

Fax #  
850-717-0114

Frederick Small Haddock  
6651 Coronet Dr  
New Port Richey FL  
34685

March 20, 2013.

Miss Ann Cole  
FPSC office of the  
Commission Clerk  
2540 Shumard Oak Blvd.  
Tallahassee, FL  
32399-0850

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. <u>08350-12</u>		
DISTRIBUTION: _____		

I request that these documents, faxed to your office, be made a part of the record of my complaints, Docket #120176-E1, Case #1059336E and Docket #060774-EI, Case #696236E. Thank you.

Frederick Small Haddock

32 pages

FAXED TO CLK  
3/30/13  
Processing instructions:

Please place in correspondence per my conversation with Mr. Small Haddock this date. He intends to mail these documents as well, with instructions for us to file them in the official record.  
- Ann Cole

To the Commission, PSC  
MARCH 4, 2013  
Re: Docket # 120176-E I  
Case # 1059 336P

FAX #  
1-800-511-0809

contents.

My letter to the Commission dated March 4/13  
8 pages

My letter to the Commission Clerk  
1 page dated June 15/2012.

My letter to the Commission Clerk  
dated Dec. 28/12 3 pages

My letter to the Division of Regulatory  
Compliance dated Oct. 30/06. 1 page.

For # 1-800-511-0809.

Mr. Frederick Smallockoff  
6651 Coronet Dr  
New Port-Richey,  
FL 34655

March 4, 2013.

The Commissioners  
Public Service Commission  
2540 Sherman Oak Blvd.  
Tallahassee, FL 32399

As with the previous Docket Case addressed  
in my letter to the Commission, I also want to correct the  
sanitized term used by Progress Energy and the PSC  
especially the legal department as to the term 'improper  
bills'.

These were purposefully created charges  
and bills so as to cause problems involving forgetting  
due to the abuse of power and influence by ex-  
ternal third parties as with the other utility, that was  
done in the same identical way.

For forgetting purposes, one attack is good, two  
is even better, that will really tie him up, keep him  
going and stretch him out.

Progress Energy seems to be able to create  
charges and bills all over the map regardless of the  
climate conditions or the actual usage.

In Jan. of 2012 the bill was \$268.90, in November  
of 2011, \$109.30. In Jan of 2010 \$369.17, in Mar. of  
2011 \$107.35, in Oct. of 2011, \$104.48

I will refer the Commission to my letter of  
of 12/31/12 to Miss Ann Cole, the Commission clerk.  
This letter addresses the PSC legal Dept. and M.  
Lawson.

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This letter (contents of) were never examined by those at the PSC Legal Dept, nor were factors and facts ever mentioned by Midanovson in his report and recommendation. It was totally ignored and omitted by him and the legal Dept according to what he was told to say by his supervisor, J. Crawford with full knowledge by the Counsel General, E. Haisot.

As to shutting off my electricity in the first instance that was addressed in my Dec. 31/12 letter. J Crawford in cooperation with a Miss Suetanovich of Progress Energy ~~force~~ <sup>have</sup> Progress Energy permission to disconnect <sup>port of</sup> my house before the case was closed and no notification. Mrs. W. Forsman advised me that she was cited for that violation.

In the second instance their manipulative tactics and games were played by Progress and and the PSC. This was addressed in that same letter. I advised them of it often enough.

Many of these facts and issues were addressed in my letter to the Commission Clerk dated June 15/12. These letters were passed on to the PSC, but were ignored.

The reason given by Progress Energy to now demand a deposit, because they had to disconnect my power twice! Considering how and why it was done, this non-sensical rationale was supported by Lawson.

The matter of time to provide whatever more information was addressed in these letters at sequential. Progress Energy and the PSC legal dept. then turned him around, so as to close and eliminate my case as soon as possible. During a great period of time, Midanovson absented himself from the case and me. He had to be chased down by Mrs. Forsman to at least contact me. He did absolutely nothing to investigate the facts and issues beneficial to me and my case as he was told to do by his supervisor at the legal dept. Regarding his "report" as to no evidence of meter tampering contained in his paragraph 10.

a couple of years ago a senior meter specialist from Progress Energy inspected the meter while I watched

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He was surprised that the coloured meter tub was not the one he installed, not his. He was disturbed that someone had accessed my meter after he had. Previously with no report or record being made of it. When questioned further, he stated that all meters can be manipulated. According to m. Jansons staff reported that there was no indication of meter tampering. When I relayed this information to J. Crawford (while she was still mishandling my case), I informed her that it was my opinion that she and Professor Khergy would have this honest expert technician without a job if he didn't retract or deny his statements. It turned out to be true, as some time later J. Crawford denied every thing.

Some time prior to that, when manual readings were taken, the reader took a reading next door, completely ignored my meter and walked across the street. I reported it to his supervisor, he stated that when I told him that I had a witness to this event of non-read that was standing right there with me and saw the whole thing. Now he didn't know what to say. He was willing to challenge me, my word against his including his mother's grave comment until I confronted him with a witness who could prove my veracity. At some point subsequent to these events I was asked to have an electrical metering / measuring device placed at the residence to monitor usage. I readily agreed.

This was to be done by an independent electrical contractor (at the cost of 300/day, I was advised). This device remained at the residence for some 5-6 weeks or so. At the end of this period I asked the technician as to whether he had obtained what was needed for an assessment and report. He responded that he had, and the device could stay there forever. The device was then removed by that same electrician. Some time later, he pulled out charts, graphs which would rival some NTA presentation and meant to dazzle me.

By his manner and statements, the whole presentation seemed disingenuous to me. After getting to the core meaning of it, I asked him to state in plain language as to what the results were.

After this extensive, severely technical testimony, the now stated unequivocally that they found nothing wrong at all with the residence. So as to generate high electricity usage!

They want to generate expenses hoping to find something, anything to justify their high bills and found nothing.

In referring to Lawson's paragraph six, after I had agreed to the most intricate and technically detailed testimony, M. Lawson had the gall to make this deliberately false accusation and misstatement. A home audit is inferior to compare to the extensive testing done already. M. Lawson and his "staff" not only deliberately omitted the above stated events, although he and the legal dept. and other Depts. within the PSC had full knowledge of it, he chose to avoid stating the blatant facts of my case beneficial to me and instead focused on and accusing me of seeking some, infamously Home Audit. He should be held to account for his false and perjorative actions and misstatements obviously calculated to deceive the Commission into believing his essentially false report and an award for Progress Energy's benefit.

