

Dorothy Menasco

C70000

From: Filings@psc.state.fl.us
Sent: Thursday, November 08, 2007 1:15 PM
To: 'Flatelinc@aol.com'
Cc: Kimberley Pena; Ruth Nettles
Subject: FW: FW: FLATEL Petition for designation as an Eligible Telecommunications Car...
Attachments: ETC Petition FPSC.pdf; PETITION FOR DESIGNATION AS AN ETC.pdf

| | | |
|---|----------------------------------|--|
| FPSC, CLK - CORRESPONDENCE | | |
| <input type="checkbox"/> Administrative | <input type="checkbox"/> Parties | <input checked="" type="checkbox"/> Consumer |
| DOCUMENT NO. 05364-07 | | |
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Mr. Matari,

The attached filing does not meet the Commission's e-filing requirements. Please see e-filing requirements on our website (<http://www.psc.state.fl.us/dockets/e-filings/>), in particular:

Multiple documents may be attached to the same e-mail transmittal. However, **any cover letter or certificate of service must be included in the electronic document to which it relates, and shall not be submitted as a separate attachment to the e-mail.**

In other words, the cover letter and the petition must be "one" document not two separate items.

The e-mail message to which the document is attached **shall include the following information, in the order listed:**

- a. The full name, address, telephone number, and e-mail address of the person responsible for the electronic filing,
- b. The docket number and title if filed in an existing docket,
- c. **The name of the party on whose behalf the document is filed,**
- d. **The total number of pages in each attached document, and**
- e. **A brief but complete description of each attached document.**

Your document will need to be revised and resubmitted in order to be accepted for filing.

Dorothy Menasco
 FPSC
 Office of Commission Clerk
 850-413-6330

From: Flatelinc@aol.com [mailto:Flatelinc@aol.com]
Sent: Thursday, November 08, 2007 12:49 PM
To: Filings@psc.state.fl.us
Subject: Re: FW: FLATEL Petition for designation as an Eligible Telecommunications Car...

Dorothy,

Please review this and let me know if it is to your standards. This is a filing for ETC Status.

Regards,
Mr. Abby Matari
 CEO / Corporate Development
FLATEL, Inc.
 Florida Telephone Co.
 Telephone USA
 2300 Palm Beach Lakes Blvd.
 Executive Center Suite 100
 West Palm Beach, FL 33409

11/8/2007

E AMatari@Flatel.net
P 561-688-2525 x 102
F 561-688-7334 www.Flatel.net

This message contains information from FLATEL, Inc. which may be confidential and privileged. If you are not an intended recipient, please refrain from any disclosure, copying, distribution or use of this information and note that such actions are prohibited. If you have received this transmission in error, please notify by email AMatari@Flatel.net

In a message dated 11/6/2007 4:56:41 P.M. Eastern Standard Time, Filings@PSC.STATE.FL.US writes:

Mr. Matari,

The attached document you submitted does not meet the Commission's e-filing requirements. Please see e-filing requirements on our website (<http://www.psc.state.fl.us/dockets/e-filings/>), in particular:

Documents shall be signed by typing "s/" followed by the signatory: s/ First M. Last

Though your cover letter was signed, the petition did not include a signature.

Multiple documents may be attached to the same e-mail transmittal. However, **any cover letter or certificate of service must be included in the electronic document to which it relates, and shall not be submitted as a separate attachment to the e-mail.**

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- a. The full name, address, telephone number, and e-mail address of the person responsible for the electronic filing,
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- d. The total number of pages in each attached document., and
- e. A brief but complete description of each attached document.

Your document will need to be revised and resubmitted in order to be accepted for filing.

Please feel free to call if you have any questions.

Dorothy Menasco
FPSC
Office of Commission Clerk
850-413-6330

From: Flatelinc@aol.com [mailto:Flatelinc@aol.com]
Sent: Tuesday, November 06, 2007 4:39 PM
To: Filings@psc.state.fl.us
Subject: FLATEL Petition for designation as an Eligible Telecommunications Carrier (ETC)

See what's new at AOL.com and [Make AOL Your Homepage.](#)

11/8/2007

See what's new at AOL.com and [Make AOL Your Homepage](#).

I would like to request that this letter be read into the record during the next Net Metering public forum as I will be traveling on business and unable to attend.

Thank you for your time and allowing my comments to be heard.

My name is Steven Dan. I live in Miami and I am a commercial real estate property owner, manager and investor.

I have been hoping for a true and good Net Metering law here in Florida and hope to put it to good use once it is enacted.

As I said, wearing one of my hats, I am a commercial real estate property manager – I manage warehouses in Hialeah. Most of our warehouses are being used strictly for storage. As many of our manufacturing jobs have gone to China and our textile tenants went out of business because of competition overseas, now most of our tenants are just storing materials. Typically, they have low power usage needs. They have an air conditioned office with a computer and lighting and some lighting in the warehouse and that's really it. I would expect that there are millions of square feet of warehouses doing exactly the same thing around the state. These rooftops can be outfitted with solar panels and can be producing power in significant excess of their needs most of the time. Our flat rooftops range in size from 5,000 sq feet to around 50,000 square feet – so nearly the entire space could be used for solar panels.

Wearing another hat of mine - as an investor, I'm willing and able to invest in renewable power and install solar panels on my rooftops and generate power – and sell our excess back to the grid – in my case, FPL – and use these rooftops as green power plants. When I started looking into the calculations of the payback period based on a true Net Metering concept, I find examples from other states that suggest a 6-8 year payback or at worst a 7-10 year period is reasonable to expect.

However, most of the other states don't have the problems we have - we have to deal with the concern and worry that a hurricane will rip the panels off my roof rendering my investment worthless and my roof worthless as well and that the penetrations into my roof required to secure the panels will cause countless leaks over time. Those are my problems. But I will overcome those fears and handle those issues if I know I am getting a fair deal – and stand a chance to make this a profitable venture years down the line. Making renewable energy profitable is the only way to encourage this and turn this into reality.

So, who might be against turning this into a reality? Who would stand in the way of such hopes to reduce global warming emissions?

Who would want to decrease the incentives for investors to invest in renewable energy? It stands to reason - only the monopoly – the competition.

FPL ranks 195 in Fortune's list of the 500 largest companies in America and they earned a net Profit of \$524 million in the third quarter of last year. The key words to hear there were PROFIT, \$524 MILLION, 3rd Quarter of the year. That annualized is roughly \$2 billion (with a "B") a year in PROFITS.

I'm very glad that FPL is doing such a wonder job that they can earn those profits. I know FPL is doing a great job with their wind farms and I applaud their efforts in that regard as well as their new solar plant on the west coast and the other new solar plant that I read about being planned now. I know years ago they won the Deming award for their continuous improvement process. They do a lot great things. Pushing avoided cost in this area is not one of them.

With all their profits, you'd figure they wouldn't object to investors asking for a fair shake – a level playing field – really to charge for power the same rate they charge for selling the exact same thing.

I would hope that the PSC would not allow investor owned utilities to reap the rewards that the people of the state would work so hard to produce.

I ask you, how is that remotely fair?

Let's not stick the state of Florida renewable energy producers with this avoided cost return policy when what we really need to do is provide a true NET metering law that says, whatever the utility charges for power, we get to charge them for producing the same power – not just month to month – but at the end of the year when everything gets reconciled. That closes the loophole, makes it a fair deal for green producers, levels the playing field and encourages people to invest in these technologies.

As an investor, I will invest in solar to a significant degree if I know that my payback period is reasonable - roughly 7 to 10 years. Using the avoided cost method, the payback will not be a reasonable timeframe - anywhere from 15 to 30 years. With a true Net Metering law in place that allows me to charge my utility the same rate they charge us - including at the end of the year, that will make investors like me take action.

If you implement the year-end avoided cost revenue model, sure, some enthusiasts will outfit their homes with some solar and maybe that will help some but none of the commercial entities like myself - and none of the large rooftops out there - nobody will bother trying to produce excess green power and spending the hundreds of thousands it is going to take to load up on solar without knowing that our excess power generation will be as valuable as the power FPL charges burning coal.

It is my belief that solar power is actually more valuable to the state than coal power. It's always going to be cheaper to produce renewable energy than to buy land, dig up coal, transport it here and burn it. Not only would we take a slight load off the grid - thereby reducing the strain on critical resources, the coal is not renewable, it is polluting and it is responsible for the degradation of our ecology in rivers around the state. Solar power, as you know, has none of those drawbacks and if it produces the exact same power that FPL produces, why would we **not** get the same consideration - or dare I dream it, more consideration.

Since our renewable power is cleaner, we're actually improving the state by burning less coal and causing less pollution. We're saving the utility the cost of infrastructure as we already have the transmission lines at our location and our meters may already be capable of mechanically reversing itself - requiring little or no physical changes of equipment at our location - we are some of the best hopes for renewable power being effectively utilized in our state. We're turning nothing into something. For large buildings like us to turn a rooftop into a green power plant - that's turning otherwise wasted space into something that can benefit our entire state.

As was mentioned in your last meeting, most residential customers simply don't have the square footage of rooftop facing the correct direction on their homes to produce more electricity than they need. So, at best, their hope is to reduce their electric needs, not eliminate them and really few have the chance to make money from this in a residential setting. It will reduce emissions and it will help but not much.

However, commercial warehouse customers are the perfect application for solar. For those of us not manufacturing, we actually could not only offset our own use but also offset the use of many others with our clean energy.

If you want to encourage people to do this - then I would respectfully request that you encourage them - by paying producers of clean energy the same that the investor owned utilities get paid for producing the same power year after year. You'll create thousands of jobs as installers will be needed, systems designers, sales people, electricians, roofers, metal fabricators for stands - all these jobs would be created by the demand for solar - if we create the right incentives for investors to see the light at the end of the tunnel.

However, if you just want to pay lip service to this whole idea for political reasons, then respectfully, please don't waste our collective time.

