

Director, Office of the Commission Clerk, Public Service Commission
Capitol Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

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09 OCT - 1 AM 7:09

Formal Written Comment to Public Service Commission reference Docket # 090079-EI

Comment:

It is a fact Progress Energy Florida does not have any local offices in Perry, Taylor County to pay bills or resolve problems or answer customer questions.

This is against the Public Service Commissions regulations 25-6.100 and appears to be a violation of Florida Statutes.

As Progress Energy Florida chooses to violate the regulations of the Public Service Commission it is only reasonable to require Progress Energy Florida to come asking for a rate increase with clean hands. First, follow the rules. In Tallahassee you can visit the electric utility office to pay your bill for free. We all have to pay extra to pay for our bill in Perry. Is that not an unauthorized by the Public Service Commission utility fee?

Progress Energy Florida being unable to follow the rules and law should be required to conform to Florida law before being allowed to increase rates.

Progress Energy Florida; see attached has spent substantial sums for executive pay and advertising expenses.

Executive pay of 10 % of company profits, with the top 7 company officers; 49.9 million dollars. On a company profit of 504 million dollars (2007) for a regulated monopoly whose rates are set by the state of Florida appear to be a method to grossly increase the profit to company executives while decreasing the apparent income of the company.

As Progress Energy Florida is a monopoly in its service area advertising for customers is at best an expense not at all related to the generating or delivery of electrical service. Therefore this expense of 17.9 million dollars should not be billed to the rate payers.

Progress Energy's books should be investigated and opened to the public to exam.

See attached copy of Rule.

Sherry Chaney
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Sherry Chaney / 9-30-2009

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25-6.100 Customer Billings.

- (1) Bills shall be rendered monthly and as promptly as possible following the reading of meters.
- (2) By January 1, 1983, each customer's bill shall show at least the following information:
 - (a) The meter reading and the date the meter is read, in addition to the meter reading for the previous period. If the meter reading is estimated, the word "estimated" shall be prominently displayed on the bill.
 - (b)1. Kilowatt-hours (KWH) consumed including on and off peak if customer is time-of-day metered.
2. Kilowatt (KW) demand, if applicable, including on and off peak if customer is time-of-day metered.
 - (c) The dollar amount of the bill, including separately:
 1. Customer charge.
 2. Energy (KWH) charge, exclusive of fuel, in cents per KWH, including amounts for on and off peak if the customer is time-of-day metered, and energy conservation costs.
 3. Demand (KW) charge, exclusive of fuel, in dollar cost per KW, if applicable, including amounts for on and off peak if the customer is time-of-day metered.
 4. Fuel cost in cents per KWH (no fuel costs shall be included in the base charge for demand or energy).
 5. Total electric cost which is the sum of the customer charge, total fuel cost, total energy cost, and total demand cost.
 6. Franchise fees, if applicable.
 7. Taxes, as applicable on purchases of electricity by the customer.
 8. Any discount or penalty, if applicable.
 9. Past due balances shown separately.
 10. The gross and net billing, if applicable.
 - (d) Identification of the applicable rate schedule.
 - (e) The date by which payment must be made in order to benefit from any discount or avoid any penalty, if applicable.
 - (f) The average daily KWH consumption for the current period and for the same period in the previous year, for the same customer at the same location.
 - (g) The delinquent date or the date after which the bill becomes past due.
 - (h) Any conversion factors which can be used by customers to convert from meter reading units to billing units. Where metering complexity makes this requirement impractical, a statement must be on the bill advising that such information may be obtained by contacting the utility's local business office.**
 - (i) Where budget billing is used, the bill shall contain the current month's consumption and charges separately from budgeted amounts.
(i) The name of the utility plus the address and telephone number of the local office where the bill can be paid and any questions about the bill can be answered.
- (3) When there is sufficient cause, estimated bills may be submitted provided that with the third consecutive estimated bill the company shall contact the customer explaining the reason for the estimated billing and who to contact in order to obtain an actual meter reading. An actual meter reading must be taken at least once every six months. If an estimated bill appears to be abnormal when a subsequent reading is obtained, the bill for the entire period shall be computed at a rate which contemplates the use of service during the entire period and the estimated bill shall be deducted. If there is reasonable evidence that such use occurred during only one billing period, the bill shall be computed.
- (4) The regular meter reading date may be advanced or postponed not more than five days without a pro-ration of the billing for the period.
- (5) Whenever the period of service for which an initial or opening bill is rendered is less than the normal billing period, the charges applicable to such service, including minimum charges, shall be pro-rated except that initial or opening bills need not be rendered but the energy used during such period may

be carried over to and included in the next regular monthly billing.

(6) The practices employed by each utility regarding customer billing shall have uniform application to all customers on the same rate schedule.

(7) Franchise Fees.

(a) When a municipality charges a utility any franchise fee, the utility may collect that fee only from its customers receiving service within that municipality. When a county charges a utility any franchise fee, the utility may collect that fee only from its customers receiving service within that county.

(b) A utility may not incorporate any franchise fee into its other rates for service.

(c) For the purposes of this subsection, the term "utility" shall mean any electric utility, rural electric cooperative, or municipal electric utility.

(d) This subsection shall not be construed as granting a municipality or county the authority to charge a franchise fee. This subsection only specifies the method of collection of a franchise fee, if a municipality or county, having authority to do so, charges a franchise fee.

Specific Authority 366.05(1), 366.04(2) FS. Law Implemented 366.03, 366.04(2), 366.041(1), 366.051, 366.06(1) FS. History—New 2-25-76, Amended 4-13-80, 12-29-81, 6-28-82, 5-16-83.

, since they closed their office in Perry, Progress Energy has agreed

to the following:

- Paid \$6.2 million for naming rights for a theater in St. Petersburg
- Paid \$7.5 million for naming rights for an art center in Raleigh
- Paid \$1 million for naming rights for the UCF welcome center
- Paid \$1 million for naming rights for a leadership institute at UCF
- Paid 1.2 million for naming rights to a bridge at NCSU
- A corporate partner of the ACC costing hundreds of thousands to over \$1 million
- Pays \$150,000 each year for naming rights to a minor league stadium
- Owned part of the Tampa Bay Devil Rays until 2006
- Paid an undisclosed sum for naming rights to art gallery in New Port Richey in 2003
- Maintains an office in Tallahassee, where they provide no services
- Has nineteen (19) lobbyists on their payroll