

Section 1 - Bureau of Records Complete

Docket No. 041057-EI Date Docketed: 09/09/2004 Title: Petition for approval to establish as regulatory asset any costs charged to Account No. 228.1 in excess of Storm Reserve, by Florida Power & Light Company.

Company: Florida Power & Light Company

Official Filing Date: _____

Expiration: _____

Last Day to Suspend: _____

Referred to:

CCA CMP (ECR) FLL GCL MMS PIF RCA SCR

("O" indicates OPR)

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

Time Schedule

Program Module A19

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

Staff Assignments

OPR Staff

Current CASR revision level

Due Dates
Previous Current

Staff Counsel

OCRs

Recommended assignments for hearing and/or deciding this case:

Full Commission ___ Commission Panel ___
Hearing ___ Staff ___

Date filed with CCA: _____

Initials OPR _____

Staff Counsel _____

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Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg Exam	Staff
ALL	BZ	DS	JB	BD	DV		

Prehearing Officer

Commissioners					ADM
BZ	DS	JB	BD	DV	

DOCUMENT NO.
14759-04

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

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

Approved: _____
Date: _____

Section 1 - Bureau of Records Complete:

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		X		X				

("O" indicates OPR)

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

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

Staff Assignments

OPR Staff

J Slemkewicz

Current CASR revision level

Due Dates

Previous Current

Staff Counsel

J Brubaker

OCRs

Recommended assignments for hearing and/or deciding this case:

Full Commission Commission Panel
Hearing Staff

Date filed with CCA: 09/17/2004

Initials OPR _____

Staff Counsel _____

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg Exam	Staff
ALL	BZ	DS	JB	BD	DV		
X							

Prehearing Officer

Commissioners					ADM
BZ	DS	JB	BD	DV	
					X

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

Approved: _____
Date: 09/17/2004

BB/Am

STATE OF FLORIDA

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



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

Public Service Commission

September 13, 2004

R. Wade Litchfield, Esquire
Florida Power & Light Company
Post Office Box 14000
Juno Beach, Florida 33408-0420

Re: Docket No. 041057-EI

Dear Mr. Litchfield:

This will acknowledge receipt of a petition for approval to establish as regulatory asset any costs charged to Account No. 228.1 in excess of Storm Reserve, by Florida Power & Light Company, which was filed in this office on September 9, 2004, and assigned the above-referenced docket number. Appropriate staff members will be advised.

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

Bureau of Records

I:\Records\sacklet-no-app.doc

DOCUMENT NO. 14759-04

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850
An Affirmative Action / Equal Opportunity Employer

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

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

Kay Flynn

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

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

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

CUSTOMER INFORMATION

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

COMPLAINT INFORMATION

Utility Name: EI801 Progress Energy Florida, Inc.

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

Did customer previously contact the PSC?:

PROBLEM INFORMATION

Problem Type: Other Complaints

9/20/2004

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

For PSC Webmaster Use Only:

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

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

www.psc.state.fl.us

Kay Flynn

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

TRACKING NUMBER - 0014572 September 16, 2004

SERVICE ADDRESS

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

CUSTOMER INFORMATION

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

COMPLAINT INFORMATION

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

PROBLEM INFORMATION

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

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

9/20/2004

Kay Flynn

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

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

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

CUSTOMER INFORMATION

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

COMPLAINT INFORMATION

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

PROBLEM INFORMATION

Problem Type: Other Complaints

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

9/20/2004

been made to stop, is FLP above this law?

For PSC Webmaster Use Only:

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

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

www.psc.state.fl.us

ORIGINAL

RECEIVED-PPSC

Sept. 14, 2004

041057

04 SEP 17 AM 10:18

COMMISSION

Just got over 5 days without electricity. Threw out \$325.00 worth of food to think how much lower we can go on your "priority" list. I guess we were higher up on Florida Powers "priority" list - we were never without power for more than 1 day and never threw out food in the 34 years we've lived here.

We live in a small neighborhood and I watched 4 of my immediate neighbors get back power the first day they were out. I guess they were higher up on your "priority" list. I would appreciate being added to their grid.

No one around here even saw a power truck for days. Were you even in Pinellas County the first few days? There were no trees down and no lines down in our neighborhood. It would be interesting to know just how long it took to get our power back on once you got around to it.

My daughter on Indian Rocks Beach and sister who lives 1 mile away were without power 5 days also, threw food away also and are not any happier than I am. From what I read in the paper and heard on the internet no one in Pinellas is very happy. Its funny the phones never stopped working.

Your customer service people told me to collect for our food from our insurance. Only trouble is our deductible is more than the food so now who pays for it? You??

Now you are talking sur-charge. I think you can get it from the bonuses of those that mis-managed this so called hurricane. Bring back Florida Power!

I'm sending the Public Service Commission a copy of this letter. By the way - is it true about Salt Rock Grill??

Lynda Bryant
Lynda Bryant



Ms. Lynda L. Bryant
14887 Brewster Dr.
Largo, FL 33774

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

04 SEP 17 AM 9:28

DISTRIBUTION CENTER

Kay Flynn

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

TRACKING NUMBER - 0014639 September 19, 2004

SERVICE ADDRESS

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

CUSTOMER INFORMATION

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

COMPLAINT INFORMATION

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

PROBLEM INFORMATION

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

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

www.psc.state.fl.us

9/20/2004

Kay Flynn

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

TRACKING NUMBER - 0014632 September 18, 2004

SERVICE ADDRESS

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

CUSTOMER INFORMATION

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

COMPLAINT INFORMATION

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

PROBLEM INFORMATION

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

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

Kay Flynn

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

Dear PSC,

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

I have a comment.

