I-GU

FLORIDA PUBLIC SERVICE COMMISSION CASE MANAGEMENT SYSTEM PARTICIPATING EMAIL ADDRESSES FOR DOCKET 090551

PARTY NAME	COMPANY CODE	EMAIL ADDRESS	ADDRESS IN MASTER COMMISSION DIRECTORY
Gregory L. Spatz		usconstruction@aol.com	No 1
Peoples Gas System	GU608	Regdept@tecoenergy.com	No

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MAILEO -	0
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REQUEST FOR CHANGE TO COMMISSION CONFERENCE

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	of Request:	12/6/2010		Date	e of Commis	sion Cor	nference:	12/14/2010		item No	5. 4 10 DEC8	AM 10+ 1.2
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	Add Emerg	ency Item to F	Publish	ed Agenda	[see Section	120.525 (3), F.S.] -	Issue an ADDE	NDUM and	l Give Fair	NOTICE	
c	Concise exp	lanation, jus	tificati	on or com	ments (attac	ch additic	onal shee	t if necessary):	:			
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Signat	ure (Legal i	Staff): Rab	ekt	t yal	PPT -			Initials (Ger Designee):	neral Cou	nsel or	Alley	
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FPSC-COMMISSION CLERK

Commission Clerk

Subject: Order or Notice issued by the Public Service Commission (Email ID = 071099)

Attachments: 09804-10.pdf

The attached order or notice has been issued by the Public Service Commission.

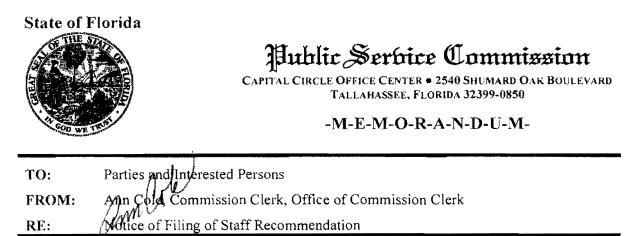
If you have any problems opening this attachment, please contact the Office of Commission Clerk by reply email or at 850-413-6770.

When replying, please do not alter the subject line; as it is used to process your reply.

Thank you.

	_		090557
PARTI	CASE MANAG	ERVICE COMMISSION EMENT SYSTEM DRESSES FOR DOCKET 090551	
PARTY NAME	COMPANY CODE	EMAIL ADDRESS	ADDRESS IN MASTER COMMISSION DIRECTORY
Gregory L. Spatz		usconstruction@aol.com	No
Peoples Gas System	GU608	Regdept@tecoenergy.com	No
		FPSC, CLK - CORR Administrative Pr DOCUMENT NO. DISTRIBUTION:	ESPONDENCE arties Consumer
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RE:

Notice is being given that a staff recommendation has been filed with the Office of Commission Clerk for the upcoming Commission Conference Agenda. See attached page one for filing date, docket number, and document number information.

Complete staff recommendations for items on the agenda are available from the Commission's Web site http://www.floridapsc.com by selecting the Agendas & Hearings tab and then selecting Commission Conference Agendas. Vote sheets, transcripts, and minutes are also viewable once they become available. Records of Commission actions can also be viewed by selecting **Dockets & Filings**, **Dockets** and the docket number or document number.

I hope you find this information helpful. If you have any questions concerning this information, please feel free to contact the Office of Commission Clerk at (850) 413-6770.