Don't call the law "Net Metering" - call it "Not at all Net Metering" because that's what it will become - and you will have succeeded in killing renewable power, not creating thousands of jobs, not helping deal with the budget crisis by increasing payroll tax revenues and killing a promising future for our state for years to come.

Net Metering and avoided cost are opposing ideas. Your choice is to implement one policy or the other - we either have net metering and our excess power generation is valued at the full retail rate or we have year end avoided cost - causing everyone to collectively say "ho-hum" and do nothing.

You have an opportunity to do this right - and it all hinges on REAL and TRUE net metering. Not just month to month net metering - when we are talking about spending the kinds of money we are talking about - it makes no sense for me as a warehouse owner or others with cleared land to install clean

renewable solar systems if at the end of the year, our revenues (can't call them profits for 6 – 10 years) go back to the utility who uses it to buy more coal to burn in their polluting coal fired power plants. How is that helping the situation ?

Ask yourselves what you are trying to accomplish – if you are just trying to look green – then continue with your plans. But, if you are trying to actually be real and be green and make this something that people will jump on and start moving this train along – then the only outcome that achieves this is a true Net Metering plan that pays investors for power year after year at the full retail rate that our utility charges us. If we produce power and our utility doesn't need to burn that coal, then we've saved our state tons of emissions, improved our environment, maybe helped our tourism industry – and for all this, we should at least be equally compensated – we are, after all, producing the same electricity – only doing it better.

In Germany, for solar power generated, a feed-in tariff of more than 3 times the retail rate per kWh for residential customers is being paid in order to boost solar power acceptance. Solar is widely accepted and commonly used there. I'd love to have that here. Imagine the outcome of a policy like that – we'd turn green very quickly.

Think of what you are trying to do – encourage people to install renewable energy systems. If you want results, you have to provide the proper incentive. True Net Metering – with excess power generation being valued and sold back to the utility at full retail rates – will achieve that incentive.

If you're not going to make it a level playing field then don't be surprised when few players show up to play.
Thank you for your time and your consideration.

Steven B. Dan
Dan Consulting Services, Inc.
14707 S. Dixie Hwy.
Suite 207
Miami, FL 33176

Office (305) 238-3344
Cell (305) 302-7659
email: steve@danconsulting.com
web: www.danconsulting.com

RECEIVED *Town of Penney Farms*

07 SEP -7 AM 9:18

4100 Clark Avenue
P.O. Box 1041

Penney Farms, Florida 32079-1041

CONSUMER

COMMISSION
CLERK

Tel: (904) 529-9078

Email: penneyfarms@bellsouth.net

Fax: (904) 284-4405

Ann Cole, Commission Clerk
Florida Public Service Commission
2450 Shumard Oak Blvd.
Tallahassee FL 32399-0850

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|---|----------------------------------|--|
| FPSC, CLK - CORRESPONDENCE | | |
| <input type="checkbox"/> Administrative | <input type="checkbox"/> Parties | <input checked="" type="checkbox"/> Consumer |
| DOCUMENT NO. 05369-07 | | August 31, 2007 |
| DISTRIBUTION: ECR/GCL/RAA | | |

070000 - 0 T

Dear Ms. Cole:

On behalf of the citizens Town of Penney Farms I wish to extend our appreciation for your assistance with our problem of unacceptable electric service. The problem was supported by Scott Lewis, Service Planning Supervisor of Florida Power & Light Company when he addressed the Town residents: "We agree that our service is not up to the standards of Florida Power & Light". This was obviously a result of the Commission's suggestion that FP&L meet with the representatives of the Town of Penney Farms to try and resolve the situation of the inadequate service that Penney Farms has been receiving. On Monday August 27, 2007 the following FP&L representatives arrived at Town Hall to comply with your directive: Dennis Fedak, Power Systems Manager for North Florida; Dave Cobb, Community Affairs Manager for North Florida; Scott Lewis, Service Planning Supervisor for North Florida; Tommy Nix, Power Systems Supervisor in Starke Service Center; and Rusty Russillo, Major Accounts Manager.

The Mayor of Penney Farms, two of our staff, and I as Town Manager, had met with the above group before the beginning of hurricane season pointing out the many areas that needed attention, requesting the development of a preventative maintenance plan, and we appealed for service that was equal to other areas of FP&L. At the Town Council meeting it was announced that FP&L would be coming as a result of our complaint to the Public Service Commission. The day that FP&L representatives came (August 27, 2007), there was standing room only. Some people sat on the floor, but everyone had a chance to speak their mind. Only one person stated that they were pleased with the service.

It was the consensus of many in attendance that they received "lip service" and wanted to know where we were going from this point on. It has been suggested that a petition be circulated requesting the support of the Commission to encourage FP&L to consider permitting the Town of Penney Farms to receive their power service from Clay Electric Cooperative. It has become quite apparent that it is the desire of the FP&L customers in this area to change their service provider.

Again we thank you.

Sincerely,
FOR THE TOWN



Martina C. Kohler, Town Manager
MCK/ejt

07 SEP -7 AM 9:07

Cc: 1.) Dennis Fedak, 2.) Dave Cobb, 3.) Scott Lewis, 4.) Tommy Nix, 5.) Rusty Russillo

Office of Commission Clerk Official Filing

Ruth Nettles

070000-07

From: Rhonda Hicks
Sent: Monday, August 20, 2007 9:58 AM
To: Ruth McHargue
Cc: Ruth Nettles
Subject: FW: CBS Refund Request/Complaint

Attachments: CBS.doc

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|---|----------------------------------|--|
| FPSC, CLK - CORRESPONDENCE | | |
| <input type="checkbox"/> Administrative | <input type="checkbox"/> Parties | <input checked="" type="checkbox"/> Consumer |
| DOCUMENT NO. 05369-07 | | |
| DISTRIBUTION: _____ | | |



CBS.doc (30 KB)

Ruth M.,
Pls. handle.

Rhonda L. Hicks
(850) 413-6449

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

From: Ruth Nettles
Sent: Monday, August 20, 2007 9:56 AM
To: Rhonda Hicks
Subject: FW: CBS Refund Request/Complaint

Good morning, Rhonda.

Kim asked me to forward this email to you.

Thank you for your help.

Ruth

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

From: Stephanie Jules [mailto:sjules06@hotmail.com]
Sent: Saturday, August 18, 2007 9:02 PM
To: customer_service@correctionalbillingservices.com
Cc: Filings@psc.state.fl.us
Subject: CBS Refund Request/Complaint

Stephanie Jules
254 San Remo Blvd
North Lauderdale, FL 33068
sjules06@hotmail.com
(954) 701-1026

3 pages

I have been requesting a refund from Correctional Billing Services since I haven't used the company's service ever since May 2007. Representatives have been telling me since June that my case has been sent to the Investigation Unit and the results would be known within 7-10 business days. It is now August and I have yet to receive my refund.

The details of the issue is included in the attached Word document.

Thank You,
s/ Stephanie Jules

8/20/2007 10:19 AM

Office of Commission Clerk Official Filing

Tease your brain--play Clink! Win cool prizes!
http://club.live.com/clink.aspx?icid=clink_hotmailtextlink2

8/20/2007 9:56 AM

Office of Commission Clerk Official Filing

Ruth Nettles

From: Ruth Nettles
Sent: Monday, August 20, 2007 9:56 AM
To: Rhonda Hicks
Subject: FW: CBS Refund Request/Complaint

Attachments: CBS.doc



CBS.doc (30
KB)

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Ruth

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To: customer_service@correctionalbillingservices.com
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Stephanie Jules
254 San Remo Blvd
North Lauderdale, FL 33068
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http://club.live.com/clink.aspx?icid=clink_hotmailtextlink2

8/20/2007 8:21 AM

Office of Commission Clerk Official Filing

Ruth Nettles

From: Stephanie Jules [sjules06@hotmail.com]
Sent: Saturday, August 18, 2007 9:02 PM
To: customer_service@correctionalbillingservices.com
Cc: Filings@psc.state.fl.us
Subject: CBS Refund Request/Complaint

Attachments: CBS.doc



CBS.doc (40
KB)

Stephanie Jules
254 San Remo Blvd
North Lauderdale, FL 33068
sjules06@hotmail.com
(954) 701-1026

3 pages

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s/ Stephanie Jules

Tease your brain--play Clink! Win cool prizes!
http://club.live.com/clink.aspx?icid=clink_hotmailtextlink2

Stephanie Jules
254 San Remo Blvd
North Lauderdale, FL 33068
(954) 701-1026
sjules06@hotmail.com

August 17, 2007

To: Correctional Billing Services

Re: Refund Request

To Whom It May Concern:

I opened an account with this company in April 2007, with the opening balance of \$50.00 plus the processing fee of \$8.00 for a total of \$58.00 with my debit card. The number I had the account under was my cell phone number (954) 701-1026, and I heard from some acquaintances that it would be best to put it under my house number. A few days later, I had the funds transferred from that account to the new one under (954) 956-7608. It just so happened that a week or so after the account was made, my friend, who I was trying to get in contact with, was transferred to a private facility. So in May, I called to have the account cancelled so that my money wouldn't be sitting around idle. I can't remember the name of the person who handled my call that day, but he suggested that I request a refund and to expect my money back in 7-10 business days. I obliged.

In June, my friend called me free of charge through the private facility he was held at, to tell me that he would be sent back to the county jail in a month, and to make sure my account was not blocked. So under the pretense that my account was cancelled and my refund check was coming to me slowly but surely, I called again to check up on my account status. I was told that my account was still active and no request for a refund was actually made. I was initially disappointed that a representative of your company would be so careless with the affairs of its customers, but on the other hand, my account was active so my friend would be able to contact me when he is transferred in July. So, I let the issue slide.

