

REQUEST TO ESTABLISH DOCKET
(PLEASE TYPE)

Date 5/26/99

Docket No. 990689-EI

1. Division Name/Staff Name Office of General Counsel
2. OPR Robert D. Vandiver *N*
3. OCR _____
4. Suggested Docket Title Complaint of David E. Roomes against Florida Power and Light Company for power outages at his residence.

5. Suggested Docket Mailing List (attach separate sheet if necessary)

- A. Provide NAMES ONLY for regulated companies or ACRONYMS ONLY regulated industries, as shown in Rule 25-22.104, F.A.C.
B. Provide COMPLETE name and address for all others. (Match representatives to clients.)

1. Parties and their representatives (if any)

<u>David E. Roomes</u>	<u>R. Wade Litchfield</u>
<u>3340 NW 71st Street</u>	<u>Florida Power & Light Company</u>
<u>Coconut Creek, Florida</u>	<u>Post Office Box 1400</u>
_____	<u>Juno Beach, Florida 33408-0420</u>
_____	_____
_____	_____
_____	_____

2. Interested Persons and their representatives (if any)

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

6. Check one:
 Documentation is attached.
 Documentation will be provided with the recommendation.

DOCUMENT NUMBER-DATE
06661 MAY 27 99
FPSC-RECORDS/REPORTING

ATTACHMENT I

Name ROOMES, DAVID

Company FLORIDA POWER & LIGHT COMPANY

Request No. 1829141

Address 3340 NW 71 STREET

Attn. DEBBIE SELF 1829141

By KES Time 1:02 PM Date 08/12/

Consumer's Telephone # (954)-418-9461

To CO Time FAX Date 08/12/

City/Zip COCOANUT CREEK 33073 County BRO

Can Be Reached (954)-384-3503

Type S Form Phone

Account Number _____

Note new # 3/19/99 - (954) 447-5801

Category GI-21

Caller's Name DAVID EROOMES

Informal Conf. N Outreach CUSTOMER'S BILL

Infraction _____

Closed by KES Date 09/11/97

Reply Received T

Customer said that his power has been going off for long periods of time for several months. He has been keeping a log. The outages have been occurring on a regular basis and have caused extensive damage to the electrical appliances in his home. He is requesting that someone come out and investigate his electrical service to help decrease these outages. Please contact the customer and send a report.

8/26/97 I returned customer's call. He left a voice message. He was in a meeting. I provided my direct line and he will call me back as soon as his meeting is done.

8/27/97 Mr. Roomes returned my call. He has been contacted by the company, but he firmly believes that the company has singled him out for harassment and is deliberately causing the momentary outages only on his home. He stated that he has poled his neighbors and no one but him is having any problem with outages.

8/27/97 Final report. Customer contacted and explanation provided.

9/04/97 Customer called. His power was off again last night. He believes it is a personal vendetta against him by FPL. He said that none of his neighbors lost power last night. I suggested that he file a police report to see if perhaps they could patrol his area in case someone is playing with his power.

50

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

DUE: 09/04/1997

PAGE: 2

9/11/97 Close by letter.

9/12/97 Copy of customer's letter to FPL.

9/27/97 Mr. Roomes called. He is still experiencing outages and power surges. He said that the report submitted by FPL was inaccurate because on 6/16/97, he had to have FPL out to turn his power on after an outage. On 7/29/97, there was a surge through his home that ruined many outlets, his computer, and the power on one half of his home.

NOTE TO COMPANY: Please contact Mr. Roomes again and send a supplemental report reflecting activity on the dates mentioned in the 9/27/97 note above. Please submit the supplemental report by October 17, 1997.

(7)

10/14/95 Customer called. He is still having outages. On Saturday, 10/4 and again on Sunday, his power went off for about 45 seconds. He says that no one else in his neighborhood has a problem with momentaries. Please contact customer and assist him in trying to figure out/understand how these outages may occur and the purposes of them. Please send a supplemental report by November 5, 1997.

12/11/97 Customer is still having power interruptions and his appliances and computer have been damaged. He has seen no reduction in the number of momentaries and is requesting further investigation. Mr. Roomes requested that we send his complaint to Electric Division and have someone from Miami come to his home to examine his service and FPL's equipment./kes

2/16/98 Customer called. He said that he experienced two more outages; one on

PAGE: 3

2/4/98 and one on 2/9/98. None of his neighbors were affected. He is requesting that someone from the Miami office come out with FPL to examine his service. I told the customer that I would ask if this were possible./ksmith

2/17/98 Request sent to Connie Kummer to have an engineer go to customer's home for inspection. Mr. Jim Ruehl will make the request of one of the Miami safety crew. /ksmith

4/13/98: PSC's Division of Electric and Gas reported that this customer may have a concern with a deposit issue. Ellen Plendl will investigate this concern. JEB

4/16/98: Ellen Plendl investigated the customer's outage concern. She found that the customer did not have any deposit concerns and confirmed this with FPL. However, the customer is still concerned about outages. JEB

4/13/98 Letter from customer. A monitoring mechanism was placed on his home with nothing found.

5/8/98 Mr. Roomes called. Mr. Gross came to his home without previously contacting Mr. Roomes on April 24, 1998, Friday. Mr. Gross called Mr. Roomes at his office and told him he was at the property with some other engineers. They dug up Mr. Roomes' property, but did not restore it. Mr. Gross told Mr. Roomes he found out what the problem was, but it has not been repaired. Mr. Roomes said that he had two power interruptions this week. I called Mr. Gross but had to leave a message with Kathy Welch for him to contact Mr. Roomes and to send me a report of what he found. I told Mr. Roomes this information. Mr. Roomes advised that Mr. Gross told him he would send a report to Ms. Kummer.

PAGE: 4

EAG, and Ms. Kummer would send it to Mr. Roomes. To date, Mr. Roomes hasn't heard anything from the company or from the PSC. I told Mr. Roomes that I would contact him again today at 4:00 whether I heard anything or not. /ksmith

Noon: Ed Gross called. He explained that there was some equipment serving Mr. Roomes' home and his neighbors' homes that was damaged. FPL repaired this and Mr. Gross had believed this would correct the problem. Mr. Gross had requested FPL to send copies of the Load Control times and durations. It appears the customer has load control on his pool pump and A/C. Mr. Roomes was complaining of outages experienced only by him and not his neighbors and of similar duration to the duration of load control when it's activated. Since the replacement of the equipment apparently did not fix the problem, Mr. Gross believes it likely that the outages are from the load control. He said that Mr. Roomes was uncooperative and rude at times so he is going to call him with Ms. Kummer on the line. I told Mr. Gross that I would suggest to FPL that it disable the load control and see if that cures the problem. It has not yet been proven that the customer had an electrician investigate the wiring inside his home.