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

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

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

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

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

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

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

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

In the more rural areas, it would be to their advantage if the tree cuttings were mulched on the spot and that mulch placed on the ground directly under the wires in a width of several feet to inhibit future growth...*that* would cut cost in the long run. It would also be a step towards taking responsibility to prevent certain avoidable damage in a strong storm.

Best Regards,

Miriam Williams

9/20/2004

Kay Flynn

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

September 17, 2004

Contact Information:

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

Comments:

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

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

No response is necessary

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

Kay Flynn

041057

041085

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

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

Thanks.

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

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

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

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

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

FYI

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

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

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

9/22/2004

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

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

Kay

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

Docket correspondence

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

9/22/2004



Robert P. Rait

ORIGINAL

9704 NW 43rd Street
Sunrise Florida 33351
USA

Phone: 954-746-0046
Fax: 954-572-3872
Email: robert@rait.cc

To: The Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850
1-800-342-3552
RE: Florida Power and Light Storm recovery increase.

RECEIVED

SEP 22 2004

Florida Public Service Commission
Division of RCA

COMMISSION
CLERK

SEP 23 AM 11:47

RECEIVED-FPSC

Dear Commissioners;

I recently read that FPL will be seeking increases to cover their expenses for the recent hurricanes to hit our state. As a resident of the state of Florida, I do not object to such an increase and understand the need.

"HOWEVER". I do object to the method and plan for their recovery.

1. I would be willing to add more per month to my bill to speed the recovery under the condition that this was done as a **temporary increase**.
2. FPL must show due diligence in their efforts to improve the system, and make innovations to prevent future outages and protect the system.
3. Power grids should be shut off when storms reach certain levels. This is done in the Caribbean to reduce destruction of transformers and protect the population. I have seen their system recover much faster than ours because they loose less equipment. I realize that people would not be happy sitting in the dark during a storm, but would they rather be without power for a few hours or a few weeks. I too would not like my power turned off, yet I am willing and understand the sacrifice needed to save the equipment and lives.
4. FPL must become more proactive versus reactive. Currently they react well. I believe there must be other ways to save the system then just trimming trees.

We can put people on the moon. Why can't hold up to a hurricane?
Respectfully;
Robert Rait

Packet # 041057

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

Kay Flynn

041057

From: Ruth McHargue
Sent: Thursday, September 23, 2004 3:30 PM
To: Kay Flynn
Subject: FW: E-Form Other Complaints - 14653

Please add to docket file 041057

From: Diana Falise
Sent: Thursday, September 23, 2004 3:16 PM
To: Ruth McHargue
Subject: FW: E-Form Other Complaints - 14653

From: Consumer Contact
Sent: Monday, September 20, 2004 1:38 PM
To: Consumer Contact
Subject: E-Form Other Complaints - 14653

TRACKING NUMBER - 0014653 September 20, 2004

SERVICE ADDRESS

Account Number:
Business Account Name:
Name: Duane Bumgardner
Address: 1613 SW Balmoral Trace
City: Stuart
Zip: 34997

CUSTOMER INFORMATION

Name: Duane Bumgardner
Address: 1613 SW Balmoral Trace
City: Stuart
State: FL
Zip: 34997
Primary Phone: 772-463-3330
Secondary Phone: 772-287-1459
E-mail: dbumgard@elliottmicroturbines.com
Contact By: E-mail Address

COMPLAINT INFORMATION

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

9/23/2004

Did customer previously contact the PSC?:

PROBLEM INFORMATION

Problem Type: Other Complaints

Complaint Detail: I oppose any rate increase on the part of FP&L due to costs of restoring electric power due to hurricanes. Sound business practice should have considered the probability of incurring these costs periodically.

For PSC Webmaster Use Only:

Mozilla/4.72 [en] (WinNT; I)

<http://www.floridapsc.com/consumers/complaint/review.cfm>

www.floridapsc.com

Kay Flynn

041057

From: Ruth McHargue
Sent: Thursday, September 23, 2004 3:25 PM
To: Kay Flynn
Subject: FW: E-Form Other Complaints - 14677

Please add to docket file 041057

From: Consumer Contact
Sent: Tuesday, September 21, 2004 9:27 AM
To: Consumer Contact
Subject: E-Form Other Complaints - 14677

TRACKING NUMBER - 0014677 September 21, 2004

SERVICE ADDRESS

Account Number:
Business Account Name:
Name: Lloyd Cornelius
Address: 66 Merrywood Cir
City: Ormond Beach
Zip: 32174

CUSTOMER INFORMATION

Name: Lloyd Cornelius
Address: 66 Merrywood Cir
City: Ormond Beach
State: FL
Zip: 32174
E-mail: road-art@cfl.rr.com
Contact By: E-mail Address

COMPLAINT INFORMATION

Utility Name: EI802 Florida Power & Light Company
Did customer previously contact the utility?: I live in Ormond Beach Florida and we were without power for a total of 14 days during Hurricane Charley and Frances. During this time there was a commercial advising that the repairs would not cost the FPL customers any money.....now they are going to raise the power rates. That is unfair and unethical. They should eat the cost and move on. The upper administration should not get bonuses this year which would probably save missions. As with any business, they need to take to good times and the bad.
Did customer previously contact the PSC?:

PROBLEM INFORMATION

9/23/2004

Problem Type: Other Complaints

Complaint Detail: I live in Ormond Beach Florida and we were without power for a total of 14 days during Hurricane Charley and Frances. During this time there was a commercial advising that the repairs would not cost the FPL customers any money.....now they are going to raise the power rates. That is unfair and unethical. They should eat the cost and move on. The upper administration should not get bonuses this year which would probably save missions. As with any business, they need to take to good times and the bad.