A few days before he was to be transferred, I again checked on my account online to stay abreast my account status, and I found out that my balance was \$0.00. How could that be when I never used the services? I never placed or received a call with your services. You can look my account up in your system database to verify my claim. I again called in July to figure out what happened exactly. The representative told me that this happened because my account was idle for so long. I explained to her that I requested a refund in May and have yet to receive a refund check. She said that the check was issued and that I should've received it already. After awhile, she finally decided to put in a trouble ticket email to headquarters/corporate to investigate the case.

A week later, still no check, I called again. This representative informed me that corporate didn't answer the previous email, so investigation must still be in effect, but said that she would send out another trouble ticket email.

Another week and 2 trouble tickets later, no check in the mail, I called. Same story, your check was sent out but I never received the check. None of the 2 trouble tickets were answered by corporate. I am still in the dark with the outcome of the "investigation". It shouldn't be an investigation because I know it would be near effortless to observe through your business account balance slips to determine whether or not I, Stephanie Jules, ID'ed, signed and cashed the "invisible" check. Second, this money is MY money, not CBS'. I can imagine your company is financially well off. It's obvious that it's good business to get revenue off of incarcerated individuals. Plenty of people are incarcerated daily. Getting in contact with family and friends isn't free. That forces the loved ones set up an account through T-Netix or Correctional Billing Services. This means, your company makes new customers everyday. But I question, is it worth 3 months of hassling a customer of \$58.00? How come it is such a pain for me to get my \$58.00 back, when I never used your services?

I am beyond appalled by the way my issue is being handled. It has been plenty of times your representatives have made it seem as if this is a result of wrongdoing on my end. I beg to differ. It is certainly not my fault my assets were stolen, but by disunity and poor regard for customer service within CBS. If anything for me to be in fault of, it was a bad move to invest my hard earned money in a company such as Correctional Billing Services.

I demand that this bullying does not continue into another month, because it makes no sense for a process that should have taken 7-10 business days to take 4 months. I will see it through that you will be spirited to resolve this daft and prolonged investigation so that I can finally part ways from Correctional Billing Services with my deserved refund by the time of September. I am sending a copy of this letter to the Florida Public Service Commission so that they will be aware of the repeated requests I have made that have been ignored by Correctional Billing Services.

Waiting on your reply,

s/ Stephanie Jules

Ruth Nettles070000
~~Correspondence - Consumer~~

From: Tracie Ann Vine [TracieAnn.Vine@deltakedu.com]
Sent: Wednesday, August 15, 2007 5:52 PM
To: Filings@psc.state.fl.us
Subject: FPL Complaint

I have had three messages from Florida Power and Light's Power System side. Richard, from the executive office, has been the only one who has been proactive to my situation. Within a week the faulty transformer supplying power to our town homes was replaced. I admit that Richard left a few messages for me before I could call him back regarding our satisfaction after having the transformer replaced. Richard advised he does not deal with billing and/or credits and his counterpart on the Customer Service side would be calling soon.

Unfortunately the Customer Service Executive Office is not on Richard's level of service. They have had my complaint since August 8th. I have left three messages for the representative assigned to my complaint, Delores. Since none of my messages were returned I called their office again today. Instead of leaving a message I pressed "0" and Delores (the representative that has yet to call me back) answered the line.

Her solution to my situation was to have a High Bill Investigator come out to my home and take up more of my time looking at my energy efficient Kenmore and Whirlpool appliances that are two years old. The investigator is also suppose to test my meter. I have already spoken to the Energy Efficient Department and was advised my bill should run approximately \$199. When she offered to have this investigator come out to my home I refused since I already spent 20 minutes or so doing this last week over the phone. When I asked what the next step would be regarding crediting my account after the investigator came out she advised she did not know. Delores asked if she could call me back after speaking with Richard. Delores did not communicate the situation correctly to Richard (I still have no idea why she called him) and called me back to advise he could not help me.

I asked to speak with her supervisor due to the frustration I have at this point. When she came back to the phone she again offered the High Bill Investigator to come out and replace the meter but no supervisor. After asking if the supervisor was refusing to speak with me a team lead, Ms. Betty Gobel, came on the line.

Ms. Gobel continued to over talk me through our, or shall I say her conversation. She kept saying I was "REFUSING" their High Bill Investigator and an examination of my meter. After explaining that I am frustrated with their company pushing the responsibility of their faulty transformer causing several power outages (hence increasing my bill) I agreed to have my meter tested. The investigator was again refused since I had spoken with their efficiency department. At this point she has pushed the responsibility back on Richard's department. Still no credits have been issued to my account.

No one can understand with weather in the 90's my bill was under \$125 for the month of June. Yet, the month of July my bill increased by \$30 due to several power outages in a few weeks (I did not even document the entire month because we were out of town during the 4th of July holiday) and my AC system having to work harder to keep my home cool.

Right now I am waiting to hear back from Ms. Gobel and Richard (she promised a 3-way call by tomorrow morning so I do not keep getting passed around). Please advise what do I need to do to receive the credit I deserve for their faulty equipment causing several outages making my AC crank out more cool air. I have never called excessively or paid my bill late in five years. My neighbors in 802 and 803 also had higher bills than ever before during the month of July.

From: Filings@psc.state.fl.us [mailto:Filings@PSC.STATE.FL.US]

8/16/2007

Sent: Monday, August 06, 2007 6:12 PM

To: Tracie Ann Vine

Subject: PSC electronic filing

Your electronic filing has been received by the Florida Public Service Commission, Office of Commission Clerk.

The filing date for an electronically transmitted document is the date that the Office of Commission Clerk receives the complete document. If the document is received on a non-business day, or after 5:00 p.m. (EST) on a business day, it will be considered filed as of 8:00 a.m. on the following business day.

E-filings are accepted in accordance with the Commission's Electronic Filing Requirements, which can be accessed on the Commission's Web Site at <http://www.floridapsc.com/dockets/efilings/index.aspx> or by contacting the Office of Commission Clerk at (850) 413-6770 during normal business hours. By electing to file electronically, you agree to abide by and accept the electronic filing requirements posted on the PSC's Web site.

Questions should be directed to the Office of Commission Clerk, Clerk@psc.state.fl.us, or call (850) 413-6770.

Dorothy Menasco

070000
Correspondence - Consumer

From: Tracie Ann Vine [TracieAnn.Vine@deltakedu.com]
Sent: Monday, August 06, 2007 6:16 PM
To: Filings@psc.state.fl.us
Subject: Complaint Against FPL

| | | |
|---|----------------------------------|--|
| FPSC, CLK - CORRESPONDENCE | | |
| <input type="checkbox"/> Administrative | <input type="checkbox"/> Parties | <input checked="" type="checkbox"/> Consumer |
| DOCUMENT NO. 05369-07 | | |
| DISTRIBUTION: _____ | | |

We have tried to work with Florida Power and Light over the past few weeks and have gotten no where. Our home has had so many power outages that we have actually started keeping track over the last few weeks of July. Within 12 days our power went out three times when were at home. If we included the days we have come home to the clocks blinking and our aquarium's air pump having to be reset then there is four additional outages. Per FPL the following dates reflect when we have called in an outage for more than three hours for them to fix:

Thursday, 7/19
Saturday, 7/28
Tuesday, 7/31

Per the two engineers that came out to our home on the 28th and the 31st we need our transformer replaced outside our town home. I work for a college and would have no idea what a transformer is without their engineer telling me. Today I spoke with Victor in the Power Systems department. The following work order number has been submitted for review regarding the replacement of the transformer: 2836400

Keep in mind that does not mean they will replace it. We have asked for compensation and they have refused. We have been told that we are not charged and the meter is not running when the power is out. Yet our bill has been the highest it has ever been and this occurred during the month of several outages. Since it has been in the 90's in our area having our power out for three or four hours is costing us money. FPL sends out tips in our bill and they state the best way to keep costs down is to keep the thermostat at 78 degrees. All of our appliances are two years old and are energy efficient (Kenmore). This is NOT a coincidence that several outages caused by their faulty equipment is causing our bill to increase the same month the outages occurred.

I spoke with a manager today, Mr. Cruz (extension# 4130) and he advised he would not issue any credits and transferred me to the Energy Efficient Department to further investigate. At this point FPL is just transferring me around and no one wants to help us. In all the years as their customer we have never had a late payment or been shut off. They are unwilling to give a credit of \$30 or less to adjust our bill to the previous month's balance or even the highest bill we have ever paid. Therefore, I am now asking for 50% of our bill as a credit for the inconvenience and hassles they have caused.

I spoke with Cheryl (extension# 5902) in the Energy Efficient Department. She said our bill should run \$199 monthly (Again I advised that is not true due to the new appliances that are energy savers). It has never been over \$125 and at this point a Lead Rep will call me back with 24 hours. Yet no one has resolved my issued and continue to pass around (We have been dealing with managers and call backs for over a week now). Additionally Cheryl stated that Mr. Cruz (extension# 4130) could have handled my issues.

I called back later this afternoon and spoke with another manager, Joy (extension# 5170), once I found out Mr. Cruz could have handled this situation. Joy advised she was sorry but could not assist me either. She would start the process for a claim and someone will follow up with me within 72 hours. Again there is no confirmation of credit just that "someone" will determine the outcome. I cannot believe the level of service I am receiving from FPL. I have been a loyal customer for over five years and no one will help me. Yet everyone can push the responsibility off to another department.

Please let me know what you need from me in order to process the complaint. If you have any questions or

8/17/2007

concerns please feel free to contact me.