May 11, 1998, 8:56, I called Mr. Roomes. He was busy and said he would call me back later today. /ksmith

May 12, 1998 I spoke with Mr. Roomes and he is writing a letter to the Governor. He said that he is not happy with our handling of his case nor the company's handling of it. He mentioned that he has load control, but doesn't believe this is the root of his problem as all his neighbors have load control too. None of them have a problem. He said that he has had an electrician out to his home and the only thing found was his ground fault indicators could not

PAGE: 5

be properly adjusted. I called Connie Kummer and related this conversation to her. She said that she would write a letter to Mr. Roomes explaining the PSC's findings. /ksmith

6/02/98: Received copy of letter that E&G sent to the customer. The letter explained some of the reasons for the outages, such as blown fuses and severe weather. E&G stated that FPL appears to have done all that can be reasonably expected. JEB

06/26 Received customer's request for an informal conference. He is dissatisfied with E&G's response. Bob Elias advised that we should grant the conference and have a technical person from E&G participate (run) the conference along with our representative. lar

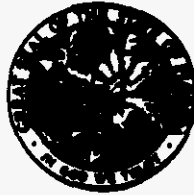
NOTE TO COMPANY

THIS CUSTOMER HAS REQUESTED AN INFORMAL CONFERENCE ON THIS MATTER. WE WILL BE IN CONTACT WITH YOU TO SET UP THIS CONFERENCE.

ATTACHMENT II

STATE OF FLORIDA

Commissioners:
JULIA L. JOHNSON, CHAIRMAN
J. TERRY DEASON
SUSAN F. CLARK
JOE GARCIA
E. LEON JACOBS, JR.



DIVISION OF ELECTRIC & GAS
JOSEPH D. JENKINS
DIRECTOR
(850) 413-6700

Public Service Commission

June 2, 1998

Mr. David Roomes
3340 NW 71 Street
Coconut Creek, FL 33073

Dear Mr. Roomes:

You first contacted the Florida Public Service Commission (FPSC) in August 1997 about numerous power outages by Florida Power & Light. In December 1997, you stated that you were dissatisfied with Florida Power & Light Company's responses to these concerns and requested that a Florida Public Service Commission representative visit your home to discuss the situation. After several attempts, Mr. Ed Gross, an engineer from our Miami office, contacted you to discuss the problem. He also scheduled a meeting with Florida Power & Light Company (FPL) on April 24, 1998, to do an inspection of the facilities serving your home.

The monitoring device, installed in your home on December 18, 1997 in an effort to identify the source of the outages you reported, recorded four outages between February 9, 1998 and April 9, 1998. FPL records show that the momentary outages on February 9 and April 4, both less than one second in duration, were caused by blown fuses resulting from equipment failure on other parts of the system. The outage on March 20 was caused by severe weather which affected several thousand FPL customers. No cause was found for the two-second outage on February 28. It could have been caused by contact with a small animal or bird. In his letter to you explaining the outages, Mr. Kenney, FPL Operations Supervisor indicated that these were all problems with the system and were not limited to your residence. You requested removal of the monitoring device on May 21, 1998, although as of May 27, 1998 FPL has been unable to get touch with you to do so.

Although I understand you were upset that you were not present during the inspection of the electric facilities serving your location, valid safety concerns made it inadvisable to have inexperienced personnel present when high voltage lines and connection points were being closely examined. The inspection revealed that the handhold lid protecting the access to the underground facilities serving your house was damaged. However, there did not appear to be any damage to utility's equipment serving your house. The only visible damage was to the service to a neighbor, who, as you noted, had not reported any outages. However, both the cover and the equipment in the handhold were replaced as a precaution. No problems were noted with the transformer or the meter serving your location. As you requested, enclosed are copies of all the photographs taken by Mr.

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

An Affirmative Action/Equal Opportunity Employer

FPSC Website: www.floridapsc.com

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

Mr. David Roomes

Page 2

June 2, 1998

Gross during that inspection. In addition to the outage monitoring equipment discussed above, a recording volt meter was installed on May 4 and removed 7 days later on May 11. The utility reports that those tests show voltage delivered to the meter is within allowed tolerances.

The possible tree interference noted in my March 23, 1998 letter was located on primary lines serving your neighborhood. Although your immediate area is served by underground facilities, lines from the substation going into the neighborhood remain overhead. When a complaint on repeated outages is received, FPSC engineers inspect the line all the way from the substation serving the area to the site of the complaint to check for possible vegetation problems.

Although momentary outages are inconvenient, all such outages cannot be eliminated and, in fact, serve a valuable function. The electric system is designed with safety features which open and reclose when a short circuit on the line is detected. These devices may occasionally cause a few seconds outage but protect the line from going down for a much longer outage by isolating the location of the problem and attempting to clear it automatically. If you have equipment which is particularly sensitive to power interruptions, you may want to consider purchasing items with built-in battery back-up when replacing existing equipment, or purchasing a separate power source to bridge these occasional few seconds of interruption.

During the on-site inspection of your facilities, it was also noted that your residence was equipped with a load control device which could account for the perception of an isolated loss of power. Load management equipment is optional and is installed at the customer's request in exchange for a credit on their electric bill. When the operation of load management devices is required to meet system needs, the utility rotates among customers so that the length of outages to any one customer is minimized. Power outages due to operation of load management equipment are to be expected and the customer is considered compensated for them by the monthly credit. Such operations would not be indicated on the Company's records as an outage because the customer has agreed to the interruption. If you do not wish to have this equipment, you may request that the utility remove or deactivate it. Please note that any credits you receive for load management will also cease if the equipment is removed or deactivated.

It appears that FPL has done all that can be reasonably expected to resolve your concerns at this time. Unless you have additional concerns which have not been addressed in the above discussion, we will consider this investigation closed. Please note that if you object to the resolution of your inquiry/complaint proposed in this letter, you may request an informal conference on the matter, pursuant to Rule 25-22.032(4), Florida Administrative Code. Should you wish to request

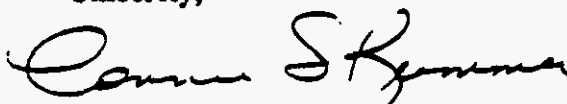
Mr. David Roomes

Page 3

June 2, 1998

an informal conference, please send your request, in writing, to Beverlee DeMello, Director, Division of Consumer Affairs, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, within 30 days after the date of this letter.

Sincerely,

A handwritten signature in cursive script, appearing to read "Connie S. Kummer".

Connie S. Kummer, Chief
Bureau of Electric Regulation

CSK:kt

ATTACHMENT III



Florida Power & Light Company, P. O. Box 62148, Miami, FL 33162-0148

September 30, 1998

Mr. Robert D. Vandiver
General Counsel
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Dear Mr. Vandiver:

This letter responds to your request for a summary of the events and facts relative to Mr. Roomes' ongoing complaint regarding alleged service outages.

On August 12th, 1997, Mr. David Roomes contacted the Florida Public Service Commission in reference to frequent outages he said he was experiencing. According to his statement, the electric service at his residence had been going off for long periods of time for several months. The same day Ms. Linda Hasting, FPL's Distribution coordinator, left a telephone message on Mr. Roomes' answering machine indicating that she would be investigating his concerns.

