

Catherine Potts

DISTRIBUTION: \_\_\_\_\_

**From:** Ann Cole  
**Sent:** Wednesday, December 28, 2011 4:11 PM  
**To:** Betty Leland  
**Cc:** Commissioners Advisors; Administrative Assistants - Commission Suite; Marshall Willis; Catherine Potts  
**Subject:** FW: FPL and rates - NOT A SINGLE ONE OF YOU HAS HAD THE COURTESY TO REPLY!  
**Importance:** High

Thank you for this information, which will be placed in Docket Correspondence, Consumers and their Representatives, in Docket No. 110009-EI.

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

**From:** Betty Leland On Behalf Of Office Of Commissioner Graham  
**Sent:** Wednesday, December 28, 2011 4:02 PM  
**To:** Ann Cole  
**Cc:** Commissioner Edgar & Staff; Commissioner Brisé & Staff; Commissioner Balbis & Staff; Commissioner Brown & Staff; Jim Varian  
**Subject:** FW: FPL and rates - NOT A SINGLE ONE OF YOU HAS HAD THE COURTESY TO REPLY!  
**Importance:** High

Please place the following in Docket Correspondence, Consumers and their Representatives, in Docket No. 110009-EI.

Thanks.

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

**From:** Linda Drake (WireSpring) [mailto:lindad@wirespring.com]  
**Sent:** Wednesday, December 28, 2011 11:11 AM  
**To:** Office of Commissioner Balbis; Office Of Commissioner Edgar; Office Of Commissioner Graham; Office of Commissioner Brisé; Office of Commissioner Brown  
**Subject:** FPL and rates - NOT A SINGLE ONE OF YOU HAS HAD THE COURTESY TO REPLY!  
**Importance:** High

AND NOW YOU'RE GOING TO PAY THE PRICE OF YOUR ARROGANCE! the Southern Alliance for Clean Energy IS COMING FOR YOU! MAY THEY UNSEAT EACH AND EVERY ONE OF YOU. YOU'RE \*NOT\* REPRESENTING THE PEOPLE!

Read more here:

<http://www.miamiherald.com/2011/12/27/2563312/clean-energy-group-to-challenge.html#storylink=cpy>

YOUR DECISION TO ALLOW FPL TO RAISE RATES TO "MAYBE" BUILD A NUCLEAR PLANT IS BEYOND OUTRAGEOUS. I'M WRITING RICK SCOTT NOW TO HAVE HIM DISMISS ALL OF YOU. HOW DARE YOU?

Commissioners,

How about in this weeks hearings that you stand up for the residents of Florida? Tell FPL that no, they cannot collect monies from it's captive customers to fund a project that may never be built. Please do the logical thing with FPL. And take care of the residents of Florida.

Remember, the residents and voters of Florida are monitoring your moves and will actively contact their representatives about unseating you if you do not vote in favor of the residents.

Linda Drake  
19861 NW 88 Ave  
Hialeah, FL 33018  
954-548-3300

Catherine Potts

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**From:** Ann Cole  
**Sent:** Tuesday, December 27, 2011 8:33 AM  
**To:** Office Of Commissioner Graham  
**Cc:** Commissioners Advisors; Administrative Assistants - Commission Suite; Catherine Potts  
**Subject:** RE: PSC Commission Should be elected by the people, again

Thank you for this information, which will be placed in Docket Correspondence, Consumers and their Representatives, in Docket No. 110001-EI.

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**From:** Betty Leland **On Behalf Of** Office Of Commissioner Graham  
**Sent:** Tuesday, December 27, 2011 8:19 AM  
**To:** Ann Cole  
**Subject:** FW: PSC Commission Should be elected by the people, again

Ann:

Please place the attached e-mails in docket correspondence - consumers and their representatives in Docket No. 110001.

Thanks.

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**From:** wgay [mailto:wgay@tampabay.rr.com]  
**Sent:** Monday, December 26, 2011 7:45 PM  
**To:** Office Of Commissioner Edgar; Office of Commissioner Brown; Office of Commissioner Balbis; Office of Commissioner Brisé; Office Of Commissioner Graham  
**Subject:** PSC Commission Should be elected by the people, again

PSC Commission Should be elected by the people, again

**In my opinion, the so-called Public Service Commission members should go back to being elected with only a one 2-year term. In that way the public would have a Little say and control of their government. Plus the commissioner candidates should be required to report ALL donations to the public in Florida's major, if not ALL, newspapers monthly. The elected commissioners should also report every month during their 2-year term. The citizens of Florida should know who is supporting each commissioner.**

**ALL the customers of Progress Energy in Florida and including their customers in other states should also be included in the customers BAIL OUT of Progress Energys mismanagement. ALL of Progress Energys' customers are just as guilty for Progress Energy's mismanagement as their Florida's customers.**

**Thank You, Florida's Corporation Service On Commission (f.k.a., Florida's PSC) for representing me. Progress Energy should thank all it's customers for their BAIL OUT. Watch Progress Energy's profit level increase including Progress's management's bonuses. just like the Wall Streets banks.**

12/27/2011

**Florida need another Commission to represent the breathing citizens, not the non-breathing corporation citizens. "The Breathing Citizens Service Commission" would be nice.**

**Progress Energy is acting like the Scientology with the request for their customers to BAIL OUT them for their mis-management and now trying to also raise the customers' bill for their fuel costs. Progress Energy and Scientology KEEP ON GIVING until it hurts. The current PSC member could correct it but I doubt any of you will represent the Florida citizens. The commission is also acting like the Scientology zombies. This letter has been in the St. Petersburg Times and showed many agreements.**

**Walter Gay  
Dunedin, Florida  
[wgay@tampabay.rr.com](mailto:wgay@tampabay.rr.com)**

Catherine Potts

**From:** Catherine Potts  
**Sent:** Monday, December 12, 2011 2:40 PM  
**To:** Hong Wang; Ellen Plendl  
**Cc:** Matilda Sanders  
**Subject:** FW: Emails for Docket Nos. 110001-EI, 110009-EI, and 100437-EI.

**Attachments:** RE: Progress Energy's "Proposed" 3% Increase; FW: Consumer Inquiry - Progress Energy Florida, Incorporated



**RE:**      **FW:**

*Energy's " Inquiry -*

Thank you for this information. This has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 110001-EI, 110009-EI, and 100437-EI.

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

**From:** Hong Wang  
**Sent:** Monday, December 12, 2011 2:34 PM  
**To:** Catherine Potts  
**Cc:** Matilda Sanders  
**Subject:** FW: Emails for Docket Nos. 110001-EI, 110009-EI, and 100437-EI.

Please handle. Thanks!

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

**From:** Ellen Plendl  
**Sent:** Monday, December 12, 2011 2:33 PM  
**To:** Diamond Williams  
**Cc:** Matilda Sanders; Hong Wang  
**Subject:** Emails for Docket Nos. 110001-EI, 110009-EI, and 100437-EI.