Your time and efforts are appreciated,
Tracie Vine
407 221-8097 (c)

How FPL locates our account:

804 Pine Ridge Rd
Unit 8D-1
Sanford, FL 32772
407 688-2018 (h)



Lawson Lamar
State Attorney

Orange County

Consumer Fraud Unit

415 North Orange Avenue
Post Office Box 1673
Orlando, Florida 32802
407-836-2490

REGISTRATION CENTER
07 JUL 13 PM 7:29



Richard T. Crotty
Orange County
Mayor

Carlos J. Morales
Consumer Investigator
Supervisor

JULY 13, 2007

070000-07

PUBLIC SERVICE COMMISSION
DIV. OF RECORDS
2540 SHUMARD OAKS BLVD.
TALLAHASSEE, FL 32399

| | | |
|---|----------------------------------|--|
| FPSC, CLK - CORRESPONDENCE | | |
| <input type="checkbox"/> Administrative | <input type="checkbox"/> Parties | <input checked="" type="checkbox"/> Consumer |
| DOCUMENT NO. 05 369-07 | | |
| DISTRIBUTION: _____ | | |

COMMISSION
CLERK

07 JUL 16 AM 9:01

RECEIVED-PPSC

RE: HORIZON TELECOM

Dear Sir or Madam:

The enclosed complaint was received by this office and appears to fall within your jurisdiction. We are, therefore, referring this matter to you for whatever action you deem appropriate. A copy of this referral letter is being forwarded to the consumer so they may contact you with any further information.

Thank you for your cooperation in this matter and be assured of our cooperation in all matters of mutual concern.

Sincerely,

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

Carlos J. Morales
Chief, Investigative Unit

CJM: rh
Enclosure
cc: consumer

IC3 COMPLAINT REFERRAL FORM

The following information was provided by the victim and may be forwarded to the appropriate law enforcement or regulatory agencies.

\$45.38

Complaint ID: I0707021705053751
Date of Complaint: 07/02/2007 17:05:05

Complainant Information

Last Name: Wilcox
First Name: Jill
Age Range: 40 - 49
Gender: F
Phone Number: 8167671940
Email Address: jill1021758@aol.com
Street 1: 12423 Valley Brook Drive
City: Grandview
Live in City Limits:
County: Jackson
State: MO
State Name: Missouri
Zip: 64030
Country: US
Country Name: United States
Has Documents:
Is Online Fraud:
Local LEA: Grandview Police Department

Alleged Perpetrator Information

Business Name: Horizon Telecom
Gender: U
Phone Number: 8775397995
Street 1: PO Box140742
City: Orlando
State: FL
State Name: Florida
Zip: 32814
Country: US
Country Name: United States

Other Identifiers

Monetary Loss

Amount Lost: 45.38
Used Third Party Service:
Payment Means:
Other Payment:
Specified Other Payment: Billed on my AT&T bill

Incident Info

Incident Description: Upon receiving my AT&T bill dated May 11, 2007 I noticed a third party bill for long distance service from Horizon. I immediately contacted them on 5/22/07 and spoke to Lucy, she said I had filled out an on-line form requesting their service. I informed them that I did not fill anything out. They said they would cancel the service but would not credit the amount of \$18.45. They sent me two e-mails showing they had sent these to me previously. Since I have never heard nor signed up for anything from Horizon, I did not open the original e-mails and they were deleted. I do however, have those 2 e-mails which were sent after I contacted them on 5/22/07. I then received my AT&T bill dated Jun 11, 2007 and again noticed more charges from Horizon for \$17.19. I called Horizon again and they said those were the charges up to May 25th when I called. I spoke with a woman named Linda this time, I informed her I did not order this service and again was told they would not credit this off my AT&T bill. She told me I signed up for this service thru the internet and that I went to a web-site which sent me to their site. They have my name, address, phone number and year of birth but the incorrect month and day. I requested to speak to a supervisor and was told no one was available and that they would have someone call me. I have never received a call from Horizon to this date. I contacted AT&T on 6/25/07 to notify them that I was disputing the charges from Horizon for the amount of \$45.38.

I didn't want them turning off my local phone service because I didn't pay the entire bill. She said she would put in a claim, but I am unsure of what that entails.

Initial Contact Means: Telephone

Was Unsolicited:
Prior Relationship: no prior relationship
Conducted Research:
Time Passed: 2 - 3 months
Medium Used:
Telephone:

Contact Info

Victim Witness Info: none
Agency Info: Better Business Bureau
Tracking Number BCEA7-961A7-99480-A9499-B7749-25CA8-3A
Previously Reported To:
Better Business Bureau:

Charles A Smith III
4141 Nautilus Drive, 6A
Miami Beach, Florida 33140

ORIGINAL

RECEIVED FPSC

07 JUN 15 PM 12: 09

June 11, 2007

Director, Division of the Commission
Clerk & Administrative Services
Tallahassee, Florida 32399

070000-OT

COMMISSION
CLERK

DISTRIBUTION CENTER
07 JUN 15 AM 7: 12

RE: ERSKINE CURRY d/b/a MEDIA TELECOM VENTURES

Dear Director:

It has just come to my attention that Mr. Erskine Curry had applied and received a license to operate pay telephones throughout Florida.

I am writing to inform you of Mr. Curry's continuous criminal history and hope you will reconsider giving such an important license to such an unscrupulous individual. I am on a list of at least 9 persons or companies that have successfully sued Mr. Curry or the various different companies that he has set up. It is unfortunate that Mr. Curry is continuously able and permitted to open up new businesses without having to satisfy court final judgments. Please don't take my word for it as you can easily do a background search of Mr. Curry and see his entire criminal history.

I am so sorry that I did not find out about this new business before January 31st of last year, but feel it necessary to now at least inform you of Mr. Curry's criminal past. I can assure you that if not already, Mr. Curry will be leaving more people and /or companies defrauded. This letter may not be able to help me, or the others, in his past, but hopefully help others in the future.

Please feel free to contact me if you need any other information or need me to testify against Mr. Curry.

CMP 1 Sincerely,

COM 

CTR _____ Charles Smith

ECR _____

GCL 1 /encl

OPC _____

RCA _____

SCR _____

SGA _____

SEC _____

OTH _____

Clerk of Courts
11th Judicial Circuit of Florida
Miami-Dade County



Home Online Services Meet the Clerk Contact Us miamidade.gov

Civil / Family / Probate Justice System Record Search Results

Party 1 Name: CURRY, ERSKINE

Case Style Information

Docket - Parties

Case Number

- Local
- State
- Consolidated

Party 1 Name
Sect
Party 2 Name

Party
1
Code

Case
Type

**INVERSORA BANCO INDUSTRIAL DE ETC vs
SOFTEDGED INC**

DOCKET - PAI

1997-111-CA-01

13-1997-CA-000111-0000-01 09
N/A

CURRY, ERSKINE R
INVERSORA BANCO
INDUSTRIAL DE
ETC

17 01

TRAINOR, BRIAN R vs CURRY, ERSKINE R

DOCKET - PARTIES

1997-2579-SP-26

13-1997-SC-002579-0000-26 01
N/A

CURRY, ERSKINE R
TRAINOR, BRIAN R

05

BRANA, TERESA vs CURRY, ERSKINE R.

DOCKET - PAI

1998-12052-FC-04

13-1998-DR-012052-0000-04 55
N/A

CURRY, ERSKINE
R.
BRANA, TERESA

12 05

LEASECOMM CORP vs CURRY, ERSKINE

DOCKET - PARTIES

1998-11636-SP-23

13-1998-SC-011636-0000-23 01
N/A

CURRY, ERSKINE
LEASECOMM CORP

07

GALPERN, JOEL G vs CURRY, ERSKINE

DOCKET - PARTIES

2000-23185-CC-23

13-2000-CC-023185-0000-23 04
N/A

CURRY, ERSKINE
GALPERN, JOEL G

8 12

SMITH, CHARLES vs CURRY, ERSKINE R

- PARTIES

2003-6818-SP-23

13-2003-SC-006818-0000-23 03
N/A

CURRY, ERSKINE R
SMITH, CHARLES

04

BRANA, TERESA vs CURRY, ERSKINE E - PAI

2004-18680-FC-04 CURRY, ERSKINE E 5 07
13-2004-DR-018680-0000-04 39
N/A BRANA, TERESA

B A C FUNDING CORP vs CURRY, ERSKINE - PARTIES

2006-16856-CC-05 CURRY, ERSKINE
13-2006-CC-016856-0000-05 08 B A C FUNDING 8 10
N/A CORP

NARANJO, LUIS vs CURRY, ERSKINE R - PARTIES

2007-4371-CC-05 CURRY, ERSKINE R 8 03
13-2007-CC-004371-0000-05 04
N/A NARANJO, LUIS

Displaying 1-9
of 9 records
printer friendly

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Clerk of Courts
11th Judicial Circuit of Florida
Miami-Dade County



Civil / Family / Probate Justice System Docket Information

SMITH, CHARLES vs CURRY, ERSKINE R

* Click on BOOK/PAGE of a particular docket to see the image
if it is available *

| Date | Book/Page | Docket Entry | Comments |
|----------|---|--------------------------------|---|
| | | | Filing Date: 4/7/2003 |
| | Case Number (LOCAL): 2003-6818-SP-23 | | |
| | Case Number (STATE): 13-2003-SC-006818-0000-23 | | Dockets Retrieved: 10 |
| | | | Judicial Section: 03 |
| 08/25/03 | | RETURNED MAIL | FIRST EDITION ENTERTAINMENT CORP |
| 07/10/03 | 21384 / 2456 Pages: 1 | FINAL JUDGMENT | N \$ 5175.00 BK:21384 PG:2456 DN01 |
| 07/01/03 | | LETTER OF CORRESPONDENCE | |
| 05/09/03 | | ENTERED OR DUPLICATED IN ERROR | ODIS |
| 05/09/03 | | MEDIATORS REPORT | CASE SETTLED THROUGH MEDIATION |
| 05/09/03 | 21232 / 1634 Pages: 1 | ORDER OF DISMISSAL | BK:21232 PG:1634 DN02 & STIPULATION FOR PAYMENT |
| 05/09/03 | | SERVICE RETURNED | BADGE # 2 P 04/28/2003 DN01 |

| | | |
|----------|---------------------------|-------------------------|
| 04/07/03 | NON-MILITARY AFFIDAVIT | |
| 04/07/03 | SP PRETRIAL NEW DATE | 05/09/2003 : 09M00 A |
| 04/07/03 | STATEMENT OF CLAIM | \$ 5000.00 |

