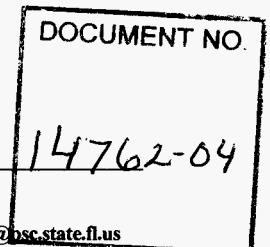
Dear Ms. Davis:

This will acknowledge receipt of a petition for approval to establish regulatory asset for costs in excess of Storm Damage Reserve Fund, by Progress Energy Florida, Inc., which was filed in this office on September 10, 2004, and assigned the above-referenced docket number. Appropriate staff members will be advised.

Mediation may be available to resolve any dispute in this docket. If mediation is conducted, it does not affect a substantially interested person's right to an administrative hearing. For more information, contact the Office of General Counsel at (850) 413-6248 or FAX (850) 413-7180.

Bureau of Records

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

Internet E-mail: contact@psc.state.fl.us

Kay Flynn

From: Consumer Contact
Sent: Thursday, September 16, 2004 8:43 AM
To: Consumer Contact
Subject: E-Form Other Complaints - 14568

TRACKING NUMBER - 0014568 September 16, 2004**SERVICE ADDRESS**

Account Number:
Business Account Name:
Name: Laurie Hiemenz
Address: 10701 Gardenwood Rd.
City: Orlando
Zip: 32837

CUSTOMER INFORMATION

Name: Laurie Hiemenz
Address: 10701 Gardenwood Rd.
City: Orlando
State: FL
Zip: 32837
Primary Phone: 407/ 856-3898
E-mail: RLMEH4@yahoo.com
Contact By: E-mail Address

COMPLAINT INFORMATION

Utility Name: EI801 Progress Energy Florida, Inc.

Did customer previously contact the utility?: First, I want to thank all the power company workers for all their hard work throughout the multiple hurricanes in Orlando and the cleanup. They were great! I understand that Progress Energy is asking for an increase in the rates they will charge us. I acknowledge that repairs have been costly, and they have used up their emergency reserves. But.... so have we. We have used up our emergency reserves, too. It has been very costly to consumers- residents and businesses alike. We don't have any surplus with which to pay higher energy costs. I believe that there was recently an increase in our rates. Also, I was without power for 66 hours (not including on/off flashing power), but my power bill was no lower than previously. Progress Energy should replenish their reserves the way I'll be doing it- slowly and over time. They have not lost much, if any, income and our bills continue to come. Please, do not approve Progress Energy's request for rate increases. Let residents recoup their losses after these horrible weeks without power, without work (and income), and with all the stress we've had. Thank you! Laurie Hiemenz

Did customer previously contact the PSC?:

PROBLEM INFORMATION

Problem Type: Other Complaints

9/20/2004

Complaint Detail: First, I want to thank all the power company workers for all their hard work throughout the multiple hurricanes in Orlando and the cleanup. They were great! I understand that Progress Energy is asking for an increase in the rates they will charge us. I acknowledge that repairs have been costly, and they have used up their emergency reserves. But.... so have we. We have used up our emergency reserves, too. It has been very costly to consumers- residents and businesses alike. We don't have any surplus with which to pay higher energy costs. I believe that there was recently an increase in our rates. Also, I was without power for 66 hours (not including on/off flashing power), but my power bill was no lower than previously. Progress Energy should replenish their reserves the way I'll be doing it- slowly and over time. They have not lost much, if any, income and our bills continue to come. Please, do not approve Progress Energy's request for rate increases. Let residents recoup their losses after these horrible weeks without power, without work (and income), and with all the stress we've had. Thank you! Laurie Hiemenz

For PSC Webmaster Use Only:

Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; .NET CLR 1.0.3705)

<http://www.psc.state.fl.us/consumers/complaint/review.cfm>

www.psc.state.fl.us

Kay Flynn

From: Consumer Contact
Sent: Thursday, September 16, 2004 10:11 AM
To: Consumer Contact
Subject: E-Form Other Complaints - 14572

