

Catherine Potts

From: Pamela Paultre on behalf of Office of Commissioner Brisé
Sent: Tuesday, May 14, 2013 8:57 AM
To: Commissioner Correspondence
Subject: FW: another rate increase from duke ?

Cathi,

Please place the forwarded or enclosed correspondence in Docket Correspondence of Consumers and their representatives for docket no. 100437-EI.

Thank you,

Pamela Paultre
Assistant to Chairman Ronald Brisé
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399
(850) 413-6036

From: richard e. stanard [<mailto:rstanard@hotmail.com>]
Sent: Tuesday, May 14, 2013 8:03 AM
To: Office of Commissioner Brisé; Office Of Commissioner Edgar; Office of Commissioner Brown
Subject: another rate increase from duke ?

dear commissioners, and i see in an article in my local newspaper (citrus chronicle) last week that duke is filing for another rate increase in part to cover development of the proposed nuclear facility in levy county

i hope you and the other commissioners will not only reject this new filing out of hand but will also chastise them for doing so as these costs are already reflected in the rates currently in effect, and now they want more which is borderline stupid

many of us are already unhappy with the current recouping in the rates for these costs knowing they haven't even broken ground for the proposed facility, and then to add this new insult to injury is at best inappropriate and at worst just plain stupid, which we can't have from such a critically important supplier

if you find these proposed new rates are in fact necessary, then surely your organization will require public acknowledgement from them of this oversight, and assurance of being more careful in the future to avoid its repeat

thank you for your consideration

richard s.
homosassa springs

res

Eric Fryson

From: Ann Cole
Sent: Thursday, May 09, 2013 4:01 PM
To: Eric Fryson
Cc: Hong Wang; Catherine Potts
Subject: FW: Duke Energy Proposed Rate increase

FPSC, CLK - CORRESPONDENCE
Administrative Parties Consumer
DOCUMENT NO. 04274-11
DISTRIBUTION: _____

Eric, Please process this Commission Correspondence. Thanks, Ann

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

From: Pamela Paultre On Behalf Of Office of Commissioner Brisé
Sent: Thursday, May 09, 2013 3:59 PM
To: Commissioner Correspondence
Subject: FW: Duke Energy Proposed Rate increase

Cathi,

Please place the forwarded or enclosed correspondence in Docket Correspondence of Consumers and their representatives for docket no. 100437-EI.

Thank you,

Pamela Paultre
Assistant to Chairman Ronald Brisé
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399
(850) 413-6036

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

From: kking1@tampabay.rr.com [<mailto:kking1@tampabay.rr.com>]
Sent: Thursday, May 09, 2013 10:12 AM
To: Office of Commissioner Brisé; Office Of Commissioner Edgar; missioner.Graham@psc.state.fl.us; Office of Commissioner Balbis; Office of Commissioner Brown
Subject: Duke Energy Proposed Rate increase

To Commission Board Members:

I wanted to take a moment to write a letter to you, stating my objection to any increase being requested by Duke Energy. Based on a recent article that I read Duke Energy is requesting \$175 Million from its customers next year to be used primarily for a nuclear plant in Levy County.

I wanted to make it known that I am against this rate increase and any other by Duke energy at this time. This money seems to be going to a proposed plant in Levy county however the plant is not yet built. I feel that Duke Energy should seek outside investors to build these plants and only seek rate increases when they are unable to obtain the funds elsewhere. Additionally, I feel Duke energy should be required to forecast their needs over say the next 5-10 years, and

request an appropriate rate increase so that money can be obtained over a longer period of time to be less of a hit to consumers.

As we all know the economy has hit consumers pretty hard recently. Additionally we are seeing a rise in health care costs because of the "Obama Care" and any increase to our utilities has a major effect on how we live our lives. With only 1 power company available to use there is no competition to help reduce costs. We must rely on their ability to manage their business properly. And trust that the Public Service Commission is looking out for the best interests of the public as a whole.

If that rate increase were say spread out over the next 5 years, we would be looking at a \$.17 increase each year over the next 5 years. This could even give them room to possibly request a little more for other projects or items that are necessary.

I appreciate you time, and attention.

Regards

Kevin King
Kking1@tampabay.rr.com

Catherine Potts

From: Pamela Paultre
Sent: Friday, February 08, 2013 10:36 AM
To: Commissioner Correspondence
Subject: FW: Concerns

Cathi,

Please place the forwarded or enclosed correspondence in Docket Correspondence of Consumers and their representatives for docket no.100437-El.

Thank you,

Pamela Paultre
Assistant to Chairman Ronald Brisé
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399
(850) 413-6036

—Original Message—

From: Beatrice Balboa [mailto:beatricebalboa@gmail.com]
Sent: Sunday, February 03, 2013 8:40 PM
To: Consumer Contact
Cc: Eduardo Balbis; Office Of Commissioner Graham; Office of Commissioner Brown; Office Of Commissioner Edgar; Ronald Brisé
Subject: Concerns

I was reading the latest news media article(s) regarding the latest nuclear advance fee activities in the State of Florida with great interest. Please review and implement an action plan to thoroughly address this extremely troubling issue. Media reports continue to underscore the deplorable and shameful waste generated by such an ill-conceived State of Florida law with comments such as "The \$24 billion Levy County project has cost customers \$1.5 billion so far, while improvements at the crippled Crystal River nuclear plant have cost \$457 million. Neither project is expected to produce any electricity for years, if ever." and "Obviously, no one can be happy with the way we find ourselves today with regard to nuclear cost recovery," indicative of this disgraceful situation and state of affairs. With a overwhelming recessionary/depression economic climate adversely impacting taxpayer citizens, it is way past time to immediately commence a forensic audit throughout the entirety of the nuclear projects in the State of Florida to eliminate, consolidate and reduce all non-essential functions by initiating cost cutting budget measures of 5, 10, 25, 50, 75 and/or 90%, starting at the highest levels of management and working downward to the local level, trying to keep the day-to-day operational and logistical electrical services delivery as much as fiscally prudent to relieve the ongoing unsustainable and unconscionable typical electrical bill inflicted on its senior citizenry. Please coordinate, collaborate and cooperate on Federal, State and/or local jurisdictional levels in addressing these concerns potentially impacting adversely the public's finances, policies, trust, confidence, and quality of life issues. Thank you for your time in this matter and hope to hear from you soon.

Sincerely,

Beatrice Balboa

1010 South Ocean Boulevard, Apt. 1008

Pompano Beach, Fl 33062-6666

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Florida legislative leaders soften stance on nuclear advance fee law By Ivan Penn, February 1, 2013

State legislative leaders continue to soften Tallahassee's once-rock-solid support for a law that allows utilities to charge customers in advance for new nuclear projects.

This week, House Speaker Will Weatherford told reporters that the law did not produce the kinds of results in boosting nuclear power that lawmakers anticipated when they passed the measure in 2006.

Known as the Nuclear Cost Recovery Clause, the law gives utilities such as Duke Energy and Florida Power & Light incentives to hasten construction of nuclear plants and increase power at existing ones.

In South Florida, FPL touts the law as helping to add 500 megawatts of power — the equivalent of a small reactor — to its Turkey Point power station for about \$3 billion.

Duke, on the other hand, remains saddled with almost \$2 billion in expenses related to an upgrade project at the Crystal River plant in Citrus County and the preliminary planning and development of the proposed Levy County nuclear plant.

The \$24 billion Levy County project has cost customers \$1.5 billion so far, while improvements at the crippled Crystal River nuclear plant have cost \$457 million. Neither project is expected to produce any electricity for years, if ever.

"Obviously, no one can be happy with the way we find ourselves today with regard to nuclear cost recovery," Weatherford told the Miami Herald. "There have been some unexpected things that took place. The cost of natural gas has plummeted — not a bad thing. We had the situation in Japan. We also had an economic downturn. So what looked like a great idea in 2006, in hindsight, may not have been."

The comments by Weatherford, whose district is in Duke's service area, follow remarks that Senate President Don Gaetz made to the Tampa Bay Times' editorial board Jan. 18 that no legislation addressing the advance fee had been filed yet in his chamber, but he would "make sure it gets a full debate, gets considered. Absolutely."

"I would certainly hope that somebody from your legislative delegation here who lives with this problem and whose constituents live with this problem would file such a bill so that the issue could be brought to the head," Gaetz said.

Rep. Michelle Rehwinkel Vasilinda, D-Tallahassee, filed a bill in the House to repeal the law. Rep. Mike Fasano, R-New Port Richey, who has attempted to repeal the law for years, is co-sponsoring the House bill.

And freshman Rep. Dwight Dudley, D-St. Petersburg, also is backing the repeal. Dudley beat former Rep. Frank Farkas last year, largely campaigning to repeal the law.

Until this year, legislative leaders have not publicly given serious consideration to changing the law. For the past 18 months, the Times has been detailing the impact of the advance fee, including how Duke Energy will pocket \$150 million from customers for the Levy project, even if it never builds the plant.

Eric Fryson

100437 - E1

From: Ruth McHargue
Sent: Thursday, February 07, 2013 4:32 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 100437

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>04274-11</u>		
DISTRIBUTION:		

customer correspondence

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

From: Consumer Contact
Sent: Thursday, February 07, 2013 4:30 PM
To: Ruth McHargue
Subject: To CLK Docket 100437

Copy on file, see 1100625C. DH

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

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Thursday, February 07, 2013 12:23 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 33238

CUSTOMER INFORMATION

Name: Mark Isenberg
Telephone: 727 600 8445
Email: mark120953@gmail.com
Address: 3887 Timber Ridge Ct. Palm Harbor FL 34685

BUSINESS INFORMATION

Business Account Name: Mark Isenberg
Account Number:
Address: 3887 Timber Ridge Ct. Palm Harbor Florida 34685

COMPLAINT INFORMATION

Complaint: Other Complaint against Progress Energy Florida, Inc.

Details:

Hello,

I am a Duke Energy shareholder who recently moved to Palm Harbor from Charlotte so I am very familiar with the Duke merger and now the Crystal River nuclear plant closing announcement. A couple of thoughts for you to consider before public hearings begin as to the long term rate hikes, Progress Energy in St. Petersburg will be allowed to start charging after 2016 follow. First, the unique construction flaws at Crystal River containment structures may allow for a legal suit to be brought against former Progress CEO William Johnson who walked away from Duke with a huge compensation package after he was fired by Dukes CEO Jim Rogers last summer just as the formal merger occurred. It was Mr. Johnson who signed off on an inadequate repair effort in 2009 while Progress CEO in Raleigh, NC that led to the escalating repair costs which ultimately led the Duke Board to agree with Mr. Rogers that Mr. Johnson had managerial flaws and was not fit to lead Duke, post-merger. I do know Mr. Johnson was awarded \$10 million as part of his agreeing to keep silent about Duke when he left after his termination. Yes, he did find a job at TVA in Knoxville, Tn. last November that only pays \$4 million per year. But, if rumors are true that he left Progress/Duke with stock options and other benefits worth up to \$40 million, it does cause one to wonder if some of that should come back to Florida ratepayers. I mean starting in 2017, we Progress customers will be paying in part for his serious mistake regarding the Crystal River repair botch. On another front, we understand natural gas is the alternative fuel source most favored for a short term plant construction project to replace Crystal River unless the Levy proposed nuclear project ever is approved. What is the PSC studying to determine if biomass, solar or other sources are almost ready as economically profitable energy products for Florida? There is even an algae fuel study underway or being expanded

at the Federal Dept. of Energy. Why not use this moment when a lot of customers and editorial writers or environmental activists are wondering if the PSC is capable of defending Florida residents ratepayers over the utilities they traditionally favor? Yes, I could be wrong but starting in 2017, my electric bill will start going up and up. Then what? I don't think my few shares of Duke stock and the dividend will matter or cover the monthly bill increases. Sigh. Mark in Palm Harbor

Catherine Potts

From: Pamela Paultre on behalf of Office of Commissioner Brisé
Sent: Wednesday, February 06, 2013 10:38 AM
To: Commissioner Correspondence
Subject: FW: Duke Insurance Reimbursement

Cathi,

Please place the forwarded or enclosed correspondence in Docket Correspondence of Consumers and their representatives for docket no.100437-EI.

Thank you,

Pamela Paultre
Assistant to Chairman Ronald Brisé
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399
(850) 413-6036

—Original Message—

From: KenGagliano [<mailto:kengagliano@tampabay.rr.com>]
Sent: Tuesday, February 05, 2013 10:41 PM
To: kengagliano@tampabay.rr.com
Subject: Duke Insurance Reimbursement

Dear Commissioner;

Since 50 % of the Duke Energy Nuclear Plant repairs will be paid by their insurance company, when do we ratepayers get reimbursed the 50% paid to Duke??? What is your plan to reimburse ratepayers for the amount of money we paid but will be reimbursed to Duke? Shouldn't that money go directly to ratepayers???

I patiently await my refund and your reply.

Sincerely,

Kenneth Gagliano

Eric Fryson

From: Ruth McHargue
Sent: Monday, January 07, 2013 2:22 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 100437
customer correspondence

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 04274-11		
DISTRIBUTION:		

From: Consumer Contact
Sent: Monday, January 07, 2013 1:52 PM
To: Ruth McHargue
Subject:

Copy on file, see 1095847C. DH

From: Ron Holmes [mailto:gmronholmes@gmail.com]
Sent: Monday, January 07, 2013 1:34 PM
To: Consumer Contact
Subject: Progress Energy Nuclear Power Plant

I will make this brief. If I am expected to pay into the capital money to repair the plant which I do not own I consider myself an investor in the company. I would like to know that my investment will grow and reap dividends at a later time. I do not desire to be a customer and invest in their company without the benefits of ownership.

If Burger King broke their grill, do you think the customers will chip in to fix it. NO! It would be up to the company that owns the restaurant to fix it not their customers.

Eric Fryson

From: Ellen Plendl
Sent: Wednesday, December 12, 2012 10:11 AM
To: Eric Fryson
Cc: Matilda Sanders; Hong Wang
Subject: Email for Docket 100437-EI

FPSC, CLK	CORRESPONDENCE
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO.	<u>04274-11</u>
DISTRIBUTION:	_____

Attachments: FW: ATTACHED SCAN DOCUMENT; FAX-2012-12-12 09_56_30.tif



FW: FAX-2012-12-1
-ED SCAN DOC09_56_30.tif (5

See attached correspondence and PSC response for correspondence side of Docket 100437-EI.

Eric Fryson

From: Cimmino-Lynn, Martha [Martha.Cimmino-Lynn@eog.myflorida.com]
Sent: Wednesday, December 12, 2012 9:05 AM
To: Ellen Plendl
Subject: FW: ATTACHED SCAN DOCUMENT
Attachments: P12-265603;CC.pdf

Please find attached correspondence received and responded to by the Governor's Office of Citizen Services. This correspondence is forwarded to your office for review and any response or action appropriate.

Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: CAP1901CSBIZHUBC353@EOG.MYFLORIDA.COM
[mailto:CAP1901CSBIZHUBC353@EOG.MYFLORIDA.COM]
Sent: Wednesday, December 12, 2012 8:13 AM
To: Cimmino-Lynn, Martha
Subject: ATTACHED SCAN DOCUMENT



RICK SCOTT
GOVERNOR

STATE OF FLORIDA
Office of the Governor

THE CAPITOL
TALLAHASSEE, FLORIDA 32399-0001

www.flgov.com
850-488-7146

December 12, 2012

Mr. and Mrs. John Constantine
2608 Sycamore Drive
Clearwater, Florida 33763-1142

Dear Mr. and Mrs. Constantine:

Thank you for contacting Governor Rick Scott and sharing your concerns about Citizens Property Insurance Corporation coverage and Progress Engery's rate increase . Governor Scott wants to know how people feel about the many issues we face and asked me to respond on his behalf.

Governor Scott wants to create a free market environment in Florida that will attract new business and enhance competition among financially solvent insurance companies. The Governor supports insurance companies charging what is necessary to be actuarially sound, ultimately resulting in re-establishing Citizen's Insurance as the insurer of last resort. Establishing a transparent framework that will stabilize the property insurance system and restore a process Floridians can count on is Governor Scott's goal.

With that in mind, the most important step any consumer can take is to shop for the best rate possible. To shop for homeowner's insurance, please visit www.floir.com/choices or www.fmap.org. You may also wish to contact the Florida Department of Financial Services for additional information. The telephone number is (850) 413-3100, or toll free within Florida 877-693-5236. You can also visit their website about purchasing property insurance at <http://www.myfloridacfo.com/Consumers/purchasingInsurance.htm>. The address is:

Department of Financial Services
200 East Gaines Street
Tallahassee, Florida 32399-0300

It should also be noted that the Governor and Cabinet make up Florida's Financial Services Commission and appoint the Insurance Commissioner to head the Office of Insurance Regulation. The Financial Services Commission works in conjunction with the Insurance Commissioner to fulfill the duties of the Office of Insurance Regulation. The primary functions of this Office include regulation, compliance and enforcement of statutes relating to the business of insurance and the monitoring of industry markets. The Office pursues its mission of public protection via regulatory oversight of insurance company solvency, policy forms and rates, market conduct performance and monitoring new company entrants into the Florida market. For more information, please contact the Office of Insurance Regulation using the information provided below.

Office of Insurance Regulation
200 East Gaines Street
Tallahassee, FL 32399
(850) 413-3140

Mr. and Mrs. John Constantine

December 12, 2012

Page Two

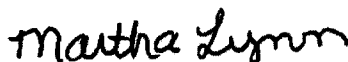
The agency that regulates certain public utilities is the Public Service Commission (PSC), which is an arm of the legislative branch of government. Within the Public Service Commission is a Division of Regulatory Compliance and Consumer Assistance, which I believe may be able to assist you. To assist you, I am forwarding a copy of your letter to the Public Service Commission to share your concerns with the Commission. If you want to contact the PSC directly please call 1-800-342-3552 or contact them by using the information provided below.

For more information on the services the Public Service Commission does and does not regulate, please view the online brochure entitled "When to Call the PSC" which is available on the Public Service Commission's Web site at www.floridapsc.com/publications/consumer/brochure/When_to_Call_the_PSC.pdf.

Governor Scott wants to know how Floridians feel about the many critical issues we face and your input is important to him. Any changes to state laws require action by the Florida Legislature. You can influence legislation by contacting your local legislative delegation. To contact your legislators and track bills as they proceed through the legislative process, please visit www.leg.state.fl.us.

Thank you again for taking the time to contact Governor Scott.

Sincerely,



Martha Lynn

Office of Citizen Services

Executive Office of the Governor

ML/cas

cc: Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
(850) 413-6100

Governor's Office of Citizen Services
Room 1901, The Capitol
Tallahassee, Florida 32399
850-488-4441 (Office) — 850-487-0801 (Fax)

Received Via Postal Mail
Postal Number: P12-265603

Category: Citizens Property Insurance, Utilities

Status: Assigned
Public Record

Summary:
Agency Referenced:
Forwarded By:

Assigned To

Section: Citizen Services (CAS)
Coordinator: Warren Davis; Jennifer Britt
Author: Martha Lynn

Assignment Comments:

Letter Date	Assigned	Due	Reply	Filed
11/28/2012	12/04/2012	12/18/2012		

From Mr. and Mrs. John and Charlene Constantine

Title: Mr. and Mrs.
Business:
Phone Number:
Address: 2608 Sycamore Drive
Clearwater, Florida 33763-1142 . . . County/Province: Pinellas
Email Address:

General comments and related documents

Modification History

Created: 12/04/2012 11:20:53 AM .. Lauren Kirksey
Last Edited: 12/04/2012 11:21:42 AM .. Lauren Kirksey

When response is completed and issues resolved, please return tracking document to EOG Citizen Services with "Action Taken" section completed. If a unit or agency is incorrectly assigned correspondence, it should be returned to the Governor's Office of Citizen Services to be reassigned.

ACTION TAKEN

Response by letter Response by e-mail Response by phone No Reply Necessary
 Date of Response _____ Name of Responder ML
 Relog to: _____

Comments: _____

Rev. _____

Rev. _____

Submitted by: Martha Lynn
(Please print legibly)

Wagner, Mary
CAS Marty

OFFICE OF THE GOVERNOR
CITIZEN SERVICE CENTER
12 NOV 29 PM 3:00

Gov Scott

Having lived here in Florida for approx 33 yrs.
and in this house for app 23 years

I'm writing to you to express some of my
feelings about Citizen Inst Program Etc (Duke)

On the Inst problem: I was with National
before anyone left then I went to Citizen. In
late part of 2001 I put a new roof on United
States 30 yr left installed by City of Clearwater
on all phases of installation

If you will notice from Citizen on Sept 18 2012
they want to cancel some of my mitigation. I called
them their answer was as of 1/2002 we would
accept mitigation for roofs but you was put on
late part of 2001 same roof 4/5 with
deficit This is a big rip off

- Next I got a letter on Nov 1 2012 They
want to take away more and for me to
pay more, another big rip off

- next had big charge in PIP we the policyholder
did get no discount only went up. Inst Co made cost
another big rip off

- Program Etc (Duke) took it to use about
this make repair and Tallman did nothing.
we talked about Washburn big broke what
about her in Florida.

We are being bled to death with State of Florida funds / Hence we have people there that do nothing for the taxpayer here. Let me tell you at the rate Citrus / can do P.P. Program E has an idea to us soon we will be cut off here. You know being a business man if you let them do this to someone we have no money left over to spend so what happen with the seven year down. The trouble up there when you are you have people that don't even know how to balance their own check books and they think they can do for us they only look out for their own agenda.

Some don't realize we never live on S/S + any funds we have.

Let me tell you I'm 83 years old come from a state where wages when not money up to Mississippi state. So when you siten with S/S you get access to money you make. So being that the case we did not get some of the big S/S checks that other get for other states. I do hope you can read my writing as we need you to control Citrus (FIRE then ANK with NO Corporation or Retirement) tell the people you put on for Control of Public State Commission to serve us right. Remember this
You are the Chief up there

and the buck stops there

Please help us

Thank you

John P. Constantine (Constantine)

727-7910711

2608 Sycamore Dr
Clearwater, FL 33763

If we don't get help soon the Economy here
in Florida will go down. Remember the
seniors are the backbone of this state

JOHN & CHARLENE CONSTANTINE
2608 SYCAMORE DRIVE
CLEARWATER, FL 33763-1142

DIANA DEVITO INSURANCE AGENCY INC
2535 Landmark Dr Ste 211
Clearwater, FL 33761-3930



John 15/26

PROPERTY ADDRESS:

2608 SYCAMORE DR
CLEARWATER, FL 33763

Date: November 1, 2012



John P Constantine and Charlene M Constantine

6186 2608 Sycamore Dr
Clearwater, FL 33763-1142

POLICY#: FRJH3702226

Important Notice of Upcoming Coverage Changes

Dear John Constantine:

This is to advise you of some important changes Citizens is making to your insurance policy.

1. Citizens is changing the maximum limit available for certain coverages. If your current coverage exceeds the maximum allowed, your limit will be reduced upon renewal. These new maximum limits include:

- \$1,000 - *Loss Assessment Coverage* (applies only to *Homeowners HO-3 Special Form* policy types)
- \$10,000 - *Fungi (Mold) Limit, Property*
- \$50,000 - *Fungi (Mold) Limit, Liability*
- \$100,000 - *Personal Liability*

2. Citizens is also making changes to *Other Structures and Personal Property* coverage.

- If you currently have specifically scheduled items under *Coverage B - Other Structures*, the item(s) will be removed, automatically, upon renewal. Citizens no longer offers the option to schedule these items.
- *Coverage B - Other Structures* - The automatic coverage limit is reduced from 10% to 2% of the *Coverage A-Dwelling* limit. If your current limit exceeds 2%, it will be reduced to 2% upon renewal. Please contact your agent if you want to purchase a higher limit.
- *Coverage C - Personal Property* - The automatic coverage limit is reduced from 50% to 25% of the *Coverage A-Dwelling* limit. If your current limit exceeds 25%, it will be reduced to 25% upon renewal. Please contact your agent if you want to purchase a higher limit.

3. Sinkhole Loss coverage will change at renewal for policyholders with the coverage. Further details will be included in the *Notice of Change in Policy Terms* provided with your renewal offer.

Other changes to your policy terms and coverage will be detailed in the *Notice of Change in Policy Terms* provided with your renewal offer. **Please read the notice carefully and contact your agent with any questions.**

This is a courtesy notice; it may not be provided with future renewals.

Sincerely,

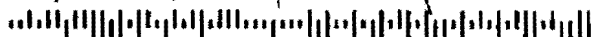
Citizens Property Insurance Corporation

DIANA DEVITO INSURANCE AGENCY INC
2535 Landmark Dr Ste 211
Clearwater, FL 33761-3930



*My agent - M. M...
the...
LANDMARK 211
M...
M.C. BY...*

Date: September 18, 2012



John P Constantine and Charlene M Constantine

4088 2608 Sycamore Dr
Clearwater, FL 33763-1142

PROPERTY ADDRESS:
2608 SYCAMORE DR
CLEARWATER, FL 33763

POLICY#: FRJH3702226

Inspection Results Notice

Dear John Constantine:

Thank you for allowing our inspector to perform an inspection of your property. The inspection results indicate that our records did not accurately reflect the characteristics of your property. We have corrected your policy record to reflect the characteristics verified during the inspection. These corrections will increase your premium by approximately \$293.00; however, the increase will not be applied until your upcoming renewal. The premium increase shown here is only an estimate because your renewal premium also will be affected by other factors, such as mandatory surcharges, rate changes and any increase in coverage limits.

You may obtain a free copy of your inspection report by registering your policy to an account with Manage myPolicy, Citizens' online service that provides policyholders with access to policy and billing information, by doing the following:

1. Go to www.citizensfla.com.
2. Click on *Policyholders*, and then click *Manage myPolicy*.
3. If you already have registered the policy shown above to a Manage myPolicy account, you can log in to your account using the credentials established when you created your Manage myPolicy account.
4. If you previously have not registered the policy listed above to a Manage myPolicy account, click on *Get Started*, and follow the registration instructions.
5. After successfully registering your policy to a Manage myPolicy account, you will have the option of viewing or downloading a copy of your inspection report.

If you disagree with the inspection results, please visit the *Inspection and Outreach Program* page of our website, www.citizensfla.com, to learn about our dispute resolution process, or contact your agent at 727.726.0382 to request assistance in providing documentation to Citizens that demonstrates the inspection report is incorrect. Examples of documentation that could be provided include sales receipts, work invoices or permits.

If you wish to improve your property to address any items in the report that resulted in a premium increase, please:

1. Submit evidence of the improvements to your agent. Evidence can consist of sales receipts, work invoices or permits; OR
2. Purchase a remediation inspection from one of Citizens' approved inspectors, who will verify that the improvements you made addressed the discrepancies noted during the prior inspection.

Information on purchasing a remediation inspection can be found by visiting the *Inspection and Outreach Program* page of our website, www.citizensfla.com, or by contacting Citizens Customer Care at 888.685.1555.

Sincerely,

Citizens Property Insurance Corporation

COMMISSIONERS:
RONALD A. BRISÉ, CHAIRMAN
LISA POLAK EDGAR
ART GRAHAM
EDUARDO E. BALBIS
JULIE I. BROWN

STATE OF FLORIDA



OFFICE OF
CONSUMER ASSISTANCE & OUTREACH
CYNTHIA L. MUIR
DIRECTOR
(850) 413-6482

Public Service Commission

December 13, 2012

Mr. John P. Constantine
2608 Sycamore Drive
Clearwater, FL 33763

RE: FPSC Inquiry Number 1092998C

Dear Mr. Constantine:

The Governor's office forwarded a copy of your correspondence regarding Progress Energy Florida, Incorporated (PEF) to the Florida Public Service Commission (FPSC). The FPSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the FPSC. The FPSC has authority in the telephone industry which is limited to the Lifeline Assistance Program, Florida Relay Service, and pay telephone service.