ALL PARTIES

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[Troubleshooting](#)
[Help](#) | [Email](#) | [Login](#)

Clerk of Courts
11th Judicial Circuit of Florida
Miami-Dade County



County Recorder's Record Search Results

** Click on the **Clerk's File No** to see more details on that record. **

Party Name: CURRY, ERSKINE

| Img | Clerk's File No | GRP | Doc. Type | Rec. Date | Plat Book/Page | Rec. Book/Page | First Party (Code) | Se |
|-----|-------------------------------|-----|-----------|-----------|----------------|----------------|----------------------|-----|
| | | 1 | | 10/15/97 | N/A | 17827/3175 | CURRY, ERSKINE R () | T |
| | 1998 R 374801 | 1 | | 07/31/98 | N/A | 18212/4184 | CURRY, ERSKINE () | LE/ |
| | 2004 R 860619 | 1 | FCP | 10/01/04 | N/A | 22698/3797 | CURRY, ERSKINE E () | . |
| | 2006 R 400855 | 1 | | 04/13/06 | N/A | 24426/2237 | CURRY, ERSKINE () | LE/ |
| | 2006 R 660498 | 1 | | 06/16/06 | N/A | 24639/1933 | CURRY, ERSKINE () | LE/ |
| | | 1 | | 08/01/06 | N/A | 24776/3403 | CURRY, ERSKINE () | LE/ |
| | | 1 | | 11/20/06 | N/A | 25114/4602 | CURRY, ERSKINE () | F |
| | | 1 | | 04/24/07 | N/A | 25559/555 | CURRY, ERSKINE R () | N |

Displaying 1-8 of 8 records
[MODIFY CURRENT SEARCH](#)

[printer friendly](#)

070000

Sirs ;

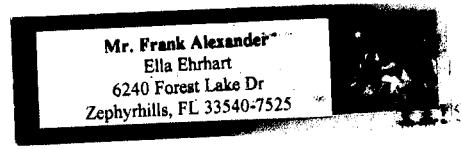
We are residents of Forest Lake Estates in Zephyrhills Florida and are getting quite concerned about our water and sewage situation.

We have been getting steady increases in our bills that are over and above a normal increase. Our water is considered of poor quality.

The utility company has not acted in good faith. We strongly urge the rate increase be denied at least until a reasonable time has elapsed and the quality is improved.

Frank Alexander and Ella Ehrhart
Lot # 345 Forest Lake Estates

| | | |
|---|----------------------------------|--|
| FPSC, CLK - CORRESPONDENCE | | |
| <input type="checkbox"/> Administrative | <input type="checkbox"/> Parties | <input checked="" type="checkbox"/> Consumer |
| DOCUMENT NO. <u>05369-07</u> | | |
| DISTRIBUTION: _____ | | |



RECEIVED 10000
07 SEP 13 AM 9:34
COMMISSIONER
CLERK

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

ORIGINAL

Timolyn Henry

070000-0T

From: DiamondtelDeb@aol.com
Sent: Tuesday, June 19, 2007 3:51 PM
To: Consumer Contact
Subject: NASA HAS SOLAR CONCENTRATORS-FLORIDA TOO

| | | |
|---|----------------------------------|--|
| FPSC, CLK - CORRESPONDENCE | | |
| <input type="checkbox"/> Administrative | <input type="checkbox"/> Parties | <input checked="" type="checkbox"/> Consumer |
| DOCUMENT NO. <u>05369-07</u> | | |
| DISTRIBUTION: _____ | | |

NO MORE EXCUSES FOR COAL, GAS OR NUKES!

See what's free at AOL.com.

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

ORIGINAL**Timolyn Henry**

From: DiamondtelDeb@aol.com
Sent: Tuesday, June 19, 2007 3:56 PM
To: Consumer Contact; Charlie.crist@myflorida.com; DIST3@leegov.com; aronberg.dave.web@flsenate.gov
Subject: FORGOT INSERT - Fwd: NASA HAS SOLAR CONCENTRATORS-FLORIDA TOO
Attachments: NASA HAS SOLAR CONCENTRATORS-FLORIDA TOO

Found at: <http://www.pww.org/article/articleprint/9863/>

Solar power in space, why not on Earth?

Google
 Search WWW Search
 pww.org

Author: [Karl Grossman](#)

People's Weekly World Newspaper, 09/21/06 18:02

For years NASA insisted it couldn't be done. Beyond the orbit of Mars, NASA said, solar energy could not be used to generate electricity for onboard power on space devices.

So the agency used the extremely dangerous nuclear substance plutonium — and people on Earth were put at great risk in the event of an accident.

For instance, in 1997 NASA launched its Cassini plutonium-fueled space probe, and in 1999 it had Cassini hurtle back at Earth in a "slingshot maneuver" to increase its velocity so it could get to Saturn. If there was an "inadvertent reentry" of Cassini into the Earth's atmosphere during this maneuver, it would disintegrate and "5 billion ... of the world population ... could receive 99 percent or more of the radiation exposure," NASA admitted in its Final Environmental Impact Statement for the Cassini Mission.

The potential death toll from a Cassini accident was put by Ernest Sternglass, professor emeritus of radiological physics at the University of Pittsburgh School of Medicine, at 20-40 million.

This is not a sky-is-falling story. Of 28 U.S. space missions using plutonium, there have been three accidents, the worst in 1964 in which a plutonium-powered satellite fell back to Earth, breaking up and spreading the toxic radioactive substance widely.

That caused NASA to develop solar power for satellites — and today all satellites (and the International Space Station) are energized by solar panels. But, insisted NASA, in deep space sunlight is too weak, and solar energy could not work, only plutonium would.

Now the leading space industry trade magazine, Aviation Week & Space Technology, reveals that solar energy is to be used by NASA to substitute for nuclear power in deep space: "Budget and technical realities have led NASA to put its once-ambitious space nuclear power plans on a slow track, but development in solar power generation should allow new scientific probes beyond Mars to operate without nuclear energy. The U.S. space agency is already planning a solar-powered mission to study the atmosphere of Jupiter, and has looked at sending probes as deep into space as Neptune using only the Sun's energy for spacecraft and instrument power ... It is all but certain the next U.S. deep-space missions will be solar-powered."

The piece described the new giant solar energy systems that will be used to harvest solar energy at record efficiencies vast distances from the Sun.

Bruce Gagnon, coordinator of the Global Network Against Weapons & Nuclear Power in Space, comments, "For years NASA said that we didn't know what we were talking about. Now NASA is planning to do what we've been saying all along they could do. It just goes to show that if you are willing to stay on top of an issue for a long time, something good can come from your hard work."

Jeremy Maxand, executive director of the Snake River Alliance, an Idaho group that's been challenging the use of Idaho

National Laboratory to produce plutonium for space power systems, says, "We've said since day one that plutonium is unnecessary and dangerous, and that we can do the same job a better way, and now we're seeing what that better way is — solar."

What's to happen in space is what should also happen on Earth. The Bush administration and nuclear industry are pushing for a "revival" of nuclear power.

We don't need to take the enormous risk of building new nuclear plants — or having nuclear poisons over our heads. Safe energy technologies are here.

Karl Grossman, professor of journalism at the State University of New York/College at Old Westbury, is the author of "The Wrong Stuff" and narrator of the documentary "Nukes In Space" (www.envirovideo.com).

See what's free at AOL.com.



Lawson Lamar
State Attorney

ORIGINAL

Orange County

Consumer Fraud Unit

415 North Orange Avenue
Post Office Box 1673
Orlando, Florida 32802
407-836-2490

DISTRIBUTION
07 JUN 19
11 28



Richard T. Crotty
Orange County
Mayor
Carlos J. Morales
Consumer Investigator
Supervisor

JUNE 15, 2007

Public Service Commission
2540 Shumard Oaks Blvd.
Div. of Records
Tallahassee, FL 32399

RECEIVED - PSC
07 JUN 19 AM 9:23
COMMISSION
CLERK

RE: HORIZON TELE. COMMUNICAITON

Dear Sir or Madam:

The enclosed complaint was received by this office and appears to fall within your jurisdiction. We are, therefore, referring this matter to you for whatever action you deem appropriate. A copy of this referral letter is being forwarded to the consumer so they may contact you with any further information.

Thank you for your cooperation in this matter and be assured of our cooperation in all matters of mutual concern.

Sincerely,

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

Carlos J. Morales
Chief, Investigative Unit

CJM: rh
Enclosure
cc: consumer

IC3 COMPLAINT REFERRAL FORM

The following information was provided by the victim and may be forwarded to the appropriate law enforcement or regulatory agencies.

\$56.29

Complaint ID: I0706131538348591
Date of Complaint: 06/13/2007 15:38:34

Complainant Information

Last Name: Letterman
First Name: Ho-tai
Age Range: 50 - 59
Gender: F
Phone Number: 6203783456
Email Address: hotai@twinmounds.com
Street 1: 112 S 5th Street
City: Fredonia
Live in City Limits:
County: Wilson
State: KS
State Name: Kansas
Zip: 66736
Country: US
Country Name: United States
Has Documents:
Is Online Fraud:
Local LEA: Wilson County Sheriff's Department

Alleged Perpetrator Information

Business Name: Horizon Tele Comm
Gender: U
Phone Number: 18882968079
Street 1: P O Box 140742
City: Orlando
State: FL
State Name: Florida
Zip: 32814
Country: US
Country Name: United States

Other Identifiers

Monetary Loss

Amount Lost: 56.29
Used Third Party Service:
Payment Means:
Other Payment:
Specified Other Payment: Billed on my home telephone bill

Incident Info

Incident Description: Third party billing showed up on my telephone bill. I called Horizon and they said I had ordered their long distance service including a phone card at 4.99 weekly. I never ordered this service! All they had for information was my email address and resident address. They told me they had sent confirmation emails but, of course, couldn't tell me the dates. I went back on deleted emails, 5682, to be exact, and there were no emails from them. They also said they had mailed a phone card to my home address and their explanation for me never receiving it was blamed on our postal service system. I began asking questions as to their location which got them very nervous. She asked why I was asking so many questions and I told her because I was reporting them as a fraudulent company.

