

**REDACTED**

**Diamond Williams**

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**From:**  
**Sent:** Friday, May 28, 2010 4:26 PM  
**To:** Filings@psc.state.fl.us  
**Subject:** FPL complaint  
**Attachments:** FPLfileFPSC.docx

100312-EI

attached is .doc file of FPL Complaint

s/.

COM \_\_\_\_\_  
APA \_\_\_\_\_  
ECR \_\_\_\_\_  
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OPC \_\_\_\_\_  
CLK Grant

6/1/2010

DOCUMENT NUMBER-DATE  
04519 MAY 28 2010  
FPSC-COMMISSION CLERK

**REDACTED**

filings@psc.state.fl.us in Word with numbered paragraphs. Use the document extension .doc.

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This complaint dated 05/28/2010 follows a prior communication about the same issue.

(a) The complaint is Florida Power and Light Company (FPL) subsidiary of FPL Group, violates sections of Florida Administrative Code Chapter 25-6.103, 25-6.105 and 25-6.106, various sections of Florida Statutes, and FPL tariffs that pertain to billing of charges and collection of charges, fees and taxes, and that are not service charges; FPL violated law when it demanded and received prior payment of charges that customers are not required to pay according to F.S. 203, 350, 366 and 367 and the company regulations. Federal law does not demand payment of taxes or money from people e.g. children, elderly and jobless with inadequate access to it.

b) Affected Agencies are Florida Public Service Commission 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850 and FPL, 9250 West Flagler Street, Miami, Florida and FPL Group, 700 Universe Boulevard, Juno Beach, Florida 33408. Petitioner is \_\_\_\_\_ of \_\_\_\_\_ (whose contact information is used for service purposes only and redacted, where possible, from public records)

c) Petitioner communicated with FPSC Staff about this matter in September 2008 and most recently in May, 2010.

d) The issue is according to FPL regulations and it appears according to law also FPL is ultimately responsible for payment of charges, taxes, etc in excess of services and products furnished by company to the customer.

e) Customers are obligated to pay for services and products received and permitted though not required to pay FPL's costs.

f) Language of Florida Administrative Code Chapter, specifically 25-6.105 is read by some people in a manner that is harmful to the ordinary customer.

g) Petition seeks action according to FPL regulations and that benefits customers according to law e.g. Commission declares customer free from paying tax obligations of FPL.

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