TRACKING NUMBER - 0014572 September 16, 2004**SERVICE ADDRESS**

Account Number:
Business Account Name:
Name: Beth Vanderwerken
Address: 2355 Bayhill Drive
City: Viera
Zip: 32940

CUSTOMER INFORMATION

Name: Beth Vanderwerken
Address: 2355 Bayhill Drive
City: Viera
State: FL
Zip: 32940
E-mail: bvanken@cfl.rr.com
Contact By: E-mail Address

COMPLAINT INFORMATION

Utility Name: EI802 Florida Power & Light Company
Did customer previously contact the utility?:
Did customer previously contact the PSC?:

PROBLEM INFORMATION

Problem Type: Other Complaints
Complaint Detail: As a consumer, I want to voice my opinion with you to NOT allow FP&L to increase their rates to us! Hard times follow everyone - both consumers and the business. We are not able to bill someone for our hard times due to these storms, hence they should not be allowed either. Thank you for your time.

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; SV1; .NET CLR 1.1.4322)
<http://www.psc.state.fl.us/consumers/complaint/review.cfm>
www.psc.state.fl.us

9/20/2004

Kay Flynn

From: Consumer Contact
Sent: Friday, September 17, 2004 4:39 PM
To: Consumer Contact
Subject: E-Form Other Complaints - 14618

TRACKING NUMBER - 0014618 September 17, 2004**SERVICE ADDRESS**

Account Number:
Business Account Name:
Name: Don Brashear
Address: 19 Barton Ave
City: Rockledge
Zip: 32955

CUSTOMER INFORMATION

Name: Don Brashear
Address: 19 Barton Ave
City: Rockledge
State: FL
Zip: 32955
Primary Phone: 321-961-6133
Secondary Phone: 321-961-6133
Contact By: US Mail

COMPLAINT INFORMATION

Utility Name: EI802 Florida Power & Light Company
Did customer previously contact the utility?:
Did customer previously contact the PSC?:

PROBLEM INFORMATION

Problem Type: Other Complaints

Complaint Detail: Florida Power and Light is seeking a rate increase stating they have depleted their emergency funds I oppose that increase for the following reasons. 1. FPL, in the past 5 years since Floyd, has done little or nothing to remove tree branches encroaching on their power lines. Had this been performed at least 50 % of the downed power lines would have never happened. 2. FPL is being reimbursed for all monies paid to out of area workers by FEMA. Thus this is a temporary fund shortage. 3. FPL has not considered burying existing power lines, as they do in new neighborhoods, Should they make this investment it will pay for itb□s self with in a reasonable period of time. 4. In the 5 years since Floyd FLP has not had any major damage but has not decreased our rates. 5. To my knowledge nowhere in the proposed rate increase does it state that once the emergency funds have been replaced the rates will return to the current rate. 6. FPL should not be allowed to dip into their customers pockets because of a hurricane. Any other business that has attempted this in Florida has been branded a price gouger and

9/20/2004

been made to stop, is FLP above this law?

For PSC Webmaster Use Only:

Mozilla/5.0 (Windows; U; Windows NT 5.1; en-US; rv:1.4) Gecko/20030624 Netscape/7.1 (ax)

<http://www.psc.state.fl.us/consumers/complaint/review.cfm>

www.psc.state.fl.us

Kay Flynn

From: Consumer Contact
Sent: Friday, September 17, 2004 10:23 AM
To: Consumer Contact
Subject: General Comment/Question

September 17, 2004

Contact Information:

Name: James Dobay
Company:
Primary Phone: (561) 964-3366
Secondary Phone: NA
E-mail: dobay@bellsouth.net

Comments:

I think that the PSC should not grant FPL a rate increase to cover Hurricane costs. They have been making huge profits over several years. I think it would be unfair to the small business that are going to suffer greatly due to the storms and they can not raise their prices or they will go out of business.