See attached correspondence and PSC response for correspondence side of Docket Nos. 110001-EI, 110009-EI, and 100437-EI.

**Catherine Potts**

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**From:** Governor Rick Scott [Rick.Scott@eog.myflorida.com]  
**Sent:** Monday, December 12, 2011 11:46 AM  
**To:** Kathy Skawinski  
**Subject:** RE: Progress Energy's "Proposed" 3% Increase

Dear Ms. Skawinski:

Thank you for contacting Governor Rick Scott and sharing your concerns about Progress Energy. The Governor appreciates your concerns and asked me to respond on his behalf.

As you know, the agency that regulates certain public utilities is the Public Service Commission (PSC), which is an arm of the legislative branch of government. To assist you, I forwarded a copy of your letter to the Public Service Commission for their review. If you want to contact the PSC directly please call 1-800-342-3552 or contact them by using the information provided below.

Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

The views and concerns of every citizen are very important to Governor Scott. You requested competition in the electric industry in Florida. Florida is not a deregulated state. It would be up to the Florida Legislature to make changes in the Florida Statutes to deregulate the electric industry.

You can influence legislation on this issue by contacting your local legislative delegation. To contact your legislators and track bills as they proceed through the legislative process, please visit [www.leg.state.fl.us](http://www.leg.state.fl.us). The Division of Legislative Information Services is also a helpful resource for information on legislation. That office can be contacted by writing to the address below.

The Division of Legislative Information Services  
111 West Madison Street  
Tallahassee, Florida 32399-1400  
Toll-free 1(800) 342-1827

The Low-Income Home Energy Assistance Program (LIHEAP) may be able to assist you with your home energy bill. The LIHEAP assists households that have incomes below 150% of the federal poverty income guidelines and need assistance in paying their utility bills. To qualify

you must apply in the county in which you live. Please visit the Department of Economic Opportunity website for answers to questions about the Low-Income Home Energy Assistance Program and contact information for the service provider in your county. This information may be found at <http://www.floridajobs.org/job-seekers-community-services/community-services/low-income-home-energy-assistance-program>. If you do not have access to the Internet, please call the Department of Economic Opportunity at (850) 717-8450 for additional information.

Thank you again for taking the time to contact the Governor's office.

Sincerely,

Jennifer Britt  
Office of Citizen Services

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

From: Kathy Skawinski [mailto:skawin@aol.com]  
Sent: Friday, December 09, 2011 10:48 AM  
To: Governor Rick Scott  
Subject: Progress Energy's "Proposed" 3% Increase

From: Kathy Skawinski <skawin@aol.com>

County: Orange

Zip Code: 34786-8800

Message Body: Dear Governor Scott,

The Florida Public Service Commission will undoubtedly approve yet another rate increase (3% on fuel??) for Progress Energy taking effect next month!! Progress Energy charges a whopping \$8.76/month customer charge, which is the highest of all energy companies in the State. We need choice when it comes to our utility companies. We are sick and tired of the constant price gouging that goes on at Progress Energy.

Thank you for your attention...and keep up the good work for our State.

Kathy Skawinski

## Catherine Potts

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**From:** Randy Roland  
**Sent:** Monday, December 12, 2011 2:08 PM  
**To:** 'skawin@aol.com'  
**Subject:** FW: Consumer Inquiry - Progress Energy Florida, Incorporated

**Attachments:** 25-6.100.doc



25-6.100.

doc (30 KB)

Ms. Kathy Skawinski  
skawin@aol.com

Dear Ms. Skawinski:

The Governor's office forwarded a copy of your E-mail regarding Progress Energy Florida, Incorporated (Progress Energy) to the Florida Public Service Commission (PSC). The PSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the PSC. The PSC has limited authority in the telephone industry to include the Lifeline Assistance Program, Florida Relay Service, and pay telephone service. You expressed a concern about Progress Energy's fuel cost.

By Florida Statute and established Commission policy, electric utilities may recover certain expenses from customers through cost recovery charges adjusted annually by the PSC. Cost recovery is allowed on fuel and purchased power, capacity (including nuclear), conservation, and environmental requirements. Utilities may not, however, make a profit on fuel charges.

On November 22, 2011, the PSC approved Progress Energy's petition to recover replacement power costs for its Crystal River 3 (CR3) nuclear plant outage, subject to refund, and the PSC also approved environmental recovery costs for the utility's self-generated replacement power resulting from the extended outage.

At a hearing in early November, the PSC deferred a decision on Progress Energy's 2012 cost recovery amounts to allow time for all parties to file comments on the utility's CR3 replacement fuel costs. A separate hearing is scheduled for June 11, 2012 to determine whether Progress Energy's decisions on, or associated with, the CR3 steam generator repairs leading up to the October 2, 2009 delamination and resulting outage were



reasonable and prudent.

Starting in January 2012, monthly bill charges for Progress Energy's residential customers using 1,000 kilowatt hours will increase from \$119.34 to \$123.19, a change of \$3.85.

We appreciate your comments regarding the petition and will add your correspondence to Docket Nos. 110001-EI, 110009-EI, and 100437-EI.

You also expressed a concern about the customer charge. The costs associated with the customer charge can be classified as either customer accounting costs or fixed operating expenses incurred in providing certain transmission and distribution facilities. For instance, meter reading and customer billing are done monthly regardless of the customer's kilowatt-hour consumption level. As a result, Progress Energy bills the usage separately, as this amount may fluctuate each month. Other expenses included are depreciation on certain utility installed equipment such as meters, distribution lines from the pole to the customer's premises, line transformers, and other expenses incurred in the maintenance and operation of these items.

Progress Energy's tariff, 6.120, allows the company to bill a monthly customer charge of \$8.76 to your residential account. You may review the company's tariff by using the following link:

<https://www.progress-energy.com/assets/www/docs/company/RS-1.pdf>

Rule 25-6.100, Florida Administrative Code, requires electric utilities to bill the customer charge separately from the energy charge. I have also enclosed a copy of the rule for your review.

If you have any questions or concerns please contact Ellen Plendl at 1-800-342-3552, or by fax at 1-800-511-0809.

Sincerely,

Randy Roland  
Regulatory Program Administrator  
Division of Safety, Reliability & Consumer Assistance Florida Public Service Commission.

**Diamond Williams**

110001-E1

**From:** Diamond Williams  
**Sent:** Monday, December 05, 2011 2:03 PM  
**To:** Ruth McHargue  
**Cc:** Hong Wang; Matilda Sanders  
**Subject:** RE: To CLK Docket 110001

Thank you for this information. This attachment has been printed and placed in **Docket Correspondence-Consumers and their Representatives**, in Docket 110001-EI.