RECEIVED-FPSC



Jublic Service Commission^{EC -2} AM 8: 59

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEYARD TALLAHASSEE, FLORIDA 32399-0850 CLERK

-M-E-M-O-R-A-N-D-U-M-

DATE: December 2, 2010

TO:	Office of Commission Clerk (Cole)	14
FROM:	Office of the General Counsel (Jacker)	Kur

- **RE:** Docket No. 090551-GU Complaint by Gregory L. Spatz against Peoples Gas System for allegedly turning off service without notice.
- AGENDA: 12/14/10 Regular Agenda Proposed Agency Action Interested Persons May Participate

COMMISSIONERS ASSIGNED: All Commissioners

PREHEARING OFFICER: Brisé

CRITICAL DATES: None

SPECIAL INSTRUCTIONS: None

FILE NAME AND LOCATION: S:\PSC\GCL\WP\090551.RCM.DOC

Case Background

Peoples Gas System (PGS) provides gas service to 338,790 customers in the following counties: Bay, Broward, Charlotte, Clay, Collier, Dade, Duval, Gilchrist, Hernando, Highlands, Hillsborough, Lafayette, Lake Lee, Levy, Liberty, Manatee, Marion, Martin, Orange, Osceola, Palm Beach, Pasco, Pinellas, Polk, Sarasota, Seminole, St. Johns, Sumter, Volusia, Wakulla, and Union. Mr. Gregory Spatz is a seasonal resident, normally leaving his Florida home in the summer months. On June 30, 2009, Mr. Spatz's gas service was disconnected for nonpayment.

On September 21, 2009, Mr. Spatz filed an informal complaint with the Commission. Subsequently, on December 28, 2009, Mr. Spatz filed a formal complaint against PGS, alleging improper disconnection, lack of notice of disconnection, and improper charge for reconnection.

DOCUMENT NUMPER DATE

09689 DEC -2 =

FPSC+COMMISSION CLEE

Commission Clerk

Subject:Order or Notice issued by the Public Service Commission (Email ID = 390944)Attachments:Recommendation 09689.pdf

The attached order or notice has been issued by the Public Service Commission.

If you have any problems opening this attachment, please contact the Office of Commission Clerk by reply email or at 850-413-6770.

When replying, please do not alter the subject line; as it is used to process your reply.

Thank you.

040551

Commissioners: Matthew M. Carter II, Chairman Lisa Polak Edgar Nancy Argenziano Nathan A. Skop David E. Klement

STATE OF FLORIDA

Office of Commission Clerk Ann Cole Commission Clerk (850) 413-6770

Public Service Commission

December 29, 2009

Gregory L. Spatz 2785 SE 11th Street Pompano Beach, FL 33062 FPSC, CLK - CORRESPONDENCE <u>Administrative</u> Parties Consumer DOCUMENT NO. <u>12229-09</u> DISTRIBUTION:

Re: Docket No. 090551-GU

Dear Mr. Spatz:

This will acknowledge receipt of the complaint against Peoples Gas System for allegedly turning off service without notice, which was filed in this office on December 28, 2009, 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.

Office of Commission Clerk

Marguerite McLean

ADMINISTRATIVE

From:Filings@psc.state.fl.usSent:Monday, December 28, 2009 10:40 AMTo:Neal ForsmanSubject:FW: Formal Compaint - Gregory SpatzAttachments:RE: 889484G - Spatz, Gregory

A new docket will be established. thanks.

From: Neal Forsman Sent: Monday, December 28, 2009 9:42 AM To: Filings@psc.state.fl.us Subject: RE: Formal Compaint - Gregory Spatz

Marguerite,

Mr. Spatz's informal complaint # 889484G is scheduled to be closed today. In his final disposition letter for 559484G, he was advised of his option to file a formal petition. I have no indication that a docket has been established as of this date. Based on his intention throughout the informal process and on his letter dated 12/25/09, it would appear that a new docket should be established.

For your information, I have also attached an e-mail response I sent to Katherine Fleming on 12/21/09 and accompanying e-mail chain regarding Mr. Spatz's concerns.

Thanks, Neal

Neal E. Forman

Regulatory Program Administrator BCA Process Review Group Florida Public Service Commission Division of Service, Safety & Consumer Assistance Bureau of Consumer Assistance Phone: (850)413-6459 FAX: (850)413-6460 nforsman@psc.state.fl.us

From: Filings@psc.state.fl.us Sent: Monday, December 28, 2009 9:30 AM To: Neal Forsman Subject: FW: Formal Compaint

Neal:

the Clerk's Office rec'd. the attached letter from Gregory Spatz. Is there a docket this letter should go into ? or should a new docket be established ? Marguerite.