You expressed a concern about the outage and replacement fuel/power costs associated with PEF's CR3 steam generator replacement project. We appreciate your comments and will add your correspondence to Docket No. 100437-EL.

If you have any questions or concerns please contact Ellen Plendl at 1-800-342-3552, or by fax at 1-800-511-0809.

Sincerely,

A handwritten signature in cursive script that reads "Randy Roland".

Randy Roland
Regulatory Program Administrator
Office of Consumer Assistance & Outreach

RR:mep

Matilda Sanders

From: Ruth McHargue
Sent: Friday, November 30, 2012 11:44 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 100437

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>04274-11</u>		
DISTRIBUTION: _____		

customer correspondence

From: Consumer Contact
Sent: Thursday, November 29, 2012 1:18 PM
To: Ruth McHargue
Subject: To CLK Docket 100437

Copy on file, see 1091156C. DHood

From: Peggy and Michael at Taylor Rental Inverness [mailto:trcrent@hotmail.com]
Sent: Thursday, November 29, 2012 1:10 PM
To: Consumer Contact
Subject: Duke Energy

I live and own a business in Citrus Co. You have allowed Duke Energy to charge us for repairs and construction that may never take place. These expenses are clearly a cost of doing business - why have you allowed them to do this??? I firmly believe they will end up abandoning the Red Level facility entirely.

So, you've allowed them to upcharge us, and what have they done? They have refused to pay the \$35 million owed to the county, only paying \$19 million, because they do not agree with the assessment. That assessment, by the way, has been to court, and was upheld. The shortfall will definitely have a devastating impact on every person in this county. We've never recovered from the collapse of the construction trade a few years ago . . . and now this. We will see unemployment figures like never before, we will see many more foreclosures, many more businesses failing, and most definitely, a huge reduction in county services, including education.

You are supposed to be representing/protecting the PEOPLE of Florida - not protecting the profits of Duke Energy. What is wrong with you people? You need to rescind your approval of passing the repair/construction costs along to customers NOW

I respectfully request a prompt reply and what steps the PSC will take regarding Duke Energy

Sincerely,
Peggy DeFrancisco

Eric Fryson

From: Ruth McHargue
Sent: Wednesday, October 31, 2012 4:46 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 100437

FPSC, CLK CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>04274-11</u>
DISTRIBUTION: _____

Customer correspondence

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

From: Consumer Contact
Sent: Wednesday, October 31, 2012 8:15 AM
To: Ruth McHargue
Subject

Copy on file, see 1087706C. DH

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

From: Webmaster
Sent: Tuesday, October 30, 2012 4:14 PM
To: Consumer Contact
Subject: FW: My contact

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, October 30, 2012 3:52 PM
To: Webmaster
Subject: My contact

Contact from a Web user

Contact Information:
Name: THOMAS VATH
Company:
Primary Phone: 7273452714
Secondary Phone:
Email: THVATH2@YAHOO.COM

Response requested? No
CC Sent? No

Comments:

I DO HOPE WHEN YOU CONSIDER ANY RATE HIKES TO COVER THE COST OF REBUILDING THE PROGRESS (NOW DUKE) ENERGY'S NUKE PLANT YOU INCLUDE THE SHAREHOLDERS CONTRIBUTING TO THE COSTS THRU LOWER DIVIDENDS WITH THE DIFFERENCE BETWEEN NORMAL (READ HIGH) DIVIDENDS AND LOWERED DIVIDENDS GOING TO THE REPAIR COSTS. ITS ONLY FAIR THEY SHARE IN THE PAIN.

Eric Fryson

From: Ruth McHargue
Sent: Tuesday, October 30, 2012 1:58 PM
To: Consumer Correspondence
Subject: FW: To CLK Docket 100437
 customer correspondence

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 04274-11		
DISTRIBUTION: _____		

From: Consumer Contact
Sent: Tuesday, October 30, 2012 8:22 AM
To: Ruth McHargue
Subject: To CLK Docket 100437

Copy on file, see 1087537C. DH

From: MssSelva@aol.com [mailto:MssSelva@aol.com]
Sent: Monday, October 29, 2012 6:15 PM
To: Consumer Contact
Subject: Progress Energy Nuclear Plant

To Who it May Concern:

I'm writing regarding the repairing of the Crystal River Nuclear Plant. I don't understand why, there is any questions regarding repairing this plant. To repair this plant the cost will end up being in the BILLIONS of dollars.

Hasn't anyone taken note to what has happened in Chernobyl, Fukushima Daimi Plant in Japan, 3 Mile Island PA? It could happen in Florida with the hurricanes we have. With hurricane Sandy they are worried about the nuclear plants from Virginia to Vermont, being damaged or even exploding. Please take note on this.

It will just take one hurricane to destroy the Crystal River Nuclear Plant, and then where will Florida be? Hundred miles around Crystal River will be contaminated for life. It will get into our water supply.

Florida has other options for energy, wind turbine and solar. We have sun and wind in our state 99.999% of the time. Wind turbine could be put in the gulf of Mexico, solar can be put all over Florida. As for the cost, probably cheaper than Billions that it will take to fix the plant in Crystal River and we wouldn't have to worry about radiation contamination.

I know many of us living here are not in favor of repairing the plant.

Sandie Selvaggio
 Dunedin, FL

10/30/2012

State of Florida




Public Service Commission

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

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

RECEIVED-FPSC
12 OCT 30 AM 8:16
COMMISSION
CLERK

DATE: October 29, 2012
TO: Ann Cole, Commission Clerk - PSC, Office of Commission Clerk
FROM: Cristina Slaton, Executive Secretary to Commissioner Balbis 
RE: Docket Correspondence – 100437-EI

Ann,

This office has received the attached letter from Mr. Thomas Gurdziel of Oswego, New York, regarding docket no. 100437-EI.

The correspondence has not been viewed or considered in any way by Commissioner Balbis. Under the terms of the advisory opinion from the Commission on Ethics (issued July 24, 1991 as CEO 91-31-July 19, 1001), the attached letter does not constitute an ex parte communication by virtue of the fact that it was not shown to the Commissioner. Because it is not deemed to be an ex parte communication, it does not require dissemination to parties pursuant to the provisions of section 350.042, Florida Statutes. However, in such cases Commissioner Balbis has requested that a copy of the correspondence be placed in the correspondence folder of the docket file.

Attachment

FPSC, CLK CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>04274-11</u>
DISTRIBUTION: _____

FPSC, CLK - CORRESPONDENCE

Administrative Parties Consumer

DOCUMENT NO. 04274-11

DISTRIBUTION: _____

12 OCT 23 AM 9:08

RECEIVED - FPSC

COMMISSION
CLEMEX

Commissioner - Liza Polak Edgar
FYI
Tom Gurdziel

9 Twin Orchard Drive
Oswego, NY 13126
October 8, 2012

Mr. James E. Rogers
Chairman, President and Chief Executive Officer
P.O. Box 1005
Charlotte, NC 28201-1005

Dear Mr. James E. Rogers:

As an observer of the nuclear industry for some number of years now, and as an investor in Duke Energy, I am wondering why it is taking so long to make a decision on Crystal River 3.

That plant, as I understand it, proceeded against competent, experienced, (and free) advice to not do so. They cracked the (poorly steel-reinforced) cylindrical part of their containment building. After massive multiple-linked-computer studies, (for 15 months or so), they repaired the containment and cracked it again. And, I believe fracturing occurred a third time as well.

Perhaps, instead of estimating how much it will cost you to try, once again, to repair it, you should instead be looking at how much you will have to charge your customers for Crystal River 3 electricity. Will it be worth it to them?

Yours truly,

Thomas Gurdziel

UTILITIES
CAS Kiki

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 04274-11		
DISTRIBUTION:		

RECEIVED - FPSC
 July 19, 2012
 12 AUG 22 PM 3:25

OFFICE OF THE GOVERNOR
 CITIZEN SERVICES
 12 JUL 24 PM 3:23

To: Representative Michael Fasano
 ✓ cc For GOVERNOR Richard Scott

COMMISSION
 CLERK

Dear Representative Fasano:

My wife and I thank you for your very fine service for our area. We are in our 80's and very worried for our children and grandchildren living here in Pinellas County.

Our number one worry is the fee imposed on us by the Florida Public Service Commission. It's hard for us to fathom how Progress Energy could collect for the broken plant, or the new one, neither of which may ever become active on line.

We know you have fought against this unbelievable situation. Where are our other Republican leaders hiding?

We live in Highland Lakes where many other residents feel the same way. Please help!

Sincerely,

Paul E Miller

Charlotte Miller

Paul & Charlotte Miller

GOVERNOR

cc: Rick Scott

THANK YOU FOR YOUR SERVICE & GOOD LUCK
 FOR OUR FLA. FUTURE !!

RECEIVED

AUG 10 2012

AN IDEA TO DEFEAT OBAMA 2012

OBAMA START	"NOW"
MILK 1 GAL 1.99	3.88 GAL
GASOLINE 1 GAL 2.10	3.49 \$ UP
EGGS 1 DOZ .85	1.48 \$ UP
5 LB POTATOES 1.50	2.65
4 DBL ROLL TOILET PAPER 1.20	2.25
PREMIUM BREAD .99	2.20 UP
GROUND 1 LB. CHUCK 1.75	3.48 UP
LIST COULD GO ON & ON. PRINT FOR ALL AMERICANS	

JUST AN IDEA FROM A 81 YR OLD RETIRED PERSON WHO LOST 45% OF OUR RETIREMENT:

WE LOVE AMERICA

Paul & Charlotte Miller

RECEIVED

AUG 10 2012

Florida Public Utilities Commission
Division



Mr. & Mrs. Paul E. Miller
3473 W Woodmont Way
Palm Harbor, FL 34684

STATE OF FLORIDA

COMMISSIONERS:
RONALD A. BRISÉ, CHAIRMAN
LISA POLAK EDGAR
ART GRAHAM
EDUARDO E. BALBIS
JULIE I. BROWN



OFFICE OF
CONSUMER ASSISTANCE & OUTREACH
CYNTHIA L. MUIR
DIRECTOR
(850) 413-6482

Public Service Commission

August 23, 2012

Mr. Paul Miller
3473 West Woodmont Way
Palm Harbor, FL 34684

RE: PSC Inquiry Number 1075512C

Dear Mr. Miller:

The Governor's office forwarded a copy of your correspondence to the Florida Public Service Commission (FPSC) regarding Progress Energy Florida, Incorporated (Progress Energy) and your specific concerns about the outage at Crystal River Nuclear Unit 3 (CR3), now managed by Duke Energy (Duke) since its recent merger with Progress Energy. The FPSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the FPSC. The FPSC has authority in the telephone industry which is limited to the Lifeline Assistance Program, Florida Relay Service, and pay telephone service.

The FPSC opened Docket No. 100437-EI to review Progress Energy's management decisions, engineering analyses, repair cost estimates, and to monitor ongoing discussions with its insurance company, the Nuclear Electric Insurance Ltd. This docket was divided into three phases for the FPSC to fully investigate CR3's extended outage and its replacement and fuel costs.

In February, the FPSC approved a Settlement Agreement (Agreement) between the Office of Public Counsel (OPC) and other intervenors that resolved Phase 1 issues relating to events leading up to the CR3 incident. As part of the Agreement, Progress Energy is refunding customers \$288 million in 2013 for replacement power costs associated with CR3's ongoing outage. Up to an additional \$100 million in customer refunds will be required if Progress Energy does not commence CR3 repairs by December 31, 2012. The Agreement also provides a process for ongoing consultation with OPC, which represents customers, about the decision to repair or retire CR3.

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action / Equal Opportunity Employer

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

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

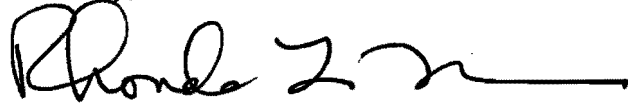
Mr. Paul Miller
Page 2
August 23, 2012

Regular status conferences, open to the public, allow the FPSC to gather further information on the still unfolding events concerning the decision to repair or retire CR3. The Prehearing Officer in the case, Commissioner Eduardo E. Balbis, held a status conference on August 13 and will schedule additional conferences as needed. Formal FPSC hearings on Phases 2 and 3 will be scheduled when sufficient information is obtained. Actual repair costs will be addressed if Progress Energy files a separate petition requesting recovery of such costs.

The Agreement, now binding on Duke, sets rate continuity for Progress Energy's customers through 2016. As all parties work toward a reasonable resolution for CR3's future, Commissioners will ensure consumer interests are considered. Your correspondence will be added to the correspondence side of the Docket 100437-EI, available for review by all parties.

If you have any questions or concerns please contact Ellen Plendl at 1-800-342-3552, or by fax at 1-800-511-0809.

Sincerely,

A handwritten signature in black ink, appearing to read "Rhonda L. Hicks", followed by a long horizontal line extending to the right.

Rhonda L. Hicks, Chief
Office of Consumer Assistance & Outreach

RLH:mep

Eric Fryson

From: Ellen Plendl
Sent: Tuesday, August 21, 2012 10:30 AM
To: Eric Fryson
Cc: Hong Wang; Matilda Sanders
Subject: Docket 100437-EI

Attachments: FW: [Spam:***** SpamScore] Crystal River Nuclear Plant; Progress Energy Florida; FW: [Spam:***** SpamScore] Progress Energy; Consumer Inquiry - Progress Energy Florida; FW: [Spam:***** SpamScore] Progress Energy; Consumer Inquiry - Progress Energy Florida



FW: [Spam: Progress ** SpamScore] Energy Florida * SpamScore] Energy Florida * SpamScore] Energy Florida * SpamScore] Energy Florida * SpamScore] Energy Florida * SpamScore] Energy Florida
FW: [Spam: Consumer * SpamScore] Energy Florida * SpamScore] Energy Florida * SpamScore] Energy Florida * SpamScore] Energy Florida * SpamScore] Energy Florida
FW: [Spam: Consumer * SpamScore] Energy Florida * SpamScore] Energy Florida * SpamScore] Energy Florida * SpamScore] Energy Florida * SpamScore] Energy Florida

See attached correspondence and

PSC responses for Docket 100437-EI.

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>01274-11</u>		
DISTRIBUTION: _____		

Eric Fryson

From: Governor Rick Scott [Rick.Scott@eog.myflorida.com]
Sent: Wednesday, August 08, 2012 4:17 PM
To: Ellen Plendl
Cc: Sunburst
Subject: FW: [Spam:***** SpamScore] Crystal River Nuclear Plant

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

From: Richard Nelson [mailto:Rickl.nelson@yahoo.com]
Sent: Tuesday, August 07, 2012 8:26 AM
To: Governor Rick Scott
Subject: [Spam:***** SpamScore] Crystal River Nuclear Plant

From: Richard Nelson <Rickl.nelson@yahoo.com>

County: Pinellas

Zip Code: 34689

Message Body: Obviously there is something terribly wrong with Progress Energy customers paying out millions for the disabled and highly likely unrepairable Crystal River Nuclear Plant. what's more, final costs squandered could end up being over a billion dollars. Florida's citizens don't expect our Governor to sit by and do nothing on this travesty. The relationship between the so called Florida Public Service Commission and Progress Energy must be investigated and your office's unwillingness to get involved does not invite public trust in your ability to govern.

Eric Fryson

From: Rhonda Hicks
Sent: Tuesday, August 21, 2012 10:06 AM
To: 'Rickl.nelson@yahoo.com'
Cc: Ellen Plendl
Subject: Progress Energy Florida

Mr. Richard Nelson
Rickl.nelson@yahoo.com

Dear Mr. Nelson:

The Governor's office forwarded a copy of your E-mail to the Florida Public Service Commission (FPSC) regarding Progress Energy Florida, Incorporated (Progress Energy) and your specific concerns about the outage at Crystal River Nuclear Unit 3 (CR3), now managed by Duke Energy (Duke) since its recent merger with Progress Energy. The FPSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the FPSC. The FPSC has authority in the telephone industry which is limited to the Lifeline Assistance Program, Florida Relay Service, and pay telephone service.

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If you have any questions or concerns please contact Ellen Plendl at 1-800-342-3552, or by fax at 1-800-511-0809.

Sincerely,

Rhonda L. Hicks, Chief
Bureau of Consumer Assistance

Eric Fryson

From: Governor Rick Scott [Rick.Scott@eog.myflorida.com]
Sent: Monday, August 13, 2012 4:30 PM
To: Ellen Plendl
Cc: Sunburst
Subject: FW: [Spam:***** SpamScore] Progress Energy

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

From: Randy Cook [mailto:1kewldude@gmail.com]
Sent: Monday, August 13, 2012 4:04 PM
To: Governor Rick Scott
Subject: [Spam:***** SpamScore] Progress Energy

From: Randy Cook <1kewldude@gmail.com>

County: Pinellas

Zip Code: 33713

Message Body: When are you going to do something so i stop getting gouged by Progress Energy forcing me to pay for a nuclear plant that will never get fixed?

The people do not want FS 366.93 Cost recovery for the siting, design, licensing, and construction of nuclear and integrated gasification combined cycle power plants

please do something to show us that you actually do want to help the average citizens of the state you lead

Eric Fryson

From: Rhonda Hicks
Sent: Tuesday, August 21, 2012 10:08 AM
To: '1kewldude@gmail.com'
Cc: Ellen Plendl
Subject: Consumer Inquiry - Progress Energy Florida

Mr. Randy Cook
1kewldude@gmail.com

Dear Mr. Cook:

The Governor's office forwarded a copy of your E-mail to the Florida Public Service Commission (FPSC) regarding Progress Energy Florida, Incorporated (Progress Energy) and your specific concerns about the outage at Crystal River Nuclear Unit 3 (CR3), now managed by Duke Energy (Duke) since its recent merger with Progress Energy. The FPSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the FPSC. The FPSC has authority in the telephone industry which is limited to the Lifeline Assistance Program, Florida Relay Service, and pay telephone service.

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If you have any questions or concerns please contact Ellen Plendl at 1-800-342-3552, or by fax at 1-800-511-0809.

Sincerely,

Rhonda L. Hicks, Chief
Bureau of Consumer Assistance

Eric Fryson

From: Governor Rick Scott [Rick.Scott@eog.myflorida.com]
Sent: Wednesday, August 08, 2012 4:14 PM
To: Ellen Plendl
Cc: Sunburst
Subject: FW: [Spam:***** SpamScore] Progress Energy

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

From: Zlatko Pozderac [mailto:sani737@gmail.com]
Sent: Tuesday, August 07, 2012 12:15 AM
To: Governor Rick Scott
Subject: [Spam:***** SpamScore] Progress Energy

From: Zlatko Pozderac <sani737@gmail.com>

County: Pasco

Zip Code: 34668

Message Body: The situation with Progress Energy and Duke has become a quite a concern to me and everyone that is currently a customer of the combined utility. The Crystal River Nuclear Power Plant has been sitting for three years broken and has not produced any energy at all, while they charge us for replacement energy, and now Duke wants to spend money to upgrade the facility even though it is broken and none of us know if it will ever be fixed. Progress Energy went into that facility with a faulty plan for repairs and then caused damage to the reactor containment wall and now we as ratepayers are stuck paying for their mistake and Florida Public Service Commission is sitting on their behinds. Now the Florida Legislature who authorized the idea of pre-billing for Nuclear Power plants has not stepped up to even question what is going on or even started an investigation into what is going on. It seems to me that no one seems to care while Progress/Duke monopolize the market!

et and are charging us for their mistake in the Crystal River facility. Also the Levy Nuclear Power Plant, that may never get built, is being charged as well and the same situation applies since the facility may never be built because of rising costs. My question now is why has no one from either the Public Service Commission or the Florida Legislature stepped up and started demanding answers from Progress and protecting the customer who have no choice but to pick them as their utility provider? While I am sure that Duke is lobbying up in Tallahassee quite a bit it seems to me that no one is lobbying for the common taxpayer! So I am pleading with you to look into the situation and finally put your foot down for all of us Floridian who cannot afford to lobby Congress or the Florida legislature!

Sincerely,
Zlatko Pozderac

Eric Fryson

From: Rhonda Hicks
Sent: Tuesday, August 21, 2012 10:07 AM
To: 'sani737@gmail.com'
Cc: Ellen Plendl
Subject: Consumer Inquiry - Progress Energy Florida

Mr. Zlatko Pozderac
sani737@gmail.com

Dear Mr. Pozderac:

The Governor's office forwarded a copy of your E-mail to the Florida Public Service Commission (FPSC) regarding Progress Energy Florida, Incorporated (Progress Energy) and your specific concerns about the outage at Crystal River Nuclear Unit 3 (CR3), now managed by Duke Energy (Duke) since its recent merger with Progress Energy. The FPSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the FPSC. The FPSC has authority in the telephone industry which is limited to the Lifeline Assistance Program, Florida Relay Service, and pay telephone service.

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If you have any questions or concerns please contact Ellen Plendl at 1-800-342-3552, or by fax at 1-800-511-0809.

Sincerely,

Rhonda L. Hicks, Chief
Bureau of Consumer Assistance

Eric Fryson

From: Ruth McHargue
Sent: Wednesday, August 15, 2012 2:37 PM
To: Eric Fryson
Cc: Hong Wang; Matilda Sanders
Subject: FW: To CLK Docket 100437

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>04274-11</u>		
DISTRIBUTION: _____		

Customer correspondence

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

From: Consumer Contact
Sent: Wednesday, August 15, 2012 10:05 AM
To: Ruth McHargue
Subject: To CLK Docket 100437-Response requested

Copy on file, see 1075943C. DH

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

From: Webmaster
Sent: Wednesday, August 15, 2012 9:07 AM
To: Consumer Contact
Subject: FW: My contact

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, August 14, 2012 5:04 PM
To: Webmaster
Subject: My contact

Contact from a Web user

Contact Information:
Name: Raymond Pratt
Company: Resident
Primary Phone: 407-331-1557
Secondary Phone: 407-920-8828
Email: janjon1117@gmail.com

Response requested? Yes
CC Sent? No

Comments:

I asked when Progress energy was asking for more money to show publicly an accounting of the monies they spent on the missed managed projects we are paying for. Now that Progress has bailed out to Duke I am asking for the same accounting made public. I hear the first public meeting the PSC was continuing to rubber stamp what ever Duke Energy said or wanted to do. I always thought the PSC was to protect the consumer not punish the consumer.

I would humbly suggest the PSC stand up and help the resident get fair , high quality service at a reasonable price; not pay for miss management and foolish decisions.

Eric Fryson

From: Ruth McHargue
Sent: Wednesday, August 15, 2012 10:02 AM
To: Eric Fryson
Cc: Matilda Sanders; Hong Wang
Subject: FW: To CLK Docket 100437

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>04294-11</u>		
DISTRIBUTION: _____		

Customer correspondence

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

From: Consumer Contact
Sent: Tuesday, August 14, 2012 8:53 AM
To: Ruth McHargue
Subject: To CLK Docket 100437

Copy on file, see 1075774C. DH

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

From: Webmaster
Sent: Monday, August 13, 2012 4:59 PM
To: Consumer Contact
Subject: FW: My contact

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, August 13, 2012 3:50 PM
To: Webmaster
Cc: rbmoving@gmail.com
Subject: My contact

Contact from a Web user

Contact Information:
Name: Dennis Brotman
Company:
Primary Phone: 727-999-9999
Secondary Phone: 727-999-9999
Email: rbmoving@gmail.com

Response requested? Yes
CC Sent? Yes

Comments:

Doesn't anyone on the PSC care about the fact they are viewed as a "Joke" by Progress Energy? It is well known that the FL PSC is well liked by Utilities because they get whatever they ask for in the way of Rate Increases, approval to charge customers for future repairs as well as construction. Right now Progress Energy is performing 200 Million Dollars of enhancements to the Crystal River nuclear plant, a Plant that may never produce another watt of electricity and this expense is totally being being paid for by the customers... IT NEEDS TO BE STOPPED...immediately. Why are the customers of Progress Energy paying 20% more for electric than Progress Customers in N. Carolina? It is simple, the PSC in N. Carolina has members who do their job and protect the interest of the people they serve and the Florida PSC members just let the Power Companies have their way.... Really, it is a Known fact that this is true and a reason why Duke went after Progress even though they knew about the Crystal River nuclear plant. They knew they could get Rate hikes, they knew customers in Florida were already being charged a fee in their monthly bills for repairs....and a future nuclear plant that it is a good chance will never be built. It has been written, by the collecting all of these extra fees that Progress just by the mere fact they have the Extra Fee money in the Bank is collecting interest and is a money maker for Progress while the customer that the Florida PSC is supposed to protect are burdened down with excessive monthly bills. I am using less

electric this year and paying more!

I don't have the ability to fire or even vote anyone on the PSC Board.....I don't have the power to even change Electric Providers...the only source of protection I have is the PSC and they have failed and continue to fail to do their JOB. PSC it is time you get some backbone and stand up to Progress\Duke and lower our electric rates and stop taking our hard earned money to enhance a Plant that will never run again, or a plant that will never be built. The PSC is allowing Progress\Duke to enrich themselves and their Stock holders off the back of those people they are supposed to protect.

I hate when I read Power companies love doing business in Florida because they know how easy the Florida PSC is when it comes to increasing rates....and approving fees.

Do your Job...lower Our rates.....we should not be required to pay extra fees.....while Progress\Dukes makes money off those collected fees? We should not be required to Pay a Higher Electric rates than Progress\Dukes customers in other states.

I am being held Hostage to an Electric Company that is over collecting fees and Charging High Rates....and I am being held Hostage by the People who I believed were appointed to protect me!

Catherine Potts

From: Pamela Paultre on behalf of Office of Commissioner Brisé
Sent: Monday, August 13, 2012 5:07 PM
To: Commissioner Correspondence
Subject: FW: PSC - Duke

Cathi,

Please place the forwarded or enclosed correspondence in Docket Correspondence of Consumers and their representatives for docket no. 100437-EI.

Thank you,

Pamela Paultre
Assistant to Chairman Ronald Brisé
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399
(850) 413-6036

From: Michael Douglas [mailto:madtpa@yahoo.com]
Sent: Monday, August 13, 2012 4:50 PM
To: Office of Commissioner Brisé
Subject: PSC - Duke

Dear Chairman Brise:

I have been closely following the events with the Crystal River nuclear power plant. As a customer of Progress Energy, I am concerned that my electric bill will continue to rise directly because of their inept actions.

Please look out for the consumers, your constituents.

Sincerely,
Michael Douglas
Pinellas Park, FL

Eric Fryson

From: Consumer Contact
Sent: Monday, August 13, 2012 1:37 PM
To: Randy Roland
Subject: To CLK Docket 100437
Copy on file, see 1075678C. DH

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 04274-11		
DISTRIBUTION: _____		

From: Jeff McCrory [mailto:j1954mc@yahoo.com]
Sent: Monday, August 13, 2012 11:45 AM
To: Consumer Contact
Subject: Crystal River

It makes no sense for us to continue to pay for a nuclear plant that may never be built and to continue to pay for one that may never reopen. We as voters are tired of appointed officials who are supposed to protect the interests of citizens of the state of Florida continuing to cater to big business. Just remember that we elect those who appoint you. Please have the courage to ask the right questions and expect sensible answers to our nuclear issues in Florida.

Jeff McCrory
Land O Lakes

Eric Fryson

From: Randy Roland
Sent: Monday, August 13, 2012 1:53 PM
To: Eric Fryson
Cc: Hong Wang; Matilda Sanders
Subject: Customer Correspondence - Docket 100437-EI
Attachments: To CLK Docket 100437

Please add the attached correspondence to the customer correspondence side of Docket 100437-EI.

Catherine Potts

From: Ann Cole
Sent: Monday, June 11, 2012 11:41 AM
To: Pamela Paultre
Cc: Commissioners Advisors; Administrative Assistants - Commission Suite; Catherine Potts
Subject: FW: docket no. 100437-EI

Attachments: Stand up for Florida consumers, not big utilities; Stand up for Florida consumers, not big utilities

Thank you. These attachments will be printed and placed in Docket Correspondence, Consumers and their Representatives, for Docket No. 100437-EI, along with this e-mail.