By showing the Commission with irrelevant "facts" and covering up and omitting the true facts, his report is false and meaningless and only attempts to bury the truth in paperwork. If the PSC legal dept and PSC had spent 10000 of the time reviewing and depositing the true facts of this matter, this agenda would not be taking place today, but that's what was not intended.

The PSC legal dept attorneys must also be held to obedience of the Courts & laws of the Florida Bar, regardless of any assurances that have won't be any accountability.

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The same points that were made in my March 4/13 letter to the Commission as to the other Rocket and Utility copy are here.

A few days ago, Mr. Lawson finally called me, to advise me that a mistake had been made in the disputed amount! He was aggressive and confrontational and raised his voice to me. I simply asked him as to what he had investigated the 26 thousand dollar in hard copy and his as he stated he would at the outset before he absented himself from the case.

In an amazing statement he said that he doubted that that abundance of paperwork on my was ever generated or that it existed!

This while I was looking at the boxes filled with files sent to me by the Commission Clerk!  
So much for the veracity of Mr. Lawson and the legal dept. he then hung up on me in a huff.

His actions and activities have been addressed in other and previous letters. His false and prejudiced reports generated and biased for the benefit and cover up by Progress Energy should be disregarded by the Commission.

As with the other case piled on together for two 15 minute presentations is an impossible task. I will not jeopardize my health and safety for a long drive to Tallahassee for the privilege of a five minute presentation for each docket. I have already addressed the predicament of these cases and as to why, in my previous letter to the Commission.

The only reason that I have agreed to participate in this telephonic agenda, was so I could not be accused of defaulting in abandoning the cover.

Sincerely,  
Theodore S. Madala

To the Commissioners PSC  
March 4, 2013  
Re: Docket # 060774 E1  
Case # 646236 E

Fax #  
850-481-  
1716

FAX

my letter to the Commissioners dated March 4/13.  
14 pages.

my letter to Miss Ann Cole, PSC Commission clerk  
dated Dec. 31/12  
6 pages

my letter to Miss Ann Cole - Clerk dated Dec. 28/12  
1 page.

my Credentials 1 page.



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Mr. Frederick Smallehoff  
 c/o 572 Riverview Blvd.  
 Daytona Beach

FL  
 32118

March 4, 2013.

Fax # 850-487-1716.  
 1-800-511-4809.

The Commissioners  
 PSC  
 2540 Shumard Oak Blvd.  
 Tallahassee FL 32399.

Re: Docket # 060774-F I  
 Case # 696236 E

I am a 72 year old man, who suffers from congenital heart failure, have a defibrillator implanted, with several medical ailments and injuries sustained by a car crash, where I nearly lost my life and was hospitalized for 3 months. All this was/is known by those at the PSC throughout as well as those utilities involved, throughout.

I want to correct the erroneous and sanitized terms being used in both dockets, by the PSC and the utilities. These charges were knowingly and calculated in a purposeful manner to be borne. They were used as a vehicle or tool to begin the process of targeting for harm at the request of external third parties, who have abused power and influence to facilitate this targeting for harm process using their utilities, monopolies and their enormous clout, influence and power. All they have to do, is create a false bill, demand that I pay it or they will disconnect power, electricity which of course everyone needs.

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Bullheaded with vicious slander, character assassination, hate mongering, instructed to promote and permeate the system to any one who would listen (actions and activities which are in violation of the law and actionable), which allowed their employees to behave in a manner vicious and out of control, without any fear of accountability.

Certainly not by the PSC

For years, when the bills and charges were properly and fairly administered, even a cursory examination will show that I have paid my bills, on time, every time. The average charges were between 45 and 65 dollars. I reluctantly felt that FPL chose to ignore and the PSC (attorneys) chose to ignore. I have all my receipts and cancelled checks in support of this. I also have a stack of threats to disconnect my electricity if I didn't pay their false bills for July

August and September of 1905. The charges before and after, went back to normal with nothing changed except during those made up bills which they knew that I would complain about and contest. There was no factual or technical basis for these false charges except to demand payment, play games, tricks, act badly and run with it for as long as possible. To put me through it, that's what the operators wanted and that's what was done.

Any and all attempts made by me through many phone calls were rebuffed by those coached employees at FPL, shutting me down, making me post, threatening anyone and confronting me by coached designs, putting me on hold for interminable periods of time and the characteristic hanging up on me.

A perfect case in point and example, as Rose Anne Lucas' name is listed in Martha Brown's "report", in once again trying to determine who was handling my case, which changed constantly, it was decided that Rose Anne Lucas was by the person on answering the phone, she literally screamed across the room "that the deaf want to talk to me!"

This is typical of the critics, tactics and coached behavior that I had to contend with to try to find some resolution and admissions to what they were doing, and not the sanitized version promoted in the statements of "reports" and promoted by Mrs Brown as fact to be used in her "recom mendation" in cooperation with EPL towards elimination of the facts and my case. In those rare instances when I tried to speak with Martha Brown, it was evident that she was opposed by the same individuals as an attempt that was being promoted and refused to listen to the facts and evidence that existed, and always ended with her hanging up on me as the signature coached disrespect.

This was done countless times, my telephone records of my calls to get them to listen and properly respond and resolve the matter was met with the game playing and disingenuous tactics. They wanted no part of resolution.

At some point in Sept of 1905, I readily agreed to have a EPL Power Quality Engineer, Paul McConick thoroughly examine and assess my power usage and residence condition. This, even though the long standing unit load of usage has been well established for years with proper billing. When completed I spoke to him personally as to his findings and the results. He stated unequivocally that there was absolutely nothing abnormal as to the power usage of the residence and stated that he did not know why those bills in question were so high.

I requested that he put down in his report exactly his findings as he explained them to me with no changes. He assured me that he would. His initial report was beneficial to me, supportive of my contention that those high bills were inaccurate. That didn't happen.

After waiting a considerable period of time for his report, it didn't arrive in what should have been a short process time. I finally received it weeks later and was surprised to find that the original envelope that contained the original report was enclosed in a small manila envelope.

