PRE-APPENDED AUG 14, 2013 - 5:00 P.M. DOCUMENT NO. 07834-12

Section 1 - Office of Commission Clerk

Docket No. 120297-EI Date Docketed: 11/20/2012 Title: Complaint of Marlowe Ragland against Progressive Energy for alleged disconnections and high bills.

Company: Marlowe Ragland

Progress Energy Florida, Inc.

**Progressive Energy** 

ast Day to Suspend:AFD		AFD.	AIT	APA	CAO	CLK	DET	ECO	ENG	(GCL)	IDM	TEL
("()" indicate	("()" indicates OPR)		7.21	T	1	T	DET	X	X	X	1011	T
	Completes and	returns to	CLK in	10 work	days.					chedule		
Program Module		ssignments	IT IS	NG: THIS TENTATIV PDATES CO	E AND SE	JBJECT TO	REVISIO	N.			e Date	5
PR Staff	L Harris			Curren	t CASR r	evision 1	evel			Previou	s Ci	ırrent
			1.	Revised	CASR Du	e				NONE	01/	04/2013
	3		3.			300						
	-		4.									
			6.									
Staff Counsel	L Harris		8.									
CRs (ECO)	E Draper. D Ro	ome	9. 10.									
	-		11.									
			13.									
			14.									
			16. 17.									
	-		18.					-				
			20.									
			22.								_	
			24.									
			26.									
			27.						40)			
Recommended ass	ignments for he	earing	30.									
and/or deciding	this case:		31.									
Full Commission X Commission Panel Hearing Examiner Staff			33. 34.									
Date filed with CLK: 12/07/2012			35. 36.				224					
nitials OPR Staff	Counsel		37. 38. 39.									
ection 3 - Cha	irman Completes		40.	Assignmen	ts are a	s follows	s:					
- Heari	ng Officer(s)						Prehe	aring Of	ficer			
	ssioners	Hrg	Staff					ssioners		ADM		
ALL BI ED	GH BL E	Exam				BI	ED	GH B	L BW			

PSC/CLK015-C (Rev. 07/12)

the identical panel decides the case.

Where panels are assigned the senior Commissioner is Panel Chairman:

Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

X

\* COMPLETED EVENTS

Approved:

Date:

#### Section 1 - Office of Commission Clerk

Docket No. 120297-EI Date Docketed: 11/20/2012 Title: Complaint of Marlowe Ragland against Progressive Energy for

alleged disconnections and high bills.

Company: Marlowe Ragland

Progress Energy Florida, Inc.

Progressive Energy

Referred to:			AIT	APA	CA0	CLK	DET	EC0	ENG	(GCL)	IDM	TEL
("()" indicate					X		1	X	X	X		
	Completes and re									Schedule		
Program Module	A9 Staff Assi		IT IS	NG: THIS TENTATIV IPDATES CO	E AND SU	BJECT TO	O REVISIO	ON.				
	Starr ASSI	grimerius									ue Date	s
OPR Staff	L Harris			Current	CASR re	evision	level			Previo		urrent
			1.	Revised	CASE Du					SAME	01	/04/2013
			2.	Staff Re						SAME	-	/07/2013
			3.	Agenda	Commercia	ation				SAME		/19/2013
			4.	Standard	Order			3		SAME		/11/2013
			5.	Close Do		Revise	CASR			SAME	_	/29/2013
	***************************************		6.									
Staff Counsel	L Harris		7.	-	21							
			9.					15-5-				
OCRs (ECO)	E Draper. D Rome		10.									
(CAO)	N Forsman, R Hic	ks	11.									
			12.									
			13.	_						+	_	
	-		14. 15.							+		
			16.									
			17.							J.v.		
			18.									
			19.									
			20.	-						+		
			22.	-						1		
			23.									
	440		24.									
	4		25.									
			26.							_		
			27.									
			29.									
Recommended ass	ignments for hear	ing	30.									
and/or deciding		1973	31.	60 24								
			32.									
Full Commission X Commission Panel			33.									
Hearing Examine	rStaff		34.									
		35.	4									
Date filed with CLK: 12/21/2012		36.										
Initials OPR		37.							+			
	Counsel		38. 39.	<del></del>						+		
Staff Counsel			40.							+		

Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case.
Where one Commissioner, a Hearing Examiner or a Staff Member is

Hrg

Exam

Staff

Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

BW

Approved: Date:

ED

X

BI

Commissioners

GH

12/21/2017

BW

ADM

PSC/CLK015-C (Rev. 07/12)

BI

ALL

Commissioners

GH

ED

BL

#### Section 1 - Office of Commission Clerk

Docket No. 120297-EI Date Docketed: 11/20/2012 Title: Complaint of Marlowe Ragland against Progressive Energy for alleged disconnections and high bills.