From: Pamela Paultre
Sent: Monday, June 11, 2012 10:39 AM
To: Ann Cole
Subject: docket no. 100437-EI

Ann,

Please place the correspondence in Docket Correspondence of Consumers and their representatives for docket no.100437-EI

Thanks,

Pamela Paultre
Assistant to Chairman Ronald Brisé
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399
(850) 413-6036

Catherine Potts

From: Progress Florida [info@progressflorida.org] on behalf of Patricia Korsak [patricia.korsak@ptsem.edu]
Sent: Saturday, June 09, 2012 12:33 PM
To: Office of Commissioner Brisé
Subject: Stand up for Florida consumers, not big utilities

Jun 9, 2012

Ronald Brise

Dear Commissioner Brise,

The Public Service Commission is supposed to serve consumers like me, not big utility companies.

I do not believe that Florida consumers should be put on the hook for clear failures by utilities to do their job. In the case of Progress Energy's Crystal River nuclear plant repairs, it was the clear the reactor was broken due to the utility company's own negligence. Consumers should not have to pay higher utility bills because of this.

In addition, Floridians who are struggling to pay their bills should not have to face rate hikes in order to pay for two nuclear power plants that may never be built.

Enough is enough. The Public Service Commission is supposed to serve the public, and I call on you to start doing that.

Sincerely,

Patricia Korsak
280 George Dye Rd
Trenton, NJ 08690-2319

Catherine Potts

From: Progress Florida [info@progressflorida.org] on behalf of Kellee Tuttle [tuttlekd@brevard.edu]
Sent: Sunday, June 10, 2012 8:55 PM
To: Office of Commissioner Brisé
Subject: Stand up for Florida consumers, not big utilities

Jun 10, 2012

Ronald Brisé

Dear Commissioner Brisé,

The Public Service Commission is supposed to serve consumers like me, not big utility companies.

I do not believe that Florida consumers should be put on the hook for clear failures by utilities to do their job. In the case of Progress Energy's Crystal River nuclear plant repairs, it was the clear the reactor was broken due to the utility company's own negligence. Consumers should not have to pay higher utility bills because of this.

In addition, Floridians who are struggling to pay their bills should not have to face rate hikes in order to pay for two nuclear power plants that may never be built.

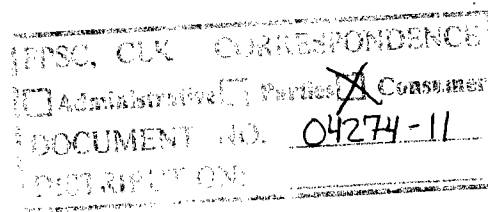
Enough is enough. The Public Service Commission is supposed to serve the public, and I call on you to start doing that.

Sincerely,

Kellee Tuttle
53 Holliday Hill Drive
Horse Shoe, NC 28742-8500

Eric Fryson

From: Ruth McHargue
Sent: Thursday, May 31, 2012 11:47 AM
To: Eric Fryson
Cc: Hong Wang; Matilda Sanders
Subject: RE: To CLK Docket 100437
 Customer correspondence



From: Consumer Contact
Sent: Friday, May 25, 2012 8:33 AM
To: Ruth McHargue
Subject: To CLK Docket 100437

Copy on file, see 1065288C. DH

From: Jan Pratt [mailto:janjon1117@gmail.com]
Sent: Thursday, May 24, 2012 11:29 AM
To: Consumer Contact
Subject: Progress Energy

I'm writing to ask, before you give Progress Energy more of my money to pay for their poor management and ill advised decisions, I want them to provide a complete account history for the money they have received to date and what they spent it for and what they plan to spend this new gift for. I really do not understand how a person (excuse me a Corporation) can make bad decisions and I, who had no input, have to pay. If I owned a company making decisions good or bad I would be responsible for the results Progress Energy can make poor decisions and I the customer have to pay. There is something wrong with the logic no matter how bad they manage the company we the customer will bail them out. Now I realize this new pay raise is a rubber stamp for the PSC, but it shouldn't be so. Thanks for listening Raymond Pratt (407-331-1557)

Catherine Potts

From: Ann Cole
Sent: Thursday, April 26, 2012 11:56 AM
To: Pamela Paultre
Cc: Commissioners Advisors; Administrative Assistants - Commission Suite; Catherine Potts
Subject: FW: Stand up for Florida consumers, not big utilities

Thank you for this information, which will be placed in Docket Correspondence, Consumers and their Representatives, for Docket No. 100437-EI.

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

From: Pamela Paultre On Behalf Of Office of Commissioner Brisé
Sent: Thursday, April 26, 2012 8:05 AM
To: Ann Cole
Subject: FW: Stand up for Florida consumers, not big utilities

Ann,

Please place forwarded e-mail in Docket #100437-EI in Docket Correspondence of Consumers and their representatives.

Thank you,

Pamela Paultre
Assistant to Chairman Ronald Brisé
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399
(850) 413-6036

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

From: Progress Florida [mailto:info@progressflorida.org] On Behalf Of Jose Rivera
Sent: Tuesday, April 24, 2012 11:48 PM
To: Office of Commissioner Brisé
Subject: Stand up for Florida consumers, not big utilities

Apr 24, 2012

Ronald Brise

Dear Commissioner Brise,

The Public Service Commission is supposed to serve consumers like me, not big utility companies.

I do not believe that Florida consumers should be put on the hook for clear failures by utilities to do their job. In the case of Progress Energy's Crystal River nuclear plant repairs, it was the clear the reactor was broken due to the utility company's own negligence. Consumers should not have to pay higher utility bills because of this.

In addition, Floridians who are struggling to pay their bills should not have to face rate hikes in order to pay for two nuclear power plants that may never be built.

Enough is enough. The Public Service Commission is supposed to serve the public, and I call on you to start doing that.

Sincerely,

Jose Rivera
6915 Avenue A
Sarasota, FL 34231-4739

Eric Fryson

From: Ruth McHargue
Sent: Monday, February 20, 2012 3:10 PM
To: Eric Fryson
Cc: Matilda Sanders; Hong Wang
Subject: FW: TO CLK Docket #100437

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 04274-11		
DISTRIBUTION: _____		

Customer correspondence

From: Susan Isaacs
Sent: Monday, February 20, 2012 9:48 AM
To: Ruth McHargue
Subject: TO CLK Docket #100437

Copy on file; see #1053449C. S.Isaacs

From: Consumer Contact
Sent: Monday, February 20, 2012 9:42 AM
To: Susan Isaacs
Subject: FW: Progress Energy

From: JaniceHowie@aol.com [mailto:JaniceHowie@aol.com]
Sent: Friday, February 17, 2012 5:01 PM
To: Consumer Contact
Subject: Progress Energy

The actions of Progress Energy have not been in the public interest. Undertaking risky repairs on the Crystal River Nuclear Plant has resulted in increased damage and the expense of purchasing alternative power. The plant may never get repaired and consumers are left footing the bill. We are also paying now for the Levy County Nuclear Plant that may never be built. Do not grant the company any further rate increases. The shareholders should be responsible for some of this burden, and not we the people. Jan Howie 5500 Leahy Lane New Port Richey, FL 34652

Eric Fryson

From: Ruth McHargue
Sent: Wednesday, February 08, 2012 10:10 AM
To: Eric Fryson
Cc: Matilda Sanders; Hong Wang
Subject: FW: To CLK Docket 100437

FPSC, CLK	CORRESPONDENCE
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO.	04274-11
DISTRIBUTION:	

Customer correspondence.

(Note: a complaint was filed regarding the billing issue.)

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

From: Consumer Contact
Sent: Wednesday, February 08, 2012 9:41 AM
To: Ruth McHargue
Subject: To CLK Docket 100437

Copy on file, see 1052000E. DH

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

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Tuesday, February 07, 2012 5:05 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 30952

CUSTOMER INFORMATION

Name: Harry Grant
Telephone: 727 442 8753
Email: harry.grant@hotmail.com
Address: 1224 S Highland Ave @101 Clearwater FL 33756

BUSINESS INFORMATION

Business Account Name: Harry Grant
Account Number: 4282287141
Address: 1224 S Highland Ave @101 Clearwater Florida 33756

COMPLAINT INFORMATION

Complaint: Other Complaint against Progress Energy Florida, Inc.

Details:

Progress energy has overcharged me others for electric service long enough. My current billing is much more than it should be for someone who dosnt use air cond. Compaired to others in my building, which is less than one year old and has exactly the same model, age and size appliances as I have, my bill is more than double others. I have checked the amperage of every appliance and light fixture in the apartment and estimated the hours of use for each and come up with much less than the KWH I am being billed for.

These people should be ran out of the state. At the very least, the management who authorized the mess at the Chrystal River Plant should be removed from their jobs. Any company other than a public utility would already have done so.

Eric Fryson

From: Ellen Plendl
Sent: Wednesday, January 25, 2012 1:35 PM
To: Eric Fryson
Cc: Hong Wang; Matilda Sanders
Subject: Docket 100437-EI.

FPSC, CLK CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 04274-11
DISTRIBUTION: _____

Attachments: RE: Governor Rick Scott's Weekly Newsletter - January 6, 2012; Consumer Inquiry - Progress Energy Florida, Incorporated; Re: Consumer Inquiry - Progress Energy Florida, Incorporated



RE: Governor Consumer Re: Consumer
ck Scott's Weekiury - Progress iquiry - Progres.

See attached correspondence and PSC response for Docket

100437-EI.

Eric Fryson

From: Governor Rick Scott [Rick.Scott@eog.myflorida.com]
Sent: Tuesday, January 10, 2012 9:23 AM
To: David Pachucki
Subject: RE: Governor Rick Scott's Weekly Newsletter - January 6, 2012

Dear Mr. Pachucki:

Thank you for contacting Governor Rick Scott and sharing your concerns about utility rates and property insurance rates. The Governor appreciates your concerns and asked me to respond on his behalf.

Governor Scott wants to create a free market environment in Florida that will attract new business and enhance competition among financially solvent insurance companies. The Governor supports insurance companies charging what is necessary to be actuarially sound, ultimately resulting in re-establishing Citizen's Insurance as the insurer of last resort. Establishing a transparent framework that will stabilize the property insurance system and restore a process Floridians can count on is Governor Scott's goal.

With that in mind, the most important step any consumer can take is to shop for the best rate possible. To shop for homeowner's insurance, please visit <http://www.floir.com/choices/> or www.fmap.org. You may also wish to contact the Florida Department of Financial Services for additional information. The telephone number is (850) 413-3100, or toll free within Florida 877-693-5236. You can also visit their website about purchasing property insurance at <http://www.myfloridacfo.com/Consumers/purchasingInsurance.htm>. The address is:

Department of Financial Services
200 East Gaines Street
Tallahassee, Florida 32399-0300

The agency that regulates certain public utilities is the Public Service Commission (PSC), which is an arm of the legislative branch of government. Within the Public Service Commission is a Division of Regulatory Compliance and Consumer Assistance, which I believe may be able to assist you. To assist you, I forwarded a copy of your letter to the Public Service Commission for their review. If you want to contact the PSC directly please call 1-800-342-3552 or contact them by using the information provided below.

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

Thank you again for taking the time to contact the Governor's office.

Sincerely,

Jennifer Britt
Office of Citizen Services

From: David Pachucki [mailto:ppapadave@aol.com]
Sent: Friday, January 06, 2012 7:24 PM
To: Governor Rick Scott
Subject: Re: Governor Rick Scott's Weekly Newsletter - January 6, 2012

Dear Governor Scott;

Please help the Utility cost down. Example the Rate incese alowed to Progress Energy for the Crystal River Nuke Plant.
Also any Homeowners Insurance Increase in the future.

David T. Pachucki

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

From: Governor Rick Scott <rick.scott@eog.myflorida.com>
To: ppapadave <ppapadave@aol.com>
Sent: Fri, Jan 6, 2012 6:05 pm
Subject: Governor Rick Scott's Weekly Newsletter - January 6, 2012

[View this Email as a Webpage](#)

Lt. Col. Bradley Bird briefs Governor Scott and Maj. Gen. Emmett Titshaw on the F-22 Raptor at Tyndall Air Force Base (Photo Lisa Norman, 325th FW/PA.)

Florida Legislative Session
and State of the State Preview

Next week, I will be delivering the annual State of the State address where I will outline my vision for Florida in 2012. Over the past year, our state has had many significant accomplishments. We are a nationwide leader in decreasing our unemployment rate -- which has dropped by two percentage points since last January. In addition, Florida ranks third in the nation for job growth, creating 120,200 jobs in 2011. It is clear Florida is moving in the right direction, and I am confident we will continue to make positive strides in 2012.

This year, we are going to continue our focus on education, jobs and keeping the cost of living low for all Floridians. While our economy show signs of improvement, we must still address a budget deficit. We are going to balance our budget with no new taxes and no new debt, and while it's going to be tough, I am committed to making sure we put another \$1 billion into education and save money in our Medicaid system.

For the upcoming legislative session, I have three main priorities. First, I want to help continue to add jobs to Florida. Late last year, I unveiled my 2012 Job Creation & Economic Growth Agenda. This plan focuses on removing the barriers to both new and growing businesses in Florida. With these changes, we can continue on the path we began last year and bring more jobs to Florida. Prioritizing vital transportation projects, like preparing our ports for increased trade, will help facilitate important economic development opportunities.

Next, I want to keep the cost of living low in our state. We can achieve this goal by reforming rising insurance rates caused by Personal Injury Protection (PIP) automobile insurance fraud. We must protect Florida consumers and curb skyrocketing insurance costs.

My third main focus is ensuring that Florida's children have access to a world-class education. Education has always been one of my top priorities, and I understand that ensuring an excellent university system will generate a workforce prepared to compete in the global marketplace and meet the demands of the 21st century. It is essential Florida becomes a long-term resource for companies to find the best educated employees.

Last year I traveled the state meeting with educators, parents and students, and they told me that in spite of the education shortfall we face, our top priority in this budget should be state funding for K-12 education. To that end, I will not sign any budget into law that doesn't contain more state dollars for education than we had last year. The budget I submitted to the Legislature is the third largest amount of state K-12 funding in Florida history.

I was elected Governor to turn our economy around and get Florida back to work, and we are certainly headed in the right direction. Please share your comments about my plans for 2012 or any of your ideas for our great state by emailing me at Rick.Scott@eog.myflorida.com.

Tell your friends!

Promises Made, Promises Kept:

NFIB Survey Shows Most Small Business Owners Approve of Governor Scott's Job Performance

Three Kings Day Greetings from Governor Rick Scott and First Lady Ann Scott

Statement from Governor Rick Scott Regarding General Craig McKinley's Appointment to the Joint Chiefs of Staff

Gov. Scott commends teamwork that resulted in Embraer contract \$355 million aircraft manufacturing deal set to boost Jacksonville economy

Florida Unemployment Down Two Percentage Points

Education and Jobs Top Governor Scott's Budget Priorities

Governor Scott's Weekly Radio Address

It's important for me as a mother and as First Lady of Florida to encourage children throughout our state to eat healthy and keep an active body and mind, especially as we begin this new year. I know that healthy habits start young. When my daughters were growing up, I was always looking for ways to help them eat more fruits and vegetables. Now that they are older, they continue to make healthy choices.

Let me encourage families to start healthy traditions such as going to a local farmers market, visiting local and state parks, and enjoying fresh Florida fruits and vegetables. New parents can help give their children the best possible start in life by feeding them nutritious food to help them develop good eating habits early. I encourage school children to make fresh fruits and vegetables a part of each school day. After school, it is always a good idea for children to exercise their bodies and their minds by spending time reading and then getting outside to play.

As Chair of Space Florida, Lieutenant Governor Jennifer Carroll visited Space and Defense Engineering Services Company (SPADESCO) in Orlando on Tuesday. SPADESCO was founded in October 2010 in the wake of the Space Shuttle retirement at Kennedy Space Center. Talented engineers who placed their heart and soul into ensuring the safety and reliability of the Space Shuttle Program were given the opportunity to join this woman-owned small business. Together, they developed a company that will be able to provide quality support to the new generation of launch vehicles and DOD weapon systems. Lt. Governor Carroll commends this small business for hiring Space Coast engineers and looking to the future of space flight to grow their company and create good jobs.

This message was sent to ppapadave@aol.com from:
Executive Office of the Governor | 400 S Monroe St | Tallahassee, FL 32399

Manage Your Subscription | Forward To a Friend

Eric Fryson

From: Randy Roland
Sent: Friday, January 13, 2012 4:35 PM
To: 'ppapadave@aol.com'
Subject: Consumer Inquiry - Progress Energy Florida, Incorporated

Mr. David Pachucki
ppapadave@aol.com

Dear Mr. Pachucki:

The Governor's office forwarded a copy of your E-mail regarding Progress Energy Florida, Incorporated (Progress Energy) to the Florida Public Service Commission (PSC). The PSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the PSC. The PSC has limited authority in the telephone industry to include the Lifeline Assistance Program, Florida Relay Service, and pay telephone service.

You expressed concerns about Progress Energy's Crystal River 3 (CR3) nuclear facility. The PSC has established an on-going review process for Progress Energy's CR3 repair efforts to ensure that all associated costs are warranted and prudent.

Commission decisions must be based on competent, substantial evidence presented during a formal hearing process. To establish an evidentiary record for CR3 repairs, the PSC opened Docket No. 100437-EI (Docket) that includes filings from intervenors representing the general public, large industrial and small commercial customers, and an environmental group. Documents filed in the Docket are available on the PSC's Web site, <http://www.floridapsc.com>, at this link:

<http://www.floridapsc.com/dockets/cms/docketFilings3.aspx?docket=100437>

CR3 is Progress Energy's lowest cost generating resource. Because of the extended outage, Progress Energy has used other generating and purchased power resources to provide electricity to its customers. Thus, higher replacement power costs have been and will be incurred during the CR3 outage, with insurance offsetting a portion of these costs. At the annual fuel adjustment hearing last November, the PSC determined the amount of Progress Energy's fuel costs, including replacement power costs, to be recovered from its customers in 2012.

To determine if the replacement power costs were justified and reasonable, the first phase of the Docket focuses on events leading up to the first CR3 delamination. A hearing, originally scheduled for June 11-15, 2012, will now occur in late August, at the intervenors' request. All replacement power costs associated with the CR3 outage are subject to refund, with interest, pending the PSC's decision following the hearing. Actual repair costs will be addressed if/when Progress Energy files a separate petition requesting recovery of such costs.

If you have any questions or concerns please contact Ellen Plendl at 1-800-342-3552, or by fax at 1-800-511-0809.

Sincerely,

Randy Roland
Regulatory Program Administrator
Division of Safety, Reliability & Consumer Assistance Florida Public Service Commission

Eric Fryson

From: David Pachucki [ppapadave@aol.com]
Sent: Thursday, January 19, 2012 9:02 PM
To: Randy Roland; rick.scott@eog.myflorida.com
Cc: publicinfo@myfloridahouse.gov; jones.dennis.web@flsenate.gov
Subject: Re: Consumer Inquiry - Progress Energy Florida, Incorporated
 To All Concerned;

Why should Progress Energy be granted a rate increase when they are for profit?
 Why should Progress Energy be granted a rate increase when they chose to ignore the consultant and do what they wanted?
 Why should we, the rate payers pay the increase granted by the PSC because of the people in charge messing up?
 The Share holders and the CEO's of Progress Energy should pay for the electric power that they want us users (Rate Payers) to pay for out of there PROFITS and any BONUS MONEY TO THE UPPER MANAGEMENT!
 I KNOW I SPEAK FOR MANY PROGRESS ENERGY USERS. (RATE PAYERS).
 I ask Florida State Senator Dennis Jones and Florida House Rep Ed Hooper to appeal the legislation on the ADVANCE FEE or any other FEE in support of Florida State Senator Mike Fasano & Andy Gardiner as well as Florida House Rep Michele Rehwinkel Vasilinda.
 LER THE INVESTORS PAY FOR THERE MISTAKES!!!!!!

Sincerely
 David T Pachucki

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

From: Randy Roland <RRoland@PSC.STATE.FL.US>
To: ppapadave <ppapadave@aol.com>
Sent: Fri, Jan 13, 2012 4:34 pm
Subject: Consumer Inquiry - Progress Energy Florida, Incorporated

Mr. David Pachucki
ppapadave@aol.com

Dear Mr. Pachucki:

The Governor's office forwarded a copy of your E-mail regarding Progress Energy Florida, Incorporated (Progress Energy) to the Florida Public Service Commission (PSC). The PSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the PSC. The PSC has limited authority in the telephone industry to include the Lifeline Assistance Program, Florida Relay Service, and pay telephone service.

You expressed concerns about Progress Energy's Crystal River 3 (CR3) nuclear facility. The PSC has established an on-going review process for Progress Energy's CR3 repair efforts to ensure that all associated costs are warranted and prudent.

Commission decisions must be based on competent, substantial evidence presented during a formal hearing process. To establish an evidentiary record for CR3 repairs, the PSC opened Docket No. 100437-EI (Docket) that includes filings from intervenors representing the general public, large industrial and small commercial customers, and an environmental group. Documents filed in the Docket are available on the PSC's Web site, <http://www.floridapsc.com>, at this link:

<http://www.floridapsc.com/dockets/cms/docketFilings3.aspx?docket=100437>

1/25/2012

CR3 is Progress Energy's lowest cost generating resource. Because of the extended outage, Progress Energy has used other generating and purchased power resources to provide electricity to its customers. Thus, higher replacement power costs have been and will be incurred during the CR3 outage, with insurance offsetting a portion of these costs. At the annual fuel adjustment hearing last November, the PSC determined the amount of Progress Energy's fuel costs, including replacement power costs, to be recovered from its customers in 2012.

To determine if the replacement power costs were justified and reasonable, the first phase of the Docket focuses on events leading up to the first CR3 delamination. A hearing, originally scheduled for June 11-15, 2012, will now occur in late August, at the intervenors' request. All replacement power costs associated with the CR3 outage are subject to refund, with interest, pending the PSC's decision following the hearing. Actual repair costs will be addressed if/when Progress Energy files a separate petition requesting recovery of such costs.

If you have any questions or concerns please contact Ellen Plendl at 1-800-342-3552, or by fax at 1-800-511-0809.

Sincerely,

Randy Roland
Regulatory Program Administrator
Division of Safety, Reliability & Consumer Assistance
Florida Public Service Commission

1/25/2012

Eric Fryson

From: Ruth McHargue
Sent: Tuesday, January 17, 2012 4:12 PM
To: Eric Fryson
Cc: Hong Wang; Matilda Sanders
Subject: FW: To CLK Docket 100437

Please add to file.
Thanks,
Ruth

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>04274-11</u>		
DISTRIBUTION:		

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

From: Consumer Contact
Sent: Tuesday, January 17, 2012 3:28 PM
To: Ruth McHargue
Subject: To CLK Docket 100437

Copy on file, see 1048644C. DH

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

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Tuesday, January 17, 2012 1:38 PM
Cc: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 30838

CUSTOMER INFORMATION

Name: Gordon Obarski
Telephone: 727-480-4665
Email: gordo@cmdinc.net
Address: 708 Beach Trail #B Indian Rocks Beach FL 33785

BUSINESS INFORMATION

Business Account Name: Gordon Obarski
Account Number: 72982 42179
Address: 708 Beach Trail #B Indian Rocks Beach Florida 33785

COMPLAINT INFORMATION

Complaint: Improper Billing against Progress Energy Florida, Inc.
Details:

Progress Energy charges \$6.275 plus a \$4.86 fuel for the 1st 1000KWH and then increase the rates by \$1.10 for additional hours plus \$1.00 for additional fuel charges. The billing cycles for Progress Energy have at least 4 time per year where there are 32 days in my cycle. I am therefore paying the surcharges for an extra day on 4 billing cycles per year. I only went back 1 year but I have all of my records since December of 1997 and if I wanted to calculate the total overcharges the amount would be shocking. While it may not be a lot to an individual household, multiplied by the total households Progress Energy serves and the number is staggering. I can assure you that it will never even out when the billing is 29 days as I have completed the calculations. This needs to stop. Households are struggling with mortgages, unemployment, etc while Progress Energy makes record profits. Now Progress Energy wants us, the consumers to pay for their errors with the nuke plant in Crystal River. How long can this go on?

Eric Fryson

From: Ruth McHargue
Sent: Tuesday, January 17, 2012 1:06 PM
To: Eric Fryson
Cc: Matilda Sanders; Hong Wang
Subject: FW: To CLK Docket # 100437
Attachments: crystal river; Re: Customers Not Responsible for Progress Energy's Mistakes
customer correspondence

From: Susan Isaacs
Sent: Tuesday, January 17, 2012 10:10 AM
To: Ruth McHargue
Subject: RE: To CLK Docket # 100437

Copy on file, see #1048431C and #1048442C. S.Isaacs

From: Diane Hood
Sent: Tuesday, January 17, 2012 9:46 AM
To: Susan Isaacs
Subject: E1801, 100437 Docket, Pr-69

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO.	04274-11	
DISTRIBUTION:		

Eric Fryson

From: Brian Strouse [doc7411@yahoo.com]

Sent: Sunday, January 15, 2012 11:39 PM

To: Consumer Contact

Subject: crystal river

I think you people on the commission forget who you work for! You are supposed to look after the best interest of "joe public". It is clear in my mind who you are looking after and it is not joe public you have been bought off by the electric co. at crystal river. They took matters into there own hands to try to save them money and it backfired on them. Now the PSC is going to side with the electric co.. What are we living in the stone age or 2012. I think you all should be FIRED for what you are trying to do to Joe Public. You should be ashamed.

Brian

Strouse

7411

Westwind Dr.

Port

Richey, Fl. 34668

727-

819-1941

Eric Fryson

From: michael porter [meyecommander@hotmail.com]
Sent: Sunday, January 15, 2012 10:00 AM
To: dripsom@nmlneil.com; kmanne@nmlneil.com; rwhite@nmlneil.com; hphillips@nmlneil.com; gwilks@nmlneil.com; bsassi@nmlneil.com
Cc: Consumer Contact; bill.johnson@pgnmail.com; suzanne.grant@pgnmail.com
Subject: Re: Customers Not Responsible for Progress Energy's Mistakes

**NOT ONE RED CENT SHOULD BE PAID TO PROGRESS ENERGY:
GREED WAS THE BASIS FOR UNJUSTIFIABLE,**

**INEXCUSABLE DECISIONS WHICH RESULTED IN THE DAMAGE FOR
WHICH PROGRESS ENERGY IS NOW**

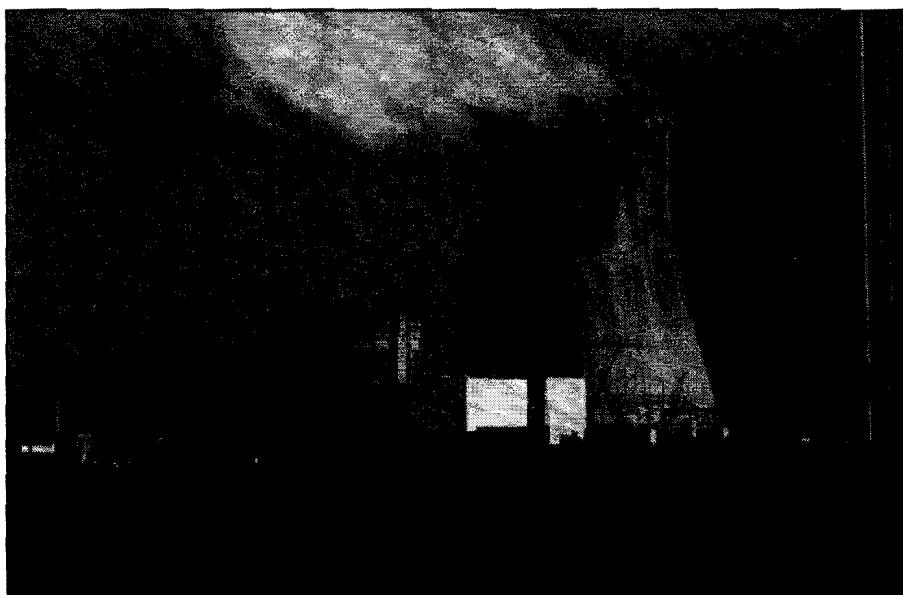
**ATTEMPTING TO RECOUP THE COST OF THE REPAIRS !!! LET THEM
SCRAP THIS NUCLEAR FACILITY, AND LET**

**THEIR CURRENT SERVICE AREA HERE IN FLORIDA BE SERVICED BY
A MORE COMPETENT ELECTRIC UTILITY!**

Progress Energy customers could be on hook as insurer hesitates on \$2.5B payout

By Ivan Penn, Times Staff Writer
In Print: Sunday, January 15, 2012

The key question:
Were cracks that
developed at the
Crystal River nuclear
plant an "act of God"
or operator error?