FPL's initial investigation revealed that there had been no extended outages (60 seconds or more) that affected Mr. Roomes during the previous 6 months. There had been a few momentary power interruptions (MPI) recorded. Although a MPI is defined as an outage the duration of which is 60 seconds or less, most MPIs are truly "momentary", lasting less than a second or two and, in some cases, only a fraction of a second. The dates, number, and duration of MPIs from April 11, 1997 through August 12, 1997 are as follows:

Date	Number of MPI's	Duration
4/11/97	1	< 2 seconds
6/3/97	2	1 < 2 seconds; 1 < 20 seconds
6/27/97	1	< 2 seconds
6/29/97	1	< 2 seconds
7/7/97	1	< 2 seconds
7/26/97	1	< 2 seconds
8/2/97	2	1 < 2 seconds; 1 < 20 seconds
8/11/97	1	< 20 seconds

The MPIs above appear to be attributable to weather and other intermittent conditions considered typical for any electric distribution system. In addition, FPL's review

determined that Mr. Roomes had contacted FPL to report service interruptions on 3 occasions during this 6 months period: June 30, 1997, August 8, 1997 and August 11, 1997. On each such occasion, FPL restoration specialist was dispatched to investigate and found no problem with Mr. Roomes' electric service.

During a conversation with FPL's Ms. Hasting on August 21, 1997, Mr. Roomes acknowledged that he had checked with all his neighbors and found that they had no problems with their electric service. He also accused FPL of intentionally interrupting the electric service to his residence.

On September 26, 1997, Mr. Roomes again contacted the Florida Public Service Commission. He complained that he was still experiencing outages and power surges. He also alleged that FPL records were not correct because FPL had to send someone to restore his electric service on June 16. Indeed, FPL's records indicate that Mr. Roomes service was disconnected for non-payment on June 16, 1997 as a result of an unpaid past due balance. Before service was disconnected, FPL mailed a final notice for the past due amount, attempted to contact Mr. Roomes via telephone, and sent a collector to Mr. Roomes residence in an effort to obtain payment. FPL reconnected Mr. Roomes' service on June 17, the same day payment for the past due balance was received.

At the time FPL reviewed Mr. Roomes' September 26 complaint, FPL found that there had been no extended outages to Mr. Roomes' service during the several weeks following the first period of investigation and that there had been only a few MPI's, as noted:

Date	Number of MPI's	Duration
9/3/97	2	1 < 2 seconds; 1 < 20 seconds
9/24/97	2	< 2 seconds
10/4/97	1	< 2 seconds

On December 18, 1997, a Sentry device was installed at Mr. Roomes' residence. A Sentry device is an instrument that will record and communicate via telephone the date, time, and length of any service interruption the customer may experience. This device is sensitive enough to capture interruptions as short as 2/100ths of a second. Mr. Roomes later requested on May 21, 1998 to have the Sentry device removed. After several attempts to find Mr. Roomes at home, the device was removed on June 2, 1998. The Sentry device recorded 4 MPIs during the period it was installed at Mr. Roomes' residence.

The first interruption occurred on February 9th, 1998 at 8:33 a.m. This interruption was less than a second and was as a result of a feeder breaker at the substation tripping.

The second interruption was on February 28, 1998 at 3:19 p.m. This interruption was less than 2 seconds. FPL has not been able to track down the cause for this interruption.

The third interruption was on March 20, 1998 at 12:47 a.m. and 12:57 a.m. as a result of severe weather condition. These two momentary interruptions were a fraction of a second each, so slight that they were not even recorded by our feeder breaker operation.

The fourth interruption was on April 4, 1998 at 2:56 p.m. A fuse blew at another subdivision causing a MPI of less than a second.

In addition, FPL installed a recording voltmeter at Mr. Roomes' residence for a one week test period beginning on May 4, 1998 and ending on May 11, 1998. During this period, FPL found that all voltages registered within proper range.

In a further effort to assure the customer that FPL facilities were working properly and were in good condition, FPL patrolled the feeder and, in April 1998, trimmed trees from the substation to Mr. Roomes neighborhood to remove any tree conditions that could possibly interfere with the power lines. In addition, on April 24, 1998 Mr Ed Gross, FPSC Safety Engineer, met with Mr. Kevin Kamsy, FPL Operation Supervisor, and a FPL crew to perform a field inspection of FPL facilities serving Mr. Roomes.

This team spent nearly an entire day inspecting the grounding, elbows, and connections in the transformer. They also checked for leaks. Mr. Roomes' meter can was inspected and all connections and grounding checked. A crushed concrete hand hole was uncovered and the multimap connection serving Mr. Roomes' neighbor was replaced. This inspection revealed no problem affecting Mr. Roomes' service.

Since October 4, 1997, the following momentary interruptions have been recorded by FPL:

Date	Number of MPI's	Duration
11/11/97	1	< 20 seconds
11/20/97	1	< 20 seconds
2/4/98	3	2 < 2 seconds; 1 < 20 seconds
2/9/98	1	< 2 seconds
4/4/98	1	< 2 seconds
5/4/98	1	< 2 seconds
5/5/98	1	< 2 seconds
6/1/98	2	< 2 seconds
6/9/98	1	< 2 seconds
7/14/98	1	< 2 seconds
8/10/98	1	< 2 seconds
8/13/98	1	< 2 seconds
8/14/98	1	< 2 seconds
8/21/98	1	< 2 seconds

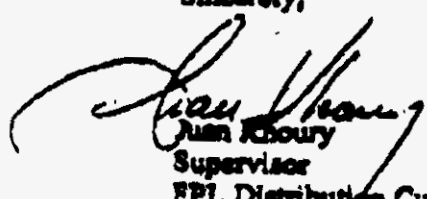
It is important to point out that Mr. Roomes has not experienced an extended outage since this investigation started over a year ago. Also, many of the momentary interruptions recorded by FPL last only a fraction of a second and are imperceptible to the customer.

Most of these momentary interruptions occur as a result of intermittent weather conditions.

In summary, FPL has put forth every possible effort to identify any potential problem with the facilities serving Mr. Roomes. FPL has found no such problem. Further, Mr. Roomes' neighbors who are served from essentially the same facilities have not experienced the outages allegedly experienced by Mr. Roomes.

I hope the forgoing information is sufficient for purposes of your review of this matter. Should you have any questions or require additional information, please don't hesitate to contact Ms. Lynne Adams at 850-224-7595.

Sincerely,



Juan Khoury
Supervisor
FPL Distribution Customer Communications

ATTACHMENT IV

Commissioners:
JOE GARCIA, CHAIRMAN
J. TERRY DEASON
SUSAN F. CLARK
JULIA L. JOHNSON
E. LEON JACOBS, JR.