Thank you,

Diamond Williams  
Comm. Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
Email: [diwillia@psc.state.fl.us](mailto:diwillia@psc.state.fl.us)  
Phone: 850-413-6094

|   |                                  |  |
|---|----------------------------------|--|
| FPSC, CLK CORRESPONDENCE                |                                  |  |
| <input type="checkbox"/> Administrative | <input type="checkbox"/> Parties | <input checked="" type="checkbox"/> Consumer |
| DOCUMENT NO. <u>00854-11</u>            |                                  |  |
| DISTRIBUTION: _____                     |                                  |  |

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

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**From:** Ruth McHargue  
**Sent:** Monday, December 05, 2011 10:24 AM  
**To:** Diamond Williams  
**Cc:** Hong Wang; Matilda Sanders  
**Subject:** FW: To CLK Docket 110001

Customer correspondence

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**From:** Consumer Contact  
**Sent:** Monday, December 05, 2011 9:05 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 110001

Copy on file, see 1042049C. DH

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**From:** Desmond McGuire [mailto:[desmcguire@yahoo.com](mailto:desmcguire@yahoo.com)]  
**Sent:** Saturday, December 03, 2011 3:11 PM  
**To:** Consumer Contact  
**Subject:** Progress Energy

You sold out the consumer yet again. You are despicable.  
Des McGuire  
St Petersburg  
[desmcguire@yahoo.com](mailto:desmcguire@yahoo.com)

**Diamond Williams**

110001-EI

**From:** Diamond Williams  
**Sent:** Friday, December 02, 2011 10:27 AM  
**To:** Ellen Plendl  
**Cc:** Hong Wang; Matilda Sanders  
**Subject:** FW: Email for Dockets 110001-EI and 100437-EI

**Attachments:** RE: Progress energy.; Consumer Inquiry - Progress Energy Florida, Incorporated



RE: Progress energy.      Consumer Inquiry - Progress E

Thank you for this information. These attachments have been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 110001-EI & 100437-EI.

Thank you,

Diamond Williams  
Comm. Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
Email: diwillia@psc.state.fl.us  
Phone: 850-413-6094

|   |                                  |  |
|---|----------------------------------|--|
| FPSC, CLK CORRESPONDENCE                |                                  |  |
| <input type="checkbox"/> Administrative | <input type="checkbox"/> Parties | <input checked="" type="checkbox"/> Consumer |
| DOCUMENT NO. 00854-11                   |                                  |  |
| DISTRIBUTION: _____                     |                                  |  |

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

**From:** Hong Wang  
**Sent:** Friday, December 02, 2011 10:25 AM  
**To:** Diamond Williams  
**Subject:** FW: Email for Dockets 110001-EI and 100437-EI

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

**From:** Ellen Plendl  
**Sent:** Wednesday, November 23, 2011 10:52 AM  
**To:** Diamond Williams  
**Cc:** Matilda Sanders; Hong Wang  
**Subject:** Email for Dockets 110001-EI and 100437-EI

See attached correspondence and PSC response for correspondence side of Dockets 110001-EI and 100437-EI

## Diamond Williams

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**From:** Governor Rick Scott [Rick.Scott@eog.myflorida.com]  
**Sent:** Wednesday, November 23, 2011 9:55 AM  
**To:** basil aftousmis  
**Subject:** RE: Progress energy.

Dear Basil:

Thank you for contacting Governor Rick Scott and sharing your concerns about Progress Energy. The Governor appreciates your concerns and asked me to respond on his behalf.

The agency that regulates certain public utilities is the Public Service Commission (PSC), which is an arm of the legislative branch of government. Within the Public Service Commission is a Division of Regulatory Compliance and Consumer Assistance, which I believe may be able to assist you. To assist you, I forwarded a copy of your letter to the Public Service Commission for their review. If you want to contact the PSC directly please call 1-800-342-3552 or contact them by using the information provided below.

Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

You requested competition in the electric industry in Florida. Florida is not a deregulated state. It would be up to the Florida Legislature to make changes in the Florida Statutes to deregulate the electric industry. You can influence legislation by contacting your local legislative delegation. To contact your legislators and track bills as they proceed through the legislative process, please visit [www.leg.state.fl.us](http://www.leg.state.fl.us).

The Division of Legislative Information Services is also a helpful resource for information on legislation. That office can be contacted by writing to the address below.

The Division of Legislative Information Services  
111 West Madison Street  
Tallahassee, Florida 32399-1400  
Toll-free 1(800) 342-1827

Thank you again for taking the time to contact the Governor's office.

Sincerely,

Jennifer Britt  
Office of Citizen Services

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

**From:** basil aftousmis [mailto:baftousmis@tampabay.rr.com]  
**Sent:** Thursday, November 17, 2011 11:35 AM  
**To:** Governor Rick Scott  
**Subject:** Progress energy.

**From:** basil aftousmis <baftousmis@tampabay.rr.com>

County: Hernando

Zip Code: 34601

Message Body: Dear governor. I urge you not to give in to Progress Energy demands. We at Hernando county do not have a choice in our electric requirements, we are under a monopoly. No other business requires the demands of Progress energy and in my opinion it is a black mail. Veto this demand.

Thank you.  
Basil Aftousmis.  
Brooksville, Fl.

## Diamond Williams

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**From:** Randy Roland  
**Sent:** Wednesday, November 23, 2011 10:49 AM  
**To:** 'baftousmis@tampabay.rr.com'  
**Subject:** Consumer Inquiry - Progress Energy Florida, Incorporated

Mr. Basil Aftousmis  
baftousmis@tampabay.rr.com

Dear Mr. Aftousmis:

The Governor's office forwarded a copy of your E-mail regarding Progress Energy Florida, Incorporated (Progress Energy) to the Florida Public Service Commission (PSC). The PSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the PSC. The PSC has limited authority in the telephone industry to include the Lifeline Assistance Program, Florida Relay Service, and pay telephone service. You expressed a concern about Progress Energy rates.

On November 22, 2011, the PSC approved Progress Energy's petition to recover replacement power costs for its Crystal River 3 (CR3) nuclear plant outage, subject to refund, and the PSC also approved environmental recovery costs for the utility's self-generated replacement power resulting from the extended outage.

At the hearing earlier this month, the PSC deferred a decision on Progress Energy's 2012 cost recovery amounts to allow time for all parties to file comments on the utility's CR3 replacement fuel costs. A separate hearing is scheduled for June 11, 2012 to determine whether Progress Energy's decisions on, or associated with, the CR3 steam generator repairs leading up to the October 2, 2009 delamination and resulting outage were reasonable and prudent.

Starting in January 2012, monthly bill charges for Progress Energy's residential customers using 1,000 kilowatt hours will increase from \$119.34 to \$123.19, a change of \$3.85.

We appreciate your comments regarding the petition and will add your correspondence to Docket Nos. 110001-EI and 100437-EI.