[WILL VRAGOVIC | Times]

Progress Energy already plans to stick its customers with a \$670 million bill for the botched upgrade to the Crystal River nuclear plant. Now those customers have reason to fear that Progress will try to stick them again.

Why? Progress' oft-repeated contention that insurance will pay the rest of the \$2.5 billion repair bill looks increasingly shaky.

- The insurer, which goes by the acronym NEIL, already has stopped paying some earlier claims on the construction accident, which shut down the plant in 2009 during replacement of a steam generator.
- NEIL has created a high-ranking committee to investigate whether the accident was, as Progress contends, unforeseeable, unpredictable and unpreventable.
- Now NEIL has delayed an expected decision on whether to pay Progress' claim as its review continues.

That in turn has delayed a final decision on whether the plant ever reopens.

State Sen. Mike Fasano, R-New Port Richey, said utility officials told him that they'll shut down the plant in Crystal River, in Citrus County, if NEIL denies the claim.

Rather than choosing an all-or-nothing approach, NEIL is just as likely to pay only part of the claim, some nuclear power experts think. At issue is whether Progress was in any way responsible for causing the damage to the plant.

"It's difficult for NEIL or anybody else to say (the construction accident) is fully foreseen," said Dave Lochbaum, a nuclear engineer with the Union of Concerned Scientists. "To say (Progress was) totally blameless ... isn't possible either."

Tim Leljedal, a Progress spokesman, said the utility continues to expect that NEIL will cover most of the repair bill, with customers paying about a quarter of the tab.

"We are not going to speculate on the potential impact of any less-than-expected NEIL reimbursement," Leljedal said.

Still, not since the Three Mile Island nuclear disaster in 1979 has a U.S. insurer grappled with so large a payout to a utility for damage to a nuclear plant.

All eyes are on NEIL, as Progress, its customers and its investors await the insurance company's decision. What NEIL decides could hit any or all of them in the pocketbook.

• • •

NEIL, the Nuclear Electric Insurance Limited, is a Delaware company that insures the nation's 104 nuclear plants against property damage, decontamination expenses, premature decommissioning costs and interruptions in electricity supply.

The board of directors that runs the private company is made up largely of officials from investment firms and the utility industry, including Progress chief executive officer Bill Johnson.

But even with the utility industry presence on the board, payment for a claim is not assured. Any large claim is sure to come under scrutiny.

For example, FirstEnergy Corp. of Akron, Ohio, filed a \$200 million claim with NEIL after the reactor head at its Davis-Besse nuclear plant nearly blew off.

Before NEIL could make a decision, the U.S. Nuclear Regulatory Commission cited the utility for lying, and the company was fined \$28 million. At that point, according to the *Toledo Blade*, FirstEnergy dropped its claim.

In the Crystal River case, a critical part of NEIL's analysis likely will be the definition of "accident" and a claim that's more than 10 times more costly and far more complicated than FirstEnergy's.

Crucial to NEIL's decision are the events that led to the troubles at Crystal River.

As Progress moved to replace old steam generators at the plant, the 42-inch-thick concrete containment building that houses the reactor cracked. After Progress repaired the first crack, the building cracked two more times. The plant will not reopen until at least 2014.

Steam generators had been successfully replaced at 34 other U.S. nuclear plants. All those jobs were supervised by just two engineering firms.

As the *Tampa Bay Times* has reported, Progress handled the Crystal River project in a fundamentally different fashion.

- Rather than rely on either of the experienced engineering firms to supervise the work, Progress self-managed the project.
- It discounted its own internal study that concluded it lacked the expertise to do the work.
- It hired two subcontractors that had no experience with the type of work they were asked to do at Crystal River.
- Progress adopted procedures for the work that differed from those used at other nuclear plants, and it ignored warnings from experienced subcontractors who expressed concern about those procedures.

Other than stating that the claim is still under review, NEIL's legal office declined to comment about the case and referred further inquiries to Progress Energy.

• • •

Progress' insurance policy gives the utility financial protection against an accident, which "means a sudden and fortuitous event, an event of the moment, which happens by chance, is unexpected and unforeseeable."

Lynne McChristian of the Insurance Information Institute said the question at Crystal River becomes: Were the cracks in the containment building an "act of God" or was there some culpability on the part of the utility?

"Was the damage sudden or is it something akin to a homeowner's policy that there are exclusions if you were negligent?" McChristian said. "You have to take some responsibility when you own property."

Arnie Gundersen, a nuclear engineer and consultant with Fairewinds Associates, said it increasingly appears that Progress might have difficulty getting any money from NEIL.

"When the first (crack) happened and there wasn't a lot of knowledge about the decisionmaking, it could have been seen as the 'act of God scenario,'" Gundersen said. "A lot of additional information has come out since then.

"It wouldn't surprise me at the end of the day that the insurer says, 'No, we're not going to pay this claim.' "

Gundersen and Lochbaum, of the Union of Concerned Scientists, said NEIL may be delaying its decision so it can negotiate with Progress on a settlement for less than the full amount of the claim.

At one point, NEIL was paying both for repair work at Crystal River and for some of the costs of buying replacement power.

But in November, Progress told the state Public Service Commission that NEIL had stopped making repair payments in December 2010. The utility later told its investors that NEIL also ceased paying for replacement power in the second quarter of 2011.

NEIL has appointed a special committee of its board to review the claim and hired its own engineer to assist, Progress said.

NEIL is "in uncharted territory at the moment," Lochbaum said.

• • •

If NEIL does not cover any more of the \$2.5 billion in repairs and related costs, Progress would have to turn to its customers and investors or possibly close the plant — an alternative the utility continues to weigh even as it works to repair it.

"Although retiring the unit is one of a number of options, we remain committed to our previously outlined plan to repair (Crystal River) and return the plant to service," Lejedal said.

Since the plant broke, Progress has had to purchase alternative — and more expensive — electricity at about \$300 million a year. The utility got the PSC to approve putting some of the burden of that cost on Progress' 1.6 million Florida customers.

So far, Progress customers have paid \$110 million for alternative electricity in 2011 and will pay another \$140 million this year. (That money could be refunded if the PSC determines that Progress' actions were not "prudent.")

For customers, the more ominous possibility is what happens if NEIL does not pay for the rest of the repair costs, which approach \$2 billion?

Progress could ask the PSC to force its customers to make up all or part of the difference. At Progress' behest, the PSC is already forcing those customers to pay for a \$20 billion nuclear plant the utility wants to build in Levy County.

If the Crystal River plant is not repaired, the utility would have to decommission it. Progress maintains a mandatory account with about \$593 million to decommission Crystal River, but it is unclear whether that will be enough.

"Progress is stuck between a rock and a hard place here," Gundersen said. "They don't want their shareholders to pay ... and Floridians have a right to be upset: 'Why are we paying for your mistake?'"

"I think a lot of attorneys on both sides of this are going to be rich."

From: Michael

Sent: Sunday, December 11, 2011 10:45 AM

To: bill.johnson@pqnmail.com ; suzanne.grant@pqnmail.com

Cc: contact@psc.state.fl.us

Subject: Re: Customers Not Responsible for Progress Energy's Mistakes

Progress Energy warned itself not to self manage

Crystal River nuclear plant project

By Ivan Penn, Times Staff Writer
In Print: Sunday, December 11, 2011

Progress Energy's disastrous do-it-yourself upgrade to the Crystal River nuclear plant was such a risky idea that the company's own internal report warned against it.

The company's lack of expertise and experience "outweigh strengths and opportunities," the report said. "Those weaknesses cannot be changed to strengths in sufficient time to plan and implement" the project.

The report's conclusion: Although the opportunity to save money self-managing the replacement of steam generators inside the nuclear containment building "is huge, the risk is just as large."

Progress subsequently took steps to address the risks and decided to self-manage the project anyway. But its plan failed. The concrete containment building cracked. Two more major cracks followed.

Progress' attempt to save \$28 million will end up costing someone almost 100 times that.

The big question now is, who? **(NOT THE CUSTOMERS!)**

Progress wants its customers to pay at least \$670 million of a \$2.5 billion repair bill. **(BULLSHIT: YOU TOOK AN IRRESPONSIBLE, GREEDY GAMBLE WHICH FAILED – YOU PAY!!)**

The *St. Petersburg Times* has detailed how Progress conducted the Crystal River job differently from other utilities and how subcontractors on site raised warnings about the unique approach.

Given that, and in light of its internal report, did Progress act prudently?

No one, Progress officials maintain, could have predicted or prevented the problems at Crystal River.

But the internal report undermines that argument, said several utility, nuclear and legal experts including Mark Cooper, senior fellow at the Institute for Energy and the Environment at Vermont Law School.

In fact, he said, it "is a smoking gun."

• • •

Progress Energy began looking into options for replacing the aging steam generators at the plant in Citrus County in the early 2000s. The Crystal River project would eventually include cutting a 25- by 27-foot hole in the 42-inch thick concrete containment wall, the final barrier keeping deadly radiation from reaching the atmosphere.

Only two engineering firms had been the prime contractor on all the other similar projects in the country. Progress wanted to see if it could oversee the project itself and save money.

The internal report completed by the summer of 2004, titled "Proposal for Self Managed Steam Generator Replacement," outlined the pros and cons.

Self-managing the project scheduled to begin in 2009 would reduce redundancies between Progress Energy and a prime contractor, the report concluded. The number of engineers could be reduced, cutting the cost by almost \$7 million. Construction and other costs could be decreased by at least \$11 million. And eliminating the standard 10 percent fee paid to a prime contractor would save \$10 million on a \$100 million portion of the project. Total potential savings: \$27.9 million. (Later, once all contracts had been negotiated, Progress believed actual savings would be about \$15 million.)

Still, the report went on to say that "large scale engineering and construction management is not our core business." Delays related to the utility's lack of expertise could wipe out any savings.

The report concluded that Progress should hire a prime contractor.

Progress negotiated with SGT, one of the two engineering firms that have successfully managed all 34 other steam generator replacement projects in the country.

The self-management option, however, remained very much in play.

• • •

Progress Energy major projects manager James Terry saw a potential benefit from self-managing, even as he helped negotiate with SGT.

In a memo dated Aug. 6, 2004, William J. Flanagan, a Progress Energy manager, reiterated to Terry that the company's own internal report found that self-management was risky.

"It was concluded," Flanagan noted in the memo, "that Progress Energy was an electric utility company and not an engineering and construction company. . . . There is a high risk that any savings realized by elimination of oversight positions and contractor fees would be offset by even higher delay costs."

Parts of Progress Energy's management ranks were abuzz about the prospect, and risks, of self-managing.

"We will need to make sure our decisions are well documented," one memo stated.

"The pain is ours . . . no matter who manages it," another memo pointed out.

Meanwhile, company officials addressed concerns raised by their self-management study.

To deal with its lack of expertise, for instance, the company got some subcontractors that had worked for SGT to agree to work directly for Progress.

By November, a project update included a new analysis of the self-management issue. It identified 25 threats and weaknesses. One of them: "Without SGT input, there is a greater opportunity to miss 'lessons learned' " from SGT's previous experience.

But the new analysis came to the opposite conclusion of the initial report.

"The threats can be neutralized and the weaknesses corrected," the new analysis stated. "The opportunity for cost savings far outweighs the risk of failure in quality, cost and schedule performance."

In an email the next month, Terry laid out a strategy for negotiating with SGT, while keeping self-management on the table.

"Even if they meet all of our requirements, there are no guarantees that we won't self-manage," he wrote.

Terry's stated goal was to get a better deal from SGT or convince Progress management to give up on SGT and "pursue other options."

"Other options is the self management approach," he wrote.

Progress decided to self-manage in early 2005.

"I was aware that there were risks involved with us self-managing," Clayton Scott Hinnant, Progress' former chief nuclear officer, said during a recent deposition about the cracked containment wall. Progress did it knowing "we're the owner and we're going to share in whatever downside or upside occurs."

The utility became the first in the nation to self-manage this type of project.

• • •

When the work began in 2009, Progress had hired two contractors for critical jobs that had no experience performing the specific tasks they were asked to do.

One of the contractors performed the exacting analysis for preparing the containment building for cutting, as the *St. Petersburg Times* has detailed in previous stories. Progress pressed that contractor for a cheaper procedure, which ended up being different from what was employed at other nuclear plants.

The second contractor was the demolition company that was cutting the building when workers found a large crack on Oct. 2, 2009.

The plant has been out of service since then and won't be back on line until at least 2014.

• • •

Cooper, the senior fellow at Vermont Law School, said Progress should have heeded its own warning in the 2004 report.

"It was a self-interested, shortsighted decision that no prudent person would have made," Cooper said. "They clearly did not do the prudent thing."

It could also cost Progress a lot of money.

The Public Service Commission has scheduled a meeting for June to hear testimony from consumer advocates and Progress Energy. Based on the findings, the commission will determine whether Progress' actions were prudent.

If Progress wins, customers will be on the hook for part of the \$2.5 billion. Otherwise, Progress and its investors will have to find a way to pay for the repairs. Progress has said insurance will pay for most of the cost.

Progress spokesman Tim Lejedal said in an email that the utility will address the issues raised by the internal report as it files arguments in the PSC case.

Cooper said Progress should not be entitled to collect any repair costs from customers going forward. He said in a capitalist society, companies should not get rewarded for making a gamble and failing.

"If they had pulled it off, they would have made a lot of money," Cooper said. "You can't let them make the same amount of money if they got it wrong. This is not the way prudence is supposed to

work." **(AMEN, END OF ARGUMENT!)**

Arnie Gundersen put it another way.

"Prudence says you can be dumb, but you can't be stupid," said Gundersen, a nuclear expert who has testified in front of public service commissions nationwide, including Florida. "It's okay to be dumb, if it appears you went through a process that was logical. From my standpoint, this memo shows they weren't prudent. They knew it was wrong and they did it anyway. That wasn't prudent."

Mark J. Roe, a Harvard law professor specializing in corporate governance, said not only does Progress' decision to ignore its own report raise questions about its case before the state Public Service Commission, but it could subject the company to lawsuits from customers or investors.

Progress made a "really weighty decision" to disregard the internal report, Roe said. If the company did not get a third-party to independently assess the merits of self-managing, the decision could be tough to defend in court.

"In a corporate lawsuit, the (court) would say this was not a reasonable judgment in this case," he concluded.

J.R. Kelly, the Florida public counsel who represents customers on utility matters before the state, said his office is trying to understand why Progress chose to ignore its own warnings.

"You have to ask the question, Why?" Kelly said. "Why did you self-manage? It does not seem to follow rationally nor reasonably that you would self-manage when everything seems to point the other way."

Michael Porter
Resident of Earth and Progress Energy Customer

From: Michael
Sent: Sunday, November 06, 2011 11:52 AM
To: bill.johnson@pgnmail.com ; suzanne.grant@pgnmail.com
Cc: contact@psc.state.fl.us
Subject: Fw: Customers Not Responsible for Progress Energy's Mistakes

YOUR CORPORATE GREED WAS RESPONSIBLE FOR DECISIONS MADE WHICH RESULTED IN THE PROBLEMS WHICH NOW WILL COST BILLIONS TO REPAIR, AND I (FOR ONE WILL) NOT PAY ONE RED CENT TOWARD THIS REPAIR, YOU GREEDY MOTHER-FUCKERS!!!!

Progress was warned about cutting into nuclear plant building

By Ivan Penn, Times Staff Writer
In Print: Sunday, November 6, 2011

The warning came in an email to the supervisor of a complicated project at the Crystal River nuclear plant.

"I just want to reiterate my concern ... "

It was March 9, 2009. To replace aging steam generators, Progress Energy was about to cut a big hole in the concrete building that shields the nuclear reactor.

Charles Hovey was an experienced construction foreman who had worked on similar projects at other nuclear plants. Progress, he observed, planned to use a different procedure to cut into its containment building.

"I have never heard of it being done like this before and I just want to express my concerns to you one last time."

Progress considered Hovey's point, then went ahead with its plan that fall.

Disaster followed. Workers discovered a crack in the wall while cutting the 25-by-27 foot hole through the 42-inch-thick concrete. A later repair attempt created a second crack. The plant has been shut down since. Progress will not restart the plant for at least two more years — if ever.

Price tag for the fix: \$2.5 billion and rising.

Since the accident, Progress officials have argued that customers should be forced to help pay for the damage since no one could have reasonably foreseen the problems. **(BULLSHIT)**

This "could not have been predicted," Progress spokeswoman Suzanne Grant wrote to the *St. Petersburg Times*. **(BULLSHIT)**

But the *Times* has found that others echoed Hovey's concerns; that Progress hired subcontractors to perform critical tasks even though they had no experience with similar projects at other nuclear plants; and that it used a markedly different procedure in getting ready to cut into the containment wall than was used at other plants.

'Thinking caps'

A nuclear plant containment wall is the final barrier keeping deadly radiation from the reactor from reaching the atmosphere. Inside the wall are metal "tendons" that tighten around the structure, reinforcing its strength. Before cutting into the concrete to remove the steam generators, engineers loosen the tendons in the area they plan to cut.

Hovey's concerns centered on how many tendons Progress planned to loosen and in what order.

At other nuclear plants, engineers usually loosened 70 to 80 tendons.

Progress hired Sargent & Lundy to determine how many tendons on which to focus. The company had never performed such an analysis for a nuclear containment wall, according to documents obtained by the *St. Petersburg Times*. The engineering firm first recommended 97.

Too many, Progress said.

"We said, 'Hey, that's a lot of tendons,' " John Holliday, a contract employee for Progress in charge of the work on the containment building, recalled in a recent deposition. "Can you go back and take another look at

this?"

The next proposal: 74, within the range loosened at other plants.

Holliday wasn't satisfied. "De-tensioning the tendons is a very expensive and time-consuming effort," he said.

The engineers were told "to put on their thinking caps and determine if there is an alternative method of analysis that we could pursue that would result in a lot less tendons being de-tensioned," Holliday said.

The final result: 65 tendons would be loosened.

The procedure for de-tensioning prescribed by Sargent & Lundy for Crystal River differed from that used at other nuclear plants.

- At other plants, workers generally did not loosen one tendon and then the one right next to it. They did it nonsequentially. At Crystal River, the tendons were loosened in sequential order.
- At other plants, workers de-tensioned all the proposed tendons and then cut the wall open. At Crystal River, only 27 of the 65 tendons were loosened before the cut was made.

It was this markedly different procedure that Hovey questioned seven months before Progress enacted its plan.

'No doubt' it was okay

Progress tried to save money on the project from the start.

Just two companies, Bechtel and SGT, had managed all the previous 34 steam generator replacement projects at U.S. nuclear power plants. Of those, at least 13 had involved cutting into the containment building.

All 34 projects were successful.

Progress expected the Crystal River project to cost about \$230 million. For the management portion of the job, it got bids from both Bechtel and SGT. The lowest, from SGT, was for \$81 million.

Progress officials rejected that offer. They could save \$15 million by self-managing the project.

Although Bechtel didn't get the job of managing the project, Progress did hire Bechtel to manage the construction. Hovey sent his e-mail that raised concerns about the plan to several of Bechtel employees. As his concerns about Progress' plans circulated, other Bechtel employees began asking questions.

"Why are we doing tendons different here than all other jobs?" site supervisor John Marshall asked in an e-mail sent to Sam Franks, another Bechtel supervisor.

Gary Goetsch, a supervisor with the company hired to prepare the containment building for cutting, had worked on 11 similar jobs. He said the Crystal River job was "the first and only one" to use the procedure adopted by Progress officials, according to notes of his interview with analysts from Performance Improvement International, the firm hired by Progress to determine what went wrong.

And he knew the plan was a bad idea, according to the notes. (The *Times* could not ascertain whether Goetsch raised his concerns with Progress before the accident.)

But Holliday, noting the questions raised by Hovey and the Bechtel supervisors, ordered Sargent & Lundy to rerun its computer analysis. According to Holliday's deposition, that analysis said everything would be okay.

"You can practically do a hand calculation to show" that Sargent & Lundy's procedure was safe, Holliday said.

"There was no doubt in my mind it was okay." **(BULLSHIT)**

On July 31, 2009, Holliday's boss, Dan Jopling, sent an e-mail that said, "As we discussed in the past, the engineering approach to containment analysis used by Sargent & Lundy is significantly different than SGTs. I am satisfied the Sargent & Lundy approach is technically correct and will withstand scrutiny."

The project went on.

'Big chunks falling off'

In October 2009, Mac & Mac Hydrodemolition cut into the containment building. Holliday noticed a break in the concrete but decided to continue, thinking it predated the ongoing work.

An hour later, water began pouring through the wall. And the scene was not like what they had imagined.

"Hydro-demolition resulted not in the small pieces (you) would expect, (but) big chunks falling off the wall," Holliday told analysts from Performance Improvement International.

PII concluded that the tendon de-tensioning, particularly the sequence Progress used, and removal of the concrete caused the building to crack.

"A primary factor was the number of de-tensioned tendons that were located in a row," the analysts noted in their report.

Reasonable, prudent?

The Crystal River nuclear accident is already one of the most expensive in U.S. history. Progress thinks insurance will cover most of the repair. But it wants its customers to pay \$670 million.

For that to happen, Progress will have to convince Florida's Public Service Commission at a hearing scheduled for June that it acted in a reasonable and prudent manner in removing the steam generators.

Grant, the spokeswoman for Progress Energy, declined to answer specific questions from the *Times*, adding that "it is appropriate for us to only address specific questions related to these matters in the appropriate regulatory arena under the schedule set forth by the (Public Service

Commission)."**(STONEWALLING BULLSHIT)**

But Progress can point to the "root cause analysis" it ordered from PII.

"Post event research and modeling ... determined that very rigorous application of typical industry tools would not have been able to accurately predict" that the containment wall would crack.

In other words, the accident would have happened to anybody cutting into the Crystal River containment building. **(MAYBE NOT IF DIFFERENT PROCEDURES USED SUCCESSFULLY ELSEWHERE HAD BEEN USED!!)**

Still, Progress will likely have to answer pointed questions about its conduct.

- Why did it decide to be the first to manage the project itself?

- Why did it hire a firm, Sargent & Lundy, inexperienced in this type of work to come up with the engineering analysis?
- Why did it follow that plan, given that it was so different from the procedure used at other plants?
- Why did it hire a company, Mac & Mac, that had no experience cutting into a nuclear containment wall?
- Should the concerns of Hovey and the other experienced workers have been enough to get Progress to change its plans?

The Public Counsel's Office, which will represent customers at the June hearing, is convinced that Progress made errors in judgment that it needs to be held accountable for.

"We believe that the evidence is going to show that Progress was not prudent in the way they went about this repair," said J.R. Kelly, the state public counsel. "If we prove our case ... the ratepayers should not be responsible for any of the costs flowing from the repairs."

Michael Porter
Resident of Earth and Progress Energy Customer

Administrative Parties ConsumerDOCUMENT NO. 04274-11

DISTRIBUTION: _____

Catherine Potts

From: Ann Cole
Sent: Tuesday, January 17, 2012 10:21 AM
To: Office of Commissioner Brisé
Cc: Commissioners Advisors; Administrative Assistants - Commission Suite; Catherine Potts
Subject: RE: Progress Energy rate request

Thank you. This will be placed in Docket Correspondence, Consumers and their Representatives, for Docket No. 100437-EI.

From: Pamela Paultre **On Behalf Of** Office of Commissioner Brisé
Sent: Tuesday, January 17, 2012 9:41 AM
To: Ann Cole
Subject: FW: Progress Energy rate request

Good morning Ann,

Please place the e-mail below in Docket Correspondence of Consumers and their representatives within docket no. 100437-EI.

Thank you,

Pamela Paultre
Assistant to Chairman Ronald Brisé
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399
(850) 413-6036

From: Ken Howe [mailto:howeken42@hotmail.com]
Sent: Saturday, January 14, 2012 2:43 PM
To: Office of Commissioner Balbis; Commissioner.Edgar@psc.fl.us; Office of Commissioner Brisé; Office Of Commissioner Graham; Office of Commissioner Brown
Cc: KWWEBB@PSC.STATE.FL.US; State Rep Legg; State Senator Fasano
Subject: Progress Energy rate request

Dear Commissioner: I am writing this email concerning the request by Progress Energy for a rate increase to offset their losses for the failed repairs at their Crystal River power plant. As a citizen of this state, a registered Republican voter and a tax payer, I demand that you do not grant this request. In an attempt to save over \$28 Million and against the advise of several *experts in the nuclear power field*, they decided to do the project as they had planned. The result of this project ended up in failure which will cost over \$2 Billion to repair the power plant. Progress has insurance that will pay most of the repair costs (isn't that similar to a deductible on house or car insurance policy?), but they are requesting the rate payers to help pay most of the money that their insurance will not cover. My question to you is: "Had the project to replace the steam generators been successful, thus saving Progress \$28 Million, would they petition the PSC for a rate **decrease** to pass the savings on to the rate payers?" The answer is simple **NO!!!** Those savings would go to their investors and stock holders. So, shouldn't the investors and stock holders pay for repairs? For example: If I went to a casino and wagered all my assets on a single bet (against the advise of experts) and I lost, should the casino pay me for MY losses? I think not. I took the gamble and lost. Progress Energy did the same. What if Progress' failed project resulted in a radiation leak? Tens of thousands of FLORIDIANS, including you and your family, would have been in severe danger for decades to come. Do you remember Chernobyl? Fortunately that scenario did not occur. The first sentence of the PSC website states: " The Florida Public Service

1/17/2012

Commission is **committed** to making sure that **Florida's consumers** receive some of their most essential services — electric, natural gas, telephone, water, and wastewater — in a **safe, affordable, and reliable** manner.” Yes, I understand that Progress Energy “contributes” hundreds of thousands of dollars to the state Republican party, but this should **not in any way** influence your decision concerning their request for the Florida consumer to bail them out of a mistake they made against the advise of experts. In summation look at three things: 1.”Progress Energy took a gamble against expert advise and lost, they would **not** have have passed the savings onto the consumer had the project been successful”, 2.“ What if the failed project resulted in a radiation leak”and 3. “The first sentence of the PSC website”. Please..... use your common sense, personal ethics and responsibility to the consumers of this great state and hold Progress Energy, their investors and stock holders responsible for this loss, not the consumer. Send a message to the utility companies that the “PSC” represents and protects the consumers of Florida and not the utility companies. It should not be taking you as long as it has to realize this. Respectfully : Kenneth Howe 11220 Nome Av Port Richey,FL 34668

COMMISSIONERS:
ART GRAHAM, CHAIRMAN
LISA POLAK EDGAR
RONALD A. BRISÉ
EDUARDO E. BALBIS
JULIE L. BROWN

STATE OF FLORIDA



DIVISION OF SAFETY, RELIABILITY &
CONSUMER ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

Public Service Commission

December 29, 2011

RECEIVED-FPSC
11 DEC 30 AM 8:30
COMMISSION
CLERK

Mr. Fred Palensar
4040 Kibler Lane
Holiday, FL 34691

RE: PSC Inquiry 1045946C

FPSC, CLK CORRESPONDENCE	
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO.	04274-11
DISTRIBUTION:	

Dear Mr. Palensar:

The Governor's office forwarded a copy of your correspondence regarding Progress Energy Florida, Incorporated (Progress Energy) to the Florida Public Service Commission (PSC). The PSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the PSC. The PSC has limited authority in the telephone industry to include the Lifeline Assistance Program, Florida Relay Service, and pay telephone service. You expressed a concern about nuclear cost recovery and requested closure of the Crystal River nuclear plant.