GENERAL COUNSEL
ROBERT D. VANDIVER
(850) 413-6248

Public Service Commission

January 14, 1999

Mr. David E. Roomes
3340 N.W. 71st Street
Coconut Creek, Florida 33073-4800

Wade Litchfield, Esquire
700 Universe Boulevard
Law Department - Florida Power & Light
Juno Beach, Florida 33408

Dear Mr. Roomes and Mr. Litchfield:

Thank you for participating in the informal conference held pursuant to Rule 25-22.032, Florida Administrative Code, held on January 14, 1999.

It is my understanding that the parties have agreed to the placement of two devices at Mr. Roomes' home for approximately ninety (90) days at FPL's expense. The first device is a UPS machine, which stands for uninterruptable power surges, which is a device which will continue to supply power to the residence during momentary power interruptions of very short duration.

The second device is known as a sentry device. A sentry device is an instrument that will record and communicate via telephone the date, time, and length of any service interruption, accurate to 2/100th of a second.

These devices will be installed in the last two week of January, 1999. The devices will remain in place until at least May 1, 1999. At that time the parties will again meet to discuss future activity, if any.

Mr. Roomes is to make a decision shortly as to whether he wishes to retain his existing load control. Mr. Roomes has also agreed to forward the electrician's report of December 1998 to the undersigned for distribution to all other parties. FPL designates Mr. Kevin Kenny, Reliability Systems Analyst, FPL Distribution, as Mr. Roomes primary contact for purposes of this process.

Mr. David E. Roomes
Page 2
January 14, 1999

Thank you again for your constructive participation. If anything above does not comport with your understanding, please let me know immediately. Thanks again for your participation.

Sincerely,

A handwritten signature in black ink, appearing to read "Rob V.", with a long horizontal flourish extending to the right.

Robert D. Vandiver
General Counsel

RDV:jmb

cc: Lynne Adams
David Ging
Bev DeMello
Connie Kummer

ATTACHMENT V



Writer's Direct Dial:
(561) 691-7101

R. Wade Litchfield
Senior Attorney
Florida Authorized House Counsel
Florida Power & Light Company
700 Universe Boulevard
Juno Beach, FL 33408-0420
(561) 691-7103 (Facsimile)

May 7, 1999

VIA HAND DELIVERY
AND U.S. MAIL

Robert D. Vandiver, Esquire
General Counsel
Office of the General Counsel
Room 301J
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Complaint of David Roomes;
FPSC Customer Complaint No. 97F2194

Dear Mr. Vandiver:

In accordance with your letter dated January 14, 1999 in the above-referenced matter, Florida Power & Light Company placed a sentry device and two UPS devices at Mr. Roomes' residence. FPL connected two UPS devices to electronic appliances at Mr. Roomes' residence. One was connected to a computer and a digital clock. The other was connected to a television and VCR. The UPS devices have been operational since March 18, 1999. The sentry device has been in place and operational since January 27, 1999. Enclosed herewith is the report from the sentry device for the period from January 27 through May 4, 1999. The report indicates that, other than a six-minute scheduled outage at the time of the sentry device installation, there have been only two days on which the sentry device recorded momentary interruptions of service to Mr. Roomes' residence.

On April 2, 1999, at 7:57AM, Mr. Roomes experienced a momentary interruption that lasted 0.533 seconds. Power came back on for 0.017 seconds, then flashed off again for another 0.017-second interval, then came back on and remained on. This brief incident occurred as a result of FPL crews switching feeders in the area. Mr. Roomes' neighbors experienced the same momentaries. Mr. Roomes did not notice the interruptions, a fact that suggests the UPS devices operated as expected.

On April 27, 1999, the feeder serving Mr. Roomes' neighborhood experienced a momentary interruption at 9:25AM that lasted 0.483 seconds. Later that day at 12:24PM,

the feeder experienced two additional momentary interruptions. The sentry devices recorded the duration of these two momentaries as 0.150 seconds, and 0.317 seconds, respectively. These momentaries were the result of separate fault incidents on Mr. Roomes' feeder and on another feeder in the area. Mr. Roomes' neighbors experienced the same momentaries. Mr. Roomes has indicated to FPL that the appliances connected to the UPS devices did not experience any interruption in service, but that two clocks not connected to the UPS devices had to be reset upon his return home.

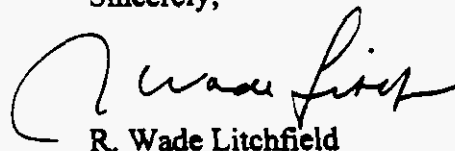
Mr. Roomes claimed that on January 31, one day between February 4 and February 10, and again on February 2, 1999, he experienced interruptions only to the equipment connected to the UPS devices. These alleged interruptions occurred prior to the time the UPS devices were rendered operational. The sentry device did not record these alleged interruptions.

Based on FPL's extensive review and monitoring of its service to Mr. Roomes, FPL concludes that it has provided, and continues to provide, reliable electric service to this customer. In this regard, FPL's position in this matter has not changed. If the UPS devices have provided Mr. Roomes with a satisfactory bridge over the momentary interruptions that characterize the normal operations of any electric distribution system, Mr. Roomes may wish to consider UPS devices as a permanent solution to his concerns. There are several vendors from which Mr. Roomes could obtain such equipment.

As I understand it, the parties were to reconvene by telephone at the conclusion of the ninety-day trial period to discuss the results of the trial period. Assuming no one favors extending the trial period (acknowledging that the UPS devices have not been operational for the full ninety-day period), FPL will be prepared at that time to arrange for the removal of the UPS and sentry devices from Mr. Roomes' residence.

Should you have any questions regarding the sentry report or any other issue relative to this matter, please don't hesitate to contact myself or Lynne Adams.

Sincerely,



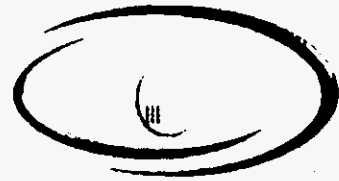
R. Wade Litchfield

cc: David Roomes (via U.S. Mail)
Kevin Kenney (FPL)
Lynne Adams (FPL)

Date Time Sentry Name Address Event Duration Phase MinMax

~ Sentry Historical Report ~

Florida Power & Light Company



Preparer: Jerry Gray
Supervisor:

Jerry Gray 700 Universe Boulevard
Juno Beach Florida 33410

Print Date: 05/5/1999 Print Time: 09:47:43
Start Date: 01/20/1999 Start Time: 09:42:47