For PSC Webmaster Use Only:

Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.0)

<http://www.floridapsc.com/consumers/complaint/review.cfm>

www.floridapsc.com

ORIGINAL

220 Park Blvd. N. #101

Venice, FL 34285

Sept. 22, '04

FPL Rate
Docket #
041057-B1

RECEIVED: FPSC

04 SEP 27 11:04

RECEIVED
SEP 24 2004
COMMISSION
CLERK
Florida Public Service Commission
Division of RCA

Re: FPL Hurricane rate rise

Public Service Com. of Fla.:

Is it possible for FPL to ask for a one-time tax break to cover hurricane costs?

Utility rates are causing havoc already, and thousands of people are suffering homelessness, or severe structural damage all over FL's territory.

Yes, FPL must be reimbursed, and, yes, hurricanes are a natural phenomenon, and, yes, everyone pays taxes to our federal entity.

Once again, is it possible?

Thank you for your efforts in being our ombudsman.

Mary T. Templin

CMP
COM
CTR
ECR
GCL
OPC
MMS
RCA
SCR
SEC
OTH



Ms. Mary T. Templin
220 Park Blvd. N Apt. 101
Venice, FL 34285

Kay Flynn

041057

From: Ruth McHargue
Sent: Wednesday, September 29, 2004 9:34 AM
To: Kay Flynn
Subject: FW: General Comment/Question

Please add to the docket file. Thanks

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

From: Consumer Contact
Sent: Wednesday, September 29, 2004 8:20 AM
To: Ruth McHargue
Subject: FW: General Comment/Question

re: FPL docket 041057-EI

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

From: Consumer Contact
Sent: Wednesday, September 29, 2004 1:38 AM
To: Consumer Contact
Subject: General Comment/Question

September 29, 2004

Contact Information:

Name: Maria Bustamante
Company: Florida Power & Light Co
Primary Phone: 305 207-6691
Secondary Phone:
E-mail: alicebustamante@aol.com

Comments:

Fpl has done a very good job of restoration after all the storms that we have experienced in the last two months and now it looks as the storm fund has depleted. I have a suggestion. FPL has about 4.2 million customers.

Instead of a rate hike, why not a one time charge of maybe \$1.00. I'm sure most of us wouldn't have a problem with this. This can replenish the storm fund.

I don't have an email address so
I am putting down my daughters' . Please reply to it.

Thank you,

Maria

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1)
http://www.psc.state.fl.us/contact/contact_form/contactform.cfm
www.psc.state.fl.us

Matilda Sanders

From: Consumer Contact
Sent: Thursday, September 30, 2004 1:02 PM
To: Consumer Contact
Subject: E-Form Other Complaints - 14904

TRACKING NUMBER - 0014904 September 30, 2004**SERVICE ADDRESS**

Account Number:
Business Account Name:
Name: Nina Mencarini
Address: 12 Maple Street
City: Flagler Beach, Florida
Zip: 32136

CUSTOMER INFORMATION

Name: Nina Mencarini
Address: 12 Maple Street
City: Flagler Beach, Florida
State: FL
Zip: 32136
Primary Phone: 386-439-0801
E-mail: ed_nina@bellsouth.net
Contact By: E-mail Address

COMPLAINT INFORMATION

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

PROBLEM INFORMATION

Problem Type: Other Complaints

Complaint Detail: Recently, I heard that FPL was going to ask for a rate increase in lieu of these recent hurricanes. My main complaint is that I see Contract Crews from out state not putting lights on but doing maintenance repairs. I want to stress that I think that is obsured. The repairs will be charged to a storm account (specifially for the hurricanes) and will be tax right off for FPL. Why do they need a rate increase for this. Just today I was driving down my street and saw a crew from Texas working on pulling old rotten polls, that I know for a fact have been sitting in the grown for 5 years now. For 5 years our lights have flicker on and off to the point of it being a natural occurance. We have called FPL and still the problem persits. We have had to replace the electronic control componet on our Convection Oven twice because of the electric surges. Why are contract crews from out state doing maintenance and not putting peoples electric on. Why has FPL NOT don! e maintenance on their lines before now. Why can't FPL cut down a tree if it has fallen on untility lines. I am discussed with FPL and their lack of

10/11/2004

continuity of service. The last rate increase was rediculas enough. Why are they doing rate increases when most of the jobs are contracted out. And where is the money going that they are earning from farming out their work and the de-relulation of the transmission lines. Why are my rates going sky high when the CEO is putting 9 million or better in his pocket annually. Several years ago My husband retired from FPL. He got a package deal where they were going to cover his health insurance for life if he retired when they asked him to, so he did he was 57 at the time. Two years ago they notified him by mail saying he would now have to pay medical insurance premiums if he wanted to stay insured under the FPL umbrella. He now pays \$78.00 monthly to keep his health insurance he is 68. How is it that this company can r! enig on a signed contract deal with hundreds of retired employees. FP L has let all of their customers down over the last 8-10 years. We get less and less and it costs more and more.