The letter that was in the envelope originally was obviously steamed open; it was obviously played with and doctored with crossed out addresses, numbers and labels so as to try to hide the fact that it was tampered with. The original report as stated to me had been removed and replaced with a benign, meaningless short letter, that he would send unchanged. The original was removed, replaced with this meaningless 2 short paragraph letter, and then, the steamed open play was taped over with cellophane tape they sent the short replacement letter in the original doctored envelope!

I tried to contact Mr. McConville so that he could explain the monumental discrepancy. I was not allowed to speak with him or contact him. I even went to the facility where he operated from in California. They were waiting for me. After telling me that he didn't work there, (even though he listed that as his address in this letter) that they didn't know him, or who he was, and in general having a good time obstructing me from seeing him, after finally admitting he wasn't there!

The number and character dissemination had even permeated those at this high level of capability. After follow through and investigation on my part, the following occurred: upon receiving the FBI hierarchy, they did not want the original

report, beneficial to me and found no fault with the residence whatsoever; they did not want their original report done by their own expert to exist and certainly not sent to me.

FPL requested of the Post Office, that their carrier remove this piece of mail from my mail box and return it to the Post Office and then sent back to FPL. After playing games and being unimpressed the Postmaster at the Beach St. facility admitted they had removed the mail from my box, and refused to give me the name of the carrier involved, and in essence stated that they could do whatever they wanted. They can't, as it is a Federal offense to tamper with or remove mail from a persons mail box once delivered, by anyone, including the Post Office, who should have known that above anyone. Other departments within the Post Office confirmed that the mail was delivered to my box and should have stayed there and never been removed. Removal of mail and tampering with mail is a severely punishable offense, by Federal Law.

Subsequent comments used by Martha Brown in her "Material" used for her recommendation, about my not having any evidence and/or refusing to provide it, by those within the FPL and the PSC, regarding about this fact in order to cover up and whitewash this serious act. I told this to many in the FPL and PSC, but it was ignored and suppressed as though it didn't happen.

When it was brought up to Heidi Ellenburger after her call, to remove the charges, which never should have been manufactured in the first place, she blurted out that "that's illegal".

In a subsequent conversation with Heidi Ellenburger, after consulting her superiors, she now took the position that "it didn't happen". This, even though it was admitted to by those in the Post Office and that I had the doctored envelope in my possession as well as their refusal to allow the technician to speak with me again. So much for their mercy.

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and honesty regarding all aspects of their approach to this matter and the actions and activities throughout. There is only one reason, regardless of how it's twisted and denied now, as to why this illegal act was perpetrated. There was absolutely nothing wrong with anything on or in the property, to warrant or generate these inordinate and falsely generated high bills, stated verbally and in their original report by their own expert which FPL went to great and illegal lengths to change and cover up using and eliciting the assistance of a federal entity, the Post office to do it. It also clearly shows the abuse of power and influence by those third parties, entities and individuals to effectuate it. They did it with the assistance and cooperation of those within the PSC, especially Martha Brown in refusing to admit to it and certainly by suppressing and avoiding it. She should have listened and paid attention to the facts and evidence of this case, instead of being angry confrontational, cooperative with the FPL, affected by the slanders and defamations introduced by those third parties and hanging upon me every time as she was coached to do. She also is subject to allegiance of the Canons & Ethics of the FL Bar in the performance of her duties as a lawyer.

The very same abuse of power and influence to generate these false charges, to get their foot in door to begin the targeting process.

Bei Bei Ellenburger stated in her letter that FPL does not target people, a convenient but not which looking at the steps of mail to hide an honest report and all that this act entailed.

She also stated that if it happens again (it has been done twice already) to call her. My response was that if the hierarchy at FPL tells her or anyone in the FPL employ to do it a gain, you will. Her response was "well everybody's got a boss!"

if the Commission accepts this type of illicit activity to target an elderly, disabled person, to extract revenge and retribution by the abuse of their power with all the false statements, outright lies and fabrications, calculated and coached abominable behavior by FPL employees and supported by the PSC including their legal department, it will be a travesty, upon honesty and the Commission in his missing this case will give them a pass on everything they've done, and surely give them the green light to do it in the future.

The noted sum of \$300, was reduced by my continued payments of those monthly statement periods as a letter to Kate Smith of the PSC, whom she questioned how that sum he played with, as the amount being contested and not to be <sup>in part</sup> ~~uncontested~~ or touched. Even Kate Smith was at a loss as to why this was being done.

I always continued to make my payments to those periods in which they were generated and never within normal limits again. I have stacks of notices to disconnect, for these false charges, which Mrs. Brown only inserted two under "report" on her recommendation and denied knowledge of the next as an ongoing tactic by FPL.

FPL inserted anything and everything that were outright lies, absurd statements, that they attributed to me in their communications and reports between themselves and the PSC that have no connection with reality. These infantile attempts were meant to insult, demean and ridicule me that went way beyond absurdity. One particularly odious and stupid made up statement that they took great pains to insert several times was "the FPL ignoring <sup>out</sup> current through his action on his instructions from the Government with whom he is having problems". These vicious false statements should be seen for what they are and humbly rejected. These ridiculous misstatements and lies were accepted by Mrs. Brown and the PSC legal dept without question and used in her determination of her "recommendation".

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would the Commission accept this type of  
 mindless tripe created for harm and disreputement  
 over and over again in their concerted attempts  
 to cause harm and ridicule rather than admit  
 to their tactics

These PSC employees need to hold to account  
 for making these false, absurd, misstatements  
 in their reports and communications with each  
 other and the PSC. For Mrs. Brown to continue  
 and use them is also a travesty, knowing full  
 well what they were and what was intended.

I have paid those fair bills since charges every  
 time, on time for years contrary to what is being  
 misstated by APL. I have all my receipts and  
 copies of my checks and statements to prove it.

I have made my complaints to the Inspector  
 General, Steve Stalburg of the PSC who was not  
 receptive to my valid complaints and was dis-  
 misive and not as stated in the communications  
 by Kate Smith and others.

At one point I had expressed my complaints to  
 him for about an hour and then I was done  
 he asked me if I had any complaints to make!  
 Recently, he denied our having this discourse  
 and that he had no notes on it!