By Florida Statute and established Commission policy, electric utilities may recover certain expenses from customers through cost recovery charges adjusted annually by the PSC. Cost recovery is allowed on fuel and purchased power, capacity (including nuclear), conservation, and environmental requirements. Utilities may not, however, make a profit on fuel charges.

On November 22, 2011, the PSC approved Progress Energy's petition to recover replacement power costs for its Crystal River 3 (CR3) nuclear plant outage, subject to refund, and the PSC also approved environmental recovery costs for the utility's self-generated replacement power resulting from the extended outage.

At a hearing in early November, the PSC deferred a decision on Progress Energy's 2012 cost recovery amounts to allow time for all parties to file comments on the utility's CR3 replacement fuel costs. A separate hearing is scheduled for June 11, 2012 to determine whether Progress Energy's decisions on, or associated with, the CR3 steam generator repairs leading up to the October 2, 2009 delamination and resulting outage were reasonable and prudent.

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

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

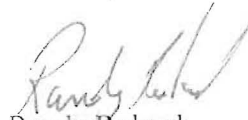
Internet E-mail: contact@psc.state.fl.us

Mr. Fred Palensar
Page 2
December 29, 2011

We appreciate your comments regarding the petitions and will add your correspondence to Docket Nos. 110009-EI and 100437-EI.

If you have any questions or concerns please contact Ellen Plendl at 1-800-342-3552, or by fax at 1-800-511-0809.

Sincerely,



Randy Roland
Regulatory Program Administrator
Division of Safety, Reliability &
Consumer Assistance

RR:mep

FPSC, CLK CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 04234-11
DISTRIBUTION:

0000000000

11 DEC 15 AM 10:07

OFFICE OF THE GOVERNOR
CITIZEN SERVICES

RECEIVED
OFFICE OF THE GOVERNOR
11 DEC 14 AM 9:27

Hon. Rick Scott
The Capital 400 So Monroe St
Tallahassee, FL 32399



Mr. Fred Palensar
4040 Kibler Ln
Holiday, FL 34691



From The Desk Of
Fred Palensar

Att. Gov Scott,

Utilities
PSC
(close down
nuclear
plant in
Crystal
River)

I am writing this letter to River. suggest you close down the nuclear plant at Crystal River. since Progress Energy believe they have the right to do as they please + destroy our state with their arrogance + leave the people pay for their mistakes; + the plants is so old + rusted they cannot repair it. lets not leave the people of our great state for their mistakes.

Sincerely
Fred Palensar
4040 Kibler Lane
Holiday Fla 34691

"Veterans Serving Veterans"

Eric Fryson

From: Ruth McHargue
Sent: Tuesday, December 27, 2011 2:25 PM
To: Eric Fryson
Cc: Matilda Sanders; Hong Wang
Subject: FW: To CLK Docket 100437

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 04274-11		
DISTRIBUTION:		

customer correspondence

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

From: Susan Isaacs
Sent: Tuesday, December 27, 2011 2:20 PM
To: Ruth McHargue
Subject: To CLK Docket 100437

Copy on file, see #1045665C. SIsaacs
Mr. Wood sent 2 (two) e mails-

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

From: Webmaster
Sent: Tuesday, December 27, 2011 12:04 PM
To: Consumer Contact
Cc: Ruth McHargue; Rhonda Hicks; Lee Kissell; Yi Qiu; Mimi Hearn
Subject: FW: My contact

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, December 26, 2011 10:38 PM
To: Webmaster
Cc: w.wood@yahoo.com
Subject: My contact

Contact from a Web user

Contact Information:

Name: Bill Wood
Company: N/A
Primary Phone: 7278597025
Secondary Phone: 7278597025
Email: w.wood@yahoo.com

Response requested? Yes
CC Sent? Yes

Comments:

I do not think the tax payers of Florida should pay one single penny for the idiotic way Progress energy tried to fix the Crystal River nuclear power plant. They went ahead with a bone headed plan to cut into the containment wall even after they were told by experts this NEW way would fail. I'm very concerned what other corners they are cutting at the risk of our safety. They did this thinking well... If it fails we'll just pass the cost on to our customers while they still make millions off us. I SAY HELL NO! They messed up now they need to pay... They meaning Progress energy and their stock holders! If the PSC allows Progress Energy to pass along the cost of their screw up onto us the citizens of Florida.... well that will show how corrupt you people are! The citizens of Florida are watching you and demand you act in OUR best interest. Thank You, Bill Wood Clearwater FL

Eric Fryson

From: Ruth McHargue
Sent: Tuesday, December 27, 2011 2:24 PM
To: Eric Fryson
Cc: Hong Wang; Matilda Sanders
Subject: FW: To CLK Docket 100437- request response

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 04274-11		
DISTRIBUTION:		

customer correspondence

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

From: Susan Isaacs
Sent: Tuesday, December 27, 2011 2:14 PM
To: Ruth McHargue
Subject: To CLK Docket 100437- request response

Copy on file, see #1045665C. SIsaacs

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

From: Webmaster
Sent: Tuesday, December 27, 2011 12:03 PM
To: Consumer Contact
Cc: Ruth McHargue; Rhonda Hicks; Lee Kissell; Yi Qiu; Mimi Hearn
Subject: FW: My contact

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, December 26, 2011 11:00 PM
To: Webmaster
Cc: frogmanwood@care2.com
Subject: My contact

Contact from a Web user

Contact Information:

Name: bILL Wood
Company: N/a
Primary Phone: 727-859-7025
Secondary Phone:
Email: frogmanwood@care2.com

Response requested? No
CC Sent? Yes

Comments:

Here is a link to an expose` that the St Pete times did on progress energy's screw up at Crystal river. This article says pretty much how I feel. We the citizens of Florida should not pay for Progress Energy's screw up!
click link to read article

<http://www.tampabay.com/news/business/cleaning-up-a-diy-repair-on-crystal-river-nuclear-plant-could-cost-25/1195782>

Thank You,
Bill Wood
Clearwater FL

Eric Fryson

From: Ruth McHargue
Sent: Tuesday, December 27, 2011 2:19 PM
To: Eric Fryson
Cc: Matilda Sanders; Hong Wang
Subject: FW: To CLK Docket 100437

FPSC, CLK	CORRESPONDENCE
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO.	04274-11
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Customer correspondence

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

From: Susan Isaacs
Sent: Tuesday, December 27, 2011 11:01 AM
To: Ruth McHargue
Subject: To CLK Docket 100437

Copy on file, see #1045559C. SIsaacs

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

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Sunday, December 25, 2011 10:58 AM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 30707

CUSTOMER INFORMATION

Name: David Traylor
Telephone: 727-953-6880
Email: brewforyou@yahoo.com
Address: 3274 Glenridge Dr. Palm Harbor FL 34685-1725

BUSINESS INFORMATION

Business Account Name: David Traylor
Account Number:
Address: 3274 Glenridge Dr. Palm Harbor Florida 34685-1725

COMPLAINT INFORMATION

Complaint: Other Complaint against Progress Energy Florida, Inc.

Details:

Progress Energy used very poor judgement in their handling of the Crystal River Plant repairs and as customer with no option but to use their service I should not have to pay for their major screw up. I would like to see Florida allow its citizens the right to choose who we buy our gas and electricity from as the do in many other states but for now since you represent me as a consumer I would like to see you stand up to Progress Energy and make them suffer the consequences of their stupid decisions.

Sincerely,
Dave Traylor

Eric Fryson

From: Hong Wang
Sent: Thursday, December 22, 2011 8:09 AM
To: Eric Fryson
Subject: FW: To CLK 100437
Please handle. Thanks!

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 04274-11		
DISTRIBUTION: _____		

From: Ruth McHargue
Sent: Monday, December 12, 2011 1:47 PM
To: Diamond Williams
Cc: Hong Wang; Matilda Sanders
Subject: FW: To CLK 100437

Customer correspondence

From: Susan Isaacs
Sent: Monday, December 12, 2011 8:54 AM
To: Ruth McHargue
Subject: To CLK 100437

Copy on file, see #1043368C. S. Isaacs

From: wgay [mailto:wgay@tampabay.rr.com]
Sent: Sunday, December 11, 2011 10:42 AM
To: Consumer Contact
Subject: ALL of Progress Energy's customers are just as guilty for Progress Energy's mismanagement as their Florida's customers

To all PSC Commissioners

ALL the customers of Progress Energy in Florida and INCLUDING their customers in other states should so be libel in the customers BAIL OUT of Progress Energy's mismanagement. ALL of Progress Energy's customers are just as guilty for Progress Energy's mismanagement as their Florida's customers.

Thank You,

Walter Gay
Dunedin, Florida, 34698
wgay@tampabay.rr.com

Catherine Potts

From: Catherine Potts
Sent: Friday, December 09, 2011 8:46 AM
To: Hong Wang; Ruth McHargue
Cc: Matilda Sanders
Subject: RE: To CLK docket 100437

FPSC, CLK - CORRESPONDENCE
Administrative Parties ✓ Consumer
DOCUMENT NO. 04274-11
DISTRIBUTION: _____

Thank you for this information. This has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 100437-EI.

From: Ruth McHargue
Sent: Thursday, December 08, 2011 4:23 PM
To: Diamond Williams
Cc: Matilda Sanders; Hong Wang
Subject: FW: To CLK docket 100437

Customer correspondence

From: Susan Isaacs
Sent: Thursday, December 08, 2011 3:04 PM
To: Ruth McHargue
Subject: To CLK docket 100437

Copy on file, see #1043110C. S.Isaacs

From: Consumer Contact
Sent: Thursday, December 08, 2011 2:24 PM
To: Susan Isaacs
Subject: FW: progress energy

From: Tindell [mailto:ctindell@tampabay.rr.com]
Sent: Wednesday, December 07, 2011 8:46 PM
To: Consumer Contact
Subject: progress energy

Why are you fools making us pay for their mistakes. They tried to fix the power plant to save money, they f uped. They are a private business, so they pay for there own mistakes, screw them. Oh wait all you aholes will be working for them in a few years. Why don't you protect the people of fla you losers>>>>>

Catherine Potts

From: Catherine Potts
Sent: Monday, December 12, 2011 2:13 PM
To: Hong Wang; Ruth McHargue
Cc: Matilda Sanders
Subject: RE: To CLK Docket 100437

FPSC, CLK - CORRESPONDENCE
Administrative Parties / Consumer
DOCUMENT NO. 104274-11
DISTRIBUTION: _____

Thank you for this information. This has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 100437-EI.

From: Hong Wang
Sent: Monday, December 12, 2011 1:59 PM
To: Catherine Potts
Cc: Matilda Sanders
Subject: FW: To CLK Docket 100437

Please handle. Thanks!

From: Ruth McHargue
Sent: Monday, December 12, 2011 1:46 PM
To: Diamond Williams
Cc: Matilda Sanders; Hong Wang
Subject: FW: To CLK Docket 100437

Customer correspondence

From: Susan Isaacs
Sent: Monday, December 12, 2011 8:55 AM
To: Ruth McHargue
Subject: To CLK Docket 100437

Copy on file, see #1043367C. S. Isaacs

From: Michael [mailto:meyecommander@hotmail.com]
Sent: Sunday, December 11, 2011 10:45 AM
To: bill.johnson@pgnmail.com; suzanne.grant@pgnmail.com
Cc: Consumer Contact
Subject: Re: Customers Not Responsible for Progress Energy's Mistakes

Progress Energy warned itself not to self manage Crystal River nuclear plant project

By Ivan Penn, Times Staff Writer
In Print: Sunday, December 11, 2011

Progress Energy's disastrous do-it-yourself upgrade to the Crystal River nuclear plant was such a risky idea that the company's own internal report warned against it.

The company's lack of expertise and experience "outweigh strengths and opportunities," the report said. "Those weaknesses cannot be changed to strengths in sufficient time to plan and implement" the project.

The report's conclusion: Although the opportunity to save money self-managing the replacement of steam generators inside the nuclear containment building "is huge, the risk is just as large."

Progress subsequently took steps to address the risks and decided to self-manage the project anyway. But its plan failed. The concrete containment building cracked. Two more major cracks followed.

Progress' attempt to save \$28 million will end up costing someone almost 100 times that.

The big question now is, who? **(NOT THE CUSTOMERS!)**

Progress wants its customers to pay at least \$670 million of a \$2.5 billion repair bill.

(BULLSHIT: YOU TOOK AN IRRESPONSIBLE, GREEDY GAMBLE WHICH FAILED - YOU PAY!!)

The *St. Petersburg Times* has detailed how Progress conducted the Crystal River job differently from other utilities and how subcontractors on site raised warnings about the unique approach.

Given that, and in light of its internal report, did Progress act prudently?

No one, Progress officials maintain, could have predicted or prevented the problems at Crystal River.

But the internal report undermines that argument, said several utility, nuclear and legal experts including Mark Cooper, senior fellow at the Institute for Energy and the Environment at Vermont Law School.

In fact, he said, it "is a smoking gun."

• • •

Progress Energy began looking into options for replacing the aging steam generators at the plant in Citrus County in the early 2000s. The Crystal River project would eventually include cutting a 25- by 27-foot hole in the 42-inch thick concrete containment wall, the final barrier keeping deadly radiation from reaching the atmosphere.

Only two engineering firms had been the prime contractor on all the other similar projects in the country. Progress wanted to see if it could oversee the project itself and save money.

The internal report completed by the summer of 2004, titled "Proposal for Self Managed Steam Generator Replacement," outlined the pros and cons.

Self-managing the project scheduled to begin in 2009 would reduce redundancies between Progress Energy and a prime contractor, the report concluded. The number of engineers could be reduced, cutting the cost by almost \$7 million. Construction and other costs could be decreased by at least \$11

million. And eliminating the standard 10 percent fee paid to a prime contractor would save \$10 million on a \$100 million portion of the project. Total potential savings: \$27.9 million. (Later, once all contracts had been negotiated, Progress believed actual savings would be about \$15 million.)

Still, the report went on to say that "large scale engineering and construction management is not our core business." Delays related to the utility's lack of expertise could wipe out any savings.

The report concluded that Progress should hire a prime contractor.

Progress negotiated with SGT, one of the two engineering firms that have successfully managed all 34 other steam generator replacement projects in the country.

The self-management option, however, remained very much in play.

• • •

Progress Energy major projects manager James Terry saw a potential benefit from self-managing, even as he helped negotiate with SGT.

In a memo dated Aug. 6, 2004, William J. Flanagan, a Progress Energy manager, reiterated to Terry that the company's own internal report found that self-management was risky.

"It was concluded," Flanagan noted in the memo, "that Progress Energy was an electric utility company and not an engineering and construction company. . . . There is a high risk that any savings realized by elimination of oversight positions and contractor fees would be offset by even higher delay costs."

Parts of Progress Energy's management ranks were abuzz about the prospect, and risks, of self-managing.

"We will need to make sure our decisions are well documented," one memo stated.

"The pain is ours . . . no matter who manages it," another memo pointed out.

Meanwhile, company officials addressed concerns raised by their self-management study.

To deal with its lack of expertise, for instance, the company got some subcontractors that had worked for SGT to agree to work directly for Progress.

By November, a project update included a new analysis of the self-management issue. It identified 25 threats and weaknesses. One of them: "Without SGT input, there is a greater opportunity to miss 'lessons learned' " from SGT's previous experience.

But the new analysis came to the opposite conclusion of the initial report.

"The threats can be neutralized and the weaknesses corrected," the new analysis stated. "The opportunity for cost savings far outweighs the risk of failure in quality, cost and schedule performance."

In an email the next month, Terry laid out a strategy for negotiating with SGT, while keeping self-management on the table.

"Even if they meet all of our requirements, there are no guarantees that we won't self-manage," he wrote.

Terry's stated goal was to get a better deal from SGT or convince Progress management to give up on

SGT and "pursue other options."

"Other options is the self management approach," he wrote.

Progress decided to self-manage in early 2005.

"I was aware that there were risks involved with us self-managing," Clayton Scott Hinnant, Progress' former chief nuclear officer, said during a recent deposition about the cracked containment wall. Progress did it knowing "we're the owner and we're going to share in whatever downside or upside occurs."

The utility became the first in the nation to self-manage this type of project.

• • •

When the work began in 2009, Progress had hired two contractors for critical jobs that had no experience performing the specific tasks they were asked to do.

One of the contractors performed the exacting analysis for preparing the containment building for cutting, as the *St. Petersburg Times* has detailed in previous stories. Progress pressed that contractor for a cheaper procedure, which ended up being different from what was employed at other nuclear plants.

The second contractor was the demolition company that was cutting the building when workers found a large crack on Oct. 2, 2009.

The plant has been out of service since then and won't be back on line until at least 2014.

• • •

Cooper, the senior fellow at Vermont Law School, said Progress should have heeded its own warning in the 2004 report.

"It was a self-interested, shortsighted decision that no prudent person would have made," Cooper said. "They clearly did not do the prudent thing."

It could also cost Progress a lot of money.

The Public Service Commission has scheduled a meeting for June to hear testimony from consumer advocates and Progress Energy. Based on the findings, the commission will determine whether Progress' actions were prudent.

If Progress wins, customers will be on the hook for part of the \$2.5 billion. Otherwise, Progress and its investors will have to find a way to pay for the repairs. Progress has said insurance will pay for most of the cost.

Progress spokesman Tim Lejedal said in an email that the utility will address the issues raised by the internal report as it files arguments in the PSC case.

Cooper said Progress should not be entitled to collect any repair costs from customers going forward. He said in a capitalist society, companies should not get rewarded for making a gamble and failing.

"If they had pulled it off, they would have made a lot of money," Cooper said. "You can't let them make the same amount of money if they got it wrong. This is not the way prudence is supposed to

work." **(AMEN, END OF ARGUMENT!)**

Arnie Gundersen put it another way.

"Prudence says you can be dumb, but you can't be stupid," said Gundersen, a nuclear expert who has testified in front of public service commissions nationwide, including Florida. "It's okay to be dumb, if it appears you went through a process that was logical. From my standpoint, this memo shows they weren't prudent. They knew it was wrong and they did it anyway. That wasn't prudent."

Mark J. Roe, a Harvard law professor specializing in corporate governance, said not only does Progress' decision to ignore its own report raise questions about its case before the state Public Service Commission, but it could subject the company to lawsuits from customers or investors.

Progress made a "really weighty decision" to disregard the internal report, Roe said. If the company did not get a third-party to independently assess the merits of self-managing, the decision could be tough to defend in court.

"In a corporate lawsuit, the (court) would say this was not a reasonable judgment in this case," he concluded.

J.R. Kelly, the Florida public counsel who represents customers on utility matters before the state, said his office is trying to understand why Progress chose to ignore its own warnings.

"You have to ask the question, Why?" Kelly said. "Why did you self-manage? It does not seem to follow rationally nor reasonably that you would self-manage when everything seems to point the other way."

Michael Porter
Resident of Earth

From: Michael
Sent: Sunday, November 06, 2011 11:52 AM
To: bill.johnson@pqnmail.com ; suzanne.grant@pqnmail.com
Cc: contact@psc.state.fl.us
Subject: Fw: Customers Not Responsible for Progress Energy's Mistakes

YOUR CORPORATE GREED WAS RESPONSIBLE FOR DECISIONS MADE WHICH RESULTED IN THE PROBLEMS WHICH NOW WILL COST BILLIONS TO REPAIR, AND I (FOR ONE WILL) NOT PAY ONE RED CENT TOWARD THIS REPAIR, YOU GREEDY MOTHER-FUCKERS!!!!

Progress was warned about cutting into nuclear plant building

By Ivan Penn, Times Staff Writer
In Print: Sunday, November 6, 2011

The warning came in an email to the supervisor of a complicated project at the Crystal River nuclear plant.

"I just want to reiterate my concern ... "

It was March 9, 2009. To replace aging steam generators, Progress Energy was about to cut a big hole in the concrete building that shields the nuclear reactor.

Charles Hovey was an experienced construction foreman who had worked on similar projects at other nuclear plants. Progress, he observed, planned to use a different procedure to cut into its containment building.

"I have never heard of it being done like this before and I just want to express my concerns to you one last time."

Progress considered Hovey's point, then went ahead with its plan that fall.

Disaster followed. Workers discovered a crack in the wall while cutting the 25-by-27 foot hole through the 42-inch-thick concrete. A later repair attempt created a second crack. The plant has been shut down since. Progress will not restart the plant for at least two more years — if ever.

Price tag for the fix: \$2.5 billion and rising.

Since the accident, Progress officials have argued that customers should be forced to help pay for the damage since no one could have reasonably foreseen the problems. **(BULLSHIT)**

This "could not have been predicted," Progress spokeswoman Suzanne Grant wrote to the *St. Petersburg Times*. **(BULLSHIT)**

But the *Times* has found that others echoed Hovey's concerns; that Progress hired subcontractors to perform critical tasks even though they had no experience with similar projects at other nuclear plants; and that it used a markedly different procedure in getting ready to cut into the containment wall than was used at other plants.

'Thinking caps'

A nuclear plant containment wall is the final barrier keeping deadly radiation from the reactor from reaching the atmosphere. Inside the wall are metal "tendons" that tighten around the structure, reinforcing its strength. Before cutting into the concrete to remove the steam generators, engineers loosen the tendons in the area they plan to cut.

Hovey's concerns centered on how many tendons Progress planned to loosen and in what order.

At other nuclear plants, engineers usually loosened 70 to 80 tendons.

Progress hired Sargent & Lundy to determine how many tendons on which to focus. The company had never performed such an analysis for a nuclear containment wall, according to documents obtained by the *St. Petersburg Times*. The engineering firm first recommended 97.

Too many, Progress said.

"We said, 'Hey, that's a lot of tendons,' " John Holliday, a contract employee for Progress in charge of the work on the containment building, recalled in a recent deposition. "Can you go back and take another look at this?"

The next proposal: 74, within the range loosened at other plants.

Holliday wasn't satisfied. "De-tensioning the tendons is a very expensive and time-consuming effort," he said.

The engineers were told "to put on their thinking caps and determine if there is an alternative method of analysis that we could pursue that would result in a lot less tendons being de-tensioned," Holliday said.

The final result: 65 tendons would be loosened.

The procedure for de-tensioning prescribed by Sargent & Lundy for Crystal River differed from that used at other nuclear plants.

- At other plants, workers generally did not loosen one tendon and then the one right next to it. They did it nonsequentially. At Crystal River, the tendons were loosened in sequential order.
- At other plants, workers de-tensioned all the proposed tendons and then cut the wall open. At Crystal River, only 27 of the 65 tendons were loosened before the cut was made.

It was this markedly different procedure that Hovey questioned seven months before Progress enacted its plan.

'No doubt' it was okay

Progress tried to save money on the project from the start.

Just two companies, Bechtel and SGT, had managed all the previous 34 steam generator replacement projects at U.S. nuclear power plants. Of those, at least 13 had involved cutting into the containment building.

All 34 projects were successful.

Progress expected the Crystal River project to cost about \$230 million. For the management portion of the job, it got bids from both Bechtel and SGT. The lowest, from SGT, was for \$81 million.

Progress officials rejected that offer. They could save \$15 million by self-managing the project.

Although Bechtel didn't get the job of managing the project, Progress did hire Bechtel to manage the construction. Hovey sent his e-mail that raised concerns about the plan to several of Bechtel employees. As his concerns about Progress' plans circulated, other Bechtel employees began asking questions.

"Why are we doing tendons different here than all other jobs?" site supervisor John Marshall asked in an e-mail sent to Sam Franks, another Bechtel supervisor.

Gary Goetsch, a supervisor with the company hired to prepare the containment building for cutting, had worked on 11 similar jobs. He said the Crystal River job was "the first and only one" to use the

procedure adopted by Progress officials, according to notes of his interview with analysts from Performance Improvement International, the firm hired by Progress to determine what went wrong.

And he knew the plan was a bad idea, according to the notes. (The *Times* could not ascertain whether Goetsch raised his concerns with Progress before the accident.)

But Holliday, noting the questions raised by Hovey and the Bechtel supervisors, ordered Sargent & Lundy to rerun its computer analysis. According to Holliday's deposition, that analysis said everything would be okay.

"You can practically do a hand calculation to show" that Sargent & Lundy's procedure was safe, Holliday said. "There was no doubt in my mind it was okay." **(BULLSHIT)**

On July 31, 2009, Holliday's boss, Dan Jopling, sent an e-mail that said, "As we discussed in the past, the engineering approach to containment analysis used by Sargent & Lundy is significantly different than SGTs. I am satisfied the Sargent & Lundy approach is technically correct and will withstand scrutiny."

The project went on.

'Big chunks falling off'

In October 2009, Mac & Mac Hydrodemolition cut into the containment building. Holliday noticed a break in the concrete but decided to continue, thinking it predated the ongoing work.

An hour later, water began pouring through the wall. And the scene was not like what they had imagined.

"Hydro-demolition resulted not in the small pieces (you) would expect, (but) big chunks falling off the wall," Holliday told analysts from Performance Improvement International.

PII concluded that the tendon de-tensioning, particularly the sequence Progress used, and removal of the concrete caused the building to crack.

"A primary factor was the number of de-tensioned tendons that were located in a row," the analysts noted in their report.

Reasonable, prudent?

The Crystal River nuclear accident is already one of the most expensive in U.S. history. Progress thinks insurance will cover most of the repair. But it wants its customers to pay \$670 million.

For that to happen, Progress will have to convince Florida's Public Service Commission at a hearing scheduled for June that it acted in a reasonable and prudent manner in removing the steam generators.

Grant, the spokeswoman for Progress Energy, declined to answer specific questions from the *Times*, adding that "it is appropriate for us to only address specific questions related to these matters in the appropriate regulatory arena under the schedule set forth by the (Public Service

Commission)."**(STONEWALLING BULLSHIT)**

But Progress can point to the "root cause analysis" it ordered from PII.

"Post event research and modeling ... determined that very rigorous application of typical industry tools

would not have been able to accurately predict" that the containment wall would crack.

In other words, the accident would have happened to anybody cutting into the Crystal River containment building. **(MAYBE NOT IF DIFFERENT PROCEDURES USED SUCCESSFULLY ELSEWHERE HAD BEEN USED!!)**

Still, Progress will likely have to answer pointed questions about its conduct.

- Why did it decide to be the first to manage the project itself?
- Why did it hire a firm, Sargent & Lundy, inexperienced in this type of work to come up with the engineering analysis?
- Why did it follow that plan, given that it was so different from the procedure used at other plants?
- Why did it hire a company, Mac & Mac, that had no experience cutting into a nuclear containment wall?
- Should the concerns of Hovey and the other experienced workers have been enough to get Progress to change its plans?

The Public Counsel's Office, which will represent customers at the June hearing, is convinced that Progress made errors in judgment that it needs to be held accountable for.

"We believe that the evidence is going to show that Progress was not prudent in the way they went about this repair," said J.R. Kelly, the state public counsel. "If we prove our case ... the ratepayers should not be responsible for any of the costs flowing from the repairs."

Michael Porter
Resident of Earth

Catherine Potts

From: Catherine Potts
Sent: Monday, December 12, 2011 2:40 PM
To: Hong Wang; Ellen Plendl
Cc: Matilda Sanders
Subject: FW: Emails for Docket Nos. 110001-EI, 110009-EI, and 100437-EI.