For PSC Webmaster Use Only:

Mozilla/4.0 (compatible; MSIE 5.01; Windows NT 5.0; Hotbar 4.1.4.0)

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

www.psc.state.fl.us

Matilda Sanders

From: Drstrank@aol.com
Sent: Monday, October 04, 2004 5:16 PM
To: Consumer Contact
Subject: FPL and Cingular

1) FPL

I have lived in central Florida for over 40 years. All this time, FPL has known that underground utilities would solve most of our problems. However, they have not invested a dime in upgrading existing areas with underground utilities.

FPL has already said that they would ask YOU for yet another rate increase. You have the power to force FPL to include a provision for setting aside a small portion of their profits for upgrading existing areas. **THIS IS THE TIME TO SHOW EVERYONE WHO YOU REPRESENT, the utilities or the people.**

2) Cingular

During the hurricanes Frances and Jeanne, Cingular towers were out of order most of the time and we have had the BEST reception EVER. With Cingular we are lucky to have one or two bars; without Cingular we have ALL the bars. Do us all a favor and require Cingular to improve their serve or use AT&T towers. Again, **THIS IS THE TIME TO SHOW EVERYONE WHO YOU REPRESENT, the utilities or the people.**

Dan Strank
drstrank@aol.com

Matilda Sanders

From: Consumer Contact
Sent: Wednesday, October 06, 2004 10:26 AM
To: Consumer Contact
Subject: E-Form Other Complaints - 15008

TRACKING NUMBER - 0015008 October 06, 2004**SERVICE ADDRESS**

Account Number:
Business Account Name:
Name: Leo/Jean Kiffner
Address: 939 S Courtenay Pkwy
City: Merritt Island
Zip: 32952

CUSTOMER INFORMATION

Name: Leo/Jean Kiffner
Address: 939 S Courtenay Pkwy
City: Merritt Island
State: FL
Zip: 32952
Contact By: US Mail

COMPLAINT INFORMATION

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

PROBLEM INFORMATION

Problem Type: Other Complaints
Complaint Detail: FP&L has a contract with Asplundh Tree Service to cut limbs interfering with power lines. Asplundh "BUTCHERED" trees in MY yard and then left the trash in MY yard to clean up. Asplundh is responsible for their own trash and should clean it up. FP&L says they don't have to clean up because of the recent hurricane. This is wrong!! I know you will not do anything about it, but when FP&L asks for a rate increase I sincerely hope you deny it. You gave NUI their rate increase and my bills doubled for natural gas and a company down the street had their bill halved.

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

10/11/2004

Matilda Sanders

0976-PAA

From: Mary Diskerud
Sent: Thursday, October 07, 2004 3:55 PM
To: CCA - Orders / Notices
Subject: Order / Notice Submitted

4

Date and Time: 10/7/2004 3:54:00 PM
Docket Number: 041057-EI
Filename / Path: 041057 PAA.jsb.doc

Copied to gcorders

2/0

ORIGINAL

ARTHUR CARL HASPEL
1814 NE MIAMI GARDENS DRIVE
PMB 701
NORTH MIAMI BEACH, FLORIDA, 33179
CELLULAR (954) 205-6304

RECEIVED-PPSC

04 OCT -8 PM 3:04

COMMISSION
CLERK

RECEIVED

SEP 27 2004

Florida Public Service Commission
Division of RCA

September 22, 2004

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

Re: Florida Power and Light

041057-E1

Dear Commission Member,

We have had a terrible few weeks in Florida with all the hurricanes which passed through our state and the destruction which has effected all of us.

Florida Power and Light with the assistance of crews from multiple power companies across the US have done a bang up job restoring electric service to the over 2,000,000 users whose power was abruptly cut off due to the storms.

One of my business was damaged and there has been destruction of equipment, facility and a loss of sales and hence income.

During one television news programs, there was a statement to the effect, the costs for reconstruction of the power lines will surpass the amount of money which FPL has placed aside for repairs. The figure which was given was, if I remember it correctly over \$24,000,000.00 I can image how massive the costs will be and have been for repair after 3 hurricanes. The program went further into the story and indicated FPL would be approaching the Public Service Commission to allow them to surcharge each user to rebuild the fund and pay off the additional debt which came to fruition from the massive destruction.

I, as a citizen and a payer to FPL for its monopolist rights beseech you, not to allow this additional pass through to occur. The electric power companies in this state are really an oligopoly.

I am also in a sense paid by a monopoly in my field of business. I can not request from them any increase to help me to rebuild my business and to offset the destruction of my assets. Their response is the fees to my companies business are set, and I have to assume any loss which takes place.

Perhaps FPL should have taken out catastrophic insurance,,, instead of being "self insured", they would have lost premium dollars, but not have to worry about the risk.