Initial Contact Means: Telephone

Was Unsolicited:
Prior Relationship: no prior relationship
Conducted Research:
Time Passed: Less than 1 week
Medium Used:

Contact Info

Victim Witness Info: My husband, Danny Letterman.
Agency Info: Contacted Sheriff's office but they didn't know what to do.
Previously Reported To:
Police Other Law Enforcement:

ORIGINAL

DISTRIBUTION CENTER
07 MAY 23 AM 10:48

May 21, 2007

John C. Anderson
5314 Grimes Road
Polk City, Florida 33868
(863) 984-8491

070000-07

COMMISSION
CLERK

07 MAY 23 PM 2:20

RECEIVED

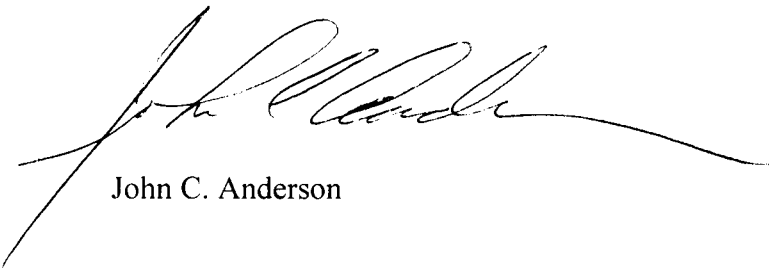
Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL
32399-0850

To whom it may concern,

Please find enclosed copies of a petition signed by persons who reside outside the city of Lakeland, Florida who are tired of the City of Lakeland Electric Company charging us unfair charges for our electricity.

Therefore we are requesting that the commission review these charges and allow either Tampa Electric or Progress Energy to take over the area North of Interstate 4 on State Road 33, which is outside the city of Lakeland.

Thank you for any assistance you may render in this very urgent matter,



John C. Anderson

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

PETITION

We, the undersigned Lakeland Electric Company customers, who reside outside the city limits of Lakeland, Florida, request the Public Service Commission to change our electric service to another electric company, being either Progress Energy or Tampa Electric. Due to the mismanagement of Lakeland Electric by the City Commission of Lakeland, our rates are higher than either of the other two companies who supply electricity in our area. Lakeland Electric charges us a 10 percent surcharge for electricity over which they charge residents of Lakeland. This is taxation without representation and a violation of the Florida Constitution and United States Constitution.

Signature

Address

| | |
|---------------------|--|
| Ray E. Cross | 318 Travelers Dr. Polk City 33868 |
| Bill Bean | 385 Cousins Dr. Polk City 33868 |
| Bob Platt | 288 Waterview Dr. Polk City 33868 |
| John Fuller | 904 Lakeshore Dr. Polk City 33868 |
| Donna Fuller | 904 Lakeshore Dr. Polk City 33868 |
| Jarris Huff | 9610 33-N. POLK CITY 33868 |
| Jarris Huff | 1105 Rally Dr. Polk City 33868 |
| Rosella Jaffe | 339 Travelers Dr. Polk City 33868 |
| Sue Ellwood | 210 Trailview Way Polk City 33868 |
| Bonnie K. Nichol | 743 2 ND Street Polk City 33868 |
| James Parks Jr | |
| Richard S. Omaldore | 219 Tavares St Polk City 33868 |

PETITION

We, the undersigned Lakeland Electric Company customers, who reside outside the city limits of Lakeland, Florida, request the Public Service Commission to change our electric service to another electric company, being either Progress Energy or Tampa Electric. Due to the mismanagement of Lakeland Electric by the City Commission of Lakeland, our rates are higher than either of the other two companies who supply electricity in our area. Lakeland Electric charges us a 10 percent surcharge for electricity over which they charge residents of Lakeland. This is taxation without representation and a violation of the Florida Constitution and United States Constitution.

Signature

Address

Lu Roy Brown 10371 Rachel Cherie Dr. Polk City, FL

Ina Alicia Figueroa 520 Broadway Blvd Polk City

Benta Streeter 438 Bascom Court Polk City, FL

Willa Daynes 731 3rd St

Cheryl Mills 4545 Foxtown South Polk City,

~~Wanda Walker~~ 5877 Manacott Way

Tommy J. J. 553 Tavares Rd. Polk City

Carol Kay 949 Lakeside Drive Polk City

Marie Gomez 207 Hill View way lot 12 #

Larry Dorman 200 Sunshine DR.

Wanda Walker 9125 Woodview Drive



PETITION

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Signature

Address

Diane Duncan 127 N Hydrangea Ave. Polk City FL 33868

Roland Snow 127 N Hydrangea Ave Polk City FL 33868

James Duran 127 N Hydrangea Ave Polk City FL 33868

Eric Snow 127 N Hydrangea Ave Polk City FL 33868

Mary Galbraith 10064 Rachel Cherie Dr Polk City, FL 33868

Sammy Gwynn 5020 Grimes Rd Polk City FL 33868

S.A. Williamson 326 ABBEY DR Polk City FL 33868

E. Jewell 4345 Fox Towns Polk City

Yupina Moore (COMMUNITY) Polk City

Shirley 120 CALLITRIS Ave. Polk City FL 33868

Michael 752 FUSSELL Rd Polk City, FL 33868

ACK (ARTON) 10202 SLAUGHTERHOUSE RD Polk City FL 33868

PETITION

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Signature

Address

Edna Smith 2146 Helwyn Rd. Auburndale, FL 33823

Gick Smith 2646 E. Jungle St. LKld. FL 33801

Melissa Smith 114 Cleander Ave. Adale FL 33823

David Coody 4706 Hwy 557A Polk City FL 33868

Jamie Stalvey 4706 U.S. Hwy 557A Polk City, FL 33868

Ruby Starnett 2904 Mercedes Dr. Lakeland, Fla. 33801

Clarsie Smith 114 Cleander Ave. Adale, FL 33823

Indover Ineal 116 Citrus Snow Blvd FL 33868

Teresa Lewis White 534 Glass Snow Dr FL

Ina Ruyell 9030 Damascus Ave Polk City, FL 33868

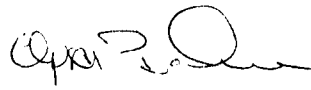
Sybil Neal 130 CARTER BLVD POLK CITY, FL 33868

PETITION

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Signature

Address

 10831 N. Commonwealth

Karen Brown 303 E Broadway Blvd - Polk City

Margaret Breen 502 Ashley Rd Polk City.

Gerry Bloomfield 237 Sunshine Blvd Polk City

Mary Smith 1059 Motorcoach Dr. Polk City

John Thompson 10,000 STEVEN DR. POLK CITY

Kenneth S. Li 4429 Country Trails Dr Polk City

Mike 206 HONEY BEE LN POLK CITY

RONNAEUR 235 CARRIER BLVD POLK CITY

John Cook 559 MARKLEN LANE, POLK CITY

Janet Lynn HDNA Big Bend Trl., Polk City

Catherine Slaw 10741 Commonwealth Ave N Polk City

JAMES GUY 505 FIRST ST POLK CITY

Sandra A. Stover 10900 N. Commonwealth AVE POLK CITY

Debra 7201 Berkeley Rd, Polk City

PETITION

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Signature

Address

Tommy Battemore Waterview Dr Polk City

William Meader Clearwater Ave Polk City

Inuhell ~~0000~~ Mt Olive Rd

Thomas Lawrence Woadum DR

Norris E Fowler 9920 Wilder Rd Polk City

Travis Dorminy 1530 Tenare Mines Rd

Donna York Pope Ave

Mary McCoy 10458 Stewens dr.

Dobres & Sach 228 Bougainvillea

George West 10109 Old Spanish Trails

Gary Pfeiffer 273 Waterview Polk City

Ellen Moore 10851 W. Common Wealth

Glenda Timms 234 Tenares Rd Polk City FL 33508

PETITION

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Signature

Address

Regina Lynn O'Neil 559 Markle, Lee - Polk City, FL 33825

Mike Glasow 10711 N. Commonwealth, Polk City, FL 33868

Jimmy Garcia 9048 Damascus Ave, Polk City 33868

John Blanton 618 TAURES rd polk city 33868

Nathaniel Smith 640 4th street POLK CITY 33868

Kelly J Downing 5014 Tenoroc Mines

Stephen [unclear] 2014 Citrus Grove Blvd Apt. 25 Polk City 33868

Melanie Contury 134 Azalea "

Vernon Tatum 135 Clearwater Ave. Polk City, FL.