If you have any questions or concerns please contact Ellen Plendl at 1-800-342-3552, or by fax at 1-800-511-0809.

Sincerely,

Randy Roland  
Regulatory Program Administrator  
Division of Safety, Reliability & Consumer Assistance Florida Public Service Commission



**Diamond Williams**

110001-EI

**From:** Diamond Williams  
**Sent:** Friday, December 02, 2011 8:59 AM  
**To:** Ruth McHargue  
**Cc:** Matilda Sanders; Hong Wang  
**Subject:** RE: To CLK docket 11001- Request reponse

Thank you for this information. This attachment has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 110001-EI.

Thank you,

Diamond Williams  
Comm. Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
Email: diwillia@psc.state.fl.us  
Phone: 850-413-6094

|   |                                  |  |
|---|----------------------------------|--|
| FPSC, CLK CORRESPONDENCE                |                                  |  |
| <input type="checkbox"/> Administrative | <input type="checkbox"/> Parties | <input checked="" type="checkbox"/> Consumer |
| DOCUMENT NO. 00824-11                   |                                  |  |
| DISTRIBUTION:                           |                                  |  |

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

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

**From:** Ruth McHargue  
**Sent:** Thursday, December 01, 2011 4:58 PM  
**To:** Diamond Williams  
**Cc:** Matilda Sanders; Hong Wang  
**Subject:** FW: To CLK docket 11001- Request reponse

Customer correspondence

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

**From:** Susan Isaacs  
**Sent:** Thursday, December 01, 2011 2:32 PM  
**To:** Ruth McHargue  
**Subject:** To CLK docket 11001- Request reponse

Copy on file, see 1041734C. S.Isaacs

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

**From:** Consumer Contact  
**Sent:** Thursday, December 01, 2011 2:21 PM  
**To:** Susan Isaacs  
**Subject:** FW: My contact



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

From: Webmaster  
Sent: Thursday, December 01, 2011 12:21 PM  
To: Consumer Contact  
Subject: FW: My contact

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]  
Sent: Thursday, December 01, 2011 11:48 AM  
To: Webmaster  
Cc: ecodx123@yahoo.com  
Subject: My contact

Contact from a Web user

Contact Information:

Name: david faucher  
Company:  
Primary Phone: 352-601-4563  
Secondary Phone:  
Email: ecodx123@yahoo.com

Response requested? Yes  
CC Sent? Yes

Comments:

why should we, "the public" pay for progress energys mistakes, I'm talking about the nuke plant and there use of substandard cement when the worked on the reactor. why should we pay, it seems like this is their responceablity not ours. if i make a mistake I'm the one responceable, whats good for ths goose is good for the gander. you should never have given them a 4% increase, thats like rewarding them for the nelagence .

**Diamond Williams**

110001-EI

**From:** Diamond Williams  
**Sent:** Wednesday, November 30, 2011 1:59 PM  
**To:** Ruth McHargue  
**Cc:** Matilda Sanders; Hong Wang  
**Subject:** RE: To CLK Docket 110001

|   |                                  |  |
|---|----------------------------------|--|
| FPSC, CLK CORRESPONDENCE                |                                  |  |
| <input type="checkbox"/> Administrative | <input type="checkbox"/> Parties | <input checked="" type="checkbox"/> Consumer |
| DOCUMENT NO.                            |                                  | 00854-11                                     |
| DISTRIBUTION: _____                     |                                  |  |

Thank you for this information. This attachment has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 110001-EI.

Thank you,

Diamond Williams  
Comm. Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
Email: diwillia@psc.state.fl.us  
Phone: 850-413-6094

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

**From:** Ruth McHargue  
**Sent:** Tuesday, November 29, 2011 5:09 PM  
**To:** Diamond Williams  
**Cc:** Matilda Sanders; Hong Wang  
**Subject:** FW: To CLK Docket 110001

Customer correspondence

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

**From:** Consumer Contact  
**Sent:** Tuesday, November 29, 2011 12:26 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 110001

Copy on file, see 1041253C. DH

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

**From:** Webmaster  
**Sent:** Tuesday, November 29, 2011 9:24 AM  
**To:** Consumer Contact  
**Subject:** FW: My contact

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]

Sent: Tuesday, November 29, 2011 12:11 AM

To: Webmaster

Subject: My contact

Contact from a Web user

Contact Information:

Name: Peter Rowley

Company:

Primary Phone:

Secondary Phone:

Email: Peter42@Aol.com

Response requested? No

CC Sent? No

Comments:

You know it's pretty sad when your supposed to help the public and all your doing is screwing the public. If a mechanic screws up your car who pays for it??? the mechanic. If a computer guy screws up your computer then who pays for it??? the computer guy. If progress energy screws up their power plant then who pays for it??? Wrong answer!!! It's apparently not progress energy .... it's the customers. Again I would like to say thank you for looking out for the best interest of the public and voting yet AGAIN to raise our rates. Times aren't tough enough but you just made it all that much easier. Again thank you very much!

**Diamond Williams**

**From:** Diamond Williams  
**Sent:** Wednesday, November 30, 2011 1:59 PM  
**To:** Ellen Plendl  
**Cc:** Matilda Sanders; Hong Wang  
**Subject:** FW: Email for Docket No. 110009-EI. 110001-EI

**Attachments:** RE: DON'T YOU READ WHAT YOUR CONSTITUENTS HAVE TO SAY?; Consumer Inquiry - Florida Power & Light Company; Re: Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company



RE: DON'T Consumer Re: Consumer Consumer  
EAD WHAT YOUiry - Florida Poquiry - Florida,quiry - Florida P

Thank you for this information. These attachments have been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 110009-EI.

Thank you,

Diamond Williams  
Comm. Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
Email: diwillia@psc.state.fl.us  
Phone: 850-413-6094

FPSC, CLK CORRESPONDENCE  
 Administrative  Parties  Consumer  
DOCUMENT NO. 00854-11  
DISTRIBUTION:

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

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

**From:** Ellen Plendl  
**Sent:** Wednesday, November 30, 2011 9:02 AM  
**To:** Diamond Williams  
**Cc:** Matilda Sanders; Hong Wang  
**Subject:** Email for Docket No. 110009-EI.

See attached correspondence and PSC response for correspondence side of Docket 110009-EI.

## Diamond Williams

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**From:** ULLERY.MELISSA.S04 [ULLERY.MELISSA.S04@flsenate.gov]  
**Sent:** Tuesday, November 29, 2011 4:36 PM  
**To:** Ellen Plendl  
**Subject:** RE: DON'T YOU READ WHAT YOUR CONSTITUENTS HAVE TO SAY?

Hey Ellen,

I just spoke with Carlotta in the Director's office and she shared with me that you could assist me with the email below.

We have responded to her directly indicating that you would be in touch to discuss the surcharge increase being implemented by FPL. I hope that is okay.