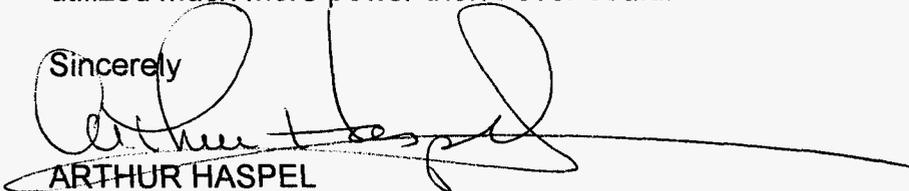
CMP _____
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Additionally, if there would have been hurricanes this season, and nor for the next few seasons, would they ceased to collect the funds which they were stockpiling (creating an company asset) and returned the funds back to the customers who had paid the excessive funds to them, or would they have only issued a credit to the current users rather than those who paid the funds?

FPL is a publicly traded company on the stock exchange, any loss should reflect in their stock as a decrease in total stockholder equity, rather than a mechanism to increase the net worth of the stock company by increasing the user fees.

I hope this will be taken into consideration, when they ask for either special fees or special assessments against each account holder. If it is placed into effect, I hope you as a commission will place it based upon usage of account and not just against an account number. A company like Marriott Hotels, or a University definitely uses more power then I do, and yet if it is levied against the account equally, I would be paying a far greater percentage then either of the two above mentioned entities, yet they would utilized much more power then I ever could.

Sincerely



ARTHUR HASPEL

Matilda Sanders

From: Ruth McHargue
Sent: Monday, October 11, 2004 12:50 PM
To: Kimberley Pena; Matilda Sanders
Subject: FW: FPL Docket 041057-EI

I am not sure which one of you should receive docket correspondence while Kay is out. So I am sending it to both of you. Please advise who should get docket correspondence as I have more to send. Thanks
Ruth

From: Diana Falise
Sent: Tuesday, October 05, 2004 8:16 AM
To: Ruth McHargue
Subject: FPL Docket 041057-EI

RECEIVED-FPSC
04 OCT 11 PM 3:17
COMMISSION
CLERK

- CMP _____
- COM _____
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- SCR _____
- SEC _____
- OTH _____

The Florida Public Service Commission
Division of Consumer Affairs
2540 Shumard Oak Boulevard
Tallahassee, Fl. 32399-8153

October 8, 2004

RECEIVED

ORIGINAL

OCT 11 2004

ORIGINAL

Florida Public Service Commission
Division of Consumer Affairs

Dear Commission,

We have lived in Jupiter Farms, Florida for eight and one half years and always had electrical problems with F.P.L. Our electric blinks off and on at lease once a month if not more. Other times it just goes off, sometimes up to one hour. When I called FPL one time I received the most asinine answer. The reason for my lights blinking on and off was squirrels are running on the wires which causes the circuit breakers to reset. Not that FPL does not trim branches away from the wires, so went the wind blows the branches, the electricity is cut off. I also called FPL one time when our electricity was off for over one half hour to report the outage and the person to whom I was talking to asked me if I were sure because no one else reported the outage. Now tell me if that was not a stupid reply.

My husband heard that FPL's request for their increase has been turned down. (FOR NOW)

Why should we have to get another increase on our electric bill to help FPL recover their loses. They are a company that has share holders and as we understand their share holders get stock dividend checks. If FPL loses money they should show a lose like every other big corporation. If Ford or General Motors loses money they raise the price of their cars. We the public have right to check out other car companies when purchasing a car. But with FPL we have no rights. Tell the CEO's of FPL not to increase their income

for a few years. FPL has poor management. Show FPL they can't keep asking for increases everytime they have to spent a few bucks to recover their bad management loses. Remember JUST SAY NO!

What happened to free enterprise.

I am keeping a record, everytime the lights go off or blink off and on. You will probably get another letter with my record of electrical failures. I just had to let you know what I think of FPL, a company that I did not choose and getting bad service.

I don't know how much influence you have on FPL's management but FPL needs to be investigated.

CMP

COM

CTR

ECR

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OPC

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RCA

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SEC

OTH

Sincerely,

Theresa Ascione

Theresa Ascione
12847 Randolph Siding Rd.
Jupiter, Fl 33478

FPL docket
rate increase
041057

RECEIVED
OCT 12 2004

FPSC-COMMISSION CLERK

Matilda Sanders

From: Ruth McHargue
Sent: Monday, October 11, 2004 4:08 PM
To: Matilda Sanders
Subject: FW: FPL Docket 041057-EI

docket correspondence

From: Diana Falise
Sent: Tuesday, October 05, 2004 3:53 PM
To: Ruth McHargue
Subject: FPL Docket 041057-EI

RECEIVED-FPSC
OCT 11 PM 4:13
COMMISSION
CLERK

- CMP |
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- RCA
- SCR
- SEC
- OTH

Matilda Sanders

From: Ruth McHargue
Sent: Monday, October 11, 2004 4:08 PM
To: Matilda Sanders
Subject: FW: FPL Docket 041057-EI

docket correspondence

From: Diana Falise
Sent: Thursday, October 07, 2004 8:46 AM
To: Ruth McHargue
Subject: FPL Docket 041057-EI

RECEIVED-FPSC
04 OCT 11 PM 4:13
COMMISSION
CLERK

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- SCR _____
- SEC _____
- OTH _____

10/11/2004

Info: 624507C
To: CCA
re: FPL
Docket
091057-61

ORIGINAL

Mr. Kim W. Richardson
1028 NE 103rd Ave
Okeechobee, Fl 34974
(863) 357-4656 Home

RECEIVED

OCT 12 2004

Florida Public Service Commission
Division of RCA

Florida Public Service Commission
Tallahassee, Florida
To Whom It May Concern.