Bobby Darminy 5014 Tenoroc Mines Rd

Ciara Nowell 5014 Tenoroc Mines Rd

PETITION

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Signature Address

Tommy Anderson 5314 Grims Rd Polk City 33868
John White 534 Grims Rd. Polk City, FL 33868
Ellie Strubling P.O. Box 301 Polk City FL 33868
Bette Byroads 440 Platt St Lakeland FL 33809
Tony R. Puffer 273 Waterson Polk City 33868
Bill Hall 130 CENTER BLVD Polk City 33868
Steve Birch 10065 Rachel Cherie Polk City, FL 33868
Nanessa McMurto 8165 State Rd 33N LKld. 33868
Walter Hoffmann 320 Bridges Rd, Polk City 33868
Deborah Jablonsky 11330 Demriley Rd, Polk City 33868
Sheron & Robert Bersay 553 Ashley Rd Polk City
ROBERT E. WILLHITE 4917 SHORE LINE DR Polk City 33868
Paul R. Rippe 489 Meandering Way P.O. 5588
John J. Vond 111 S. BENDONA AVE Polk City FL 33868
Thomas R. Burger 106 Sunny Lane Aub FLA 33823
John Smallen 219 Terrace Rd 33868
Jerry Baker 5150 Grims rd. Polk City
Cherish Gore 610 Lake Shore Dr. 33868
David Jewell 4335 Foxtown So. Polk City 33868
NICKOLAS D. ORGETTAS 358 MEANDERING WAY
Sarah Triska 3261 Chisholm Trl Polk City FL 33868
Polk City FL 33868

ll

PETITION

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| Signature | Address |
|---------------------|---|
| Rafaela Peduzzi | 339 Double Diamond Dr Polk City Fl. 33868 |
| Anthony | 3805 Cypress Trails Drive |
| Martha Coppedge | 104 Sunshine Blvd. Polk City Fla. 33868 |
| Marcy Massey | 5239 Duoy Rd Polk City 33868 |
| Patricia Register | 5257 Duoy Rd Polk City |
| Misty Harmon | 316 Appalachian Tr 33868 |
| Toni & Jeff Donovan | 3130 Appalachian Tr 33868 |
| Douglas Longcor | 10320 Steven Dr Polk City 33868 |
| Fred Williams | 1314 Orange Blv Polk City FL 33868 |
| Dale Burks | 480 Markley Loop Polk City, FL 33868 |
| Cindy Burks | 480 Markley Loop Polk City, FL 33868 |
| Jaclyn Cobb | 395 Orange Blvd. Polk City FL 33868 |
| Brewster Cobb | 4125 Orange Blvd Polk City FL 33868 |
| Tom Bladum | 8961 Golden Gate Polk City FL 33868 |
| Dea M. Sp | 378 N. Citrus Grove Blvd Polk City, 33803 |
| Amanda Reed | 1787 Fussell Rd Polk City 33865 |

PETITION

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Signature

Address

Rose D Nysa 9304 Woodview Dr
Richard Cooney 508 Ashley Rd Polk City ^{Polk} ₃₃₈₆₈
James Stump 3137 Cypress Trails Dr. Polk City ₃₃₈₆₈
Marcel Dupes 5199 Shoreline Dr Polk City FL ₃₃₈₆₈
Debbie Muedt 9845 Vayler Loop Polk City FL ₃₃₈₆₈
Stacy Clark 707 2nd St Polk City ₃₃₈₆₈
Dan Stover 10900 N. Commonwealth Ave Polk City
Jelena Bogart 9039 Sarah Dr Polk City
John Cochran 8927 Hammock Ln Polk City
Brittney Ball 645 Second St Polk City
Robert Felton P.O. Box 195 Polk City, FL ₃₃₈₆₈

PETITION

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Signature

Address

Arlene Evans 9934 N. Rd. 33 Polk City, Fl. 33868
Margaret Hollingsworth 9930 N. Rd. 33 Polk City, Fl. 33868
Arthur Jaslow 209 Bridges Rd Polk City FL 33868
Franklin Ludwig 534 Taveras Rd Polk City 33868
Leon Blotniski 5137 Northshore Dr Polk City FL 33868
Theresa Kelly 5041 Southshore Dr, Polk City, FL 33868
Tammy Lawson 10610 Hartzog Rd. Polk City, FL 33868
Michael Baker 395 Cruisers Dr Polk City FL 33868
Sherris Priddy 5536 Citrus Hill Dr Polk City, 33868
Tracy Nance 180 Bridges Rd. Polk City 33868
John R Campbell 5322 Grimes Rd Polk City 33868
Bob Zellinger 5256 Southshore Dr. Polk City 33868
Haydee Zucum 15702 Lagustrum LN Polk City 33868

around 20% higher than in Ft. Myers

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Signature

Address

| | |
|--|---|
| <u>George Nelson</u> | <u>10205 Quinn Rd Polk City</u> |
| <u>Johnny Scott</u> | <u>7302nd St Polk City</u> |
| <u>Carlyn Guevara</u> | <u>9014 Damascus Ave Polk City</u> |
| <u>Tracie Hale</u> | <u>9147 Samaritan Polk City 33868</u> |
| <u>Shawn Gysin</u> | <u>10845 Hwy 33 N Polk City 33868</u> |
| <u>David Kersey</u> | <u>818 Commonwealth Ave SW Polk City 33868</u> |
| <u>some owners Edward Hastings</u> | <u>194 Sunshine Blvd, Polk City, FL 33866</u> |
| <u>iam Wils</u> | <u>716 N Citrus Grove Blvd Polk City FL 33868</u> |
| <u>Johnny Taylor</u> | <u>624 N Citrus Grove</u> |
| <u>Felix Rodriguez</u> | <u>144 Julianne Blvd Auburndale, FL</u> |
| <u>Walt Jones</u> | <u>365 ORANGE BLVD POLK CITY 33868</u> |
| <u>Donna Ok Oliver</u> | <u>5350 MT OLIVER RD. CITY 33868</u> |
| <u>Johnnie</u> | <u>398 Clearwater Dr. Polk City</u> |

PETITION

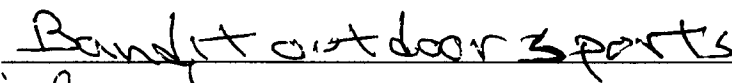
We, the undersigned Lakeland Electric Company customers, who reside outside the city limits of Lakeland, Florida, request the Public Service Commission to change our electric service to another electric company, being either Progress Energy or Tampa Electric. Due to the mismanagement of Lakeland Electric by the City Commission of Lakeland, our rates are higher than either of the other two companies who supply electricity in our area. Lakeland Electric charges us a 10 percent surcharge for electricity over which they charge residents of Lakeland. This is taxation without representation and a violation of the Florida Constitution and United States Constitution.

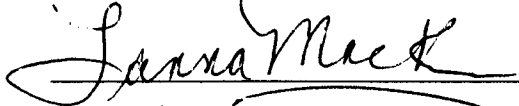
Signature

Address

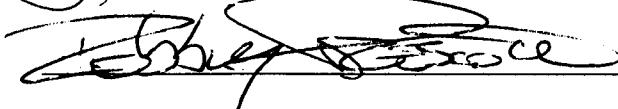


337 Honey Bee Lane

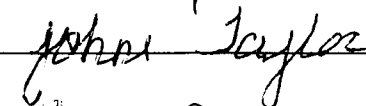
 322 Broadway blv



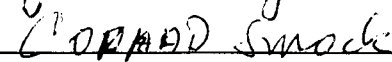
1513 St Rd. 559



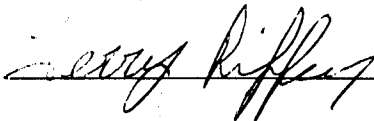
2030 Kathleen Rd



1021 ORANGE BLVD



11257 Country King Dr LKE FL



3348 Santa Fe Trail

PETITION

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Signature

Address

Paul [Signature] 606 3rd Street

Kelly Herndon 3015 Tenoroc Mines Rd

Kelly Dorminy 3015 Tenoroc Mines Rd

Michael Greenman 10000 STEVEN DR Polk City

Kim Lewis 217 Fred Ct

Kimberly [Signature] 2000 Van Fleet Road Polk City

Eleanor Livengood 10101 Steven Dr. Polk City

Jill Shelby 8431 Van Fleet Rd. Polk City 33868

[Signature] 606 Kukulera rd polk city 33868

[Signature] 240 Trailview way Polk city 33868

PETITION

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Signature Address

- TODD Wagner 6940 Sykes Lane, PC
 - ~~Dip...~~ 288 W. Waternew Dr Polk city
 - Russell Batts 2841 Cypress Trails Dr.
 - DAVIN Stewart 5242 Island View C.S.
 - Alison Platt 921 Orange Blvd Polk city
 - Phoncia Smith 10120 Oak Spanish Trl
 - ~~D. Miller~~ 624 4th St
 - Ada Donaldson 219 Javans Rd - Polk city FL
 - Mike Kerndal 5571 Citrus Hill Dr. Polk city.
 - William Case 4144 Woodridge Dr. Polk City,
 - Del Clifton 10125 Fox Central Polk City, FL
 - Ardal Wiley 4729 Country Hill Dr Polk city FL
- 1

ORIGINAL

Sketches by Josephine Burtzsch
The Little Brick House
Vandalia, Illinois

(1)

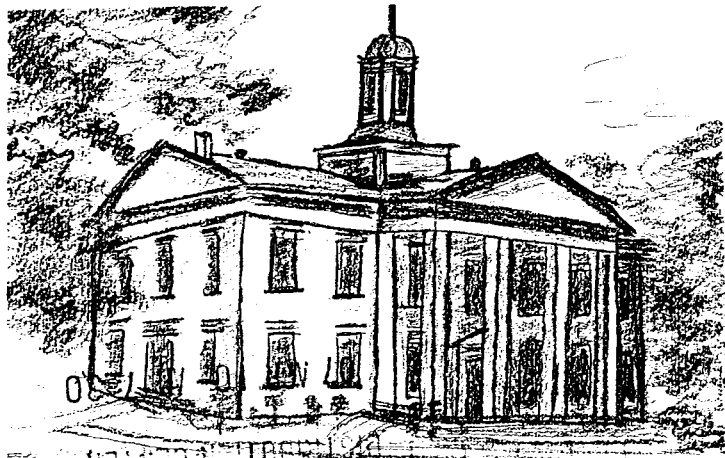
In reference to the
subject of Florida Public
Service Commission of
Holiday Florida turn
to page (2).

Opal Bowers
414 May Street
Summer, Ill.
62466

COMMISSION
CLERK

07 APR 10 AM 9:22

RECEIVED-FPSC



Statehouse

Vandalia, Illinois

CMP
COM
CTR
ECR
GCL
OPC
RCA
SCR
SCS
SES
HLO

Dear Sirs:

I am Mrs. Robert Bousers, wife of Robert. I am writing in reference of my husband who is (87 yrs.) of age and is now residing in a Methodist home in Lawrenceville Illinois. He has West Nile Virus and on top of this he had a stroke and is being doctored for this. "much cost to us both".