Selected By: Sentry ID

End Date: 05/05/1999	End Time: 09:42:47				
1/27/99	08:02:36.861	7003	David Roomes	3340 NW 71st St	PWR
Phone: (954) 418-9461			Event Notes: Power on		
Sentry Notes: No Notes Listed...					
1/27/99	08:19:38.971	7003	David Roomes	3340 NW 71st St	OFF 05:58.482
Phone: (954) 418-9461			Event Notes: Duration: CONTINUING		
Sentry Notes: No Notes Listed...					
1/27/99	08:25:37.453	7003	David Roomes	3340 NW 71st St	PWR
Phone: (954) 418-9461			Event Notes: Power on		
Sentry Notes: No Notes Listed...					
4/2/99	07:57:29.754	7003	David Roomes	3340 NW 71st St	OFF 00.533
Phone: (954) 418-9461			Event Notes: Duration: 00.533		
Sentry Notes: No Notes Listed...					
4/2/99	07:57:30.322	7003	David Roomes	3340 NW 71st St	ON CONTINUIN
Phone: (954) 418-9461			Event Notes: Duration: CONTINUING		
Sentry Notes: No Notes Listed...					
4/2/99	07:57:30.287	7003	David Roomes	3340 NW 71st St	ON 00.017
Phone: (954) 418-9461			Event Notes: Duration: 00.017		
Sentry Notes: No Notes Listed...					
4/2/99	07:57:30.305	7003	David Roomes	3340 NW 71st St	OFF 00.017
Phone: (954) 418-9461			Event Notes: Duration: 00.017		

<u>Date</u>	<u>Time</u>	<u>Sentry</u>	<u>Name</u>	<u>Address</u>	<u>Event</u>	<u>Duration</u>	<u>Phase</u>	<u>MinMax</u>
Sentry Notes: No Notes Listed...								
4/27/99	09:23:53.621	7003	David Roomes	3340 NW 71st St	ON		CONTINUIN	
Phone: (954) 418-9461			Event Notes: Duration: CONTINUING					
Sentry Notes: No Notes Listed...								
4/27/99	09:23:53.137	7003	David Roomes	3340 NW 71st St	OFF	00.483		
Phone: (954) 418-9461			Event Notes: Duration: 00.483					
Sentry Notes: No Notes Listed...								
4/27/99	12:23:00.469	7003	David Roomes	3340 NW 71st St	OFF	00.150		
Phone: (954) 418-9461			Event Notes: Duration: 00.150					
Sentry Notes: No Notes Listed...								
4/27/99	12:23:00.617	7003	David Roomes	3340 NW 71st St	ON	17.150		
Phone: (954) 418-9461			Event Notes: Duration: 17.150					
Sentry Notes: No Notes Listed...								
4/27/99	12:23:17.766	7003	David Roomes	3340 NW 71st St	OFF	00.317		
Phone: (954) 418-9461			Event Notes: Duration: 00.317					
Sentry Notes: No Notes Listed...								
4/27/99	12:23:18.082	7003	David Roomes	3340 NW 71st St	ON		CONTINUIN	
Phone: (954) 418-9461			Event Notes: Duration: CONTINUING					

Sentry Notes: No Notes Listed...

End of Sentry Historical Report

End Date: 05/05/1999 End Time: 09:42:47



ATTACHMENT VI

October 22, 1998 letter to Rob Vandiver.

January 19, 1999 letter to Rob Vandiver.

February 17, 1999 letter to Kevin Kenny.

* March 16, 1999 letter to Rob Vandiver.

May 11, 1999 letter to Wade Litchfield.

*This correspondence relates to Mr. Roomes' past electric service from FPL at 3540 Banks Road, Apartment 106.

3340 N. W. 71st Street
Coconut Creek
Florida
33073-4800.
October 22, 1998.

Mr. Robert D. Vandiver
Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida
32399.

Dear Mr. Vandiver,

Attached is my record of on going electrical interruptions at my place of residence for 1998. On these occasions I have to reset all digital clocks, VCR, and micro-wave oven.

In addition, these electrical interruptions have completely destroyed my Personal Computer, plus countless years of Computer Systems Analysis, Design, Development and Programing software, which cannot be recreated. I need the services of a Personal Computer to perform work related duties, I had to buy another Personal Computer in July of 1998.

What I find amusing, and a consistent pattern is, when I informed FPL personnel, Jeff Lederer, Gaines Medley at 954-797-5000, and Linda Hastings at 1-800-123-4321, that I experienced electrical interruptions, they all claim there are no records of such interruptions. When I provide specific times and dates, their response "OH YES" there were electrical interruptions, VERY CONSISTENT PATTERN of responses. Now, I guess I will receive the same CONSISTENT RESPONSE PATTERN, now that my records are available.

I retained the services of a qualified electrician to inspect my residence, only the Ground Fault Indicator switches are destroyed during the BIG BLAST of July, 1997.

I am kindly requesting that you provide me with the primary contact and mailing address for the Nuclear Regulatory Commission, the district which monitors the South Florida region. The Nuclear Regulatory Commission must be made aware of this ongoing isolated harassment, and possible catastrophic outcome.

I would appreciate getting this response by return mail.

These isolated electrical interruptions and harassment has been ongoing since June 1997. I will not tolerate this any longer.

Yours truly,

David E. Roomes.

RECEIVED

OCT 26 1998

General Counsel's Office
Florida Public Service Commission

January 12, 1998, 11:15 & 13:40.

February 02, 1998, 19:02 - 20:36

" 04

" 09

" 18

" 28

Interior lights on

Chandelier & interior light came on
Personal Computer could not start up
All residents affected

March 19, 1998, 00:00 - 06:30

April 04, 1998, 13:30 - 16:00

" 10, 1998,

" 14, 1998,

Answering machine malfunctions
Ed Gross dug up front lawn.

May 04, 1998,

" 05, 1998.

Personal Computer malfunctions
Interior lights on

June 09, 1998, 00:00 - 06:30

" 25, 1998

Personal Computer affected

July 16, 1998, 20:57

August 02, 1998

" 10, 1998 22:08

" 12, 1998 07:20

" 13, 1998 06:37

" 14, 1998

" 21, 1998

All residents affected

Two times

September 09, 1998 22:04

October 05, 1998 19:10

" 12, 1998

Answering machine malfunctions



David E. Roomes.

3340 N. W. 71st Street

3340 N. W. 71st Street
Coconut Creek
Florida
33073-4800.
January 19, 1999.

Mr. Robert D. Vandiver
General Counsel
Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida
32399-0850.

Dear Mr. Vandiver,

With regards to our 'informal conference' on January 14, 1999,
attached please find electrical report for 3340 N.W. 71 Street, conducted on
December 29, 1998.

Thanks.

Yours truly,

David E. Roomes.

RECEIVED

JAN 22 1999

General Counsel's Office
Florida Public Service Commission

Customer: David Roones Phone No: 954-418-9461 Date: 12-29-98
 Address: 3340 N.W. 71st
 Billing Address: Colony Creek, FL 33073 Phone: _____
 Job Description: check + inspect electrical service for any shorts, fault overvoltage, undervoltage excess ampage etc.