This is a two-part complaint against FLORIDA POWER & LIGHT.

First to start with is the estimated bill FLORIDA POWER & LIGHT sent out regarding my bill for their so-called service! Their explanation was that their meter readers were assisting with the clean up efforts of Hurricane Frances. The estimated bill was for the amount of \$146.48. One would think they would take you billing history, total the bottom line, and divided by twelve months or in our case, nine months. Not FP&L, they take the highest month and add \$16.00 plus dollars for their estimate, if this not fraud, it is at least a scam! One I guess our states current governing body concurs with.

Second, is their boasting of their own self imposed deadline for full restoration! They have stated that they beat their restoration deadline for all paying customers in the PALM BEACH POST, RAIDO, and now on TELEVISION. (dollars spent that should be kept for better programs, one comes to mind, STORM RESTORATION). Florida Power & Lights Key Stone Cop approach to storm restoration should not be tolerated by the customers and certainly not the states governing body. To start with I would hope a survey of some kind would be held. A good place to start would be with contractors and other Power Companies who worked down here under FPL's management's skit team. In speaking with some of the workers from out of state, you would not believe some of the disturbing stories I myself and others have heard. Our nation's effort in Vietnam was pitiful, but their attempt with storm restoration rates right there with that nightmare. Now the newspapers report that they are planning an appeal to the Florida Public Service Commission for a rate hike to pay for their blunder and cost of the restoration of service. Amassing concept! From the numbers I read from past annual reports they need to secure these dollars from their bottom line number. Stop the 3 / 5 % pay raises along with the massive bonuses to management they seem so eager to hand out, and get back to serving the public, just a thought!

Thank you, Kim Richardson 10-12-04
PS

Right before Pike came into our area for restoration efforts I noticed that one of the legs feeding my service had pulled in the clear. Instead of call their 800's and local numbers (which were under staffed) I climbed the stub poll and reconnected the service it myself. At least it is done, no waiting period!

RECEIVED
OCT 12 2004

FPSC-COMMISSION CLERK

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

Matilda Sanders

From: Ruth McHargue
Sent: Tuesday, October 12, 2004 10:59 AM
To: Matilda Sanders
Subject: FW: E-Form Outages - 15139

Please add to docket file. Thanks

From: Consumer Contact
Sent: Tuesday, October 12, 2004 10:58 AM
To: Ruth McHargue
Subject: FW: E-Form Outages - 15139

To CCA: re FPL Docket 041057-EI. FYI: I filed information request 624380C.

Diana

RECEIVED FPSC
OCT 12 AM 11:33
COMMISSION
CLERK

From: Consumer Contact
Sent: Monday, October 11, 2004 11:52 PM
To: Consumer Contact
Subject: E-Form Outages - 15139

TRACKING NUMBER - 0015139 October 11, 2004

SERVICE ADDRESS

Account Number: 561 622-3456 816 0459
Business Account Name:
Name: Ben Henry
Address: 126 Lost Bridge Dr
City: Palm Beach Gardens
Zip: 33410
Service Phone: 561-622-3456

CUSTOMER INFORMATION

CMP |
COM | Name: Ben Henry
CTR | Address: 126 Lost Bridge Dr
ECR | City: Palm Beach Gardens
GCL | State: FL
OPC | Zip: 33410
Primary Phone: 561-622-3456
Contact By: Day Time Phone Number

COMPLAINT INFORMATION

MMS |
RCA |
SCR | Utility Name: TL720 BellSouth Telecommunications, Inc.
SEC |
OTH | 10/12/2004

Did customer previously contact the utility?:

Did customer previously contact the PSC?:

PROBLEM INFORMATION

Problem Type: Outages

Complaint Detail:

What type of outages have you experienced? Extended

Approximate shortest time of an outage: 3days

Approximate longest time of an outage: 6 days

Approximate number of outages in the past 30 days: 2

Approximate number of outages reported in the past 30 days:

Date the utility stated the outage would be repaired: 09/11/2004

Complaint Details:

Our phones went dead during both Hurricane Frances and Jeanne. Service was not restored for 5 days during Frances and 3 days during Jeanne.

We live 3/4 mile from the frame/DSLam office. The lines are fiber optic to a converter outside our development and copper to the house which is 3 streets into the development. All lines are underground. There are 416 homes here, all without phones during and long after the hurricanes.

Bellsouth refused to tell me what the reason for bad service was. One person from the corporate office said, when I did not get a satisfactory answer and I said I'd pursue an answer "I'm sure you will." Her supervisor said "You and I do not have the credentials to understand the reason." That represents the cavalier corporate attitude.

I had a serious medical emergency and wanted to reach emergency rescue during the first night of "Frances" but was unable to. (Cellular was also out).

I think Bellsouth is too reliant on FPL and is negligent in failing to provide standby power.