Company: Marlowe Ragland

Progress Energy Florida, Inc.

PSC/CLK015-C (Rev. 07/12)

Progressive Energy

Last Day to Suspend:AFD																		
			namana e		_	AFD	AIT	APA	CAO	CLK	DET	EC0		ENG	(GCL)	ID	M	TEL
("O"							CIV.	CLK in 10 workdays. X X X X Time Schedule										
Program						gnments	WARNI IT IS	NG: THIS TENTATIV PDATES CO	SCHEDULE E AND SU	BJECT TO	REVISIO	DN.	NG DO	CUMEN				
OPR Sta	ff		L Harı	ris			3	Current	t CASR re	evision 1	evel				D Previo	ue Da us		rrent
		-					1.	Staff Re	ecommenda	ation		-			02/21/20	13	03/2	8/2013
							2.	Agenda							03/05/20	_	-	9/2013
							3.	Standard							03/25/20	_		9/2013
							5.	Close Do	ocket or	Revise C	ASR				04/30/20	)13	05/3	1/2013
							6.									$\rightarrow$		
							7.											
Staff C	ounse		L Harı	ris			8.											
OCRs (I	·co)		r. Dua	/	) Dame		9.	_								-		
	(AO)				R Hick	(S	10.	-								_		
							12.											- 11
							13.									-		
							14.	<del></del>	- III.									
							16.											
		-			30,1		17.	-				_				_		
		-					19.											
		-			_		20.	-								_		
							22.	-										
		-					23.								-	-		
							25.											
							26.	-										
							27.											
Recomme				- 6-		02/02	29.	-								-		
and/or					neari	nq	30.	**										
							32.											
Full Co					ion Pa	nel _	33.		_							-		
Hearing	LAdill	mer		dii		-	35.	=	-	-	-		_					
Date fi	led w	ith (	LK: <u>0</u>	2/19/	2013		36.											
Initial	e OPP						37.						-			-	_	
Initials OPR					39.													
Section 3 - Chairman Completes					40.			6.33	-									
Section	2700		offi				,	Assignmen	ts are as	s TOIIOWS		earing (	Offic	er				
			sioner		- 1/24	Hrg Exam	Staff					ssione			ADM			
ALL	BI	ED	GH	BL	BW					BI	ED	GH	BL	BW				
x											X							
the id	entica	al pa	anel d	lecide	s the	case.		ner is Pa			Appr	roved:	-	BI	the	_		

### STATE OF FLORIDA

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



OFFICE OF COMMISSION CLERK ANN COLE COMMISSION CLERK (850) 413-6770

# Public Service Commission

November 26, 2012



Marlowe Ragland 1087 Sailing Bay Dr. Clermont, Florida 34711

Re: Docket No. 120297-EI

Dear Ms. Ragland:

This will acknowledge receipt of the formal complaint of Marlowe Ragland against Progressive Energy for alleged disconnections and high bills, which was filed in this office on November 20, 2012, and assigned the above-referenced docket number. Appropriate staff members will be advised.

Mediation may be available to resolve any dispute in this docket. If mediation is conducted, it does not affect a substantially interested person's right to an administrative hearing. For more information, contact the Office of General Counsel at (850) 413-6199.

Office of Commission Clerk

## Section 1 - Office of Commission Clerk

Docket No.  $\underline{120297\text{-EI}}$  Date Docketed:  $\underline{11/20/2012}$  Title: Complaint of Marlowe Ragland against Progressive Energy for alleged disconnections and high bills.

Company: Marlowe Ragland

PSC/CLK015-C (Rev. 07/12)

Progress Energy Florida, Inc.