If you need anything else, please let me know.

Thanks for your help with this. We really appreciate it!

Melissa Ullery  
Legislative Assistant  
Senator Don Gaetz  
District 4

4300 Legendary Drive, Suite 230  
Destin, Florida 32541  
Phone: (850) 897-5747  
Fax: (850) 833-3910

420 Senate Office Building  
404 South Monroe Street  
Tallahassee, Florida 32399-1100  
(850) 487-5009

ullery.melissa.s04@flsenate.gov

To subscribe to Senator Gaetz's newsletters, please visit [www.senatordongaetzreports.com](http://www.senatordongaetzreports.com).

Please Note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Your e-mail messages may, therefore, be subject to public disclosure.

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

**From:** Linda Drake (WireSpring) [mailto:lindad@wirespring.com]  
**Sent:** Tuesday, November 29, 2011 11:54 AM  
**Subject:** Re: DON'T YOU READ WHAT YOUR CONSTITUENTS HAVE TO SAY?  
**Importance:** High

Dear Senator Gaetz,

I have forwarded the original email. I'm objecting to the \$2.50/month surcharge that you're allowing FPL to charge. I'm objecting to the huge increase the FDOT is putting on all toll roads. Prasad is essentially raising rates 33% rather than the recommended rate of 11%.

What you people are doing is nickel and diming your constituents and all residents of Florida. Do you really think that people aren't noticing?

Do you really think that they've gotten raises to cover these increased expenses?

And while I'm at it, please fix the maps - what you have currently presented is an abomination. **AND THIS IS JUST WRONG!**

Linda Drake

## Diamond Williams

---

**From:** Ellen Plendl  
**Sent:** Wednesday, November 30, 2011 7:45 AM  
**To:** 'lindad@wirespring.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Ms. Linda Drake  
lindad@wirespring.com

Dear Ms. Drake:

Senator Gaetz's office forwarded a copy of your email regarding Florida Power & Light Company (FPL) to the Florida Public Service Commission (PSC). The PSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the PSC. The PSC has limited authority in the telephone industry to include the Lifeline Assistance Program, Florida Relay Service, and pay telephone service.

To assist you, please provide us with the following:

- \* Your service address
- \* Your mailing address
- \* Your service telephone number
- \* Your daytime contact telephone number
- \* The name in which your electric bill is addressed
- \* Your account number

You may respond by return e-mail or by calling me at 1-800-342-3552. I will look forward to hearing from you.

Sincerely,

Ellen Plendl  
Regulatory Specialist  
Florida Public Service Commission  
Division of Safety, Reliability, & Consumer Assistance  
1-800-342-3552 (phone)  
1-800-511-0809 (fax)

## Diamond Williams

---

**From:** Linda Drake (WireSpring) [lindad@wirespring.com]  
**Sent:** Wednesday, November 30, 2011 8:18 AM  
**To:** Ellen Plendl  
**Subject:** Re: Consumer Inquiry - Florida Power & Light Company

Dear Ellen,

Did you even read my email? I'm complaining about the additional \$2.50/mth added to each and every FPL bill for nuclear plants that may or may not be built. FPL can use the monies as long as they prove that it's being spent to investigate the feasibility of additional plants.

My question is WHY, with such a high rate of return, are the shareholders of FPL not paying such costs? WHY ARE YOU ALLOWING FPL TO DING EVERY SINGLE RATEPAYER?

Linda Drake

On 11/30/2011 7:44 AM, Ellen Plendl wrote:

- > Ms. Linda Drake
- > lindad@wirespring.com
- >
- > Dear Ms. Drake:
- >
- > Senator Gaetz's office forwarded a copy of your email regarding
- > Florida Power& Light Company (FPL) to the Florida Public Service
- > Commission (PSC). The PSC regulates investor-owned electric, and
- > natural gas utilities throughout the state, and investor-owned water
- > and wastewater utilities in those counties which have opted to
- > transfer jurisdiction to the PSC. The PSC has limited authority in the
- > telephone industry to include the Lifeline Assistance Program, Florida
- > Relay Service, and pay telephone service.
- >
- > To assist you, please provide us with the following:
- >
- > \* Your service address
- > \* Your mailing address
- > \* Your service telephone number
- > \* Your daytime contact telephone number
- > \* The name in which your electric bill is addressed
- > \* Your account number
- >
- > You may respond by return e-mail or by calling me at 1-800-342-3552. I
- > will look forward to hearing from you.
- >
- > Sincerely,
- >
- >
- > Ellen Plendl
- > Regulatory Specialist
- > Florida Public Service Commission
- > Division of Safety, Reliability,& Consumer Assistance



> 1-800-342-3552 (phone)

> 1-800-511-0809 (fax)

>

## Diamond Williams

---

**From:** Randy Roland  
**Sent:** Wednesday, November 30, 2011 8:55 AM  
**To:** 'lindad@wirespring.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Ms. Linda Drake  
lindad@wirespring.com

Dear Ms. Drake:

This is in response to your inquiry with the Florida Public Service Commission (PSC) regarding Florida Power & Light Company (FPL). You expressed a concern with recovery charges on your monthly electric bill.

On November 2, 2011, the PSC set recovery charges beginning in January 2012 for FPL. By Florida Statute and established PSC policy, electric utilities may recover certain expenses from customers through cost recovery charges adjusted annually by the PSC. Cost recovery is allowed on fuel and purchased power, capacity (including nuclear), conservation, and environmental requirements. Utilities may not, however, make a profit on fuel charges.

The majority of the charges approved by the PSC are related to fuel and are included in the fuel charge on a customer's monthly electric bill. All other approved charges are included in the energy charge, which also includes the utilities' base rate charge.

Starting in January 2012, a monthly electric bill for a FPL residential customer using 1,000 kilowatt hours (kWh) will increase from \$96.54 to \$99.04, a difference of \$2.50. The recovery amounts included in a residential bill using 1,000 kWh will include fuel and purchased power charges of \$37.96, capacity charges of \$9.69, including nuclear, conservation charges of \$2.87; environmental charges of \$1.92, and Gross Receipts Tax of \$2.48.

I will add your comments to the correspondence side of Docket No. 110009-EI.

If you have any questions, please contact Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Randy Roland  
Regulatory Program Administrator  
Division of Safety, Reliability & Consumer Assistance Florida Public Service Commission

## Diamond Williams

---

**From:** Diamond Williams  
**Sent:** Wednesday, November 30, 2011 2:00 PM  
**To:** Ellen Plendl  
**Cc:** Matilda Sanders; Hong Wang  
**Subject:** FW: Email for Docket No. 110009-EI. 110001-EI

**Attachments:** FW: Consumer Inquiry - Florida Power & Light Company

|   |
|---|
| FPSC, CLK CORRESPONDENCE  |
| <input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer |
| DOCUMENT NO. 00854-11   |
| DISTRIBUTION: _____   |



FW: Consumer  
Inquiry - Florida.