Apparently the only reason he listened, was to hear  
 "what I had" and pass this information over  
 to PSC legal and all other depts. I believe that  
 he is/was aware of what was transpiring at the  
 PSC and did nothing, as his function requires  
 of him.

Since what is being presented here by the PSC  
 and PSC legal is too lengthy and time consuming  
 to address every false statement made and action  
 taken, in the fair minutes allotted to me by the  
 Commission for each docket, I categorically  
 deny and disavow all of these false  
 misstatements and violative activities by  
 this letter to the Commission.



I am prepared to go over, discuss and expose the true facts and issues when afforded the proper time and venue.

At some point some time ago in a discourse with the General Council Kurt Praiser, I came to state that I took my valid complaints to their Division of Regulatory Compliance and Customer Assistance headed by Don Hoppe when their violations and bad behaviors occurred. I was shocked to hear him call me a vicious name. For doing so.

When I objected to this name calling insult, because I went to the proper Dept with my complaints, which is where it needed to go.

He did not apologize for calling me names but instead cautioned me against telling anyone that he had done so!

I will take a polygraph as to this event, if he will as well, to prove my veracity of what occurred.

The Council General would never respond to my calls to appraise him of what was happening, again.

At that time, when I reminded him that he, and his staff of lawyers were required to adhere to and obey the Canons and Ethics of the Florida Bar, he denied that, stating that his position with the ASC excluded him (and his staff) from that.

When I stated that he or any lawyer, regardless of who they were employed by, cannot be seen as the victim of the Canons and Ethics of the Florida Bar. After denying that they had to comply initially, he now had to begrudgingly concede that they did.

Why try to give me disinformation of this type? At the beginning of June or so, I made several calls to seek Mr. Brown who was supposed to be handling this case. He eventually called me back and left 2 messages on my answering machine saying: "stating on one that, her recommendation was not finalized at this point and that 'I don't know exactly what I'll rely on'. As soon as it's finalized

I'll call you and somehow get the information to you by fax or by letter. This was to my request that she provide the information that she was going to use for her recommendation to HOFF.

Her recordings from her were made at the beginning of January 2013.

In another recorded message she stated that "the date has been changed (from Jan 10/13) and hasn't been reset, tomorrow, after we reset it perhaps we can talk a little bit about how to resolve this complaint without going to agenda, because to me it's pretty much settled.

This recommendation and agenda dates were arbitrarily changed with no notice or consideration for me. She later went on to blame me for delaying those dates, when it was the Legal Department and the Commission's doing.

When I received the packet of material dated Feb. 21/13, I can easily see why she had refused to provide me the information I requested and that would be used for her recommendation, until the last minute and any request for an extension refused by all.

As far as she is concerned the "matter is settled". Forget everything that was done to me over a long period of time and put me through, now, the PSC wanted it dispersed with, without exposure or analysis or revelation as to the targeting to begin with.

I was surprised to see that Mrs. Brown cc in her Feb. 21/13 letter to me, Melinda Miguel with the Governor's office listed as a partner in Mrs. Brown's actions. It was obvious in the extreme. I copied to the Chief Inspector General's office to file a complaint against

Gene Holting, the PSC Inspector General. Mrs. Miguel advised me that she neither requested or wanted what Mrs. Brown sent to her and that her only purpose in contacting the PSC on my behalf was to delay the material that Martha Brown was going to use in her recommendation and for an extension of time to deal with it.

||

for me. It was a gesture of decency and professional courtesy by Melinda Miguel as Chief Inspector General, that she made those requests on my behalf, to the PSC and that was all.

So make believe that some how the Governor's office was now her ally with everything that Mrs. Brown and the PSC was dishonest in the extreme and in appraisal of the manner in which Mrs. Brown has conducted herself towards me and my care throughout.

It's essential to be stated that during my conversations with the Office of Public Counsel their senior experienced long time investigator made the statement several times that "they really hate you, Sir like you over there (referring to the PSC and the utilities) and they are working hard to glove against you together."

It was clear and apparent to me over a long period of time that that condition existed, but now it was verified by a person, a credible witness who was in a position to know. The office of Public Counsel is aware of the observation and statement made in this regard.

Consequently, this serious revelation should be paid attention to by the Commissioners all of this applies to Docket # 120126-FI case # 105 4336E as well, complaint against Progress Energy.

In my efforts to obtain assistance, most recently to obtain information from Mrs. Brown and to obtain an extension, amongst the agencies I contacted was that of Citizens services about a week ago. They were willing to help, would assign an investigator to the matter and make my requests to the PSC. by E mail.

After talking to a Miss Plendl from the Regulatory Dept, Rand Rowland her supervisor and others in the PSC, they totally shut down and now denied and refused anything. There was no doubt that the same promotion by name, character conversations and hate-mongering was used to trip and obstruct any assistance was made by Miss Plendl and Randy Rowland to squish any assistance to me.

Once again the PSC has gone out of its way to obstruct and thwart any outside assistance that I have sought to obtain.

The Commission should take note of this fact of immoral, violative and unconscionable behaviour by those at the PSC. And certainly shows what their position is regarding me and my case. These truthful revelations cannot be dismissed, exposed or ignored.

The supervisor of this Agency was out of control in his antagonistic obstruction, after having "talked to some people at the PSC". At about this same time I sought help from a local politician who at first seemed ready to assist. He subsequently stated that he had spoken with the General Counsel C. Kaiser and the whole atmosphere changed. Arrangements for things he now refused help and plot out told me that "I was not going to win this one" what it was that I had "won" at any time previously was not stated. It is clear that the General Counsel and the PSC, once again had interfered against me and my case in seeking outside assistance.

I believe that this Counsel General used that same vicious slander, character assassination, libel and prejudice promoted and inserted by the abuse of power by these third parties with this politician to thwart any assistance.

These actions and activities are also in violation of the Florida Bar's Rules of Conduct. Section 4.2 of the Florida Bar Rules of Conduct (c) state or imply an ability to interfere improperly a government agency or official. (and d) engage in conduct that is prejudicial to the administration of justice. It goes on to state that lawyers holding public office assume legal responsibilities going beyond those of other citizens. A lawyer's abuse of public office can suggest an inability to fulfill the proper role of an attorney.

It certainly shows why the PSC and their legal department claimed these activities to target me with impunity and the manner in which they did at the behest of the abuse of external third parties purely to obstruct damage and harm.