Progressive Energy

("()" indicates OPR)  Section 2 - OPR Completes and returns to CLK in 10 workdays.  Program Module A9  Staff Assignments  Staff Assignments  X X X X X  Time Schedule  WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT  IT IS TENTATIVE AND SUBJECT TO REVISION.  FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770  Due Dates	Last Day to Sus Referred to:	antoco TEST			AFD	AIT	APA	CAO	CLK	DET	EC0	ENG	(GCL)	IDM	1 7	TEL
Section 2 - OPR Completes and returns to CLK in 10 workdays.   Time Schedule   Program Module   Provided		s OPR)				,	1		1					2011		
NAMNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT   IT IS TENTINTE AND SUBSECT TO REVISION: (830) 413-6770			tes a	nd ret	urns to	CLK in	10 work									
Staff Assignments   FOR UPDATES CONTACT THE RECORDS SECTION; (850) 413-6770	Program Module	A9				100000000000000000000000000000000000000						DOCUME	VT			
Due Dates												413 677	0			
Description   Previous   Current   Cash   Previous   Current   Cash   Cash   Current   Cash   Cash   Current   Cash   Cash   Current   Cash   Cash   Current   Cash   Current   Cash   Current   Cash   Current   Cash   Current   Cash   Current   Cash   Cash   Current   Cash   Current   Cash   Current   Cash   Cash   Current   Cash   Cas			Staff	F Assig	nments	FUK U	PDATES CO	MIACI IH	E KECUKD	S SECTION	V: (830)	413-6//	,			
1.   Staff Recommendation   02/07/2013   02/21/2013   02/17/2013   03/05/2013   03/05/2013   03/05/2013   03/05/2013   03/05/2013   04/05/2013   0													Di	ie Da	tes	
1.   Staff Recommendation   02/07/2013   02/21/2013   02/17/2013   03/05/2013   03/05/2013   03/05/2013   03/05/2013   03/05/2013   04/05/2013   0	OPR Staff	L Harr	is			2	Curren	t CASR re	evision 1	evel			Previou	IS	Curre	ent
2																
Standard Order		-				52770		ecommenda	ation						The second name of the last of	ACCRECATE VALUE OF THE PARTY OF
4		-	_			-	-	d Ordon								
Staff Counse    L Harris		-	_			3377	- CONTRACTOR - CON		Revise C	ASR			The second desired the second		-	
Staff Counse    L Harris																
L Harris						6.										
OCRS (ECO) (CAO)    E Draper. D Rome   10.   10.   11.   12.   13.   14.   15.   16.   17.   18.   19.						7.										
CCR   ECO   E Dramer, D Rome   10.	Staff Counsel	L Harr	is											_		
Norman, R Hicks   11.   12.   13.   14.   15.   15.   15.   16.   17.   18.   19.	OCD- (FCO)	F Duran		) Daws	_								+	-		
12,   13,   14.     15.     16.     17.     18.     19.       20.     21.     22.     23.     24.     25.     26.     27.     28.     29.       28.       29.					S	120000000000000000000000000000000000000	-							$\rightarrow$		
14	()															
15.						13.	2=2(0)									
16.						The second second							-	_		
17.   18.   19.   20.   21.   22.   23.   24.   25.   26.   27.   28.   29.															22.55	
19.   20.   21.   22.   23.   24.   25.   26.   27.   28.   29.   30.						17.										
20.   21.   22.   22.   23.   24.   25.   26.   27.   28.   29.   28.   29.   28.   29.   28.   29.   28.   29.   28.   29.   28.   29.   28.   29.   28.   29.   28.   29.		-												-		
22.   23.   24.     25.   26.     27.   28.     29.   30.     30.     31.     32.														$\perp$		
23.   24.														_		
24,   25,   26,   27,   28,   29,   28,   29,   30,   30,   30,   31,   32,   32,   34,   35,   34,   35,   36,   37,   38,   37,   38,   39,   39,   39,   39,   39,   39,   30,													+	$\rightarrow$		
Recommended assignments for hearing 28. 29. 30. 30. 31. 32. 54. 54. 54. 54. 54. 54. 54. 54. 54. 54								-112								
Recommended assignments for hearing and/or deciding this case:  Full Commission X Commission Panel 33.  Full Commission Staff 34.  Date filed with CLK: 02/01/2013 36.  Initials OPR 38.  Staff Counsel 39.  Section 3 - Chairman Completes Assignments are as follows:  - Hearing Officer(s) Prehearing Officer  Commissioners Hrg Exam Staff Exam BI ED GH BL BW X  Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case.													-	-		