I 2229 DEC 28 8 FPSC-COMMISSION CLERK

12/28/2009

From: USCONSTRUCTION@aol.com [mailto:USCONSTRUCTION@aol.com] Sent: Friday, December 25, 2009 10:53 AM To: Filings@psc.state.fl.us Subject: Formal Compaint

PSC,

Attached please find a scanned copy and word copy of a complaint against Peoples Gas Systems. Please call with any questions.

Thank you,

Gregory L. Spatz 2785 SE 11th Street Pompano Beach, FI 33062 954-785-6085 954-788-9362 FAX usconstruction@aol.com

GREGORY L. SPATZ 2785 SE 11TH Street Pompano Beach, Fl 33062 954-943-2768 usconstruction@aol.com

12/25/09

State Of Florida Public Service Commission Capital Circle Office Ceneter 2540 Shumard Oak Blvd. Tallahassee, Florida 32399-0850

Re: Request for Formal Complaint against Peoples Gas System Informal complaint # 889484G

Dear Sirs/Madam,

Pursuant to Chapter 28-106, FAC and the commission's procedural rules, in particular Rule 25-22.036., please accept this letter as my request for a Formal Complaint against the above reference utility.

The above utility turned off our service without the notice required under there tariff. An informal complaint resulted in PSC Staff agreeing with the utility on the facts of the case and disregarding the customers & witness's testimony.

I would appreciate the PSC waiving any formal procedures required under the rules for this process since the PSC legal department was not available to assist in preparing this Formal Complaint and I was furnished a copy of the rules as indicated in Neal Forsman's letter.

I would also like to reaffirm that this complaint is against Peoples Gas System not an Electric Company as indicated in Neal's letter.

Very truly yours,

Nature

Marguerite McLean

From:	Neal Forsman
Sent:	Monday, December 21, 2009 12:44 PM
To:	Katherine Fleming; Ruth McHargue
Cc:	Dan Hoppe; Shirley Stokes; Rhonda Hicks; Randy Roland
Subject:	RE: 889484G - Spatz, Gregory

Katherine,

Sorry to get in on this late, but I was out of my office until 11:30.

There have been 2 levels of review by our Process Review Group. The second review, referenced as an Administrative Review in our PRG was completed by me. I sent Mr. Spatz a final Administrative Review disposition letter dated 12/16/09. In my letter, Mr. Spatz was made aware that the informal complaint process was concluded. He was also instructed regarding filing a formal petition and was advised to contact the PSC's Office of the Commission Clerk office at 850-413-6770 if he had further questions regarding filing a formal petition. As Mr. Spatz was advised in my letter, his informal complaint, complaint # 889484G, is scheduled to closed on 12/28/09. To date, I am not aware that Mr. Spatz has filed a petition or that a docket number has been assigned. Should that happen before 12/28/09, his complaint will be closed upon my being notified.

Neal E. Forsman

Regulatory Program Administrator BCA Process Review Group Florida Public Service Commission Division of Service, Safety & Consumer Assistance Bureau of Consumer Assistance Phone: (850)413-6459 FAX: (850)413-6460 nforsman@psc.state.fl.us

From: Katherine Fleming
Sent: Monday, December 21, 2009 9:38 AM
To: Ruth McHargue
Cc: Dan Hoppe; Neal Forsman; Shirley Stokes; Rhonda Hicks; Randy Roland
Subject: RE:

Thank you, Ruth. As you can see from the emails below, he said that he called but was told to call us. Apparently, he did not inform us that he already proceeded through the informal complaint process. Thanks for your help!