I would suggest that Mr Kaiser and his staff attorneys familiarize themselves with Section 8.4 of the Florida Bar Canons and Ethics deal in with this conduct.

I was only informed by chance on the Friday before last that these two sockets would be lumped together and I would be afforded the "opportunity" in two brief minute sessions to "present my cases".

It is an unpardonable task considering the obstructions and everything that has gone wrong over a long period of time. Burdening the care in mounds of senseless paperwork cannot mask the truth of what was done and by whom.

Since these cases have already been predetermined and decided in advance, as clearly shown by the politician who told me I wasn't going to win this one, one Mrs Brown, even prior to submitting her "recommendation" based on false continued disinformation, in a purposeful way, so as to say as for as she's concerned the matter is settled.

The only harm I agreed to participate in the phone conference agenda, was so that I would not be accused of abandoning my cases.

In summation, I did not owe these created for harm & all charges which were only used as a tool to begin the targeting process.

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I have also enclosed a copy of my credentials, to try to offset the serious personal attacks perpetrated upon me by those involved with the FPL and PSC.

It's urgent, that the Commission should seriously consider the true facts of these cases, and not the total falsity that has been and is being promoted by the FPL and in concert with those of the PSC.

Sincerely,  
Sincerely,  
Kevin Sullivan



In Appreciation of  
 Loyal and Dedicated Service,  
 We Take This Occasion  
 To Honor

*Capt. Frederick Smallakoff*

Who Is Retiring  
 After Serving TWA  
 With Distinction From

*Sept. 7, 1964 To May 1, 1986*



*Richard J. Kenny*  
 Senior Vice President  
 Flight Operations

*Ronald E. Reynolds*  
 Vice President  
 Flying

120176-21

12 JUN 19 11:13 AM

Mr. Frederick Smalakoff

6651 Coronet Drive  
New Port Richey, FL 34655  
June 15, 2012

12 JUN 19 AM 10:13

RECEIVED - FPSC

COMMISSION  
CLERK

FPSC Office of the Commission Clerk  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

Miss Ann Cole- Director

I wish to file a formal complaint/proceeding against Progress Energy of Florida. My informal complaint #1059336E was summarily dismissed by John Plesko of the Process Review Group without affording me the opportunity to contest the original report and his final report. These reports generated were flawed, inaccurate purposefully misleading and incomplete.

He stated at the outset that he wished to dispense with my complaint rapidly. He accomplished that. He has, in the past, and now, been dismissive and greatly adversarial in any complaints

that I have made and has always taken Progress Energies' position on all points all of time, every time, regardless of the facts. I therefore, disagree with those reports.

I have paid my power bills for years each and every time when Progress Energy has avoided periodic tactics and activities for ongoing harassment purposes. I have only questioned and contested those bills and activities by Progress Energy, in concert with others when they were clearly exhorbitant, false, unfair and inexplicable compared with my historical usage and clearly appear to be created and calculated to cause problems for me.

There are at least 26000+ pages of records in hard copy and disc, that has been created and generated on me and my valid complaints, most, if not all of it self serving, coloured and false which clearly indicated targeting of me as an individual for continued harassment, discord and harm, by Progress Energy in concert with others. This ongoing practice needs to be thoroughly and sincerely investigated to cease.

No other regular customer/consumer with a regular householder account has ever been subjected to the unimaginable gross and inordinate volume of this type of record generation in all of Florida, or anywhere in the entire country for that matter. For what purpose and intent this was done needs to be ascertained. Because I made a few justifiable and valid complaints?

It clearly shows a targeting intent/process and coverup by Progress Energy, assisted by others due to the severity and magnitude of both their legal and moral violations including the abuse of power and the influence to effectuate it.

COMMUNICATIONS SECTION

84002 JUN 19 2012

FPSC-COMMISSION CLERK



I also disagree with the letter dated June 4/12, generated by Jennifer Crawford of the PSC . Any previous attempts to discuss any complaints with her were met with blatant hostility, aggression beyond just rude behaviour and hanging up on me by coached design. I have repeatedly informed those at the PSC that I no longer wished to even attempt to try to communicate with her on any basis.

She had previously written a false report in concert with her "contact" at the executive offices of Progress Energy, during which she took Progress Energies' position on everything, as she always has, including stating that they had observed proper procedures in disconnecting my power due to a disputed bill. It was subsequently proven to be blatantly untrue and she knew it. I have just been recently appraised that Progress Energy was cited for this violation of the rules. So much for Jennifer Crawfords veracity and intent to cover up these violations and actions. She needs to be reminded that she is obligated to observe and obey the Canons and Ethics of the Florida Bar, in spirit and letter, regardless of who employs her or whatever influence exists.

I therefore refute and disagree with her June 4/12 letter and report. Progress Energy, apparently takes great pleasure and satisfaction in setting up false billing and other scenarios and activities and when I have the temerity to question and dispute it, to disconnect my power.

I am seventy three years of age with multiple serious and permanent physical health issues and injuries. It is a fact well known to those at Progress

2 2


Energy and the PSC, including the use of a heart monitor. Still all parties continue to engage in this prolonged and ongoing creation of incidents and harassment and stress with full knowledge of what they are doing and without any regard to any sense of decency.

It has been observed and stated by a respected State Agency, on several occasions, that there is an intense dislike and animosity widespread with Progress Energy and the PSC towards me. It certainly explains a lot.

Sincerely,



F. Smallakoff

PS. I wish to be a party of record in these formal proceedings/complaint. 

1  
 Pay 850-717-0114

Mr. Frederick Smuldroff

6651 Coronet Dr  
 New Port Richey Fl.  
 34655

Dec. 31/12

Miss Ann Cole

PSC Commission Clerk

2540 Struward Oaks Blvd.  
 Tallahassee, Fl. 32399

This letter is to address a Nov. 20/12 letter created by the PSC legal department and signed by Mike Rawson, Senior attorney.

It is, I believe a focal point created because there is no basis, for the purpose of closing the case # 120176.

It appears that this letter was created by those at PSC legal, in concert with Program Energy to creating a situation in closing my case and dismissing my case without addressing the facts and issues.

There is no other cause or reason for submitting this "requirement" now, as a deadline to comply with an impossible task due to the mis handling of my case and the sheer volume of information required, with no opportunity to address the multiple instances of wrongdoing on the part of Program Energy with the complicit and cover up by some at the P.S.C.