Thank you for this information. These attachments have been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 110009-EI.

Thank you,

Diamond Williams  
Comm. Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
Email: diwillia@psc.state.fl.us  
Phone: 850-413-6094

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

**From:** Ellen Plendl  
**Sent:** Wednesday, November 30, 2011 9:06 AM  
**To:** Diamond Williams  
**Cc:** Matilda Sanders; Hong Wang  
**Subject:** Email for Docket No. 110009-EI.

See attached reply from the customer for correspondence side of Docket 110009-EI.

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

**From:** Ellen Plendl  
**Sent:** Wednesday, November 30, 2011 9:02 AM  
**To:** Diamond Williams  
**Cc:** Matilda Sanders; Hong Wang  
**Subject:** Email for Docket No. 110009-EI.

See attached correspondence and PSC response for correspondence side of Docket 110009-EI.

## Diamond Williams

---

**From:** Randy Roland  
**Sent:** Wednesday, November 30, 2011 9:04 AM  
**To:** Ellen Plendl  
**Subject:** FW: Consumer Inquiry - Florida Power & Light Company

**Importance:** High

Add to file please.

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

**From:** Linda Drake (WireSpring) [mailto:lindad@wirespring.com]  
**Sent:** Wednesday, November 30, 2011 9:03 AM  
**To:** Randy Roland  
**Subject:** Re: Consumer Inquiry - Florida Power & Light Company  
**Importance:** High

Dear Roland,

Yes, I'm fully aware that FPL can collect the fee legally. However is it morally and ethically right? NO! If anything the PSC should have agreed only to a far lower amount. Capital expenses are NOT a ratepayer responsibility, they are a shareholder responsibility. Ask any major corporation. WHAT THE PSC HAS DONE HERE IS JUST OUTRIGHT WRONG AND TO THE DETRIMENT OF THE RATEPAYERS THAT THEY'RE SUPPOSED TO REPRESENT.

Linda Drake

On 11/30/2011 8:54 AM, Randy Roland wrote:

> Ms. Linda Drake  
> lindad@wirespring.com  
>  
> Dear Ms. Drake:  
>  
> This is in response to your inquiry with the Florida Public Service  
> Commission (PSC) regarding Florida Power & Light Company (FPL). You  
> expressed a concern with recovery charges on your monthly electric bill.  
>  
> On November 2, 2011, the PSC set recovery charges beginning in January  
> 2012 for FPL. By Florida Statute and established PSC policy, electric  
> utilities may recover certain expenses from customers through cost  
> recovery charges adjusted annually by the PSC. Cost recovery is  
> allowed on fuel and purchased power, capacity (including nuclear),  
> conservation, and environmental requirements. Utilities may not,  
> however, make a profit on fuel charges.  
>  
> The majority of the charges approved by the PSC are related to fuel  
> and are included in the fuel charge on a customer's monthly electric bill.  
> All other approved charges are included in the energy charge, which  
> also includes the utilities' base rate charge.  
>

> Starting in January 2012, a monthly electric bill for a FPL  
> residential customer using 1,000 kilowatt hours (kWh) will increase  
> from \$96.54 to \$99.04, a difference of \$2.50. The recovery amounts  
> included in a residential bill using 1,000 kWh will include fuel and  
> purchased power charges of \$37.96, capacity charges of \$9.69,  
> including nuclear, conservation charges of \$2.87; environmental  
> charges of \$1.92, and Gross Receipts Tax of \$2.48.

>  
> I will add your comments to the correspondence side of Docket No.  
> 110009-EI.

>  
> If you have any questions, please contact Ellen Plendl at  
> 1-800-342-3552 or by fax at 1-800-511-0809.

>  
> Sincerely,

>  
>  
> Randy Roland  
> Regulatory Program Administrator  
> Division of Safety, Reliability& Consumer Assistance Florida Public  
> Service Commission

>  
>  
>  
>  
>  
>  
>

**Diamond Williams**

110001-E1

**From:** Diamond Williams  
**Sent:** Tuesday, November 29, 2011 11:21 AM  
**To:** Ruth McHargue  
**Cc:** Matilda Sanders; Hong Wang  
**Subject:** RE: To Clk Docket 110001

Thank you for this information. This attachment has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 110001-E1.

Thank you,

Diamond Williams  
 Comm. Deputy Clerk I  
 Office of Commission Clerk  
 Florida Public Service Commission  
 Email: [diwillia@psc.state.fl.us](mailto:diwillia@psc.state.fl.us)  
 Phone: 850-413-6094

|   |                                  |  |
|---|----------------------------------|--|
| FPSC, CLK CORRESPONDENCE                |                                  |  |
| <input type="checkbox"/> Administrative | <input type="checkbox"/> Parties | <input checked="" type="checkbox"/> Consumer |
| DOCUMENT NO. 00864-11                   |                                  |  |
| DISTRIBUTION: _____                     |                                  |  |

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---

**From:** Ruth McHargue  
**Sent:** Monday, November 28, 2011 3:14 PM  
**To:** Diamond Williams  
**Cc:** Matilda Sanders; Hong Wang  
**Subject:** FW: To Clk Docket 110001

Customer correspondence

---

**From:** Susan Isaacs  
**Sent:** Wednesday, November 23, 2011 8:30 AM  
**To:** Ruth McHargue  
**Subject:** To Clk Docket  
 Copy on file, see 1040704C. S.Isaacs

---

**From:** Consumer Contact  
**Sent:** Wednesday, November 23, 2011 8:05 AM  
**To:** Susan Isaacs  
**Subject:** FW: Florida Progress Rate Hikes

---

**From:** JackRussellIII@aol.com [mailto:JackRussellIII@aol.com]  
**Sent:** Tuesday, November 22, 2011 11:44 PM  
**To:** Consumer Contact  
**Subject:** Florida Progress Rate Hikes

11/29/2011

Dear Members,

As a collective group you all seem to be blind to the blunders of Progress Energy passing on it's blatant mistakes onto the consumer. In any other industry the CEO would be fired instantly for mistakes and this magnitude and the shareholders would demand it. It is obvious and Progress Energy has demonstrated that they cannot handle nuclear energy and the decisions in related to such. As a Floridian I am concerned for my safety and my financial monthly investment in this company. Florida already pays some of the highest rates under you watch and to pay for the mistake Progress Energy makes one wonder what special interest is being served. This is a perfect example of what is wrong with Government and why we are in the shape we are today. This company originally Florida Power was allowed to merge and form Progress Energy to supposedly benefit the State of Florida. I am not seeing any benefits to date. Jobs have left he State and Florida's interests are not being represented any more. If any thing rates have gone up and poor big decisions are being made by this organization regulated by you. This company does not have the capacity to repair a nuclear plant and to think it did is a major management failure. How can this be passed on the rate payers? It is a management and business mistake made by the company that should solely be shouldered by the company. If the mistake is passed on to the consumer why would the shareholders of the company ask to change management. It is time for this commission to stand up and make the right decision instead of rubber stamping the request of Progress Energy for a change. Evidently you have been getting so caught up in the details you are missing the big obvious picture here. They should shoulder the extra energy expense due to their poor management decisions and they need to pay to build a **new** plant in place of the one their management decisions destroyed, not the consumer. Any other repair(especially with their track record so far) will be half baked, dangerous and irresponsible. We do not need a 3 Mile Island in Florida. Please to not participate in causing one and represent the people that you are charged with representing. for a change.