From: Ruth McHargue
Sent: Monday, December 21, 2009 9:37 AM
To: Katherine Fleming
Cc: Dan Hoppe; Neal Forsman; Shirley Stokes; Rhonda Hicks; Randy Roland
Subject: RE:

I called Mr. Spatz, he has already filed a compliant (#889484E) and was given a resolution by the PSC. Mr. Spatz's case went to process review and he was advised his next step was to file a formal

12/28/2009

Nature

complaint if he wanted to pursue the matter further. He said he is not satisfied with the resolution and now wants to go forward with a formal compliant. He called GCL to get assistance with the wording on the formal complaint. Not sure if GCL helps with that, I advised him I would get someone to call him regarding the procedures on filing a formal compliant. He said he wants to appear before the Commissioners regarding his compliant. Ruth

From: Katherine Fleming Sent: Monday, December 21, 2009 9:15 AM To: Rhonda Hicks; Shirley Stokes; Ruth McHargue Cc: Dan Hoppe Subject: FW: Importance: High

Apparently, the individual listed below tried calling you all to file a complaint, but someone down there told him to call us. Aren't consumers suppose to call you all first so that you can log the complaint and you proceed from there? This is the second time that it's happened in the last two weeks. Has the procedure changed? Please advise.

Thank you.

From: Mary Diskerud Sent: Monday, December 21, 2009 9:09 AM To: Katherine Fleming Subject: RE:

I did and he said he called them and they said to talk with someone up here.

From: Katherine Fleming
Sent: Monday, December 21, 2009 9:08 AM
To: Mary Diskerud; Anna Williams; Caroline Klancke; Erik Sayler; Jennifer Brubaker; Keino Young; Lisa Bennett
Subject: RE:

Did you give him the number for the complaint line so that they could log his complaint and proceed from there?

From: Mary Diskerud Sent: Monday, December 21, 2009 9:07 AM To: Anna Williams; Caroline Klancke; Erik Sayler; Jennifer Brubaker; Katherine Fleming; Keino Young; Lisa Bennett Subject:



Craig Spatz 954-785-6085 has complaint against TECO regarding shutting services off without proper notice. Can someone call him.

Mary D.

Have a Blessed Day.

12/28/2009

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Case	Assignment and Scheduling Record	

Section 1 - Office of Commission Clerk

Docket No. 090551-GU Date Docketed: 12/28/2009 Title: Complaint by Gregory L. Spatz against Peoples Gas System for allegedly turning off service without notice.

Company: Gregory L. Spatz Peoples Gas System

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Section 1 - Office of Commission Clerk		
Docket No. <u>090551-GU</u> Date Docketed: <u>12/</u>	28/2009 Title: Complaint by Gregory L. Spatz against P allegedly turning off service without n	eoples Gas System for otice.
Company: Gregory L. Spatz Peoples Gas System		
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<u>Staff Assignments</u>	FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770	
		Due Dates
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	1. Staff Recommendation	05/06/2010 07/22/2010
	2. Agenda 3. PAA Order	05/18/2010 08/03/2010 06/07/2010 08/23/2010
	4. Consummating Order if No Protest	07/01/2010 09/16/2010
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Section 3 - Chairman Completes	40. Assignments are as follows:	
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Docket No. <u>09055</u>]	<u>1-GU</u> Date Dockete	ed: <u>12/2</u>	<u>8/2009</u>	Title:	Complat alleged	int by G dly turn	iregory L ing off	. Spatz service	against F without r	peoples notice.	Gas Sy	stem for		
Company: Gregory L. Spatz Peoples Gas System														
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PSC/CLK015-C (Re	<pre>11 Commission dec v. 04/07)</pre>	ides the	e case.	* Comp	LETED E	VENTS								
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Lase Assignment and Scheduling Record

Section 1 - Office of Commission Clerk

Docket No.<u>090551-GU</u> Date Docketed: <u>12/28/2009</u> Title: Complaint by Gregory L. Spatz against Peoples Gas System for allegedly turning off service without notice.

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Company: Gregory L. Spatz Peoples Gas System

Official Filing Last Day to Sus	-				E	xpiratio	n:									
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