To grant a rate increase would not be prudent at this time

No response is necessary

For PSC Webmaster Use Only:

Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.0; HCI0437; .NET CLR 1.0.3705; .NET CLR 1.1.4322)
http://www.psc.state.fl.us/contact/contact_form/contactform.cfm
www.psc.state.fl.us

Kay Flynn

From: Consumer Contact
Sent: Saturday, September 18, 2004 2:58 PM
To: Consumer Contact
Subject: E-Form Other Complaints - 14632

TRACKING NUMBER - 0014632 September 18, 2004**SERVICE ADDRESS**

Account Number:
Business Account Name:
Name: james ashley
Address: 3991 23rd. ave. no.
City: st. petersburg
Zip: 33713

CUSTOMER INFORMATION

Name: james ashley
Address: 3991 23rd. ave. no.
City: st. petersburg
State: FL
Zip: 33713
E-mail: jwa505@aol.com
Contact By: E-mail Address

COMPLAINT INFORMATION

Utility Name: EI801 Progress Energy Florida, Inc.
Did customer previously contact the utility?:
Did customer previously contact the PSC?:

PROBLEM INFORMATION

Problem Type: Other Complaints
Complaint Detail: It does not seem right that the rate payer should be responsible for the overtime, travel, per diem costs to bring in out of state crews to trim the trees after the past hurricanes. Before Florida Power was sold, they did not trim trees for over 5 years to make the books look better -- now it's our problem ?

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; AOL 8.0; Windows NT 5.1; SV1)
<http://floridapsc.com/consumers/complaint/review.cfm>
floridapsc.com

9/20/2004

Kay Flynn

From: Stormfield [helios@mw.cx]
Sent: Saturday, September 18, 2004 7:56 AM
To: Consumer Contact
Subject: Rate Increases? Please say no.

Dear PSC,

I have been watching the news reports where it is stated some companies may be raising their rates to cover costs.

I have a comment.

For many years now, FPC, now Progress Energy, and FPL have not maintained properly the tree growth under and next to the utility poles/wires.

Yes, they pay someone to periodically cut that growth back.

I live in Orange County, grew up in Seminole County and have watched this for years. The power companies used to keep the growth cut back...but that was many years ago after Donna.

When maintenance occurs, the growth, directly under the wires, is not cut back to the ground. Large trees are allowed to grow right next to the wires and poles so that when a strong storm comes along the trees break and fall on the wires. This has a tendency to cause problems.

It doesn't matter much as long as we do not have strong storms and they've gotten off light alllll these years cutting that expense corner.

They should use the money they saved by improper maintenance to pay for the cost.

I have pointed this problem out to Progress Energy's engineering department and customer service (I was polite about it otherwise I would never have gotten through to engineering) the last three times there was maintenance in the area and was told that would be the problem of the company (Ferran's) they hired to do the growth maintenance since that company had the contract to do the work. I said, but if you pay them for shoddy work and do not insist they do it right, then you are encouraging them to do the job half-way and when you have to send the big green trucks out it *does* increase your overhead.

They should not be so complacent about something so fundamental to their business.

In the more rural areas, it would be to their advantage if the tree cuttings were mulched on the spot and that mulch placed on the ground directly under the wires in a width of several feet to inhibit future growth...*that* would cut cost in the long run.

It would also be a step towards taking responsibility to prevent certain avoidable damage in a strong storm.