My informal petition was summarily dismissed with false and fabricated disinformation by John Plakow at that level without affording me the opportunity to respond.

2

My petition (Form 1) was filed in June of 2012. After consulting to Mr. Neil Forsman that no new attorney has made contact or appearance to take over my case, due to the misconduct of the previous attorney, Jennifer Crawford.

At his initial contact made sometime in mid July of 2012, a month and a half after I had filed my complaint, and at the behest of Mr. Forsman, Mr. Dawson contacted me.

As to my inquiries as to what Mr. Dawson's responsibilities were reference me and my case, it was stated that "he pulls everything together, he conducts an investigation on my behalf, gathers all of the facts, brings everything together, from the Co (Proctor) also, negotiates the facts with their legal people and tries to obtain a favourable resolution and issues a recommendation to the Commissioner. That he needs to fully understand the case and needs to be abreast of everything on both sides.

When Mr. Dawson contacted me around July 11/2, I went over many of the facts and issues, violations, misbehavior and unethical conduct by some at the PSC and by Progress Energy.

It was made plain that after this initial conversation; that more conversation and facts would ensue and would be taken and discussed by Mr. Dawson associated with the case and not just billing matters. It was made clear and understood by him, I was ready, willing and able to continue to supply him with information and facts on the case, but he was unavailable refused to return my calls and made no contact with me. He was absent for a long period of time.

I complained about this to Mr. Fordsman, who stated that he would try to track him down.

"As to his statement in the Nov. 2012 letter "we" (meaning his supervisor J. Crawford, others at the legal department and with Progress Energy) "have no information from you, is his negligence and untrue, so as to address blame to me now for his short coming in not being available and absent."

Initially I informed him that I was in receipt of some twenty-six thousand plus pages of documentation generated on me and asked him as to why and how this inordinate amount of material was created and why. He stated, he didn't know and wondered why he didn't have it in his files. He stated that he would review that documentation and look into it. To this date he has never addressed this matter. No doubt he was advised to ignore it by his Supervisor.

He also stated that he received a letter from Progress Energy stating that the General Perdue deposit had been withdrawn. When I returned the matter for a copy, he now stated that he thought he saw it, may "he" - imagined it, that he would look for it some more. He did not provide me with a copy.

The imposition of this additional burden was obtained by trickery by some at the PSC and Progress Energy. The excuse given was that it was imposed because they had to be connected by power lines in one year.

In the first instance, after Miss Crawford had written a false report along with Progress Energy and before closing the case, my power was disconnected. Mr. Fordsman advised me that he issued a retaliation and bid letter against Progress Energy for doing so.

In the second instance, I was instructed by a PSC representative to only make a partial payment (as only being required) and if Progress Energy turned my power off, to call them (PSC) and that they would have them reconnect it) after I made the payment, my power was disconnected.

I called the PSC, they would not allow the representative who gave those instructions to speak with me. The matter was sent to Rhonda Stebbins (whose antagonism towards me was well known, who denied that this representative gave those instructions, and didn't say it, then, even if she did say it - ~~enjoyably making~~ mistakes!

This calculated tactic, planned in advance by Progress Energy and the PSC as harassment was vicious and unconscionable. In addition to being severely - three years of age with multiple health problems, I am on a heart monitor that requires electrical power. None of these people has ever held accountable for their actions. For their Progress Energy, unneeded and a serious requirement.

As to the time frame, during the initial contact Mr Dawson understood that it would take time to provide additional information towards the investigation. He stated that he didn't see any problems with granting such time as was necessary. He discounted fees, as unacceptable, or refusing to pay anything while in the process, but so long as I was paying my bills aside from the \$3200 in ~~expenses~~ that Progress Energy could live without that sum, and that it was not an issue as to time needed.

Now, they have come up with this Dec 31/12 deadline or they will close the case!

It was a planned exercise to lose and eliminate my case.

I believe that the intent of this unreasonable  
 dead line demand in providing material was  
 due to Progress Energy dictating to the PSC  
 in what appears to be a cozy relationship to  
 cooperate with the case, me, and everything that  
 goes along with it; so that there is no public  
 exposure of the true facts and instances  
 of gross mis conduct on the part of some at  
 the PSC in concert with Progress Energy.

I have noticed that Mr. Jansen has  
 or has not investigated or what he has in his  
 files. I do know that he has renounced himself  
 as to his obligations as stated at the outset and  
 has taken an extremely obstructive position towards  
 me and my case and the issues involved.

As to his statement (Nov. 20/12 letter) that  
 "we" would ask that you submit any and  
 all information (what does he have and what does  
 he have to submit) no later than December 5/12  
 and whereas before June was no non issue,  
 has now been manipulated to be an (unreasonable)  
 issue.

It is to be noted that the Council General, our  
 client Kenner has repeatedly refused to respond to my  
 calls, as has his assistant Jerry Fleming, who  
 repeatedly stated, "I don't have time to do it,"  
 during those calls in which I wasn't disconnected.  
 I called Mr. Kenner as he does not answer,  
 when he also refused to take my calls.

I have also contacted Mr. Steve Slattery,  
 the Inspector General, whose function and  
 duties are clearly defined and approved  
 of the ratification, but he was unresponsive and  
 would only comment, that "I don't have  
 anything to say".

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According to the Document filed in Bay,  
the time schedule is tentative and subject  
to revision.

If my reasonable and necessary request  
~~has~~ more time to deal with this matter and  
to preclude further harm, I am requesting a  
formal hearing pursuant to Chapter 120  
of the Florida Statutes, Florida State  
Legis desire to hear my complaints, so  
as not to have my case expeditiously closed  
on December 31/12.

Sincerely  
J. Gerardo



Pub # 850-487-1716.

Frederick Smalla Koff  
6651 Court Dr  
New Port Richey, FL  
34655

Dec. 28/12.

727 372-8844.

Alan Cole  
PSC Commission Clerk  
25<sup>th</sup> to Shward Outz Blvd.  
Tallahassee, FL  
32399-0850.

This inquiry, as of this date, Dec. 28/12 is to attempt to determine if Progress Energy will disconnect my power, without justification as of Dec. 31/12, New Years Eve day, as stated in their notice, received by me on Dec. 24/12, considering the multitude of issues, irregularities and problems existant re: my complaint docket #. 17076.