Attachments: RE: Progress Energy's "Proposed" 3% Increase; FW: Consumer Inquiry - Progress Energy Florida, Incorporated



RE:



FW:

*Energy's * Inquiry -*

Thank you for this information. This has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 110001-EI, 110009-EI, and 100437-EI.

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

From: Hong Wang
Sent: Monday, December 12, 2011 2:34 PM
To: Catherine Potts
Cc: Matilda Sanders
Subject: FW: Emails for Docket Nos. 110001-EI, 110009-EI, and 100437-EI.

Please handle. Thank!

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

From: Ellen Plendl
Sent: Monday, December 12, 2011 2:33 PM
To: Diamond Williams
Cc: Matilda Sanders; Hong Wang
Subject: Emails for Docket Nos. 110001-EI, 110009-EI, and 100437-EI.

See attached correspondence and PSC response for correspondence side of Docket Nos. 110001-EI, 110009-EI, and 100437-EI.

Catherine Potts

From: Governor Rick Scott [Rick.Scott@eog.myflorida.com]
Sent: Monday, December 12, 2011 11:46 AM
To: Kathy Skawinski
Subject: RE: Progress Energy's "Proposed" 3% Increase

Dear Ms. Skawinski:

Thank you for contacting Governor Rick Scott and sharing your concerns about Progress Energy. The Governor appreciates your concerns and asked me to respond on his behalf.

As you know, the agency that regulates certain public utilities is the Public Service Commission (PSC), which is an arm of the legislative branch of government. To assist you, I forwarded a copy of your letter to the Public Service Commission for their review. If you want to contact the PSC directly please call 1-800-342-3552 or contact them by using the information provided below.

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

The views and concerns of every citizen are very important to Governor Scott. You requested competition in the electric industry in Florida. Florida is not a deregulated state. It would be up to the Florida Legislature to make changes in the Florida Statutes to deregulate the electric industry.

You can influence legislation on this issue by contacting your local legislative delegation. To contact your legislators and track bills as they proceed through the legislative process, please visit www.leg.state.fl.us. The Division of Legislative Information Services is also a helpful resource for information on legislation. That office can be contacted by writing to the address below.

The Division of Legislative Information Services
111 West Madison Street
Tallahassee, Florida 32399-1400
Toll-free 1(800) 342-1827

The Low-Income Home Energy Assistance Program (LIHEAP) may be able to assist you with your home energy bill. The LIHEAP assists households that have incomes below 150% of the federal poverty income guidelines and need assistance in paying their utility bills. To qualify

you must apply in the county in which you live. Please visit the Department of Economic Opportunity website for answers to questions about the Low-Income Home Energy Assistance Program and contact information for the service provider in your county. This information may be found at <http://www.floridajobs.org/job-seekers-community-services/community-services/low-income-home-energy-assistance-program>. If you do not have access to the Internet, please call the Department of Economic Opportunity at (850) 717-8450 for additional information.

Thank you again for taking the time to contact the Governor's office.

Sincerely,

Jennifer Britt
Office of Citizen Services

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

From: Kathy Skawinski [mailto:skawin@aol.com]
Sent: Friday, December 09, 2011 10:48 AM
To: Governor Rick Scott
Subject: Progress Energy's "Proposed" 3% Increase

From: Kathy Skawinski <skawin@aol.com>

County: Orange

Zip Code: 34786-8800

Message Body: Dear Governor Scott,

The Florida Public Service Commission will undoubtedly approve yet another rate increase (3% on fuel??) for Progress Energy taking effect next month!! Progress Energy charges a whopping \$8.76/month customer charge, which is the highest of all energy companies in the State. We need choice when it comes to our utility companies. We are sick and tired of the constant price gouging that goes on at Progress Energy.

Thank you for your attention...and keep up the good work for our State.

Kathy Skawinski

Catherine Potts

From: Randy Roland
Sent: Monday, December 12, 2011 2:08 PM
To: 'skawin@aol.com'
Subject: FW: Consumer Inquiry - Progress Energy Florida, Incorporated

Attachments: 25-6.100.doc



25-6.100.
doc (30 KB)

Ms. Kathy Skawinski
skawin@aol.com

Dear Ms. Skawinski:

The Governor's office forwarded a copy of your E-mail regarding Progress Energy Florida, Incorporated (Progress Energy) to the Florida Public Service Commission (PSC). The PSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the PSC. The PSC has limited authority in the telephone industry to include the Lifeline Assistance Program, Florida Relay Service, and pay telephone service. You expressed a concern about Progress Energy's fuel cost.

By Florida Statute and established Commission policy, electric utilities may recover certain expenses from customers through cost recovery charges adjusted annually by the PSC. Cost recovery is allowed on fuel and purchased power, capacity (including nuclear), conservation, and environmental requirements. Utilities may not, however, make a profit on fuel charges.

On November 22, 2011, the PSC approved Progress Energy's petition to recover replacement power costs for its Crystal River 3 (CR3) nuclear plant outage, subject to refund, and the PSC also approved environmental recovery costs for the utility's self-generated replacement power resulting from the extended outage.

At a hearing in early November, the PSC deferred a decision on Progress Energy's 2012 cost recovery amounts to allow time for all parties to file comments on the utility's CR3 replacement fuel costs. A separate hearing is scheduled for June 11, 2012 to determine whether Progress Energy's decisions on, or associated with, the CR3 steam generator repairs leading up to the October 2, 2009 delamination and resulting outage were

reasonable and prudent.

Starting in January 2012, monthly bill charges for Progress Energy's residential customers using 1,000 kilowatt hours will increase from \$119.34 to \$123.19, a change of \$3.85.

We appreciate your comments regarding the petition and will add your correspondence to Docket Nos. 110001-EI, 110009-EI, and 100437-EI.

You also expressed a concern about the customer charge. The costs associated with the customer charge can be classified as either customer accounting costs or fixed operating expenses incurred in providing certain transmission and distribution facilities. For instance, meter reading and customer billing are done monthly regardless of the customer's kilowatt-hour consumption level. As a result, Progress Energy bills the usage separately, as this amount may fluctuate each month. Other expenses included are depreciation on certain utility installed equipment such as meters, distribution lines from the pole to the customer's premises, line transformers, and other expenses incurred in the maintenance and operation of these items.

Progress Energy's tariff, 6.120, allows the company to bill a monthly customer charge of \$8.76 to your residential account. You may review the company's tariff by using the following link:

<https://www.progress-energy.com/assets/www/docs/company/RS-1.pdf>

Rule 25-6.100, Florida Administrative Code, requires electric utilities to bill the customer charge separately from the energy charge. I have also enclosed a copy of the rule for your review.

If you have any questions or concerns please contact Ellen Plendl at 1-800-342-3552, or by fax at 1-800-511-0809.

Sincerely,

Randy Roland
Regulatory Program Administrator
Division of Safety, Reliability & Consumer Assistance Florida Public Service Commission.

Catherine Potts

From: Catherine Potts
Sent: Monday, December 12, 2011 3:05 PM
To: Hong Wang; Ruth McHargue
Cc: Matilda Sanders
Subject: FW: To CLK Docket 100437

FPSC, CLK - CORRESPONDENCE
Administrative Parties ✓ Consumer
DOCUMENT NO. 04274-11
DISTRIBUTION: _____

Attachments: St. Petersburg Times -- Progress Energy warned itself not to self manage Crystal River nuclear plant project

Thank you for this information. This has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 100437-EI.

From: Hong Wang
Sent: Monday, December 12, 2011 3:04 PM
To: Catherine Potts
Cc: Matilda Sanders
Subject: FW: To CLK Docket 100437

Please handle. Thanks!

From: Ruth McHargue
Sent: Monday, December 12, 2011 3:01 PM
To: Diamond Williams
Cc: Hong Wang; Matilda Sanders
Subject: FW: To CLK Docket 100437

Customer correspondence

Catherine Potts

From: uncleducks@msn.com
Sent: Saturday, December 10, 2011 6:10 PM
To: undisclosed-recipients
Subject: St. Petersburg Times -- Progress Energy warned itself not to self manage Crystal River nuclear plant project

uncleducks@msn.com has sent you this article from St. Petersburg Times.

Message from uncleducks@msn.com:

Of their own admission!

St. Petersburg Times
tampabay.com

Progress Energy warned itself not to self manage Crystal River nuclear plant project

By Ivan Penn, Times Staff Writer

Progress Energy's disastrous do-it-yourself upgrade to the Crystal River nuclear plant was such a risky idea that the company's own internal report warned against it. The company's lack of expertise and experience "outweigh strengths and opportunities," the report said. "Those weaknesses cannot be changed to strengths in sufficient time to..."

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Diamond Williams

100437-EI

From: Diamond Williams
Sent: Tuesday, December 06, 2011 9:03 AM
To: Ruth McHargue
Cc: Matilda Sanders; Hong Wang
Subject: RE: To CLK Docket 100437

Thank you for this information. This attachment has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 100437-EI.

Thank you,

Diamond Williams
Comm. Deputy Clerk I
Office of Commission Clerk
Florida Public Service Commission
Email: diwillia@psc.state.fl.us
Phone: 850-413-6094

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO.		04274-11
DISTRIBUTION:		

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

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

From: Ruth McHargue
Sent: Tuesday, December 06, 2011 8:55 AM
To: Diamond Williams
Cc: Matilda Sanders; Hong Wang
Subject: FW: To CLK Docket 100437

Customer correspondence

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

From: Susan Isaacs
Sent: Monday, December 05, 2011 11:09 AM
To: Ruth McHargue
Subject: To CLK Docket 100437

Copy on file, see 1042152C. S.Isaacs

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

From: Consumer Contact
Sent: Monday, December 05, 2011 11:00 AM
To: Susan Isaacs
Subject: FW: My contact

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

From: Webmaster

Sent: Monday, December 05, 2011 9:07 AM

To: Consumer Contact

Subject: FW: My contact

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]

Sent: Saturday, December 03, 2011 4:11 PM

To: Webmaster

Subject: My contact

Contact from a Web user

Contact Information:

Name: Peter Rowley

Company:

Primary Phone:

Secondary Phone:

Email: Peter42@Aol.com

Response requested? No

CC Sent? No

Comments:

Gee they just found more cracks in the power plants walls why don't you start charging us now for the repairs??? We haven't had our bills raised enough we need more charges against us from a company who is paying you off to raise our rates. The power plant hasn't been running for two years now but we have paid thirty years of payments to these crooks. It's time to wake up!!

Diamond Williams

100437-EI

From: Diamond Williams
Sent: Friday, December 02, 2011 10:27 AM
To: Ellen Plendl
Cc: Hong Wang; Matilda Sanders
Subject: FW: Email for Dockets 110001-EI and 100437-EI

Attachments: RE: Progress energy.; Consumer Inquiry - Progress Energy Florida, Incorporated



RE: Progress energy. Consumer Inquiry - Progress E

Thank you for this information. These attachments have been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 110001-EI & 100437-EI.

Thank you,

Diamond Williams
Comm. Deputy Clerk I
Office of Commission Clerk
Florida Public Service Commission
Email: diwillia@psc.state.fl.us
Phone: 850-413-6094

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Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

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

From: Hong Wang
Sent: Friday, December 02, 2011 10:25 AM
To: Diamond Williams
Subject: FW: Email for Dockets 110001-EI and 100437-EI

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

From: Ellen Plendl
Sent: Wednesday, November 23, 2011 10:52 AM
To: Diamond Williams
Cc: Matilda Sanders; Hong Wang
Subject: Email for Dockets 110001-EI and 100437-EI

See attached correspondence and PSC response for correspondence side of Dockets 110001-EI and 100437-EI

Diamond Williams

From: Governor Rick Scott [Rick.Scott@eog.myflorida.com]
Sent: Wednesday, November 23, 2011 9:55 AM
To: basil aftousmis
Subject: RE: Progress energy.

Dear Basil:

Thank you for contacting Governor Rick Scott and sharing your concerns about Progress Energy. The Governor appreciates your concerns and asked me to respond on his behalf.

The agency that regulates certain public utilities is the Public Service Commission (PSC), which is an arm of the legislative branch of government. Within the Public Service Commission is a Division of Regulatory Compliance and Consumer Assistance, which I believe may be able to assist you. To assist you, I forwarded a copy of your letter to the Public Service Commission for their review. If you want to contact the PSC directly please call 1-800-342-3552 or contact them by using the information provided below.

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

You requested competition in the electric industry in Florida. Florida is not a deregulated state. It would be up to the Florida Legislature to make changes in the Florida Statutes to deregulate the electric industry. You can influence legislation by contacting your local legislative delegation. To contact your legislators and track bills as they proceed through the legislative process, please visit www.leg.state.fl.us.

The Division of Legislative Information Services is also a helpful resource for information on legislation. That office can be contacted by writing to the address below.

The Division of Legislative Information Services
111 West Madison Street
Tallahassee, Florida 32399-1400
Toll-free 1(800) 342-1827

Thank you again for taking the time to contact the Governor's office.

Sincerely,

Jennifer Britt
Office of Citizen Services

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

From: basil aftousmis [mailto:baftousmis@tampabay.rr.com]
Sent: Thursday, November 17, 2011 11:35 AM
To: Governor Rick Scott
Subject: Progress energy.

From: basil aftousmis <baftousmis@tampabay.rr.com>

County: Hernando

Zip Code: 34601

Message Body: Dear governor. I urge you not to give in to Progress Energy demands. We at Hernando county do not have a choice in our electric requirements, we are under a monopoly. No other business requires the demands of Progress energy and in my opinion it is a black mail. Veto this demand.

Thank you.
Basil Aftousmis.
Brooksville, Fl.

Diamond Williams

From: Randy Roland
Sent: Wednesday, November 23, 2011 10:49 AM
To: 'baftousmis@tampabay.rr.com'
Subject: Consumer Inquiry - Progress Energy Florida, Incorporated

Mr. Basil Aftousmis
baftousmis@tampabay.rr.com

Dear Mr. Aftousmis:

The Governor's office forwarded a copy of your E-mail regarding Progress Energy Florida, Incorporated (Progress Energy) to the Florida Public Service Commission (PSC). The PSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the PSC. The PSC has limited authority in the telephone industry to include the Lifeline Assistance Program, Florida Relay Service, and pay telephone service. You expressed a concern about Progress Energy rates.

On November 22, 2011, the PSC approved Progress Energy's petition to recover replacement power costs for its Crystal River 3 (CR3) nuclear plant outage, subject to refund, and the PSC also approved environmental recovery costs for the utility's self-generated replacement power resulting from the extended outage.

At the hearing earlier this month, the PSC deferred a decision on Progress Energy's 2012 cost recovery amounts to allow time for all parties to file comments on the utility's CR3 replacement fuel costs. A separate hearing is scheduled for June 11, 2012 to determine whether Progress Energy's decisions on, or associated with, the CR3 steam generator repairs leading up to the October 2, 2009 delamination and resulting outage were reasonable and prudent.

Starting in January 2012, monthly bill charges for Progress Energy's residential customers using 1,000 kilowatt hours will increase from \$119.34 to \$123.19, a change of \$3.85.

We appreciate your comments regarding the petition and will add your correspondence to Docket Nos. 110001-EI and 100437-EI.

If you have any questions or concerns please contact Ellen Plendl at 1-800-342-3552, or by fax at 1-800-511-0809.

Sincerely,

Randy Roland
Regulatory Program Administrator
Division of Safety, Reliability & Consumer Assistance Florida Public Service Commission

Diamond Williams

100437-EI

From: Diamond Williams
Sent: Wednesday, November 30, 2011 3:28 PM
To: Ellen Plendl
Cc: Matilda Sanders; Hong Wang
Subject: FW: Emails for Docket Nos. 110009-EI & 100437-EI

Attachments: FW: rate hikes Pinellas Utilites and Progress Energy; Consumer Inquiry - Progress Energy Florida, Incorporated (Corrected Copy)



FW: rate hikes Consumer
Pinellas Utilit...quiry - Progress

Thank you for this information. These attachments have been printed and placed in Docket Correspondence-Consumers and their Representatives, in Dockets 110009-EI & 100437-EI.

Thank you,

Diamond Williams
Comm. Deputy Clerk I
Office of Commission Clerk
Florida Public Service Commission
Email: diwillia@psc.state.fl.us
Phone: 850-413-6094

FPSC, CLK CORRESPONDENCE		
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DOCUMENT NO.		04274-11
DISTRIBUTION:		

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

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

From: Ellen Plendl
Sent: Wednesday, November 30, 2011 3:19 PM
To: Diamond Williams
Cc: Matilda Sanders; Hong Wang
Subject: Emails for Docket Nos. 110009-EI & 100437-EI

See attached correspondence and PSC response for correspondence side of Docket Nos. 110009-EI & 100437-EI.

Diamond Williams

From: Governor Rick Scott [Rick.Scott@eog.myflorida.com]
Sent: Wednesday, November 30, 2011 2:54 PM
To: Ellen Plendl
Subject: FW: rate hikes Pinellas Utilites and Progress Energy

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

From: Annette [mailto:amp1153@tampabay.rr.com]
Sent: Tuesday, November 29, 2011 7:42 PM
To: Governor Rick Scott
Subject: rate hikes Pinellas Utilites and Progress Energy

From: Annette <amp1153@tampabay.rr.com>

County: Pinellas

Zip Code: 33776

Message Body: Well here we go again we have a high rate of under employed and unemployed in this state and the utility companies get their rate hikes. We have been good citizens and conserved water like we were asked and now our reward is a \$20 rate increase!!!! Hum what am I missing ?? Also Progress engery has a white elephant nuclear power facility that has been off line for who knows how many years and we have our rates increased because you and your companies have made a really big mistake!!!! I see this is another bail out for big business and we can't pay for any more of big business mistakes and mismanagement!!!! What are you going to do for the people of Florida Goveno???

Diamond Williams

From: Randy Roland
Sent: Wednesday, November 30, 2011 3:17 PM
To: 'amp1153@tampabay.rr.com'
Subject: Consumer Inquiry - Progress Energy Florida, Incorporated (Corrected Copy)

Annette
amp1153@tampabay.rr.com

Dear Annette:

The Governor's office forwarded a copy of your E-mail regarding Progress Energy Florida, Incorporated (Progress Energy) to the Florida Public Service Commission (PSC). The PSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the PSC. The PSC has limited authority in the telephone industry to include the Lifeline Assistance Program, Florida Relay Service, and pay telephone service. You expressed a concern about Progress Energy rates.

On November 22, 2011, the PSC approved Progress Energy's petition to recover replacement power costs for its Crystal River 3 (CR3) nuclear plant outage, subject to refund, and the PSC also approved environmental recovery costs for the utility's self-generated replacement power resulting from the extended outage.

At the hearing earlier this month, the PSC deferred a decision on Progress Energy's 2012 cost recovery amounts to allow time for all parties to file comments on the utility's CR3 replacement fuel costs. A separate hearing is scheduled for June 11, 2012 to determine whether Progress Energy's decisions on, or associated with, the CR3 steam generator repairs leading up to the October 2, 2009 delamination and resulting outage were reasonable and prudent.

Starting in January 2012, monthly bill charges for Progress Energy's residential customers using 1,000 kilowatt hours will increase from \$119.34 to \$123.19, a change of \$3.85.

We appreciate your comments regarding the petition and will add your correspondence to Docket Nos. 110001-EI and 100437-EI.

If you have any questions or concerns please contact Ellen Plendl at 1-800-342-3552, or by fax at 1-800-511-0809.

Sincerely,

Randy Roland
Regulatory Program Administrator
Division of Safety, Reliability & Consumer Assistance Florida Public Service Commission

100437-EI

Diamond Williams

From: Diamond Williams
Sent: Tuesday, November 29, 2011 11:20 AM
To: Ruth McHargue
Cc: Matilda Sanders; Hong Wang
Subject: RE: TO CLK docket 100437

Thank you for this information. This attachment has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 100437-EI.

Thank you,

Diamond Williams
 Comm. Deputy Clerk I
 Office of Commission Clerk
 Florida Public Service Commission
 Email: diwillia@psc.state.fl.us
 Phone: 850-413-6094

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO.		04274-11
DISTRIBUTION:		

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

From: Ruth McHargue
Sent: Monday, November 28, 2011 2:13 PM
To: Diamond Williams
Cc: Matilda Sanders; Hong Wang
Subject: FW: TO CLK docket 100437

Customer correspondence

From: Susan Isaacs
Sent: Monday, November 28, 2011 8:48 AM
To: Ruth McHargue
Subject: TO CLK docket 100437

Copy on file, see 1040866C, S. Isaacs

From: Angelo E. Alborano [mailto:aalboran@tampabay.rr.com]
Sent: Wednesday, November 23, 2011 6:40 PM
To: Consumer Contact
Subject: rate hike

Sirs, how do you dare to raise our electric bills in the middle of a recession. Since Progress is the one who broke there plant , why do we have to pay to repair it. I guess after they eventually fix in the next century , they will want to raise the rates again with some sob story and I guess you will grant it. I was always under the impression that you were supposed to represent the public

A.E.Alborano
 Lecanto, FI 34461

11/29/2011

100437-EI

Diamond Williams

From: Diamond Williams
Sent: Tuesday, November 29, 2011 11:20 AM
To: Ruth McHargue
Cc: Hong Wang; Matilda Sanders
Subject: RE: TO CLK docket 100437

Thank you for this information. This attachment has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 100437-EI.

Thank you,

Diamond Williams
 Comm. Deputy Clerk I
 Office of Commission Clerk
 Florida Public Service Commission
 Email: diwillia@psc.state.fl.us
 Phone: 850-413-6094

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 04274-11		
DISTRIBUTION: _____		

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

From: Ruth McHargue
Sent: Monday, November 28, 2011 2:12 PM
To: Diamond Williams
Cc: Hong Wang; Matilda Sanders
Subject: FW: TO CLK docket 100437

Customer correspondence

From: Susan Isaacs
Sent: Monday, November 28, 2011 8:49 AM
To: Ruth McHargue
Subject: TO CLK docket 100437

Copy on file, see 1040871C.SIsaacs

From: Judy Rausch [mailto:jrausch3@tampabay.rr.com]
Sent: Wednesday, November 23, 2011 6:49 PM
To: Consumer Contact
Subject: rate increase for Progress Energy

Shame on you!!!!!!! Now people can choose to sit in a hot or cold house or buy medicine or buy food while you and the energy company continue to steal our \$\$\$ and live it up. We didn't break their power plant, THEY DID! Suppose I break my washing machine. Is

11/29/2011

Progress Energy going to pay to fix it? I doubt it. That makes as much sense as me paying for their clumsiness.

SHAME!!!!

Judith L. Rausch

Beverly Hills FL

(old, poor person on Social Security)

Diamond Williams

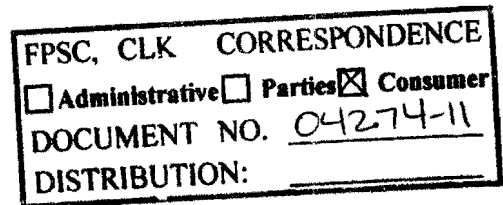
100437-EI

From: Diamond Williams
Sent: Tuesday, November 29, 2011 11:20 AM
To: Ruth McHargue
Cc: Hong Wang; Matilda Sanders
Subject: RE: To CLK Docket 100437

Thank you for this information. This attachment has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 100437-EI.

Thank you,

Diamond Williams
Comm. Deputy Clerk I
Office of Commission Clerk
Florida Public Service Commission
Email: diwillia@psc.state.fl.us
Phone: 850-413-6094



Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

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

From: Ruth McHargue
Sent: Monday, November 28, 2011 2:11 PM
To: Diamond Williams
Cc: Hong Wang; Matilda Sanders
Subject: FW: To CLK Docket 100437

Customer correspondence

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

From: Susan Isaacs
Sent: Monday, November 28, 2011 9:29 AM
To: Ruth McHargue
Subject: To CLK Docket 100437-response requested

Copy on file, see 1040890C. SIsaacs

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

From: Webmaster
Sent: Monday, November 28, 2011 9:01 AM
To: Consumer Contact
Subject: FW: My contact

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]

Sent: Wednesday, November 23, 2011 5:58 AM

To: Webmaster

Cc: wcsessa@embarqmail.com

Subject: My contact

Contact from a Web user

Contact Information:

Name: Wayne Sessa

Company:

Primary Phone: 352-476-6956

Secondary Phone: same

Email: wcsessa@embarqmail.com

Response requested? Yes

CC Sent? Yes

Comments:

I am sick and tired of having to pay for mistakes that other people make. Especially bailing out a company as big as Progress Energy. Pathetic. Progress Energy's customers are already paying some of the highest energy rates in Florida. It's unfair that with their billions of dollars they would be allowed by your commission to recoup losses from a problem that they caused themselves. I own a small lawn care business. I would like to know if the public will be able to pay for my mistakes along the way? Not Hardly! Seems to me that they have all of you in their back pockets. Thank you for allowing my family to have something positive to look forward to in the coming year. Another rate hike. People are struggling as it is. Obviously, that doesn't concern you in the least. Please, go out, have a drink with each other to celebrate another round of sticking it to your fellow Floridians.

Merry Christmas.

Diamond Williams

100437-EI

From: Diamond Williams
Sent: Tuesday, November 29, 2011 11:20 AM
To: Ruth McHargue
Cc: Hong Wang; Matilda Sanders
Subject: RE: To CLK Docket 100437

Thank you for this information. This attachment has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 100437-EI.

Thank you,

Diamond Williams
Comm. Deputy Clerk I
Office of Commission Clerk
Florida Public Service Commission
Email: diwillia@psc.state.fl.us
Phone: 850-413-6094

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 04274-11		
DISTRIBUTION: _____		

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

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

From: Ruth McHargue
Sent: Monday, November 28, 2011 2:10 PM
To: Diamond Williams
Cc: Hong Wang; Matilda Sanders
Subject: FW: To CLK Docket 100437

Customer correspondence

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

From: Susan Isaacs
Sent: Monday, November 28, 2011 9:31 AM
To: Ruth McHargue
Subject: To CLK Docket 100437-response required

Copy on file, see 1040898C. SIsaacs

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

From: Webmaster
Sent: Monday, November 28, 2011 9:00 AM
To: Consumer Contact
Subject: FW: My contact

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]

Sent: Wednesday, November 23, 2011 11:00 AM

To: Webmaster

Subject: My contact

Contact from a Web user

Contact Information:

Name: daniel torony

Company:

Primary Phone:

Secondary Phone:

Email: dantorony@yahoo.com

Response requested? Yes

CC Sent? No

Comments:

Well our public service commissioners are at it again siding with Progress Energy and saying "TO HELL WITH THE STRUGGLING WORKING MIDDLE CLASS FLORIDAN BE LOYAL TO CORPORATE LOBBYIST AND GREEDY CORPORATIONS" HOW MUCH PAYOFF WAS RECEIVED THIS TIME? I know one thing for sure if I make a mistake I pay for it myself and other people don't pay for my mistake

Catherine Potts

From: Catherine Potts
Sent: Monday, November 28, 2011 12:41 PM
To: Hong Wang; Ruth McHargue
Cc: Diamond Williams; Matilda Sanders
Subject: RE: To CLK Docket 100437

FPSC, CLK - CORRESPONDENCE
Administrative Parties Consumer
DOCUMENT NO. 04274-11
DISTRIBUTION: _____

Thank you for this information. This has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 100437-EI.

From: Hong Wang
Sent: Wednesday, November 23, 2011 8:12 AM
To: Catherine Potts
Cc: Diamond Williams; Matilda Sanders
Subject: FW: To CLK Docket 100437

Please handle. Thanks!

From: Ruth McHargue
Sent: Tuesday, November 22, 2011 4:54 PM
To: Diamond Williams
Cc: Hong Wang; Matilda Sanders
Subject: FW: To CLK Docket 100437

Customer correspondence

From: Consumer Contact
Sent: Tuesday, November 22, 2011 4:17 PM
To: Ruth McHargue
Subject: To CLK Docket 100437

Copy on file, see 1040687C. DH

From: Ralph Franklin Jr [mailto:RalphFranklinjr@msn.com]
Sent: Tuesday, November 22, 2011 3:25 PM
To: Consumer Contact
Subject: Thank You

Once again thank you for screwing the consumers on the Florida Power issue.