Best Regards,

Miriam Williams

9/20/2004

Kay Flynn

From: Consumer Contact
Sent: Sunday, September 19, 2004 12:49 PM
To: Consumer Contact
Subject: E-Form Other Complaints - 14639

TRACKING NUMBER - 0014639 September 19, 2004

SERVICE ADDRESS

Account Number:
Business Account Name:
Name: david rose
Address: 5021 tangerine ave
City: winter park
Zip: 32792

CUSTOMER INFORMATION

Name: david rose
Address: 5021 tangerine ave
City: winter park
State: FL
Zip: 32792
Contact By: US Mail

COMPLAINT INFORMATION

Utility Name: EI801 Progress Energy Florida, Inc.
Did customer previously contact the utility?:
Did customer previously contact the PSC?:

PROBLEM INFORMATION

Problem Type: Other Complaints
Complaint Detail: i wanted to let you know i am against letting the electric companies increase rates due to the storms. i understand everyone is lossing money from the storms but us homeowners are incurring enough costs already. letting the utlities increase rates is just putting more expenses on us and i believe if you let progress enegry increase tier rates they will maintain these rate inceases even after they have made up the loses they incured due to the storms.

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; EBB; SV1)

www.psc.state.fl.us

9/20/2004

ORIGINAL

Dorothy R. Mills

600 66th Ave. South
St. Petersburg, Fla. 33705

Progress Energy: storm reserve
Pocket 041085

RECEIVED PASC

SEP 21 PM 4:15
Fax: (727) 867-2957

COMMISSION CLERK

September 20, 2004

RECEIVED

SEP 21 2004

Florida Public Service Commission
Division of RCA

Public Service Commission
2540 Shunard Blvd.
Tallahassee, Florida 32399

Re: Progress Energy's request for rate increase

Dear Public Service Commission:

How can Progress Energy have the nerve to ask for a rate increase? They are very derelict in maintaining their rights of way - dead trees on the right of way, overgrown trees, failure to prevent trouble before it happens.

My neighbor has a tree in her yard on the right of way, which came up voluntarily, and is constantly blowing the transformer above it. She has asked them to remove the tree, but they refuse. When they have to trim the tree to restore power, they trim just as little as they can and it is right back up there again in two month's time. Does this make sense?

Please, until Progress Energy will initiate a strong, active prevention program, do not grant a rate increase.

Also, it is decades past time to put the power lines under ground. Telephone lines were put under-ground many years ago. During the storms, I never lost phone service. I did lose electricity for five and one-half days.

Respectfully submitted,

Dorothy R. Mills
Dorothy R. Mills

- CMP _____
- COM _____
- CTR _____
- ECR 1
- GCL 1
- OPC _____
- MMS _____
- RCA _____
- SCR _____
- SEC _____
- OTH _____

Kay Flynn

To: Tim Devlin; Dan Hoppe
Subject: RE: Re: FPL and Progress Energy rate increase

041057
 041085

I'll put them in the correspondence files for those dockets. I thought they might relate to the dockets, whether or not the dockets were actually for rate increases.

Thanks.

From: Tim Devlin
Sent: Wednesday, September 22, 2004 3:12 PM
To: Dan Hoppe
Cc: Kay Flynn
Subject: RE: Re: FPL and Progress Energy rate increase

Probably. Kay, I think Dan is right. And John's answer should also be part somehow.

From: Dan Hoppe
Sent: Wednesday, September 22, 2004 2:50 PM
To: Tim Devlin
Subject: RE: Re: FPL and Progress Energy rate increase

Tim..these complaints are a result of those dockets! Shouldn't they go in those docket files? Isn't that what Kay is asking?

From: Tim Devlin
Sent: Wednesday, September 22, 2004 2:40 PM
To: Dan Hoppe
Subject: FW: Re: FPL and Progress Energy rate increase
Importance: High

FYI

From: John Slemkewicz
Sent: Monday, September 20, 2004 3:31 PM
To: Kay Flynn
Cc: Jennifer Brubaker; Tim Devlin; Marshall Willis
Subject: FW: Re: FPL and Progress Energy rate increase
Importance: High

At this point in time, neither FPL nor PEF has requested any type of rate increase related to the Hurricanes. The two dockets deal with the recording of the costs related to the damage from the hurricanes. There is no open docket regarding a rate increase for FPL or PEF that I am aware of. There may be some talk of FPL and PEF coming in to seek some sort of relief, but nothing has been filed. There is a lot of confusion out there regarding this.