I am requesting that you do not allow Bellsouth to receive any rate increases and a rollback of fees for a substantial amount of time as punishment for the punishment they have meted on their customers and for the condescending way they treat their customers.

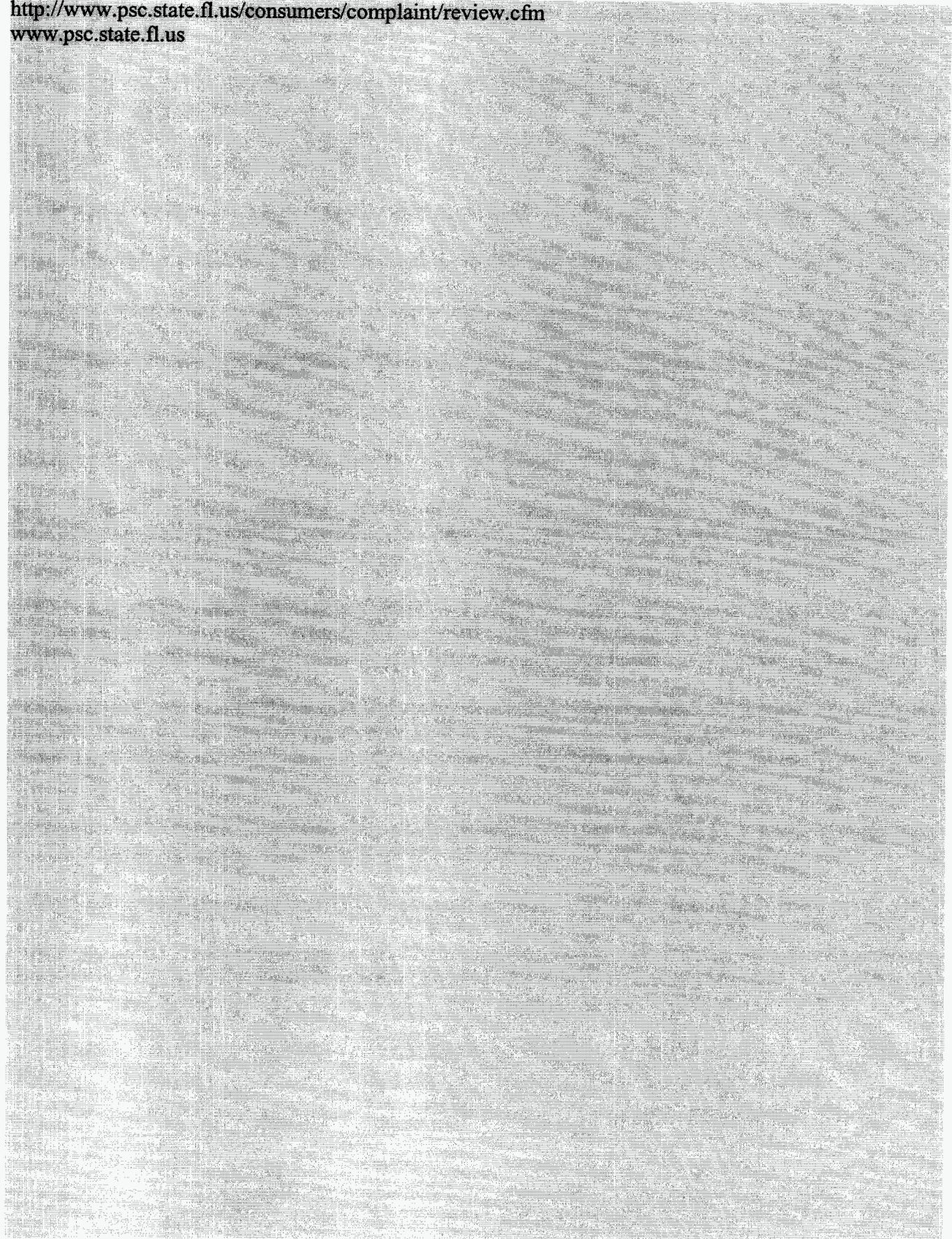
My phone number is 561-622-3456 Thank you.

For PSC Webmaster Use Only:

Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; Q312461; SV1; .NET CLR 1.0.3705; .NET CLR 1.1.4322)

10/12/2004

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



Kay Flynn

From: Consumer Contact
Sent: Thursday, October 21, 2004 4:48 PM
To: Consumer Contact
Subject: General Comment/Question

October 21, 2004

Contact Information:

Name: frederick woodruff
Company: none
Primary Phone: 954-429-1683
Secondary Phone: none
E-mail: fwoodruff@bellsouth.net

Comments:

Hello.

I usually dont do things like this but I gotta say something,F.P.L. , wants a rate increase and they want us joe public to pay them for fixxing there equipment because of the hurricanes,well,thats just wrong,the electric bills are to high now and we the people having to pay them to fix there power lines and such is wrong,F.P.L. has gotten away with this type of money gouging for years I think it needs to be stopped,cost of doing business,cost of equipment repair is on them not us the public,we allready pay way to much to them for there service{I know I do what about you} have you looked at your'e electric bill latley it's scarry to me and now they want more you gotta be kidding.please tell them no.