Sincerely  
Jack Russell

11/29/2011

**Diamond Williams**

110001-E1

**From:** Diamond Williams  
**Sent:** Tuesday, November 29, 2011 11:21 AM  
**To:** Ruth McHargue  
**Cc:** Matilda Sanders; Hong Wang  
**Subject:** RE: To CLK Docket 110001

Thank you for this information. This attachment has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 110001-EI.

Thank you,

Diamond Williams  
 Comm. Deputy Clerk I  
 Office of Commission Clerk  
 Florida Public Service Commission  
 Email: [diwillia@psc.state.fl.us](mailto:diwillia@psc.state.fl.us)  
 Phone: 850-413-6094

|   |                                  |  |
|---|----------------------------------|--|
| FPSC, CLK CORRESPONDENCE                |                                  |  |
| <input type="checkbox"/> Administrative | <input type="checkbox"/> Parties | <input checked="" type="checkbox"/> Consumer |
| DOCUMENT NO. 00854-11                   |                                  |  |
| DISTRIBUTION: _____                     |                                  |  |

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---

**From:** Ruth McHargue  
**Sent:** Monday, November 28, 2011 3:12 PM  
**To:** Diamond Williams  
**Cc:** Matilda Sanders; Hong Wang  
**Subject:** FW: To CLK Docket 110001

Customer correspondence

---

**From:** Susan Isaacs  
**Sent:** Wednesday, November 23, 2011 9:17 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket  
 Copy on file, see 1040718C. S. Isaacs

---

**From:** Consumer Contact  
**Sent:** Wednesday, November 23, 2011 9:10 AM  
**To:** Susan Isaacs  
**Subject:** FW: Does everyone on the PSC get free electricity....?

---

**From:** Randy [<mailto:1kewldude@gmail.com>]

11/29/2011



**Sent:** Wednesday, November 23, 2011 9:05 AM

**To:** Consumer Contact

**Subject:** Does everyone on the PSC get free electricity....?

Does the consumer ever win in any decision you guys make....? This is a bunch of crap that i have to keep paying for a company's mistakes while they continue to make double digit percentage profits every year....you should be ashamed.....

I keep hearing commercials on the radio about how Progress Energy has the cheapest rates in the state....where is the data to prove that? Now my rate will go up because your commission is spineless to stand up - i wish this commission was an elected position, every single one of you would love my vote.

11/29/2011

**Diamond Williams**

110001-E1

**From:** Diamond Williams  
**Sent:** Tuesday, November 29, 2011 11:21 AM  
**To:** Ruth McHargue  
**Cc:** Hong Wang; Matilda Sanders  
**Subject:** RE: To CLK Docket 110001

Thank you for this information. This attachment has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 110001-E1.

Thank you,

Diamond Williams  
Comm. Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
Email: diwillia@psc.state.fl.us  
Phone: 850-413-6094

|   |                                  |  |
|---|----------------------------------|--|
| FPSC, CLK CORRESPONDENCE                |                                  |  |
| <input type="checkbox"/> Administrative | <input type="checkbox"/> Parties | <input checked="" type="checkbox"/> Consumer |
| DOCUMENT NO. 00854-11                   |                                  |  |
| DISTRIBUTION: _____                     |                                  |  |

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

**From:** Ruth McHargue  
**Sent:** Monday, November 28, 2011 2:51 PM  
**To:** Diamond Williams  
**Cc:** Hong Wang; Matilda Sanders  
**Subject:** FW: To CLK Docket 110001

Customer correspondence

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

**From:** Susan Isaacs  
**Sent:** Monday, November 28, 2011 9:32 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 110001

Copy on file, see 1040896C.SIsaacs

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

**From:** Webmaster  
**Sent:** Monday, November 28, 2011 9:01 AM  
**To:** Consumer Contact  
**Subject:** FW: My contact

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]

Sent: Wednesday, November 23, 2011 10:49 AM

To: Webmaster

Cc: nyyankeeslvr@yahoo.com

Subject: My contact

Contact from a Web user

Contact Information:

Name: Mari Gaeta

Company:

Primary Phone: 7279444086

Secondary Phone:

Email: nyyankeeslvr@yahoo.com

Response requested? No

CC Sent? Yes

Comments:

Once again you have screwed the consumer when you approved progress energy's rate hike request. You should call yourselves the public screwing commission cause thats what you do best.

**Diamond Williams**

110001-E1

**From:** Diamond Williams  
**Sent:** Tuesday, October 11, 2011 11:17 AM  
**To:** Ruth McHargue  
**Cc:** Matilda Sanders; Hong Wang; Diane Hood  
**Subject:** RE: Docket 110001

Thank you for this information. This attachment has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 110001-E1.

Thank you,

Diamond Williams  
Comm. Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
Email: diwillia@psc.state.fl.us  
Phone: 850-413-6094

|   |                                  |  |
|---|----------------------------------|--|
| FPSC, CLK CORRESPONDENCE                |                                  |  |
| <input type="checkbox"/> Administrative | <input type="checkbox"/> Parties | <input checked="" type="checkbox"/> Consumer |
| DOCUMENT NO. 00854-11                   |                                  |  |
| DISTRIBUTION:                           |                                  |  |

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

**From:** Ruth McHargue  
**Sent:** Friday, October 07, 2011 11:34 AM  
**To:** Diamond Williams  
**Cc:** Matilda Sanders; Hong Wang; Diane Hood  
**Subject:** Docket 110001

Customer correspondence

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

**From:** consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]  
**Sent:** Friday, October 07, 2011 8:32 AM  
**Cc:** Consumer Contact  
**Subject:** E-Form Improper Billing TRACKING NUMBER: 30169

**CUSTOMER INFORMATION**

Name: Edna Felder  
Telephone: 407-347-7292  
Email: liv230@aol.com  
Address: 2638 Migliara Lane Ocoee FL 34761

**BUSINESS INFORMATION**

Business Account Name: Edna Felder

Account Number: 6190431180

Address: 2638 Migliara Lane Ocoee Florida 34761

## COMPLAINT INFORMATION

Complaint: Improper Billing against Progress Energy Florida, Inc.