Recommended assignments for hearing 30. and/or deciding this case: 31. 32.  Full Commission X Commission Panel 33. Hearing Examiner Staff 34.  Date filed with CLK: 02/01/2013 36.  Initials OPR 38. Staff Counsel 39.  Section 3 - Chairman Completes Assignments are as follows:  - Hearing Officer(s) Prehearing Officer  Commissioners Hrg Staff ALL BI ED GH BL BW X  Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case.  - Approved:  Approved:  Approved:  Approved:					0 0		-									
Recommended assignments for hearing and/or deciding this case:    Salign						28.										
and/or deciding this case:    31.	Recommended ass	ianment	s for	heari	na		-						+	_		
Full Commission X Commission Panel 33.  Hearing Examiner Staff 34.  Date filed with CLK: 02/01/2013 36.  Initials OPR 38. Staff Counsel 39.  Section 3 - Chairman Completes Assignments are as follows:  - Hearing Officer(s) Prehearing Officer  Commissioners Hrg Staff  ALL BI ED GH BL BW BI ED GH BL BW  X Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case.  Approved: BT/HD  Approved: BT/HD				near i	114	1000000				- Ivaniac						
Hearing Examiner Staff 34.  Date filed with CLK: 02/01/2013 36.  Initials OPR 38. Staff Counsel 39.  Section 3 - Chairman Completes Assignments are as follows:  - Hearing Officer(s) Prehearing Officer  Commissioners Hrg Exam Staff Commissioners ADM  ALL BI ED GH BL BW BI ED GH BL BW  Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case.  Approved: BT / HD	55 WATE # 10	821 830	10	9 99	100	32.								$\perp$		
Date filed with CLK: 02/01/2013  35.  36.  37.  38.  Staff Counsel  Section 3 - Chairman Completes  - Hearing Officer(s)  Commissioners  Hrg Exam  ALL BI ED GH BL BW  X  Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case.  35.  36.  37.  38.  40.  Section 3 - Chairman Completes  Assignments are as follows:  Prehearing Officer  Commissioners  ADM  BI ED GH BL BW  X  Approved:  Approved:				ion Par	nel _	1,031,033,534								-		
Date filed with CLK: 02/01/2013  36.  37.  38.  Staff Counsel  Section 3 - Chairman Completes  - Hearing Officer(s)  Commissioners  Hrg Exam  ALL BI ED GH BL BW  X Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case.  Assignments are as follows:  Prehearing Officer  Commissioners  ADM  BI ED GH BL BW  X Approved:  Approved:	nearing Examine		411		-								-	+		
Initials OPR Staff Counsel  Section 3 - Chairman Completes  - Hearing Officer(s)  Commissioners  Hrg Staff Exam  ALL BI ED GH BL BW X  Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case.  37. 38. 39. 40.  Prehearing Officer  Commissioners  ADM  BI ED GH BL BW  X  Approved:  Approved:	Date filed with	CLK: 0	2/01/	2013		14 C 25 C										
Section 3 - Chairman Completes  - Hearing Officer(s)  Commissioners  - Hrg Staff Exam  ALL BI ED GH BL BW  X  Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case.  - Hearing Officer  Commissioners  ADM  BI ED GH BL BW  X  Approved:  Approved:		-	12.00										-	-		
Section 3 - Chairman Completes  - Hearing Officer(s)  - Commissioners  - Hrg Staff Exam  ALL BI ED GH BL BW  X  Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case.  - Hearing Officer  Commissioners  ADM  BI ED GH BL BW  X  Approved:  Approved:		Counco	_										+			
- Hearing Officer(s)  Commissioners  Hrg Staff Exam  ALL BI ED GH BL BW  X  Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case.  Prehearing Officer  Commissioners  ADM  BI ED GH BL BW  X  Approved:  Approved:	JUNIO COMINE															
Commissioners	Section 3 - Cha	irman C	omple	tes		A	ssignmen	ts are a	s follows	::						
Commissioners	Hones	na 0561	conte	`						Proho	oning Of	ficon				
ALL BI ED GH BL BW  X BI ED GH BL BW  Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case.  Approved:				)	Una	C+-66							ADM			
ALL BI ED GH BL BW  X BI ED GH BL BW  X X X BI ED GH BL BW  X Approved:  Approved:	Commi	55 Toller	5		MAG 123 TO 1	Starr				Commit	35 TOHET 3		ADM			
Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case.  Approved:  Approved:	ALL BI E	GH	BL	BW					BI	ED	GH B	L BW				
Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case.  Approved:  Approved:										X						
the identical panel decides the case.  Approved:		re assi	gned	the se	nior Co	mmissio	ner is P	anel Cha	irman:			2-	In			
THE PARTY OF THE P	the identical	panel d	ecide	s the	case.					Appr	oved:	SI	171			
	assigned the f	ull Com	missi	on dec	ides th	e case.						-	04	3		

\* COMPLETED EVENTS