Those involved within the PSC will not communicate these outstanding matters with me.

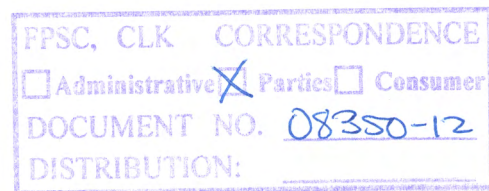
As this is Friday Dec. 28/12, an immediate response is required re: the disconnection.

Sincerely,  
F. Smalla Koff

## Eric Fryson

---

**From:** Rhonda Hicks  
**Sent:** Tuesday, March 05, 2013 9:01 AM  
**To:** Eric Fryson; Dorothy Menasco  
**Cc:** Ann Cole; Ruth McHargue  
**Subject:** FW: Please advise, Mr. Smallakoff  
**Attachments:** FAX-2013-03-04 14\_23\_40.tif



The attachment should be placed in Docket 060774-EI and 120176-EI. The document appears to be comments that Mr. Smallakoff wants the Commissioners to have. It's two responses to the dockets of which he is a party. Pgs 1-16 are for Docket 060774-EI and Pgs 17-22 are for Docket 120176-EI. You can add it to the correspondence side of the docket.

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

**From:** Dorothy Menasco  
**Sent:** Monday, March 04, 2013 4:28 PM  
**To:** Eric Fryson  
**Cc:** Ruth McHargue; Rhonda Hicks; Neal Forsman; Diane Hood; Hong Wang; Ann Cole; Martha Brown  
**Subject:** FW: Please advise, Mr. Smallakoff

Eric, please check correspondence to see if we have any of the attached.

Ruth, Eric is following-up on the attachment. I will let you know if we have any or a portion of his attachments. However, if you wish to file it with the Clerk's Office, please forward to CLK with instructions to Clerk on how to process it (i.e. parties correspondence or document numbered).

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

**From:** Ann Cole  
**Sent:** Monday, March 04, 2013 3:45 PM  
**To:** Dorothy Menasco; Hong Wang  
**Cc:** Ruth McHargue; Rhonda Hicks; Neal Forsman; Diane Hood  
**Subject:** FW: Please advise, Mr. Smallakoff

Dorothy,

Please see if we have this already. If not, please give Ruth instructions for filing.

There's a rush on processing this, due to tomorrow's agenda.

Thanks, Ann

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

**From:** Ruth McHargue  
**Sent:** Monday, March 04, 2013 3:40 PM  
**To:** Ann Cole  
**Cc:** Rhonda Hicks; Neal Forsman; Diane Hood  
**Subject:** FW: Please advise, Mr. Smallakoff

Hi Ann,

I forwarded this to Neal and he said he thinks this may be a duplicate of correspondence that has already been received. He suggested I forward this to you to be added to the docket file.

Please let me know if we need to handle differently.

Thanks,

Ruth

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

From: PSC Fax Server [<mailto:Fax@psc.state.fl.us>]

Sent: Monday, March 04, 2013 2:24 PM

To: Consumer Contact

Subject: FPSC , 22 page(s)

\*New Fax Received!\*

You have received a 22 page fax from FPSC ().

It was sent to 8504136362. The fax is attached to this email, open the attachment to view your fax.

To the Commissioners PSC  
March 4, 2013  
Re: Docket # 060774 E1  
Case # 696236 E

Fax #  
850-481-  
1716

FAX

my letter to the Commissioners dated March 4/13.  
14 pages.

my letter to Miss Ann Cole, PSC Commission clerk  
dated Dec. 31/12  
6 pages

my letter to Miss Ann Cole - Clerk dated Dec. 28/12  
1 page.

my Credentials 1 page.

1

Mr. Frederick Smallockoff  
 c/o 572 River View Blvd.  
 Daytona Beach

FL  
 32118

... fax # March 4, 2013.  
 850-487-1716.

The Commissioners  
 PSC  
 2540 Shermore Oak Blume.  
 Tallahassee FL 32399.

Re: Docket # 060 774 E.J  
 Case # 696 236 E

I am a 72 year old man, who suffers from congestive heart failure, have a defibrillator implanted, with serious medical ailments and injuries sustained by a car crash, where I nearly lost my life and was hospitalized for 2 months. All this was/is known by those at the PSC throughout as well as those utilities involved, throughout.

I want to correct the erroneous and sanitized terms being used in both dockets, by the PSC and the utilities. These charges were knowingly and calculated in a purposeful manner to be borne. They were used as a vehicle or tool to begin the process of targeting for harm at the request of external third parties who have abused power and influence to facilitate this targeting for harm process using their utilities, monopolies, with their enormous clout, influence and power. All they have to do, is create a pulse bill, demand that I pay it or they will disconnect my electricity, which of course everyone needs.

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Battered with vicious slander, character assassination, hate mongering, instructed to promote and permeate the system to any one who would listen (actions and activities which are in violation of the law and actionable), which allowed their employees to behave in a manner vicious and out of control, without any fear of accountability, certainly not by the PSC.

For years, when the bills and charges were properly and fairly administered, even a cursory examination will show that I have paid my bills on time, every time. The average charges were between 45 and 65 dollars, a salient fact that FPL chose to ignore and the PSC (attorneys) chose to ignore. I have all my receipts and cancelled checks in support of this. I also have a stack of threats to disconnect my electricity if I didn't pay their false bills for July

August and September of 1905. The charges before and after, went back to normal with nothing changed except during those made up bills which they knew that I would complain about and contest. There was no factual or technical basis for these false charges except to demand payment play games, tricks, act badly and run with it for as long as possible. To put me through it, that's what the 3<sup>rd</sup> parties wanted and it's what was done.

Any and all attempts made by me through many phone calls were rebuffed by those coached employees at FPL, shuffling me from pillar to post, being angry and confrontational by coached designs, putting me on hold for interminable periods of time and the characteristic hanging up on me.

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A perfect case in point and so ample, as Rose Anne Lucas' name is listed in Martha Brown's "report", in once again trying to determine who was handling my case, which changed constantly, it was decided that Rose Anne Lucas was by the phone on Tuesday the phone, she literally screamed across the room "that she didn't want to talk to me"!