From: Kay Flynn
Sent: Monday, September 20, 2004 3:17 PM

9/22/2004

To: Jennifer Brubaker; John Slemkewicz
Subject: FW: Re: FPL and Progress Energy rate increase

Jennifer and John, please see the attached e-mails from consumers. Are the "rate increases" referred to in the e-mails a part of the Dockets 041057 and 041085, or some other dockets?

Kay

From: Ruth McHargue
Sent: Monday, September 20, 2004 3:08 PM
To: Kay Flynn
Subject: FW: Re: FPL and Progress Energy rate increase

Docket correspondence

From: Diana Falise
Sent: Monday, September 20, 2004 8:41 AM
To: Ruth McHargue
Subject: Re: FPL and Progress Energy rate increase

Dorothy R. Mills

600 66th Ave. South
St. Petersburg, Fla. 33705

ORIGINAL

Phone: (727) 867-2957

Fax: (727) 867-2957

September 20, 2004

RECEIVED - PSC
SEP 23 AM 9:39
COMMISSION
CLERK

041085

Public Service Commission
2540 Shunard Blvd.
Tallahassee, Florida 32399

Re: Progress Energy's request for rate increase

Dear Public Service Commission:

How can Progress Energy have the nerve to ask for a rate increase? They are very derelict in maintaining their rights of way - dead trees on the right of way, overgrown trees, failure to prevent trouble before it happens.

My neighbor has a tree in her yard on the right of way, which came up voluntarily, and is constantly blowing the transformer above it. She has asked them to remove the tree, but they refuse. When they have to trim the tree to restore power, they trim just as little as they can and it is right back up there again in two month's time. Does this make sense?

Please, until Progress Energy will initiate a strong, active prevention program, do not grant a rate increase.

Also, it is decades past time to put the power lines under ground. Telephone lines were put underground many years ago. During the storms, I never lost phone service. I did lose electricity for five and one-half days.

Respectfully submitted,

Dorothy R. Mills

Dorothy R. Mills

- CMP _____
- COM _____
- CTR _____
- ECR 1
- GCL 1
- OPC _____
- MMS _____
- RCA _____
- SCR _____
- SEC _____
- OTH _____

Kay Flynn

041085-EI

From: Ruth McHargue
Sent: Friday, September 24, 2004 3:58 PM
To: Kay Flynn
Subject: FW: General Comment/Question

Please add to docket file 041085

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

From: Consumer Contact
Sent: Tuesday, September 21, 2004 2:54 AM
To: Consumer Contact
Subject: General Comment/Question

September 21, 2004

Contact Information:

Name: Randy Cline
Company:
Primary Phone: 7275397906
Secondary Phone:
E-mail: rcline5@tampabay.rr.com

Comments:

Progress energy asking for another rate increase of 5.5% from \$89.00 per 1000kilowatts to \$99.00 per 1000 kilowatt is getting out of control,those who are left with no power or as result of Hurricanes and or limited fixed incomes should not have to bear the burden of the managements responsibility to compliance with highest standards for the sake of the shareholders.The cost of living is incomarable to these constant rate increases.We hope and urge you to oppose their agenda on this subject.

Yes, I wish to be contacted

For PSC Webmaster Use Only:

Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; SV1)
http://www.floridapsc.com/contact/contact_form/contactform.cfm
www.floridapsc.com

- CMP _____
- COM _____
- CTR _____
- ECR 1
- GCL 1
- OPC _____
- MMS _____
- RCA _____
- SCR _____
- SEC _____
- OTH _____

CCA Official Filing

10/8/2004 7:03 AM*****

Matilda Sanders1

Matilda Sanders

0977 - PAA

From: Mary Diskerud
Sent: Thursday, October 07, 2004 3:54 PM
To: CCA - Orders / Notices
Subject: Order / Notice Submitted