No response is necessary

For PSC Webmaster Use Only:

Mozilla/5.0 (Windows; U; Windows NT 5.1; rv:1.7.3) Gecko/20041001 Firefox/0.10.1
http://www.psc.state.fl.us/contact/contact_form/submit.cfm
www.psc.state.fl.us

Kay Flynn

From: Consumer Contact
Sent: Friday, October 22, 2004 10:20 AM
To: Consumer Contact
Subject: Other

October 22, 2004

Contact Information:

Name: Michael Hartley
Company:
Primary Phone: 954-971-0717
Secondary Phone: 954-491-5640
E-mail: mhartley@comsolusa.com

Comments:

I am writing you to vigorously oppose Florida Power and Light's request to recoup charges in excess of what has been accumulated in it's hurricane reserve fund. According to todays Sun-Sentinel, the shortfall is anticipated to be Approximately \$351M.

Although on the face of it this is a large sum, I would like to point out that it represents only just over ONE QUARTER's worth of earnings for the utility. With all due respect, business's frequently absorb unexpected expenses of that magnitude. I would also like to point out that the citizen's of this state have already offset approximately half of the anticipated costs through the funds that FPL has accumulated over the past decade to offset storm losses.

I find it hard to stomach that the public should have to completely shield and protect shareholders from any related losses when the company will still turn a healthy profit for the year. Absorbing this type of loss for what many experts, including Mr. Duhurst of FPL, argue is a "100 year event" seems to be a more than acceptable return on risked capital.

Aside from this, I would also like to request that you look at the age of the lines and other infrastructure that was destroyed. Even if they were not scheduled for replacement yet and were still functioning for power delivery and were up to date on maintenance, I am fairly certain that the majority of what was destroyed was not new either. If we are required to pay for their damages, it should only be at an amount that reflects the depreciated value of what has been destroyed. We should not be required to pay "in full" for FPL to replace aged equipment and infrastructure with brand-new. I am sure that FPL has taken the benefit of depreciation on it's income statement and replacement with new equipment at no real cost to the company would be patently unfair to the consumers of this state.

Thank you for your time. I hope that you will take these comments into consideration before rendering any decision in FPL's favor.

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; .NET CLR 1.0.3705)
http://www.floridapsc.com/contact/contact_form/contactform.cfm
www.floridapsc.com

Kay Flynn

From: Consumer Contact
Sent: Friday, October 22, 2004 3:37 PM
To: Consumer Contact
Subject: General Comment/Question

October 22, 2004

Contact Information:

Name: Michael Poveromo
Company:
Primary Phone: 772-878-1552
Secondary Phone:
E-mail: mpov147@aol..com

Comments:
Dear Sir,

I heard on the radio this morning that FP&L is going to ask the Regulatory Commission for a rate increase due to the 650 million dollars incurred from the hurricanes our state suffered. This dollar needs to be examined due to the fact of my first hand knowledge of out of state power crews doing maintenance work after Hurricane Jennie, that I reported back in June of 2004.

Thank You, Michael Poveromo Port St. Lucie, Fl.

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; AOL 9.0; Windows NT 5.1)
http://www.psc.state.fl.us/contact/contact_form/contactform.cfm
www.psc.state.fl.us

Kay Flynn

From: Consumer Contact
Sent: Friday, October 22, 2004 8:01 PM
To: Consumer Contact
Subject: E-Form Other Complaints - 15379

TRACKING NUMBER - 0015379 October 22, 2004**SERVICE ADDRESS**

Account Number:
Business Account Name:
Name: Edward Rothberg
Address: 926 Hamlin Drive
City: South Daytona
Zip: 32119

CUSTOMER INFORMATION

Name: Edward Rothberg
Address: 926 Hamlin Drive
City: South Daytona
State: FL
Zip: 32119
E-mail: erothberg@cfl.rr.com
Contact By: E-mail Address

COMPLAINT INFORMATION

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

PROBLEM INFORMATION

Problem Type: Other Complaints
Complaint Detail: I read that FPL is seeking a rate increase because their "reserve funds" have been depleted due to recent hurricanes. This increase should not be passed onto consumers whose "reserve funds" have been similarly depleted by these storms. Instead, federal disaster funds should be solicited for this purpose. FEMA has been supplying funds to individual homeowners and small businesses impacted by the storms; why shouldn't the utility companies be similarly funded? They had no way of anticipating 4 storms in one season.

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; Q312461; SV1; .NET CLR 1.0.3705; .NET CLR 1.1.4322)
<http://www.floridapsc.com/consumers/complaint/review.cfm>
www.floridapsc.com

10/29/2004

Kay Flynn

From: Ruth McHargue
Sent: Monday, October 25, 2004 5:08 PM
To: Kay Flynn
Subject: FW: FPL Storm Reserve: Docket 041057-EI

Docket correspondence

From: Diana Falise
Sent: Monday, October 25, 2004 8:50 AM
To: Ruth McHargue
Subject: FPL Storm Reserve: Docket 041057-EI

To CCA

10/29/2004

CCA Official Filing

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

Matilda Sanders*1

Matilda Sanders

1114-CD

From: PattiZellner
Sent: Monday, November 08, 2004 4:14 PM
To: CCA - Orders / Notices
Subject: Order / Notice Submitted

2

Date and Time: 11/8/2004 4:13:00 PM
Docket Number: 041057-EI
Filename / Path: 041057.CO.jsb.doc

Please issue CONSUMMATING ORDER.

2/0

DOCUMENT NO.
14759-04