CODE	QUANTITY	MATERIAL			MATERIAL COST	TOTAL
		NONE				
		* note FPL Meter was lock and cannot inspect.				
		upon complete inspection of service I have found that service and all equipment belonging to said residence is in perfect working order.				
		The only items that could cause an intermittent failure to residence @ 3340 71st.				
		1. FPL transformer 2-7499-4853-0-0				
		2. FPL splice box @ front of residence				
		3. FPL Meter #56-57412				
		77096393				
		Don Patterson 2 1/2				
			MATERIAL		MATERIAL	
			SALES TAX		SALES TAX	
			LABOR <i>per electric 4 hr</i>	58.00	LABOR	145.00
			PERMIT PROCESSING		PERMIT PROCESSING	
			RENTALS/EQUIPMENT		RENTALS/EQUIPMENT	
			TOTAL		TOTAL	

Any invoice not paid, when due, a Carrying Charge of 1 1/2% each month will be added to it until paid. Title to all Material supplied by CONSTANT ELECTRICAL SERVICE, INC. (CES) shall remain the property of CES until all invoices have been paid. Customer hereby gives CES permission to enter upon the premises, where the Material has been installed, and remove the same, if all invoices have not been paid within 15 days after due date. Customer consents to the filing of Liens and Claims in Courts of Competition Jurisdiction in Dade, Broward and Palm Beach Counties, Florida, and the adding of Late Charges, Court Costs and Attorney's Fees to any Judgment or Decision of the Courts. Clerical errors may be corrected by CES. The foregoing Labor and Material have been installed and performed and are satisfactory. The foregoing has been read and understood. CES is not responsible for any patching or painting, unless specified otherwise. There will be a \$25.00 Fee for returned checks.

David Roones 12-29-98
 Customer or Agent of Customer Date

Job Completed Paid CR # 543
 Additional work to be done

Print Customer or Agent of Customer

3340 N. W. 71st Street
Coconut Creek
Florida
33073-4800.
February 17, 1999.

Mr. Kevin Kenney
F. P. L.
330 S. W. 12th Avenue
Pompano Beach
Florida
33069.

Dear Mr. Kenney,

This is a follow up to our telephone conversation on Wednesday February 17, 1999.

To re iterate:

- Three interruptions
 Sunday January 31, 1999
 Between Thursday February 04, 1999 & Wednesday February 10, 1999
 Friday February 12, 1999
 were experienced only on both UPS devices.

- No interruptions were experienced on other electrical equipment.

As you confirmed the Monitoring device has not detected any interruptions since installation on January 27, 1999.

Now that YOU and OTHERS are aware of installed device in my residence, no DELIBERATE interruptions have occurred.

However, I am anxious and awaiting to see what will happen when the device is removed.

Give this some careful thought.

Yours truly,

David E. RoomeS.

cc:
Mr. Robert D. Vandiver.

RECEIVED

FEB 22 1999

General Counsel's Office
Florida Public Service Commission

3340 N. W. 71st Street
Coconut Creek
Florida
33073-4800.
March 16, 1999.

Mr. Robert D. Vandiver
General Counsel
Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida
32399-0850.

Dear Mr. Vandiver,
The attached are documents for your attention to substantiate the ongoing harassment from Florida Power & Light.

At initial application for services at 3540 Banks Road, apartment #106, I was asked to provide past electrical record history, or \$75.00 deposit fee. I submitted appropriate document to FP&L, Exhibit "A".

FP&L chooses to ignore exhibit "A", kept on sending harassing and threatening letters, when I replied no one responded. Exhibits "B", "C", "D", "E".

I did not pay the \$75.00, so my electrical consumption was over inflated, resulted in me being overcharged Exhibit "F", July thru October 1995. As soon as I questioned the suddenly high consumption, the readings were immediately reduced, never inflated again. Compare corresponding period for July to October 1996. Several enquiries (letters and telephone calls) to FP&L went ignored. When I was reluctant in paying monthly bills, exhibit "G" arrived. In a conversation with Forrest Lawless, he was rude, uncooth, arrogant, and informed me that if I do not like his explanation, I can contact the PSC, because 'I WOULD BE WASTING MY TIME'

In April 1997, I moved to 3340 N. W. 71 st., harassing and threatening letters to pay \$220.00 deposit Exhibit "H", which I queried, no one cared to respond. Electrical consumption could not be inflated, I can monitor the meter readings, so the DELIBERATE electrical interruptions started. My monthly electrical bills for 3340 N. W. 71 st. were promptly paid, but without notice, my electrical services was disconnected on June 16, 1997, destroying all refrigerated food content and harassment to my family. FPL rule stipulates that a customer must be notified before service is disconnected. This was not done.

RECEIVED

MAR 18 1999

General Counsel's Office
Florida Public Service Commission

This is a background to this ongoing harassment, and this information will resurface, so that you are aware of these additional facts.

Thanks..

Yours truly,

David E. Roomes

David E. Roomes.



The Water Utility Commission
of the City of Scarborough
1830 Meridian Road
Scarborough, Ontario
M1B 3M4

(416) 292-1831

George A. Beatty, Chairman
Rowland H. Armstrong, City Councillor
Frank Peabert, Mayor and Commissioner
Kim J. Allen, P. Eng., M.B.A., General Manager
Christine T. Auld, Communications Secretary

DAVID ROOMES
3540 BANKS ROAD
APT 106
MARGATE, FLORIDA, U.S.A.
33063

May 8, 1995

To Whom It May Concern:

RE: Account Number: 59-44-10300-034
Name: DAVID ROOMES
Address: 3 GOODALL DR
SCARBOROUGH, ONTARIO

CUSTOMER SERVICE:

The above customer has written to us authorizing release of credit information to you for the purpose of obtaining a Waiver.

LENGTH OF SERVICE: OCT. 30, 1991 TO FEB. 15, 1995

DEPOSIT:

REMINDER NOTICES: NIL

DISCONNECT NOTICES: NIL

DISHONoured CHEQUES: NIL

CURRENT/FINAL BILL PAID: FINAL BILL PAID IN FULL

75 Years of Service
20 - 1995
Celebrating

J. CARTER
Customer Service Section
S.P.U.C. Tel. (416) 292-1100

CO054

JNC

EXHIBIT "A"



Please notify FPL of changes in the customer name or rate class/area of usage (Example: Residential VS. Non-Residential).

Date Of This Statement

New Charges Past Due After

Total Amount Now Due

B MAY 11 95 JUN 01 5 10468

Customer Name DAVID ROONES	Service Address 2840 BAKER RD #106	Account Number 0390988517	Meter No. 5C50415
Rate Schedule/Class Of Service RS-1 RESIDENTIAL	Service Used From MAY	To MAY 11	108689587051
	Kilowatt Hours Used 156	Amount 1181**	

GROSS RCPTS TAX INCR 12
 FRANCHISE CHARGE 65
 UTILITY TAX 110
 SERVICE CHARGE 1600

LATE PAYMENT CHARGE OF 1.5% WILL APPLY IF NOT PAID BY JUN 01

SERVICE/INITIAL CHARGES ARE ONE-TIME CHARGES TO DEFRAY THE ADDITIONAL ADMINISTRATIVE COST REQUIRED TO START YOUR ELECTRIC SERVICE OR MAKE VARIOUS CHANGES TO YOUR ACCOUNT AT YOUR REQUEST.