Date and Time: 10/7/2004 3:54:00 PM
Docket Number: 041085-EI
Filename / Path: 041085 PAA.jsb.doc

Copied to gcorders

1/0

Matilda Sanders

From: Ruth McHargue
Sent: Monday, October 11, 2004 4:09 PM
To: Matilda Sanders
Subject: FW: Other

docket correspondence - 041085

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

From: Angie Calhoun
Sent: Tuesday, October 05, 2004 11:41 AM
To: Ruth McHargue
Subject: FW: Other

Ruth,

Protest of rate increase due to hurricanes.

Angie

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

From: Consumer Contact
Sent: Friday, October 01, 2004 7:55 PM
To: Consumer Contact
Subject: Other

October 01, 2004

Contact Information:

Name: George Chakar
Company:
Primary Phone: 352-347-8852
Secondary Phone:
E-mail: georgejchakar@msn.com

Comments:
Florida Public Service Commission

Dear Sir:

I live in Spruce Creek Golf and Country Club, Summerfield, Marion County. Progress Energy provides my community with electricity. I understand they have, or are the process of, requesting a rate hike to cover their costs as a result of the four hurricanes that hit Florida this year.

Progress Energy should not be given a rate hike until they put together a comprehensive plan to improve service. Marion County was directly affected by hurricanes Frances and Jeanne. During both storms, half of my community was without power for 3.5 and 3 days, respectively. The other half of my community did not lose power.

The part of my community that did not lose power is on a new power grid that is operating well below capacity. The part of my community that lost power is on a grid that is at or above maximum capacity. I, and almost 2,000 other people, are served by the over stressed power grid. Besides losing power during the hurricanes, every time there is an electrical storm, the smallest power surge causes power outages while the other part of the community rarely has any power outages.

I spoke with a former Progress Energy employee who indicated that they are well aware of

RECEIVED-PPSC
04 OCT 11 PM 4:13
COMMISSION CLERK
CMP
COM
CTR
ECR 1
GCL 1
OPC
MMS
RCA
SCR
SEC
OTH

CCA Official Filing

10/11/2004 4:12 PM*****

****Matilda Sanders**2**

the problem, but have decided it is cheaper to continue repairing than fixing it. In other words, "to hell" with the public they are supposed to serve. Progress Energy saves money at the expense of their customers; some of whom are in their seventies and eighties and are in no position to cope with these unnecessary inconveniences. Also, it should be noted that it is impossible to reach a human being when you call Progress Energy. The best you can expect are canned messages via their telephone answering service or spokespersons. Any public utility has an obligation to keep their customers informed. Progress Energy has yet to get that message.

I respectfully request that Progress Energy be given no increase until they develop a realistic plan to improve their service and show us that they deserve our business. You are essentially our hired hands. It's time you started doing the job you were hired to do. We and other customers demand to have updated power sub stations and grids, a program to remove trees that hover over and around power lines and a commitment to make humans available to answer telephone calls.

Thank you for your time.

George J. Chakar
13265 SE 97th Terrace Road
Summerfield, Florida 34491

Phone: 352-347-8852
E-Mail: georgejchakar@msn.com

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; MSN 9.0;MSN 9.1; MSNMSNI; MSNmen-us;
MSNcIA; MPLUS) http://www.psc.state.fl.us/contact/contact_form/contactform.cfm
www.psc.state.fl.us

CCA Official Filing

11/9/2004 7:11 AM*****

Matilda Sanders1

Matilda Sanders

1113-C0

From: PattiZellner
Sent: Monday, November 08, 2004 4:15 PM
To: CCA - Orders / Notices
Subject: Order / Notice Submitted

2

Date and Time: 11/8/2004 4:14:00 PM
Docket Number: 041085-EI
Filename / Path: 041085.CO.jsb.doc

Please issue CONSUMMATING ORDER.

1/0