We, the two of us, have a home in Florida and one in Sandoval Il. I am trying to pay bills on my own and I'm wondering why I am expected to pay all utilities in Florida when I can't be there due to sickness of my husband? Especially to pay the hauling of garbage when I have to pay them here in Illinois? This deal is very unfair, but as the T.V. shows us the whole set-up in life is beginning to be unlawful and unfair and who is to blame? The ones who are over us

(over)

(3) in the Cities or Commissions Staff, who operates the affairs.

Now, our great American cities, countries and all underneath is beginning to answer to a greater Master "God" who sees and corrects all of us, as "He" sees fit, and so I remain, Mrs. Opal Bouser.
414 May St. Sumner, Ill.

Please consider what I said about city affairs because everyone pays in life to what is right or wrong, so it is with both of us, you and I.

My address when I can be in Florida is:
~~Mr. & Mrs.~~ Robert Bouser
7700 Lock Avenue
Holiday Florida
34691

ORIGINAL

RECEIVED

07 FEB -5 PM 1:14

January 29, 2007

070000 - OT

COMMISSION
CLERK

Chairman of the Board of Directors of Florida Power & Light

I know that my one voice will not make much difference to you, but if someone does not start saying something it will never change. I am a native Floridian, my father retired from Florida Power & Light. He put in 37 years of hard work making this company what it is today. I am a Florida Power & Light customer. I think it is deplorable that you no longer have locations where a person can walk in and pay their bills that is actually a Florida Power & Light owned location. We had a local fruitstand in Crescent City and you could pay them there. That was bad enough, at least you did not have to pay an additional fee and the person was able to communicate with you. Now we have to go to a Mexican grocery store that has some kind of global express facility. Not only do you have to pay a FEE>>>> to pay your bill, you have to deal with someone that doesn't even understand what you are saying. I am not a prejudiced person, I have some dear friends that are Hispanic. I just think a company as large as Florida Power & Light should have an office somewhere in areas and not expect people to be dependent on internet, phone or some foreign run business to deal with YOUR your customers. I think it should be illegal for a customer to have to pay someone a fee to pay a bill with American dollars. It should be a companies responsibility to absorb the fee if they are too cheap to have their own offices. You have to have offices around with some office personnel to run the day to day operations. If you can't trust them to take payments on customer accounts you need to replace them with someone else. I know you probably don't care about on little person's thoughts on this but I know most people feel the same way. I don't know if it will make any difference but I am also going to register this complaint with the PSC. You are constantly requesting rate increases maybe with some of those you can open some customer friendly locations.....

I request an acknowledgement of this letter.

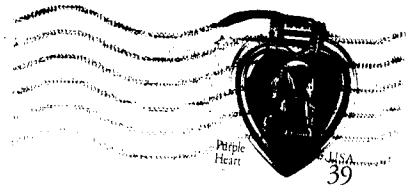
Linda Young
409 Orange Ave.
Crescent City, Florida 32112

386-698-1613

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

07 FEB - 5 AM 8:08
DISTRIBUTION CENTER

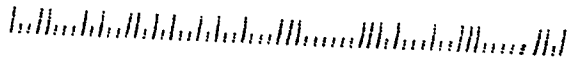
409 Orange Ave
Crescent City FL 32112
DAYTONA BEACH
FL 321 21



FLORIDA PSC
2540 SHUMARD OAK BUD
TALAHASSEE, FL

32399-6857

32399+7019



ORIGINAL

DISTRIBUTION
07 JAN 29



January 25, 2007

DIVISION OF THE COMMISSION CLERK & ADMINISTRATIVE SERVICES
Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

070000

RECEIVED 11:30
07 JAN 29 AM 9:32
COMMISSION
CLERK

RE: PSC case number 557432E

Please see the attached letter directed to Martha Carter Brown, Senior Attorney, in response to her letter of January 16.

Please read it carefully. My intention is to continue to challenge her findings; and pursue the fact that FPL disconnected power to my home three times while this case was pending; once on a Friday night, forcing me to pay the monies in dispute in order to have power for the weekend. I await your response.

Sincerely,

Bonnie Bennett

/bb

cc: Charlie Crist, Governor
Office of the Governor
The Capitol
Tallahassee, FL 32399-0001

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

hone 305.756.8988

ix 305.754.6026

nail BNET3@aol.com



January 25, 2007

Martha Carter Brown
Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RE: PSC case number 557432E

Dear Ms. Brown,

I am in receipt of your letter dated January 16. While it is clear to me that there are no rules on the Commission books governing the circumstances of this case, this does not negate the validity thereof.

The issue of FPL disconnecting my power no less than three times during my pending case has still not been addressed. I was of the knowledge that this IS against the rules. Please advise.

As for the case itself I will put it to you quite simply; you have the proliferate documentation to support. In the course of my escalating bill, subsequent complaint and investigation, the fact remains this: no less than 3 FPL employees, two are lineman and one a field supervisor, admitted and agreed that the faulty service drop, and the bad ground wire (two separate visits and corrections) **WOULD INDEED DRIVE UP THE COST OF MY ELECTRIC BILL.** I also consulted with master electricians (of which my retired father's electrical contracting business remains strong for over 50 years).

This was not some consumer ranting; this was a learned calculation of the facts and a stated case based on same. I am disappointed that the Commission does not address the numerous realities of the case directly. Perhaps a shift in government may begin to deal more directly with the massive run away train that FPL has become; and require the Commission to start holding them accountable; at least to some degree.

Sincerely,

Bonnie Bennett

/bb

phone 305.756.8988

cc: Charlie Crist, Governor
Office of the Governor
The Capitol
Tallahassee, FL 32399-0001

fax 305.754.6026

email BNET3@aol.com

Florida Public Service Commission
Division of the Commission Clerk and Administrative Services

BNET3, INC.

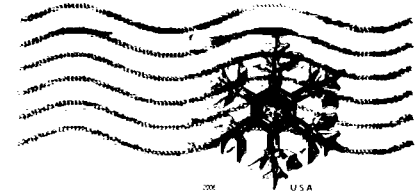
DESIGN · ILLUSTRATION · PHOTOGRAPHY

250 Northeast 96 Street · Miami Shores, FL 33138-2716



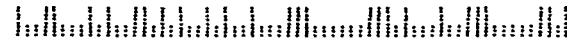
BNET3, INC. DESIGN · ILLUSTRATION · PHOTOGRAPHY
250 Northeast 96 Street · Miami Shores, FL 33138-2716

MIAMI FL 331
26 JAN 2007 PM 1 L



*DIVISION OF THE COMMISSION CLERK
and ADMINISTRATIVE SERVICES
FLORIDA PUBLIC SERVICE COMMISSION
2540 SHUMARD OAK BLVD.
TALLAHASSEE, FL 32399-0850*

32399+7013



ORIGINAL

January 7, 2007

070000

DISTRIBUTION CENTER

ATT RRR, CERTIFIED MAIL-7002 2030 0006 5213 2450
POBox 8233
Aurora, IL 60507-8233 (2nd Certified; 5th total notices)

07 JAN 11 AM 11: 11

FEDERAL TRADE COMMISSION RRR, CERT-7002 2030 0006 5013 2443
Bureau of consumer Protection, Long Distance Charges Cramming
600 Pennsylvania, NW, H-130, Washington, DC 30580

COMMISSION
CLERK

07 JAN 11 PM 1: 36

RECEIVED - FPSC

FCC RRR, CERTIFIED 7002 2030 0006 5013 2436
445 12th Street, SW, Washington, DC 20554

✓ Florida Public Service Commission RRR, CERT-7002 2030 0006 5013 2429
2540 Shumard Oak Blvd, Tallahassee, FL 32399-0850

RE: Acct 4908049244501-Alleged Phone Long Distance Account
Sirs:

This is the fifth notice to ATT of my dispute as to the validity of the above-captioned account.

ATT unilaterally set-up this account under a long-distance phone plan that I did not choose. Upon receipt of a statement from ATT, Aurora and my questioning the validity of it, I was informed that an informational packet was supposed to have been sent during the summer of 2006. In view of non-delivery, a new set of the alleged informational info packets was going to be resent. I was also advised to disregard the statement.

Needless to say, the second informational packet was not received either.

Upon receipt of another statement, an FDCPA letter was sent to ATT. It has now been over 45 days since delivery to ATT and no response.

Now, a Suspension Notice was received but no info packets nor response to our mailing and oral communications.

Hence, demand is hereby made that ATT abide by Federal law and response under the FDCPA and if reporting to credit bureaus to so as disputed account. Failure to respond within the prescribed time mandates removal of such debt.

Secondly, ATT should not be permitted to unilaterally choose or change plans for the consumer and then proceed to cram the charges upon the consumer and slander the consumer credit.

Your prompt attention to this matter is required due to ATT's disregard of Federal law and double billing also, through Bell South.

Sincerely,

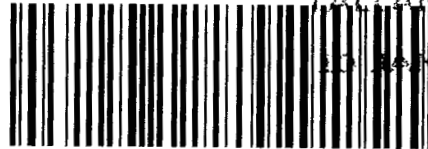
JORGE L. SOSA, 4410 Alton Road, Miami Beach, FL 33140-2851

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DOCUMENT NO. DATE

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FPSC - COMMISSION CLERK

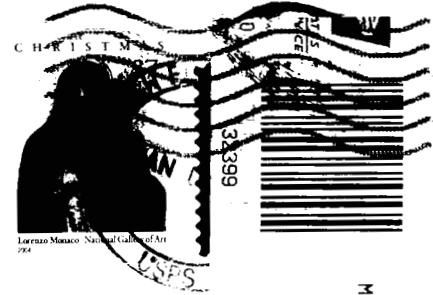
Jorge L. Sosa
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Miami, FL 33140-2851



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