Details:

I feel that it is not fair for Progress to continue to charge an healthy hundred dollars each month for fuel. After all we pay hundreds of dollars to them every year for this product. Why are they so different from orlando Utilities Commission?

PSC was contacted previously

**Diamond Williams**

|   |                                  |  |
|---|----------------------------------|--|
| FPSC, CLK CORRESPONDENCE                |                                  |  |
| <input type="checkbox"/> Administrative | <input type="checkbox"/> Parties | <input checked="" type="checkbox"/> Consumer |
| DOCUMENT NO. 00854-11                   |                                  |  |
| DISTRIBUTION:                           |                                  |  |

110001-EI

**From:** Ann Cole  
**Sent:** Monday, October 10, 2011 8:01 AM  
**To:** Betty Leland  
**Cc:** Commissioners Advisors; Administrative Assistants - Commission Suite; Marshall Willis; Diamond Williams  
**Subject:** FW: Opposition to Advance Nuclear Cost Recovery Funding

Thank you for this information, which will be placed in Docket Correspondence, Consumers and their Representatives, in Docket Nos. 110001, 02, 03, 04, 07, and 09-EI.

---

**From:** Betty Leland **On Behalf Of** Art Graham  
**Sent:** Monday, October 10, 2011 7:52 AM  
**To:** Ann Cole  
**Cc:** Commissioner Edgar & Staff; Commissioner Brisé & Staff; Commissioner Balbis & Staff; Commissioner Brown & Staff; Jim Varian  
**Subject:** FW: Opposition to Advance Nuclear Cost Recovery Funding

Ann:

Please place the attached e-mail in docket correspondence - consumers and their representatives in Docket Nos. 110001, 02, 03, 04, 07 and 09.

Thanks.

---

**From:** DeeVon Quirolo [mailto:dquirol@gmail.com]  
**Sent:** Friday, October 07, 2011 5:25 PM  
**To:** Art Graham; Office of Commissioner Brown; Eduardo Balbis; Lisa Edgar; Ronald Brisé  
**Subject:** Opposition to Advance Nuclear Cost Recovery Funding

Chairman Art Graham & Commissioners Julie Brown, Eduardo Balbis, Lisa Edgar, and Ronald Brise:

Please enter this letter into the record of public comment regarding Reference Docket Nos. 110001-02, 03, 04, 07, 09, the proposal to authorize Progress Energy Florida and/or Florida Power and Light to spend \$20 million and \$196 million respectively in addition to millions already spent by both entities for nuclear power planning to supply energy to Florida.

I am opposed to the use of nuclear power. I am opposed to advance funding of nuclear power facilities in Florida as requested by Progress Energy and PFL. I am a voting resident of Hernando County, FL and a Progress Energy customer. My 91-year old mother, Yvonne Meade, is a voting resident of Hollywood, FL and an FPL customer and I speak on her behalf as well. Neither she nor I want to prepay for nuclear power.

My opposition is based on the fact that there is no safe way of disposing of nuclear waste and recent events in Japan have proven that nuclear reactors are not safe. Furthermore, it is way too expensive.

10/11/2011

We would prefer that this funding be invested in solar power in Florida. This is the Sunshine State--why put millions into something dangerous when we have an abundant source of clean, renewable energy available from the sun? If Germany and other countries can do it, we certainly can tap this abundant source of energy as well. Get with the program. Go renewable!

Thank you for the opportunity to present this viewpoint to you. .

--

DeeVon Quirolo

[www.reefrelieffounders.com](http://www.reefrelieffounders.com)

You must be the change you want to see in the world.

Mahatma Gandhi

We can do no great things; only small things with great love.

Mother Theresa

The problems of the world cannot possibly be solved by skeptics or cynics whose horizons are limited by the obvious realities. We need men who can dream of things that never were.

John Fitzgerald Kennedy

--

DeeVon Quirolo

[www.reefrelieffounders.com](http://www.reefrelieffounders.com)

You must be the change you want to see in the world.

Mahatma Gandhi

We can do no great things; only small things with great love.

Mother Theresa

The problems of the world cannot possibly be solved by skeptics or cynics whose horizons are limited by the obvious realities. We need men who can dream of things that never were.

John Fitzgerald Kennedy

**Diamond Williams**

110001-EI

**From:** Diamond Williams  
**Sent:** Friday, February 04, 2011 11:41 AM  
**To:** Ruth McHargue  
**Cc:** Dorothy Menasco; Matilda Sanders  
**Subject:** RE: Docket 110001 to Clerk

**CONSUMER**

Thank you for this information. This attachment has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 110001-EI.

Thank you,

Diamond Williams  
Comm. Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
Email: diwillia@psc.state.fl.us  
Phone: 850-413-6094

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

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

**From:** Ruth McHargue  
**Sent:** Friday, February 04, 2011 10:30 AM  
**To:** Diamond Williams  
**Cc:** Dorothy Menasco; Matilda Sanders  
**Subject:** FW: Docket 110001 to Clerk

Customer correspondence

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

**From:** Lynette Tenace  
**Sent:** Tuesday, February 01, 2011 3:39 PM  
**To:** Ruth McHargue  
**Subject:** Docket 110001 to Clerk

Copy on file, see 992816C.

Lynette Tenace  
OPS Senior Clerk  
SSC-Public Service Commission  
P: 850-413-6131  
F: 850-413-6132

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

**From:** Consumer Contact

DOCUMENT NUMBER 0401

00854 FEB 04 11

FPSC-COMMUNICATIONS UNIT



Sent: Tuesday, February 01, 2011 3:10 PM  
To: Lynette Tenace  
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 27861

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]  
Sent: Monday, January 31, 2011 3:53 PM  
To: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 27861

Complaint filed with PSC

#### CUSTOMER INFORMATION

Name: Blaine Darrah  
Telephone: 407-833-0498  
Email: bdarrah3@gmail.com  
Address: 1624 Cherry Ridge Drive Heathrow 32746

#### BUSINESS INFORMATION

Business Account Name: Blaine Darrah  
Account Number:  
Address: 1624 Cherry Ridge Drive Heathrow Florida 32746

#### COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:

Dear PSC Commissioners - What have you let FPL do to it's customers.

Just received my 1/27/11 residential bill - single family home, retiree on fixed income.

We used 2331 KWH this year (30 days) compared to 3044 last year (31 days) So KWH/day is 77.7 this year and was 98.2 last year - A DECREASE IN USAGE of 21%.

My total bill is now \$246.13 this year compared to \$190.45 last year.

So Cost/day is now \$8.20 this year compared to \$6.14 last year - AN INCREASE IN COST OF 34%.

What have you allowed in rate changes which would cost me 34% MORE for 21% LESS USAGE.  
That's outrageous and not fair to the citizens of Florida who use FPL as their electric company.