TOTAL NEW CHARGES
 DEPOSIT BALANCE DUE

2968
~~2500~~

Total Amount Now Due **10468**

Energy Usage Information			**Electric Service Amount includes The Following Charges:			
KWH Used This Month	Days	KWH Per Day	Customer Charge	Non-Fuel Energy Charges	Fuel Charge	Demand Charge
This Year	156	10	16	BILL PERIOD IS LESS THAN A MONTH		
Last Year				CHARGES FOR BILLINGS LESS THAN A MONTH ARE AVAILABLE ON REQUEST.		
			Dollars Per Month	Cents Per KWH	Cents Per KWH	Dollars Per KWH

1080 0390988517 7311

For Customer Service inquiries or pay agent locations, call: (305)797-5000

For Hearing / Speech Impaired
 Call (TTY/TDD) 1-800-432-6584.

EXHIBIT "B"

DEPOSIT BILL STATEMENT

Payment is Now due PAST DUE MAY 15

DAVID ROOMES
OR CURRENT OCCUPANT
3540 BANKS RD # 106
MARGATE FL 33063

7311 ACCT. NO. 03909-88517 5		
DEPOSIT NO.	ISSUED	AMOUNT DUE
4937865	050395	7500

FPL
GENERAL MAIL FACILITY
MIAMI FL 33188-0001

Make check payable to FPL in U.S. funds
and mail payment to above address.

ENCLOSE TOP PORTION WHEN PAYING BY MAIL WITH CHECK.
Please bring entire bill when paying at a local pay agent.



CUSTOMER GUARANTEE DEPOSIT CERTIFICATE CUSTOMER COPY

Account Number : 03909-88517
Service Address : 3540 BANKS RD #106

ISSUED	DEPOSIT
MO DAY YR	AMOUNT
050395	*****7500

IF YOU HAVE QUESTIONS ON THIS BILLING CALL 797-5000

Payment Of Deposit is Now Due

If you have made full payment, please accept
our thanks and disregard this notice.

DAVID ROOMES
3540 BANKS RD # 106
MARGATE FL 33063

Please retain this certificate and your receipt
or cancelled check when returned by the bank.

NOT TRANSFERABLE BETWEEN INDIVIDUALS, PARTNERSHIPS OR CORPORATIONS

The terms under which this deposit is made and accepted are :
Interest at the rate of 6% per annum will be paid on guarantee deposits
held by the Company during the time the Customer has had continuous
service for six months or longer.

This deposit is to guarantee payment of any amount which may become due
the Company by the Customer for service in the Customer's name at any
or all premises the Customer may occupy, and may be used as if the Com-
pany were the absolute owner thereof.

The Customer is subject to additional deposit, the total not to exceed
charges for two billing periods. After twelve months of service, the
deposit is subject to partial refund upon request, for any amount in
excess of charges for Customer's two average billing periods or \$25.00,
whichever is greater.

Any deposit balance remaining after settlement of all indebtedness will
be refunded to the Customer.

Thank you,
FLORIDA POWER & LIGHT COMPANY

NEW

Guarantee Deposit No. 4937865

EXHIBIT 'C'

FORM 845W REV. 01/95

FINAL NOTICE

Payment must be received by
FINAL NOTICE DUE DATE.

7311 5 11608 0

DAVID ROOMES
3540 BANKS RD # 106
MARGATE FL 33063-6960

Make check payable to FPL in U.S. funds
and mail along with this coupon to:

FPL
GENERAL MAIL FACILITY
MIAMI FL 33188-0001



Account Number	Read Date	Final Notice Due Date	Amount Past Due
03909-88517	05/01/95	05/31/95	75.00

ENCLOSE TOP PORTION WHEN PAYING BY MAIL WITH CHECK.
Please bring entire bill when paying at a local pay agent.

For Information Phone
FPL at 797-5000 or
1-800-554-4375 outside Florida.

ACCOUNT NUMBER	AMOUNT PAST DUE
03909-88517	75.00

For Hearing / Speech Impaired
Call (TTY-TDD) 1-800-432-6554.

Read Date
Mo Day Yr
05/01/95

A recent remittance may have been received
after this bill was mailed. If you have made
full payment, please accept our thanks and
disregard this notice.

FINAL NOTICE for service at 3540 BANKS RD # 106

According to our records, your bill is now past due. Payment of \$ 75.00 DEPOSIT
must be received by MAY 31, 1995, to avoid a possible
disconnection of service and a reconnect charge of \$ 19.00.

Payments received after the PAST DUE DATE of a regular bill may result in an
additional deposit being billed to your account. If you have any questions
concerning this billing, please call 797-5000.

If your questions are unresolved, you may register your concern with the FPL
representative at 797-5000. If after calling FPL your questions remain
unresolved, you may call the Public Service Commission toll free at 1-800-342-3552.

Please observe the PAST DUE AFTER date on future bills.

EXHIBIT "D"

FINAL NOTICE

Payment must be received by
FINAL NOTICE DUE DATE.

7311 5

3687 *

DAVID ROOMES
3540 BANKS RD # 106
MARGATE FL 33063-6960

Make check payable to FPL in U.S. funds
and mail along with this coupon to:

FPL
GENERAL MAIL FACILITY
MIAMI FL 33188-0001



Account Number	Read Date	Final Notice Due Date	Amount Past Due
03909-88517	05 11 95	06 14 95	75.00

ENCLOSE TOP PORTION WHEN PAYING BY MAIL WITH CHECK.
Please bring entire bill when paying at a local pay agent.

For Information Phone
FPL at 797-5000 or
1-800-554-4375 outside Florida.

ACCOUNT NUMBER AMOUNT PAST DUE
03909-88517 75.00

For Hearing / Speech Impaired
Call (TTY-TDD) 1-800-432-6554.

Read Date
Mo Day Yr
05 11 95

A recent remittance may have been received
after this bill was mailed. If you have made
full payment, please accept our thanks and
disregard this notice.

FINAL NOTICE for service at 3540 BANKS RD # 106

According to our records, your bill is now past due. Payment of \$ 75.00
must be received by JUN 14, 1995, to avoid a possible
disconnection of service and a reconnect charge of \$ 19.00.

Payments received after the PAST DUE DATE of a regular bill may result in an
additional deposit being billed to your account. If you have any questions
concerning this billing, please call 797-5000

If your questions are unresolved, you may register your concern with the FPL
representative at 797-5000. If after calling FPL your questions remain
unresolved, you may call the Public Service Commission toll free at 1-800-342-3552.

Please observe the PAST DUE AFTER date on future bills.