Common sense tells you they deviated from the norm on this repair and caused the damage. The cost of the repair should come from corporate projects, NOT CONSUMERS!!

Catherine Potts

From: Catherine Potts
Sent: Monday, November 28, 2011 10:23 AM
To: Hong Wang; Ruth McHargue
Cc: Diamond Williams; Matilda Sanders
Subject: RE: CIK Docket #100437

FPSC, CLK - CORRESPONDENCE
Administrative Parties Consumer
DOCUMENT NO. 04274-11
DISTRIBUTION: _____

Thank you for this information. This has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 100437-EI.

From: Hong Wang
Sent: Tuesday, November 22, 2011 11:03 AM
To: Catherine Potts
Cc: Diamond Williams; Matilda Sanders
Subject: FW: CIK Docket #100437

Please handle. Thanks!

From: Ruth McHargue
Sent: Tuesday, November 22, 2011 11:01 AM
To: Diamond Williams
Cc: Hong Wang; Matilda Sanders
Subject: FW: CIK Docket #100437

Customer correspondence

From: Susan Isaacs
Sent: Monday, November 21, 2011 3:50 PM
To: Ruth McHargue
Subject: RE: CIK Docket #100437

Copy on file, see 1040490C. S. Isaacs

From: Consumer Contact
Sent: Monday, November 21, 2011 3:43 PM
To: Susan Isaacs
Subject: FW: Stop corporate welfare

From: F MICHAEL YOUNGLOVE [mailto:fmyounglove@msn.com]
Sent: Monday, November 21, 2011 3:33 PM
To: Consumer Contact
Subject: Stop corporate welfare

Dear Sirs,

11/28/2011

I hope on Tuesday you will not give into demands from Progress Energy to charge customers for a nuclear power plant that may never be built. Progress Energy is a private for profit company and unless they are willing to say the power plant will for sure be built it is not fair to charge the citizens of Florida.

Progress Energy botched the repair job on the Crystal River nuclear plant and they should pay for it, not the citizens of Florida. At this point the Crystal River plant is old and apparently falling apart. I would rather see instead of repairing the aging structure the money be used to build a plant to produce solar cells. This would employ a number of Floridians, and we will never face a catastrophic melt down that could forever change the face of Florida. Lets cover the 3,000 acres in Levy county with safe Florida made solar cells. In the future I see utilities buying open land close to where the energy will be used and putting up solar farms. Parasitic losses would be minimized with shorter transmission lines. In addition to solar Progress could also build several gas fired power plants to meet peak demands.

In closing, please do the right thing for the citizens of Florida and not give Progress Energy the corporate welfare they are seeking.

Sincerely,
F. M. Younglove

11/28/2011

Catherine Potts

From: Catherine Potts
Sent: Monday, November 28, 2011 10:23 AM
To: Hong Wang; Ruth McHargue
Cc: Diamond Williams; Matilda Sanders
Subject: RE: To CLK Docket 100437

FPSC, CLK - CORRESPONDENCE
Administrative Parties ✓ Consumer
DOCUMENT NO. 04274-11
DISTRIBUTION: _____

Thank you for this information. This has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 100437-EI.

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

From: Hong Wang
Sent: Tuesday, November 22, 2011 2:03 PM
To: Catherine Potts
Cc: Diamond Williams; Matilda Sanders
Subject: FW: To CLK Docket 100437

Please handle. Thanks!

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

From: Ruth McHargue
Sent: Tuesday, November 22, 2011 12:57 PM
To: Diamond Williams
Cc: Matilda Sanders; Hong Wang
Subject: FW: To CLK Docket 100437

Customer correspondence

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

From: Consumer Contact
Sent: Tuesday, November 22, 2011 11:22 AM
To: Ruth McHargue
Subject: To CLK Docket 100437

Copy on file, see 1040583C. DH

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

From: Webmaster

Sent: Tuesday, November 22, 2011 10:38 AM

To: Consumer Contact

Subject: FW: My contact

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]

Sent: Tuesday, November 22, 2011 8:51 AM

To: Webmaster

Subject: My contact

Contact from a Web user

Contact Information:

Name: Jeff Mccrory

Company:

Primary Phone:

Secondary Phone:

Email:

Response requested? No

CC Sent? No

Comments:

I am opposed to requiring customers to pay for replacement fuel costs. Progress should have to cover the cost for their mistakes from their profits. Jeff Mccrory Land O Lakes FL

Catherine Potts

From: Catherine Potts
Sent: Monday, November 28, 2011 10:22 AM
To: Hong Wang; Ruth McHargue
Cc: Diamond Williams; Matilda Sanders
Subject: FW: To CLK Docket 100437
Attachments: FW: My contact; FW: My contact

FPSC, CLK - CORRESPONDENCE
Administrative Parties Consumer
DOCUMENT NO. 04274-11
DISTRIBUTION: _____

Thank you for this information. This has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 100437-EI.

From: Hong Wang
Sent: Tuesday, November 22, 2011 9:09 AM
To: Catherine Potts
Subject: FW: To CLK Docket 100437

Please handle. Thanks!

From: Ruth McHargue
Sent: Tuesday, November 22, 2011 9:07 AM
To: Hong Wang
Subject: FW: To CLK Docket 100437

Customer correspondence

Catherine Potts

From: Webmaster
Sent: Monday, November 14, 2011 9:07 AM
To: Consumer Contact
Subject: FW: My contact

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Friday, November 11, 2011 11:24 PM
To: Webmaster
Subject: My contact

Contact from a Web user

Contact Information:

Name: Sharon Young

Company:

Primary Phone:

Secondary Phone:

Email:

Response requested? No

CC Sent? No

Comments:

I resent having to pay for a mistake made by contractors in regards to fixing the power plant. I think the company should pay for all costs, not the public. We did not ask for this!

Catherine Potts

From: Webmaster
Sent: Monday, November 14, 2011 9:07 AM
To: Consumer Contact
Subject: FW: My contact

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Friday, November 11, 2011 10:46 PM
To: Webmaster
Subject: My contact

Contact from a Web user

Contact Information:

Name: Larry Roark
Company:
Primary Phone: 813-333-3850
Secondary Phone: 813-333-3850
Email: filancer2011@yahoo.com

Response requested? No
CC Sent? No

Comments:

The repairs to the Progress Energy reactor due to poor engineering and construction work by the contractor should NOT be pushed onto the consumers, even 25% pushed on the consumers will cost millions which is totally wrong, let the contractor bear the cost or sue for negligence. Thank you.

Catherine Potts

From: Catherine Potts
Sent: Monday, November 21, 2011 3:10 PM
To: Hong Wang; Ruth McHargue
Cc: Diamond Williams; Matilda Sanders
Subject: RE: To CLK docket 100437

FPSC, CLK - CORRESPONDENCE
Administrative Parties ✓ Consumer
DOCUMENT NO. 04274-11
DISTRIBUTION: _____

Thank you for this information. This has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 100437-EI.

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

From: Hong Wang
Sent: Monday, November 21, 2011 3:08 PM
To: Catherine Potts
Cc: Diamond Williams; Matilda Sanders
Subject: FW: To CLK docket 100437

Please handle. Thanks!

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

From: Ruth McHargue
Sent: Monday, November 21, 2011 2:37 PM
To: Diamond Williams
Cc: Hong Wang; Matilda Sanders
Subject: FW: To CLK docket 100437

Customer correspondence

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

From: Susan Isaacs
Sent: Monday, November 21, 2011 2:25 PM
To: Ruth McHargue
Subject: To CLK docket 100437

Copy on file, see 1040454C. S.Isaacs

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

From: Consumer Contact
Sent: Monday, November 21, 2011 2:09 PM
To: Susan Isaacs

Subject: FW: My contact

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

From: Webmaster

Sent: Monday, November 21, 2011 10:48 AM

To: Consumer Contact

Subject: FW: My contact

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]

Sent: Sunday, November 20, 2011 6:19 PM

To: Webmaster

Cc: swamijim@me.com

Subject: My contact

Contact from a Web user

Contact Information:

Name: James Naughton

Company:

Primary Phone: 7278221424

Secondary Phone:

Email: swamijim@me.com

Response requested? No

CC Sent? Yes

Comments:

It is beyond comprehension how Progress Energy can ask for customers to pay for repairs to a Crystal River plant that Progress screwed up and that may never go online again. Please deny the request. If Progress can ever fix the plant it can then ask for customer support.

Catherine Potts

From: Catherine Potts
Sent: Monday, November 21, 2011 1:50 PM
To: Hong Wang; Ruth McHargue
Cc: Diamond Williams; Matilda Sanders
Subject: RE: To CLK Docket 100437

FPSC, CLK - CORRESPONDENCE
Administrative Parties Consumer
DOCUMENT NO. 04274-11
DISTRIBUTION: _____

Thank you for this information. This has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 100437-EI.

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

From: Hong Wang
Sent: Monday, November 21, 2011 10:27 AM
To: Catherine Potts
Cc: Diamond Williams; Matilda Sanders
Subject: FW: To CLK Docket 100437

Please handle. Thanks!

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

From: Ruth McHargue
Sent: Monday, November 21, 2011 10:17 AM
To: Diamond Williams
Cc: Matilda Sanders; Hong Wang
Subject: FW: To CLK Docket 100437

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

From: Susan Isaacs
Sent: Monday, November 21, 2011 9:41 AM
To: Ruth McHargue
Subject: To CLK Docket 100437

Copy on file, see 1040304C, S.Isaacs

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

From: Consumer Contact
Sent: Monday, November 21, 2011 9:28 AM
To: Susan Isaacs

Subject: FW: E-Form Other Complaint TRACKING NUMBER: 30509

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

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]

Sent: Saturday, November 19, 2011 7:27 AM

Cc: Consumer Contact

Subject: E-Form Other Complaint TRACKING NUMBER: 30509

CUSTOMER INFORMATION

Name: Donald Davis

Telephone:

Email:

Address: 1582 Bayshore Blvd. Dunedin FL 34698

BUSINESS INFORMATION

Business Account Name: Donald Davis

Account Number:

Address: 1582 Bayshore Blvd. Dunedin Florida 34698

COMPLAINT INFORMATION

Complaint: Other Complaint against Progress Energy Florida, Inc.

Details:

It is unconscionable to have the consumer of this monopoly pay for the mistakes they have self inflicted. The project was supposed to cost \$230 million to replace old steam generators. But the concrete nuclear reactor containment building cracked after Progress Energy made the unprecedented decision to manage the project itself, instead of hiring an outside specialist. When the utility tried to repair the building and bring the plant back online, the wall cracked again.

We the monopolized consumer are not at fault!

We demand that the party,or parties responsible pay for their greedy neglectful decisions!

Catherine Potts

From: Catherine Potts
Sent: Monday, November 21, 2011 1:49 PM
To: Hong Wang; Ruth McHargue
Cc: Diamond Williams; Matilda Sanders
Subject: RE: To CLK Docket 100437

FPSC, CLK - CORRESPONDENCE
Administrative Parties ✓ Consumer
DOCUMENT NO. 04274-11
DISTRIBUTION: _____

Thank you for this information. This has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 100437-EI.

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

From: Hong Wang
Sent: Friday, November 18, 2011 3:36 PM
To: Catherine Potts
Cc: Diamond Williams; Matilda Sanders
Subject: FW: To CLK Docket 100437

Please handle. Thanks!

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

From: Ruth McHargue
Sent: Friday, November 18, 2011 11:35 AM
To: Diamond Williams
Cc: Matilda Sanders; Hong Wang
Subject: FW: To CLK Docket 100437

Customer correspondence

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

From: Susan Isaacs
Sent: Thursday, November 17, 2011 3:51 PM
To: Ruth McHargue
Subject: To CLK Docket 100437

Copy on file, see 100437C. S.Isaacs

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

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]

Sent: Wednesday, November 16, 2011 8:50 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 30487

CUSTOMER INFORMATION

Name: Virginia Felty
Telephone:
Email:
Address: 2951 St John Dr Clearwater FL 33759

BUSINESS INFORMATION

Business Account Name: Virginia Felty
Account Number:
Address: 2951 St John Dr Clearwater Florida 33759

COMPLAINT INFORMATION

Complaint: Other Complaint against Progress Energy Florida, Inc.
Details:

Why is the PSC granting Progress Energy the right to charge customers for the repair of the Crystal River Nuclear plant? The "powers that be" decided to attempt a repair-against all advise to use an experienced company. How does this become MY responsibility to pay for the cost of repair. I was not consulted before the decision was made. The PCS is supposed to protect the PUBLIC-not Progress Energy. It is very sad that we the consumers have no choice in this matter. If I had the option to have another provider for my electricity I would. Again, big business is putting the knife in the back of the little people and the agency that is supposed to protect us has obviously decided to put the knife in our backs also.

Catherine Potts

From: Catherine Potts
Sent: Monday, November 21, 2011 1:45 PM
To: Hong Wang
Cc: Diamond Williams; Matilda Sanders
Subject: RE: To CLK Docket 100437

FPSC, CLK - CORRESPONDENCE
Administrative Parties Consumer
DOCUMENT NO. 04274-11
DISTRIBUTION: _____

Thank you for this information. This has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 100437-EI.

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

From: Hong Wang
Sent: Friday, November 18, 2011 1:04 PM
To: Catherine Potts
Cc: Diamond Williams; Matilda Sanders
Subject: FW: To CLK Docket 100437

Please handle. Thanks!

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

From: Ruth McHargue
Sent: Friday, November 18, 2011 11:32 AM
To: Diamond Williams
Cc: Hong Wang; Matilda Sanders
Subject: FW: To CLK Docket 100437

Customer correspondence

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

From: Susan Isaacs
Sent: Friday, November 18, 2011 8:42 AM
To: Ruth McHargue
Subject: To CLK Docket 100437- response requested

Copy on file, see 1040094C, S. Isaacs

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

From: Webmaster
Sent: Thursday, November 17, 2011 3:32 PM
To: Consumer Contact

Subject: FW: My contact

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]

Sent: Thursday, November 17, 2011 11:56 AM

To: Webmaster

Cc: abcu19@verizon.net

Subject: My contact

Contact from a Web user

Contact Information:

Name: Bryan Cummins

Company:

Primary Phone: 727 367-5786

Secondary Phone:

Email: abcu19@verizon.net

Response requested? Yes

CC Sent? Yes

Comments:

Dear PSC,

Please use whatever discretionary authority you may have to reject the request to bill Progress Energy customers for corporate mismanagement of the nuclear power plant repairs. These costs, in addition to the escalating costs of the new nuclear plant are a detriment to regular rate payers.

Also, can you insist on a truth in billing for customers that breaks out the specific costs for these items rather than blending them in to other charges? Is this possible and how can you make it happen?

Thanks for your attention to these matters.

Catherine Potts

From: Catherine Potts
Sent: Monday, November 21, 2011 1:44 PM
To: Hong Wang; Ellen Plendl
Cc: Diamond Williams; Matilda Sanders
Subject: FW: Email for Docket 100437-EI

FPSC, CLK - CORRESPONDENCE
Administrative Parties Consumer
DOCUMENT NO. 04274-11
DISTRIBUTION:

Attachments: Rising Power Bills; Consumer Inquiry - Progress Energy Florida, Incorporated



**Rising Consume
Power Billry - Progr**

Thank you for this information. The attachments have been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 100437-EI.

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

From: Hong Wang
Sent: Friday, November 18, 2011 9:00 AM
To: Catherine Potts
Cc: Diamond Williams; Matilda Sanders
Subject: FW: Email for Docket 100437-EI

Please handle. Thanks!

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

From: Ellen Plendl
Sent: Friday, November 18, 2011 8:23 AM
To: Diamond Williams
Cc: Matilda Sanders; Hong Wang
Subject: Email for Docket 100437-EI

See attached correspondence and PSC response for correspondence side of Docket 100437-EI.

Catherine Potts

From: Gerri Jaeger [jaeger1947@gmail.com]
Sent: Thursday, November 17, 2011 5:38 PM
To: Consumer Contact
Cc: rick.scott@eog.myflorida.com
Subject: Rising Power Bills

I am writing in protest to the Commission's recommendation that we Floridan's should pay for the mismanagement of the Crystal River Nuclear Power Plant. Progress Energy mishandled the maintenance and upgrade project and now they want their customers to pay for this and a new project.

Enough is enough, this is unconstitutional. The Commission is supposed to be our advocates and protect the public. They are in bed with the Power companies and are not protecting us at all.

Please do not let this vote go through on Nov 22. Let the Power company pay for their mistakes, not me.

*Gerri Jaeger
Clearwater, Fl*

Catherine Potts

From: Randy Roland
Sent: Friday, November 18, 2011 8:21 AM
To: 'jaeger1947@gmail.com'
Subject: Consumer Inquiry - Progress Energy Florida, Incorporated

Ms. Gerri Jaeger
jaeger1947@gmail.com

Dear Ms. Jaeger:

This is in response to your E-mail to the Florida Public Service Commission (PSC) regarding Progress Energy Florida, Incorporated (Progress Energy). You expressed a concern about Progress Energy's fuel and power costs associated with the CR3 steam generator replacement project.

I will add your comments to the correspondence side of Docket No. 100437-EI.

If you have any questions or concerns please contact Ellen Plendl at 1-800-342-3552, or by fax at 1-800-511-0809.

Sincerely,

Randy Roland
Regulatory Program Administrator
Division of Safety, Reliability & Consumer Assistance Florida Public Service Commission

Catherine Potts

From: Catherine Potts
Sent: Wednesday, November 16, 2011 2:21 PM
To: Hong Wang; Ruth McHargue
Cc: Diamond Williams; Matilda Sanders
Subject: RE: Email for Docket 100437-EI

FPSC, CLK - CORRESPONDENCE
Administrative Parties ✓ Consumer
DOCUMENT NO. 04274-11
DISTRIBUTION: _____

Thank you for this information. The attachment has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 100437-EI.

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

From: Hong Wang
Sent: Wednesday, November 16, 2011 2:05 PM
To: Catherine Potts
Cc: Diamond Williams; Matilda Sanders
Subject: FW: Email for Docket 100437-EI

Please handle. Thanks!

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

From: Ellen Plendl
Sent: Wednesday, November 16, 2011 2:04 PM
To: Diamond Williams
Cc: Matilda Sanders; Hong Wang
Subject: Email for Docket 100437-EI

See attached correspondence and PSC response for correspondence side of Docket 100437-EI.

Catherine Potts

From: jgwest2@juno.com
Sent: Wednesday, November 16, 2011 7:04 AM
To: council@stpete.org
Cc: Jeff.Brandes@myfloridahouse.gov; mayor@stpete.org; latvala.jack.web@flsenate.gov; fasano.mike.web@flsenate.gov; stpetepoww@gmail.com; bill.young@mail.house.gov; Ellen Plendl; Consumer Contact
Subject: Progress Energy Corporate Decisions

City Council Members;

As I'm sure you are all aware, Progress Energy made a corporate decision regarding the repair of the Crystal River Nuclear Power plant. This decision was made, not on sound engineering principals but on how cheaply the job could be done with little concern as to the consequences. The results were to be expected.....a 2.5 billion dollar debacle. Now Progress Energy plans to request that the Florida Public Service Commission allow them to bill their customers a monthly charge to pay for this corporate malfeasance. Another way to put it would be legally sanctioned extortion.

This begs the question: Why would a corporation's customers be responsible for a financially irresponsible decision and not that company's stockholders? Power companies are controlled monopolies and its customers are "captive". When a local power company such as Progress Energy attempts a stunt such as forcing their customer base to pay for corporate mistakes, we're prisoners. We just can't take our business to "the other power company in town". It's horrific enough that several years ago, Progress Energy in conjunction with other utilities, manages to convince or purchase members of a very compliant state legislature which promptly passed a law forcing customers to pay for a nuclear power plant, IN ADVANCE, that may or may not be built. If it is a good portion of us will never be alive to benefit from that plant.

Aren't all of these expenditures the province and responsibility of the stockholders?

The St. Petersburg Times has rightfully taken a stand against this obvious injustice but I'm hearing nothing from the politicians. Several e-mails to my legislators, Representative Jell Brandes and Senator Jack Latvala asking their position on this matter have gone unanswered even though I've respectfully requested a reply. In addition, I'm concerned on the local level because recently the City of St. Petersburg allowed Progress Energy to swap "goodwill"

11/16/2011

for unpaid property taxes. Such a deal smacks of prejudicial favoritism and a reluctance to, in any way, to criticize the company for fear that the City and it's elected officials would incur Progress Energy's ire. It's also surprising that, in this upcoming year when all state legislators are up for election/reelection, that their silence appears a tacit approval of Progress Energy's shameful attempt lay their financial misjudgment onto a captive customer base.

The only state legislator to publicly take a stand is Senator Mike Fasano.

Put as succinctly as possible, this arrogant scheme by Progress Energy is indicative of corporate greed run wild. When a company makes a miserably poor decision that costs it's stockholders money, it's the epitome of corporate ego to demand someone else pay for their stupidity. When the Occupy people speak of corporate greed, this is a prime example. Since Progress Energy is both blind and deaf to the foolishness of their actions, I wonder if a gathering of their irate potential victims in front of their company headquarters would get their attention? Perhaps POWW should champion this cause.

Today 11/16/2011 I read that the Public Service Commission has decided to allow the power company to bill it's customers for their errors until the PSC can make a final decision on the matter. Since the City of St. Petersburg is a customer of Progress Energy, this means the ratepayers pay twice....once via there own power bill and again when the city has to raise taxes to pay their increased power bill.

Two additional bits of information: 1.) Progress Energy's web site reports earnings for the first nine months of 2011 amounted to 757 million dollars. 2.) In th interest of fairness, I wanted to send a copy of this e-mail to the company. Unfortunately their web site lists no e-mail address. Doesn't mean it's not there. I just couldn't find it. If someone receiving this e-mail has their address, please feel free to pass it on. Progress Energy is arrogantly hoping that, once again, we will think them too powerful to fight.

Finally I ask, if you receive this e-mail, I would ask for the courtesy of a reply. Do you or do you not support the PSC forcing the customers of Progress Energy to pay for their corporate mistakes? Are you willing to stand publicly for the power company or it's financially put-upon customers. Or will you do what I suspect will happen.....this e-mail will be thrown in the trash and hope no one remembers at election time!...Mike Fasano is excluded from my last statement as only he can come forward.

I patiently await some response.....

11/16/2011

Gary West
204-87 Ave. NE
St. Petersburg, FL 33702
727-576-9638
jgwest2@juno.com

Catherine Potts

From: Randy Roland
Sent: Wednesday, November 16, 2011 2:04 PM
To: 'jgwest2@juno.com'
Subject: Consumer Inquiry - Progress Energy Florida, Incorporated

Mr. Gary West
jgwest2@juno.com

Dear Mr. West:

This is in response to your E-mail to the Florida Public Service Commission (PSC) regarding Progress Energy Florida, Incorporated (Progress Energy). You expressed a concern about Progress Energy's fuel and power costs associated with the CR3 steam generator replacement project.

I will add your comments to the correspondence side of Docket No. 100437-EI.

If you have any questions or concerns please contact Ellen Plendl at 1-800-342-3552, or by fax at 1-800-511-0809.

Sincerely,

Randy Roland
Regulatory Program Administrator
Division of Safety, Reliability & Consumer Assistance Florida Public Service Commission

Catherine Potts

From: Catherine Potts
Sent: Monday, November 14, 2011 2:19 PM
To: Hong Wang; Ruth McHargue
Cc: Diamond Williams; Matilda Sanders
Subject: RE: To CLK Docket 100437

FPSC, CLK - CORRESPONDENCE
Administrative Parties ✓ Consumer
DOCUMENT NO. 04274-11
DISTRIBUTION: _____

Thank you for this information. The attachment has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 100437-EI.

From: Hong Wang
Sent: Monday, November 14, 2011 2:11 PM
To: Catherine Potts
Cc: Diamond Williams; Matilda Sanders
Subject: FW: To CLK Docket 100437

Please handle. Thanks!

From: Ruth McHargue
Sent: Monday, November 14, 2011 2:09 PM
To: Diamond Williams
Cc: Hong Wang; Matilda Sanders
Subject: FW: To CLK Docket 100437

Customer correspondence

From: Consumer Contact
Sent: Thursday, November 10, 2011 12:49 PM
To: Ruth McHargue
Subject: To CLK Docket 110009

Copy on file, see 1038993C. DH

From: Rick Diehl [mailto:rickdiehl97@yahoo.com]
Sent: Thursday, November 10, 2011 11:26 AM
To: Consumer Contact
Subject:

Do not agree with Progress Energy about passing on cost of their mistakes to Florida customers. It's your job to protect us. If your not going to protect us, stop the monopoly and let the free markets determine who we buy power from. Enough is Enough!

Please do not add this insult to the already negative way

that this utility was approved by your commission to extract building costs for a new reactor (something that shareholders should invest in).

"New documents show Progress Energy received additional warnings about the method used to cut into its Crystal River nuclear plant building, according to Bay News 9's partner newspaper, *The St. Petersburg Times*."

Catherine Potts

100437-E1

From: Catherine Potts
Sent: Tuesday, November 08, 2011 10:45 AM
To: Hong Wang; Ruth McHargue
Cc: Diamond Williams; Matilda Sanders
Subject: RE: To CLK Docket 110009

FPSC, CLK - CORRESPONDENCE
Administrative Parties Consumer
DOCUMENT NO. 04274-11
DISTRIBUTION: _____

Thank you for this information. These attachments have been printed and placed in Docket Correspondence-Consumers and their Representatives, In Docket #10009-E1.

From: Hong Wang
Sent: Tuesday, November 08, 2011 10:40 AM
To: Catherine Potts
Cc: Diamond Williams; Matilda Sanders
Subject: FW: To CLK Docket 110009

Please handle. Thanks!

From: Ruth McHargue
Sent: Tuesday, November 08, 2011 10:24 AM
To: Diamond Williams
Cc: Matilda Sanders; Hong Wang
Subject: FW: To CLK Docket 110009

Customer correspondence

From: Diane Hood
Sent: Monday, November 07, 2011 4:01 PM
To: Ruth McHargue
Subject: To CLK Docket 110009

These have been entered as information requests, Docket #110009 and closeout code PR69. Tracking # 30400 and 30401 are the same customer, I have combined as one. DH

11/8/2011

Catherine Potts

From: Michael [meyecommander@hotmail.com]
Sent: Sunday, November 06, 2011 11:52 AM
To: bill.johnson@pgnmail.com; suzanne.grant@pgnmail.com
Cc: Consumer Contact
Subject: Fw: Customers Not Responsible for Progress Energy's Mistakes

YOUR CORPORATE GREED WAS RESPONSIBLE FOR DECISIONS MADE WHICH RESULTED IN THE PROBLEMS WHICH NOW WILL COST BILLIONS TO REPAIR, AND I (FOR ONE WILL) NOT PAY ONE RED CENT TOWARD THIS REPAIR, YOU GREEDY MOTHER-FUCKERS!!!!

Progress was warned about cutting into nuclear plant building

By Ivan Penn, Times Staff Writer
In Print: Sunday, November 6, 2011

The warning came in an email to the supervisor of a complicated project at the Crystal River nuclear plant.

"I just want to reiterate my concern ... "

It was March 9, 2009. To replace aging steam generators, Progress Energy was about to cut a big hole in the concrete building that shields the nuclear reactor.

Charles Hovey was an experienced construction foreman who had worked on similar projects at other nuclear plants. Progress, he observed, planned to use a different procedure to cut into its containment building.

"I have never heard of it being done like this before and I just want to express my concerns to you one last time."

Progress considered Hovey's point, then went ahead with its plan that fall.

Disaster followed. Workers discovered a crack in the wall while cutting the 25-by-27 foot hole through the 42-inch-thick concrete. A later repair attempt created a second crack. The plant has been shut down since. Progress will not restart the plant for at least two more years — if ever.

Price tag for the fix: \$2.5 billion and rising.

11/8/2011

Since the accident, Progress officials have argued that customers should be forced to help pay for the damage since no one could have reasonably foreseen the problems. **(BULLSHIT)**

This "could not have been predicted," Progress spokeswoman Suzanne Grant wrote to the *St. Petersburg Times*. **(BULLSHIT)**

But the *Times* has found that others echoed Hovey's concerns; that Progress hired subcontractors to perform critical tasks even though they had no experience with similar projects at other nuclear plants; and that it used a markedly different procedure in getting ready to cut into the containment wall than was used at other plants.

'Thinking caps'

A nuclear plant containment wall is the final barrier keeping deadly radiation from the reactor from reaching the atmosphere. Inside the wall are metal "tendons" that tighten around the structure, reinforcing its strength. Before cutting into the concrete to remove the steam generators, engineers loosen the tendons in the area they plan to cut.

Hovey's concerns centered on how many tendons Progress planned to loosen and in what order.

At other nuclear plants, engineers usually loosened 70 to 80 tendons.

Progress hired Sargent & Lundy to determine how many tendons on which to focus. The company had never performed such an analysis for a nuclear containment wall, according to documents obtained by the *St. Petersburg Times*. The engineering firm first recommended 97.

Too many, Progress said.

"We said, 'Hey, that's a lot of tendons,'" John Holliday, a contract employee for Progress in charge of the work on the containment building, recalled in a recent deposition. "Can you go back and take another look at this?"

The next proposal: 74, within the range loosened at other plants.

Holliday wasn't satisfied. "De-tensioning the tendons is a very expensive and time-consuming effort," he said.

The engineers were told "to put on their thinking caps and determine if there is an alternative method of analysis that we could pursue that would result in a lot less tendons being de-tensioned," Holliday said.

The final result: 65 tendons would be loosened.

The procedure for de-tensioning prescribed by Sargent & Lundy for Crystal River differed from that used at other nuclear plants.

- At other plants, workers generally did not loosen one tendon and then the one right next to it. They did it nonsequentially. At Crystal River, the tendons were loosened in sequential order.
- At other plants, workers de-tensioned all the proposed tendons and then cut the wall open. At Crystal River, only 27 of the 65 tendons were loosened before the cut was made.

It was this markedly different procedure that Hovey questioned seven months before Progress enacted its plan.

11/8/2011

'No doubt' it was okay

Progress tried to save money on the project from the start.

Just two companies, Bechtel and SGT, had managed all the previous 34 steam generator replacement projects at U.S. nuclear power plants. Of those, at least 13 had involved cutting into the containment building.

All 34 projects were successful.

Progress expected the Crystal River project to cost about \$230 million. For the management portion of the job, it got bids from both Bechtel and SGT. The lowest, from SGT, was for \$81 million.

Progress officials rejected that offer. They could save \$15 million by self-managing the project.

Although Bechtel didn't get the job of managing the project, Progress did hire Bechtel to manage the construction. Hovey sent his e-mail that raised concerns about the plan to several of Bechtel employees. As his concerns about Progress' plans circulated, other Bechtel employees began asking questions.

"Why are we doing tendons different here than all other jobs?" site supervisor John Marshall asked in an e-mail sent to Sam Franks, another Bechtel supervisor.

Gary Goetsch, a supervisor with the company hired to prepare the containment building for cutting, had worked on 11 similar jobs. He said the Crystal River job was "the first and only one" to use the procedure adopted by Progress officials, according to notes of his interview with analysts from Performance Improvement International, the firm hired by Progress to determine what went wrong.

And he knew the plan was a bad idea, according to the notes. (The *Times* could not ascertain whether Goetsch raised his concerns with Progress before the accident.)

But Holliday, noting the questions raised by Hovey and the Bechtel supervisors, ordered Sargent & Lundy to rerun its computer analysis. According to Holliday's deposition, that analysis said everything would be okay.

"You can practically do a hand calculation to show" that Sargent & Lundy's procedure was safe, Holliday said.

"There was no doubt in my mind it was okay." **(BULLSHIT)**

On July 31, 2009, Holliday's boss, Dan Jopling, sent an e-mail that said, "As we discussed in the past, the engineering approach to containment analysis used by Sargent & Lundy is significantly different than SGTs. I am satisfied the Sargent & Lundy approach is technically correct and will withstand scrutiny."

The project went on.

'Big chunks falling off'

In October 2009, Mac & Mac Hydrodemolition cut into the containment building. Holliday noticed a break in the concrete but decided to continue, thinking it predated the ongoing work.

An hour later, water began pouring through the wall. And the scene was not like what they had imagined.

"Hydro-demolition resulted not in the small pieces (you) would expect, (but) big chunks falling off the wall," Holliday told analysts from Performance Improvement International.

PII concluded that the tendon de-tensioning, particularly the sequence Progress used, and removal of the concrete caused the building to crack.

"A primary factor was the number of de-tensioned tendons that were located in a row," the analysts noted in their report.

Reasonable, prudent?

The Crystal River nuclear accident is already one of the most expensive in U.S. history. Progress thinks insurance will cover most of the repair. But it wants its customers to pay \$670 million.

For that to happen, Progress will have to convince Florida's Public Service Commission at a hearing scheduled for June that it acted in a reasonable and prudent manner in removing the steam generators.

Grant, the spokeswoman for Progress Energy, declined to answer specific questions from the *Times*, adding that "it is appropriate for us to only address specific questions related to these matters in the appropriate regulatory arena under the schedule set forth by the (Public Service

Commission)."**(STONEWALLING BULLSHIT)**

But Progress can point to the "root cause analysis" it ordered from PII.

"Post event research and modeling ... determined that very rigorous application of typical industry tools would not have been able to accurately predict" that the containment wall would crack.

In other words, the accident would have happened to anybody cutting into the Crystal River containment building. **(MAYBE NOT IF DIFFERENT PROCEDURES USED SUCCESSFULLY ELSEWHERE HAD BEEN USED!!)**

Still, Progress will likely have to answer pointed questions about its conduct.

- Why did it decide to be the first to manage the project itself?
- Why did it hire a firm, Sargent & Lundy, inexperienced in this type of work to come up with the engineering analysis?
- Why did it follow that plan, given that it was so different from the procedure used at other plants?
- Why did it hire a company, Mac & Mac, that had no experience cutting into a nuclear containment wall?
- Should the concerns of Hovey and the other experienced workers have been enough to get Progress to change its plans?

The Public Counsel's Office, which will represent customers at the June hearing, is convinced that Progress made errors in judgment that it needs to be held accountable for.

"We believe that the evidence is going to show that Progress was not prudent in the way they went about this repair," said J.R. Kelly, the state public counsel. "If we prove our case ... the ratepayers should not be responsible for any of the costs flowing from the repairs."

Michael Porter
Resident of Earth

11/8/2011

Catherine Potts

From: Webmaster
Sent: Monday, November 07, 2011 9:25 AM
To: Consumer Contact
Subject: FW: My contact

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

From: contact@psc.state.fl.us [<mailto:contact@psc.state.fl.us>]
Sent: Sunday, November 06, 2011 5:58 PM
To: Webmaster
Subject: My contact

Contact from a Web user

Contact Information:

Name: Don Consumer
Company: none
Primary Phone: None
Secondary Phone: None
Email: None

Response requested? No
CC Sent? No

Comments:

PROGRESS ENERGY: THEY RECEIVED WARNINGS NOT TO CUT LIKE THEY DID, SCREWED UP, CRACKED THE NUCLEAR HOUSING BECAUSE OF NEGLIGENCE AND WANT US TO PAY FOR THEIR ERROR AND DAMAGE THEY CAUSED. THEY HAD MANY CONTRACTORS THAT WERE EXPERTS OFFERING TO DO THE JOB, WHICH BY THE WAY THEY HAVE NEVER DONE, BUT DECIDED TO FOREGO EXPERT ADVICE AND NOW THINK WE SHOULD PAY?? BULL SHIT!
<http://www.baynews9.com/article/news/2011/november/339468/Did-Progress-receive-more-warnings-about-nuclear-plant>

IF YOU PEOPLE HAVE US PAY YOU ARE FOR SURE ON THEIR SECRET PAYROLLI

Catherine Potts

From: consumerComplaint@psc.state.fl.us
Sent: Monday, November 07, 2011 10:47 AM
Cc: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 30400

CUSTOMER INFORMATION

Name: Thomas Ciulla
Telephone:
Email:
Address: 425 NE 37th Street Boca Raton FL 33431

BUSINESS INFORMATION

Business Account Name: Thomas Ciulla
Account Number:
Address: 425 NE 37th Street Boca Raton Florida 33431

COMPLAINT INFORMATION

Complaint: Improper Billing against Florida Power & Light Company

Details:

AT&T charging us for not using long distance and nothing is done. FPL charging us for nuclear power plants whether they build them or not and the increase receives approval. The Public Service Commission is just as unscrupulous as the fraudster governor who appointed them, Governor Rick Scott. Mr Ciulla

Catherine Potts

From: consumerComplaint@psc.state.fl.us
Sent: Monday, November 07, 2011 10:55 AM
Cc: Consumer Contact
Subject: E-Form Payphone Service TRACKING NUMBER: 30401

CUSTOMER INFORMATION

Name: Thomas Ciulla
Telephone:
Email:
Address: 425 NE 37th Street Boca Raton FL 33431

BUSINESS INFORMATION

Business Account Name: Thomas Ciulla
Account Number:
Address: 425 NE 37th Street Boca Raton Florida 33431

COMPLAINT INFORMATION

Complaint: Payphone Service against AT&T Communications of the Southern States, LLC
d/b/a AT&T

Details:

AT&T charging us for not using long distance and nothing is done. FPL charging us for nuclear power plants whether they build them or not and the increase receives approval. The Public Service Commission is just as unscrupulous as the fraudster governor who appointed them, Governor Rick Scott. Mr Ciulla

Catherine Potts

100437-EL

From: Catherine Potts
Sent: Tuesday, November 08, 2011 8:23 AM
To: Hong Wang; Ruth McHargue
Cc: Diamond Williams; Matilda Sanders
Subject: RE: To CLK Docket 110009-Response requested

FPSC, CLK - CORRESPONDENCE
Administrative Parties Consumer
DOCUMENT NO. 04274-11
DISTRIBUTION: _____

Thank you for this information. The attachment has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 110009-EL.

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

From: Hong Wang
Sent: Tuesday, November 08, 2011 8:18 AM
To: Catherine Potts
Cc: Diamond Williams; Matilda Sanders
Subject: FW: To CLK Docket 110009-Response requested

Please handle. Thanks!

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

From: Ruth McHargue
Sent: Monday, November 07, 2011 12:00 PM
To: Diamond Williams
Cc: Matilda Sanders; Hong Wang
Subject: FW: To CLK Docket 110009-Response requested

Customer correspondence

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

From: Consumer Contact
Sent: Monday, November 07, 2011 10:09 AM
To: Ruth McHargue
Subject: To CLK Docket 110009

Copy on file, see 1038214C. DH

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

From: Webmaster
Sent: Monday, November 07, 2011 9:25 AM
To: Consumer Contact
Subject: FW: My contact

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Sunday, November 06, 2011 5:44 PM
To: Webmaster
Cc: tdvarnum@hotmail.com
Subject: My contact

Contact from a Web user

Contact Information:

Name: Thomas Yarnum

Company:

Primary Phone: 7273998191

Secondary Phone: 7279540037

Email: tdvarnum@hotmail.com

Response requested? Yes

CC Sent? Yes

Comments:

It is ludicrous for Progress Energy to believe that their customers should pay the uninsured portion of the repair for their nuclear plant in Spring Hill. The key word is "customers." The only liability we have to Progress Energy is to pay for the electricity they supply us. We had absolutely no input in their decision to proceed as they did with their own plan and ignore the expertise of professionals.

Suppose I had to repair my furnace, and after getting bids from professionals, I decided I could save a few hundred dollars by doing the work myself. And suppose in doing so, I botched the job and my house burned to the ground. Would Progress Energy feel they should pay the uninsured portion of my loss? They did supply the electricity that destroyed my house.

100437-E1

FPSC, CLK - CORRESPONDENCE
Administrative Parties/Consumer

Catherine Potts

DOCUMENT NO. 04274-11
DISTRIBUTION: _____

To: Hong Wang; Ruth McHargue
Cc: Diamond Williams; Matilda Sanders
Subject: RE: To CLK Docket 110009- Response requested

Thank you for this information. The attachment has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket ~~110009-E1~~.

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

From: Hong Wang
Sent: Tuesday, November 08, 2011 8:19 AM
To: Catherine Potts
Cc: Diamond Williams; Matilda Sanders
Subject: FW: To CLK Docket 110009- Response requested

Please handle. Thanks!

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

From: Ruth McHargue
Sent: Monday, November 07, 2011 12:02 PM
To: Diamond Williams
Cc: Matilda Sanders; Hong Wang
Subject: FW: To CLK Docket 110009- Response requested

Customer correspondence

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

From: Consumer Contact
Sent: Monday, November 07, 2011 10:05 AM
To: Ruth McHargue
Subject: To CLK Docket 110009- Response requested

Copy on file, see 1038207C. DH

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

From: Webmaster
Sent: Monday, November 07, 2011 9:25 AM
To: Consumer Contact
Subject: FW: My contact

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]

Sent: Sunday, November 06, 2011 12:51 PM

To: Webmaster

Subject: My contact

Contact from a Web user

Contact Information:

Name: Sal Paradiso

Company:

Primary Phone: 8133900311

Secondary Phone: 8133900311

Email: SPARADISO8116@AOL.COM

Response requested? Yes

CC Sent? No

Comments:

I am writing to you today to voice my concern over the Progress Energy Nuclear Plant in Crystal River, Florida. I feel the electric rate payers should NOT be responsible for the cracks and issues at their plant. We the ratepayers pay enough for our energy costs. They should have studied the problem and corrective actions more carefully before undertaking them. Also the hiring of a company that never performed this type of repair is negligent in and of itself. Please say NO to passing these additional costs onto us rate payers. Should you need to contact me please do so via email only. Thank you!

100437-E1

Catherine Potts

FPSC, CLK - CORRESPONDENCE
Administrative Parties v Consumer
DOCUMENT NO. 04274-11
DISTRIBUTION:

To: Hong Wang; Ruth McHargue
Cc: Diamond Williams; Matilda Sanders
Subject: RE: To CLK Docket 110009

Thank you for this information. The attachments have been printed and placed in **Docket Correspondence-Consumers and their Representatives**, in Docket ~~110009-E1~~.

From: Hong Wang
Sent: Monday, November 07, 2011 11:14 AM
To: Catherine Potts
Cc: Diamond Williams; Matilda Sanders
Subject: FW: To CLK Docket 110009

Please handle. Thanks.

From: Ruth McHargue
Sent: Monday, November 07, 2011 9:42 AM
To: Diamond Williams
Cc: Hong Wang; Matilda Sanders
Subject: FW: To CLK Docket 110009

Customer correspondence

From: Diane Hood
Sent: Monday, November 07, 2011 8:47 AM
To: Ruth McHargue
Subject: To CLK Docket 110009

Customer sent two faxes with identical language, both are combined in 1038149C. DH

11/7/2011

Catherine Potts

From: FaxAdmins
Sent: Sunday, November 06, 2011 2:15 PM
To: Consumer Contact
Subject: Fax , 1 page(s)
Attachments: FAX.TIF



FAX.TIF
(15 KB)

You have received a new fax. This fax was received by Fax Server. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

Received On: 11/6/2011 2:14:30 PM
Number of Pages: 1
From (CSID): Fax
From (ANI):
Sent to DID: 8504136362

Duration of Fax: 0:00:30
Transfer Speed: 14400

Received Status: Success
Number of Errors: 0
Port Received On: IPF_PORT_0012

Catherine Potts

From: FaxAdmins
Sent: Sunday, November 06, 2011 2:20 PM
To: Consumer Contact
Subject: Fax , 1 page(s)

Attachments: FAX.TIF



FAX.TIF

(15 KB)

You have received a new fax. This fax was received by Fax Server. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

Received On: 11/6/2011 2:19:36 PM
Number of Pages: 1
From (CSID): Fax
From (ANI):
Sent to DID: 8504136362

Duration of Fax: 0:00:31
Transfer Speed: 14400

Received Status: Success
Number of Errors: 0
Port Received On: IPF_PORT_0012

Catherine Potts

100437-E1

To: Ruth McHargue; Hong Wang
Cc: Diamond Williams; Matilda Sanders
Subject: FW: To CLK Docket 110009

Thank you for this information. This attachment has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket ~~110009-E1~~.

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

From: Hong Wang
Sent: Thursday, November 03, 2011 4:11 PM
To: Catherine Potts
Cc: Diamond Williams; Matilda Sanders
Subject: FW: To CLK Docket 110009

FPSC, CLK - CORRESPONDENCE
Administrative Parties Consumer
DOCUMENT NO. 04274-11
DISTRIBUTION: _____

Please handle. Thank!

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

From: Ruth McHargue
Sent: Thursday, November 03, 2011 4:10 PM
To: Diamond Williams
Cc: Hong Wang; Matilda Sanders
Subject: FW: To CLK Docket 110009

Customer correspondence

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

From: Consumer Contact
Sent: Thursday, November 03, 2011 3:38 PM
To: Ruth McHargue
Subject: To CLK Docket 110009

Copy on file, see 1037865C. DH

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

From: Webmaster
Sent: Thursday, November 03, 2011 3:31 PM
To: Consumer Contact
Subject: FW: My contact

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]

Sent: Thursday, November 03, 2011 11:47 AM

To: Webmaster

Cc: sailorsareeasy@gmail.com

Subject: My contact

Contact from a Web user

Contact Information:

Name: michael pratt

Company:

Primary Phone: (727)459-4237

Secondary Phone:

Email: sailorsareeasy@gmail.com

Response requested? Yes

CC Sent? Yes

Comments:

I have followed the stories of Progress Energy and "THE CRACK". I would like to personally ask that no increases in rates be granted to cover this blunder. If I break something in a china shop, I must pay for it. If I break something in a china shop because of stupidity, I must pay for it and I may end up in jail. Before any rate increases are considered, I feel that the engineer that made the decision should pay all he can, including his home and car. Next his boss should forfeit all his wealth and belongings and so on until you reach the CEO of Progress Energy. These are the people that are responsible for this broken tea pot, not the consumers, we were home in bed. We are already paying for a Nuclear plant that will never be built plus higher prices for fuel while the broken vessel means more coal and fossil fuels must be bought. I once worked in a nuclear power plant, I have stared into the uncapped reactor, I quit the next day. The power and destructive potential could be felt. To Progress I say - "How dare you hire some bozo to make a decision like this and then listen to him without researching his

Idea " You have a mess on your hands, please do not try to find a way to blame it on consumers, Before you take a dime of my money , please make sure that all personnel involved are taken to the poorhouse and that Progress Energy is put out of business. The stockholders will just have to share in the loss. Such is the nature of any business. Risk is

part of what drives profits and sometimes you lose.

100437-EI

State of Florida



Public Service Commission


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

RECEIVED-FPSC

11 JUL 20 AM 11:24

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

COMMISSION
CLERK

DATE: July 19, 2011
TO: Ann Cole, Commission Clerk - PSC, Office of Commission Clerk
FROM: Cristina Slaton, Executive Secretary to Commissioner Balbis 
RE: Docket Correspondence

Ann,

Please place the attached correspondence sent to the Office of Commissioner Balbis in the correspondence folder for docket number 100437-EI. This letter is from Mr. Howard R. Campeau of Lecanto, FL. Thank you.

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 04274-11		
DISTRIBUTION: _____		

July 17, 2011

Florida Public Service Commission
Attention: Eduardo E. Balbis
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Mr. Balbis:

I imagine you don't live in Citrus County. If you did you would know the nuke plant is a joke to the overpaid and under worked staff.

Please make your inspection complete and thorough.

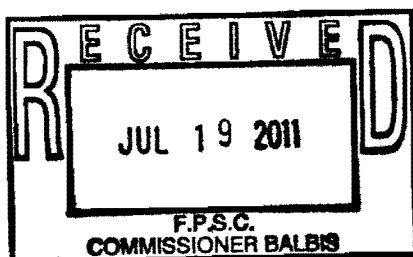
Come to any local eatery and note the time plant workers and supervisors take for their lunch break. Not bad, I would hold them up against the old Long Island Lighting Companies workers, who were the best of beating up the rate payers.

It is a joke and always has been - get ready for another white wash.

Sincerely,

Howard R. Campeau

Howard R. Campeau
1220 Van Nortwick Road
Lecanto, Fl 34461



Diamond Williams

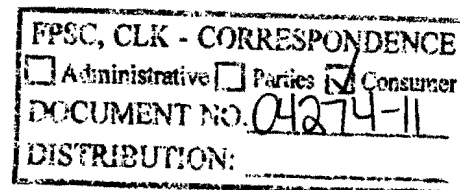
100437-EI

From: Diamond Williams
Sent: Friday, June 24, 2011 9:42 AM
To: Ruth McHargue
Cc: Matilda Sanders; Hong Wang
Subject: RE: To CLK Docket 100437

Thank you for this information. This attachment has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 100437-EI.

Thank you,

Diamond Williams
Comm. Deputy Clerk I
Office of Commission Clerk
Florida Public Service Commission
Email: diwillia@psc.state.fl.us
Phone: 850-413-6094



Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

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

From: Ruth McHargue
Sent: Friday, June 24, 2011 9:20 AM
To: Diamond Williams
Cc: Matilda Sanders; Hong Wang
Subject: FW: To CLK Docket 100437

Customer correspondence

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

From: Consumer Contact
Sent: Friday, June 24, 2011 8:37 AM
To: Ruth McHargue
Subject: To CLK Docket 100437

Copy on file, see 1015379C. DH

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

From: Webmaster
Sent: Friday, June 24, 2011 8:11 AM
To: Consumer Contact
Subject: RE: My contact

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Friday, June 24, 2011 5:47 AM
To: Webmaster
Subject: My contact

Contact from a Web user

Contact Information:

Name: John Carver

Company:

Primary Phone:

Secondary Phone:

Email:

Response requested? No

CC Sent? No

Comments:

Although the chances are low, tsunamis are not impossible in FL. The Puerto Rico trench is a subduction fault capable of unleashing a very large tsunami. It hasn't ruptured for 1,000 years, when it does..... The faults near Haiti are also capable of producing a tsunami. As shown in Sri Lanka in 2004 even areas not facing the wave can experience large tsunamis, sometimes larger than the coasts directly facing the wave due to refraction. A fault in Vera Cruz, Mexico is also capable of unleashing a tsunami. Has Progress studied and planned for this? Somehow I doubt it.

Diamond Williams

100437-E1

From: Diamond Williams
Sent: Thursday, June 23, 2011 2:09 PM
To: Ruth McHargue
Cc: Matilda Sanders; Hong Wang
Subject: RE: To CLK Docket 100437

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 04274-11		
DISTRIBUTION: _____		

Thank you for this information. This attachment has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 100437-E1.

Thank you,

Diamond Williams
Comm. Deputy Clerk I
Office of Commission Clerk
Florida Public Service Commission
Email: diwillia@psc.state.fl.us
Phone: 850-413-6094

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

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

From: Ruth McHargue
Sent: Thursday, June 23, 2011 1:54 PM
To: Diamond Williams
Cc: Matilda Sanders; Hong Wang
Subject: FW: To CLK Docket 100437

Customer correspondence

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

From: Consumer Contact
Sent: Thursday, June 23, 2011 1:47 PM
To: Ruth McHargue
Subject: To CLK Docket 100437

Copy on file, see 1015279C. DH

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

From: Webmaster
Sent: Thursday, June 23, 2011 9:09 AM
To: Consumer Contact
Subject: FW: My contact

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]

Sent: Thursday, June 23, 2011 8:30 AM

To: Webmaster

Subject: My contact

Contact from a Web user

Contact Information:

Name: John Carver

Company:

Primary Phone: 1-352-528-2186

Secondary Phone:

Email: johnjasoncarver@yahoo.com

Response requested? No

CC Sent? No

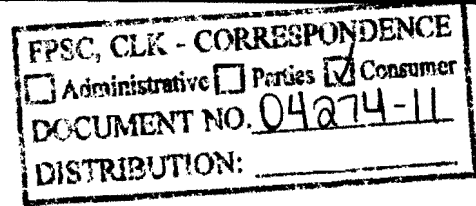
Comments:

I hope the commission will consider the probability that the spent fuel in Crystal River will be required to be stored in dry casks as the lessons learned from Fukushima are studied. The costs of this will be substantial, and passed on to customers.

Diamond Williams

100437-EI

From: Diamond Williams
Sent: Wednesday, June 22, 2011 2:25 PM
To: Ruth McHargue
Cc: Matilda Sanders; Hong Wang
Subject: RE: To CLK Docket 100437



Thank you for this information. This attachment has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 100437-EI.

Thank you,

Diamond Williams
Comm. Deputy Clerk I
Office of Commission Clerk
Florida Public Service Commission
Email: diwillia@psc.state.fl.us
Phone: 850-413-6094

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

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

From: Ruth McHargue
Sent: Wednesday, June 22, 2011 11:16 AM
To: Diamond Williams
Cc: Matilda Sanders; Hong Wang
Subject: FW: To CLK Docket 100437

Customer correspondence

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

From: Consumer Contact
Sent: Wednesday, June 22, 2011 11:06 AM
To: Ruth McHargue
Subject: To CLK Docket 100437

Copy on file, see 1015024C. DH

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

From: Webmaster
Sent: Wednesday, June 22, 2011 9:40 AM
To: Consumer Contact
Subject: FW: My contact

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]

Sent: Wednesday, June 22, 2011 9:23 AM

To: Webmaster

Subject: My contact

Contact from a Web user

Contact Information:

Name: John Carver

Company:

Primary Phone: 1-352-528-2186

Secondary Phone:

Email: johnjasoncarver@yahoo.com

Response requested? No

CC Sent? No

Comments:

The PSC needs to consider the opposition to restarting the damaged and poorly designed Crystal River Nuclear Plant. The events in Japan and this weeks scathing reports by AP and the GOA, will only serve to galvanize public opinion against the restart. Progress Energy has surely underestimated the renewed resolve of the long committed, and the upswell of recent converts to the no-nuke movement. I urge the commission not to do the same. Factor in the increased costs of PR, lobbying, law suits, and work stoppages when considering the Progress plan of action.

Diamond Williams

100437-E1

From: Diamond Williams
Sent: Tuesday, June 21, 2011 8:11 AM
To: Ruth McHargue
Cc: Matilda Sanders; Hong Wang; Diane Hood
Subject: RE: Docket correspondence 100437

CONSUMER

Thank you for this information. This attachment has been printed and placed in Docket Correspondence-Consumers and their Representatives, in Docket 100437-EI.

Thank you,

Diamond Williams
Comm. Deputy Clerk I
Office of Commission Clerk
Florida Public Service Commission
Email: diwillia@psc.state.fl.us
Phone: 850-413-6094

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

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

From: Ruth McHargue
Sent: Monday, June 20, 2011 5:04 PM
To: Diamond Williams
Cc: Matilda Sanders; Hong Wang; Diane Hood
Subject: Docket correspondence 100437

Customer correspondence

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, June 20, 2011 7:31 AM
To: Webmaster
Subject: My contact

Contact from a Web user

Contact Information:
Name: John Carver
Company:
Primary Phone: 352-528-2186

DOCUMENT NUMBER-DATE

04274 JUN 20 =

FPSC-COMMISSION CLERK

Secondary Phone:
Email: johnjasoncarver@yahoo.com

Response requested? No
CC Sent? No

Comments:

I cannot recommend the AP article from Mon, June 20th regarding nuclear plant regulations enough. Please read it before hearing from Progress Energy on the 27th regarding the restart of the Crystal River Nuclear plant.