EXHIBIT "E"

41 BILLING HIS Y
 309-88517 73 14 406 ELE ACT
 JID ROOMES
 40 BANKS RD # 106
 RGATE FL 33063 P

05/01/95 1/044/ 5C50415
 PH (954)974-9704 S
 S/T# 595-49-2339

11/19/96 18:24:35

SPEC

								PAGE 1 OF 2	
N (Y/N)	RQST BY			KWE	KWD	ELE AMT	BB AMT	TOT BILL AMT	
SVC DT	RM	DYS	T S						
11/12/96	11	32	A B	306	0	31.24	0.00	31.24	
10/11/96	10	29	A B	290	0	29.96	0.00	29.96	
09/12/96	9	30	A B	302	0	30.26	0.00	30.26	
08/13/96	8	29	A B	296	0	29.79	0.00	29.79	
07/15/96	7	32	A B	301	0	30.19	0.00	30.19	
06/13/96	6	31	A B	266	0	27.09	0.00	27.09	
05/14/96	5	29	A B	222	0	23.69	0.00	23.69	
04/15/96	4	30	A B	221	0	23.62	0.00	23.62	
03/15/96	3	29	A B	280	0	28.22	0.00	28.22	
02/15/96	2	35	A B	428	0	39.65	0.00	72.21	
01/11/96	1	31	A B	330	0	32.08	0.00	32.08	
12/11/95	12	34	A B	271	0	27.51	0.00	27.51	
11/08/95	11	28	A B	356	0	34.08	0.00	34.08	

XT TYPE & FIND
 P OF LIST
 -PAGE DOWN 13-MRDG HIST 16-BUS BRKDOWN 17-HI BILL 18-READ/VERIFY NEWS

41 BILLING HISTORY
 309-88517 73 14 406 ELE ACT
 JID ROOMES
 40 BANKS RD # 106
 RGATE FL 33063 P

05/01/95 1/044/ 5C50415
 PH (954)974-9704 S
 S/T# 595-49-2339

11/19/96 18:24:35

SPEC

								PAGE 2 OF 2	
N (Y/N)	RQST BY			KWE	KWD	ELE AMT	BB AMT	TOT BILL AMT	
SVC DT	RM	DYS	T S						
10/10/95	10	29	A B	457	0	41.88	0.00	41.88	
09/11/95	9	32	A B	555	0	47.43	0.00	47.43	
08/10/95	8	29	A B	510	0	44.11	0.00	44.11	
07/12/95	7	32	A B	580	0	49.27	0.00	49.27	
06/12/95	6	30	A B	535	0	45.94	0.00	45.94	
05/11/95	5	10	A B	156	0	13.68	0.00	104.68	

XT TYPE & FIND
 FROM OF LIST
 -TOP LIST 07-PAGE UP 13-MRDG HIST 16-BUS BRKDOWN 17-HI BILL NEWS
 -READ/VERIFY

EXHIBIT "F"



March 25, 1997

DAVID ROOMES
3540 BANKS RD # 106
MARGATE FL 33063

Re: Account Number 03909-88517
Service Address 3540 BANKS RD # 106

Dear Valued Customer:

Thank you for your recent inquiry regarding your bill for service to March 16, 1997. We have tried unsuccessfully to reach you by phone to discuss your account. Customer satisfaction is important to FPL, and your understanding your electric bill is equally important. The following are the results of our investigation:

On March 17, 1997 we went to your home to investigate your billing inquiry. Our investigator took a reading of the meter and verified the accuracy of the previous reading. The new meter reading of 94734 shows an additional 7 kilowatt-hours have registered on the meter. This verifies the reading on your current bill is correct. At this rate of consumption, your next bill will be approximately 210 kilowatt-hours.

If you have any concerns regarding these results it is important that we discuss our findings with you. Please contact us at 1-800-472-8996. You will reach our message center and will be asked to leave your name, area code and telephone number. Your call will be returned as quickly as possible by our first available representative.

Sincerely,

Forrest Lawless

Forrest Lawless
Energy Efficiency Expert
Customer Relations Department

SEE ATTACHED, HIGHLIGHTED

EXHIBIT "G"



July 3, 1997

David Roomes
3340 NW 71 St.
Coconut Creek, FL 33073

RE: Account # 25668-45018
Service Address: Same

Dear Customer:

Thank you for your recent inquiry. The following is a breakdown of the billing on your account at the above referenced address as shown on our records for the dates indicated.

If you have any questions or if we can be of further assistance, please call our Customer Service Department at 954-797-5000.

Sincerely,

Gaimes Medley
FPL Customer Service

GM:gc

DATE	AMOUNT	BALANCE	DATE	AMOUNT	BALANCE	DESCRIPTION
4/15/97		0.00		16.00		\$16.00 SERVICE CHARGE
4/15/97	20.85	16.00				\$36.85 REGULAR BILL
5/13/97	55.57	36.85		0.55		\$82.97 REG BILL + LATE PAY CHG
5/19/97		92.97		121.13		\$214.10 TRANSFER FROM 03909-88517
6/4/97		214.10		(92.97)		\$121.13 PAYMENT
6/12/97	67.83	121.13		1.82		\$190.78 REG BILL + LATE PAY CHG
6/17/97		190.78		(121.13)		\$69.65 PAYMENT
6/17/97		69.65		19.00		\$88.65 RECONNECTION CHARGE
6/19/97		88.65		220.00		\$308.65 DEPOSIT
6/30/97		308.65		(220.00)		\$88.65 REMOVE DEPOSIT

EXHIBIT "H"

7/3/97

TRANSMISSION VERIFICATION REPORT

TIME : 03/19/1999 10:11
NAME : FPSC
FAX : 18504137100
TEL :

DATE, TIME	03/19 10:06
FAX NO. / NAME	92247197
DURATION	00:04:52
PAGE(S)	11
RESULT	OK
MODE	STANDARD ECM

3340 N. W. 71st Street
Coconut Creek
Florida
33073-4800.
May 11, 1999.

Mr. R. Wade Litchfield
F. P. L.
700 Universe Drive
Juno Beach, Florida
33408-0420.

RECEIVED
MAY 17 1999
General Counsel's Office
Florida Public Service Commission

Dear Mr. Litchfield,

With regards to your correspondence of May 07, 1999, there are pertinent information you conveniently choose to ignore.

Between January 12, 1998 and May 05, 1998, there were 12 electrical interruptions to my residence, of the 12, only 1 affected all residents.

Now that the sentry device monitoring is in effect, January 27, 1999 to present, the Florida Public Service Commission is aware of the monitoring, as expected, these deliberate interruptions have subsided. WHAT A COINCIDENCE ? ? ? ?. Compare corresponding period of 1998 to 1999.

In a previous correspondence to Kevin Kenney and cc'd Mr. Vandiver, I stated that I am anxious and awaiting to see what will happen at the end of the monitoring period.

With regards to the UPS devices, there is no reason to have them in my residence, they do not resolve these DELIBREATE interruptions. I have 4 clocks, 1 computer, 1 microwave and a VCR, so I should purchase 7 UPS.

Did you experience 28 interruptions during 1998, do you use UPS devices in your residence?. I contacted the previous owners, they did not have these interruptions.

To iterate:

I am awaiting patiently for the end of this monitoring period, observe interruption patterns, so that I determine the next course of action to take, and the necessary escalation measures to pursuit.

LATEST INTERRUPTION : Monday May 10, 1999.

Yours truly,

.....

David E. Roomes.

**cc: Mr. Robert D. Vandiver
Kevin Kenney.**