This is typical of the antics, tactics and coached behavior. But I had to contend with to try to find some resolution and admissions to what they were doing, and not the sanitized version promoted in the statements of "reports" and promoted by Mrs Brown as factual to be used in her "recom mendation" in cooperation with EPL towards elimination of the facts and my case. In those rare instances when I tried to speak with Martha Brown, it was evident that she was affected by the slander and character assassination that was being promoted and refused to listen to the facts and evidence that existed. And always ended with her hanging up on me as the signature coached disrespects.

This was some courtless times. My telephone records of my calls to get them to listen and properly respond and resolve the matter was met with the game playing and disingenuous antics. They wanted no part of resolution.

At some point in Sept of 1905, I readily agreed to have co FPL Power Quality Engineer, Pat McCornick thoroughly examine and assess my power usage and residence condition. This, even though the long standing unit of usage has been well established for years with proper billing. When completed I spoke to him personally as to his findings and the results. He stated unequivocally that there was absolutely nothing abnormal as to the power usage of the residence and stated that he did not know why those bills in question were so high.

I requested that he put down in his report exactly his findings as he explained them to me with no changes. He assured me that he would. His initial report was beneficial to me supportive of my contention that those high bills were inaccurate. That didn't happen.

After waiting a considerable period of time for his report, it didn't arrive in what should have been a short process time. I finally received it weeks later and was surprised to find that the original envelope that contained the original report was enclosed in a small manila envelope.

The letter that was in the envelope originally was obviously steamed open, it was obviously played with and doctored with crossed out addresses, numbers and labels so as to try to hide the fact that it was tampered with. The original report as stated to me had been removed and replaced with a benign, meaningless short letter, that he would send unchanged. The original was removed, replaced with this meaningless Jan 2 short paragraph letter, and then, the steamed open play was taped over with cellophane tape they sent the phony replaced letter in the original doctored envelope!

I tried to contact Mr. McCormick so that he could explain the monumental discrepancy. I was not allowed to speak with him or contact him. I even went to the facility where he operated from on Williamson Blvd. They were waiting for me. After telling me that he didn't work there, (even though he listed that as his address in this letter, that they didn't know him, or who he was, and in general having a good time obstructing me from seeing him, calmly and politely he wasn't there!

The number and character circumvention had even permeated those at this Med Lib facility. After pulling through and investigation on my part, the following occurred: upon reaching the FBI hierarchy, they did not want the original



report, beneficial to me and found no fault with the residence whatsoever, they did not want their original report done by their own expert to exist and certainly not sent to me.

FPL requested of the Post Office, that their carrier remove this piece of mail from my mail box and return it to the Post Office and then sent back to FPL. After playing games and being unimpressed the Postmaster at the Beach St. Facility admitted they had removed the mail from my box and confessed to give me the name of the carrier involved, and in essence stated that they could do whatever they wanted. They can't, as it is a Federal offense to tamper with or remove mail from a persons mailbox once delivered, by anyone, including the Post Office, who should have known that about anyone. Other departments within the Post Office confirmed that the mail was delivered to my box and should have stayed there and never been removed. Removal of mail and tampering with mail is a severely punishable offense, by Federal Law.

Subsequent comments used by Martha Brown in her "material" used for her recommendation, about my not having any evidence and/or refusing to provide it, by those within the FPL and the PSC regarding about this fact in order to cover up and whitewash this serious act. I told this to many in the FPL and PSC, but it was ignored and suppressed as though it didn't happen.

When it was brought up to Heidi Ellenburger after her cell, to remove the charges, which never should have been manufactured in the first place, she blurted out that "that's illegal".

In a subsequent conversation with Heidi Ellenburger, after consulting her superior, she now took the position that "it didn't happen". This, even though it was admitted to by those in the Post Office and that I had the doctored envelope in my possession as well as their refusal to allow the technician to speak with me again. So much for their veracity

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and honesty regarding all aspects of their approach to this matter and the actions and activities throughout. There is only one reason, regardless of how it's twisted and denied now, as to why this illegal act was perpetrated. There was absolutely nothing wrong with anything on or in the property, to warrant or generate these inordinate and falsely generated high bills, stated verbally and in their original report by their own expert which FPL went to great and illegal lengths to change and cover up using and eliciting the assistance of a federal entity, the Post office to do it. It also clearly shows the abuse of power and influence by those third parties, entities and individuals to effectuate it. They did it with the assistance and cooperation of those within the PSC, especially Martha Brown in refusing to admit to it and certainly by suppressing and avoiding it. She should have listened and paid attention to the facts and evidence of this case, instead of being angry confrontational, cooperative with the FPL, affected by the slanders and defamations introduced by those third parties and hanging on one way line as she was coached to do. She also is subject to obedience of the Canons & Ethics of the FL Bar in the performance of her duties as a lawyer.

The very same abuse of power and influence to generate these false charges, to get their feet in door to begin the targeting process.

Bei Bei Ellenburger stated in her letter that FPL does not forget people, a comment based which looking at the sleight of mail to hide an honest report and all that this act entailed.

She also stated that if it happens again (it has been done twice already) to call her. My response was that if the minority at FPL tells her or anyone in the FPL employ to do sit a game, you will. Her response was "well everybody's got a boss!"

if the Commission accepts this type of illicit activity to target an elderly disabled person to extract revenue and retribution by the abuse of Tamil porters with all the false statements, outright lies and fabrications, calculated and coached abominable wrongdoing by FPL employees and supported by the PSC including their legal department it will be a travesty upon history and the Commission in his running this case will give them a pass on everything they've done, and simply give them the green light to do it in the future.

The protected name of \*300, was reduced by my continued payments of those monthly retirement periods in a letter to Kate Smith of the PSC, even the questioned how that sum he played with <sup>in private</sup> ~~was~~ the amount being collected and not to be ~~unprotected~~ or touched. Even Kate Smith was at a loss on why this was being done.

I always continued to make my payments to those periods in which they were generated and never within normal limits again. I have stacks of notices to disconnect, for these false charges, which Mrs. Brown only inserted two under "report" on her recommendation and denied knowledge of the next as an ongoing tactic by FPL.

FPL inserted anything and everything that were outright lies, absurd statements, that they attributed to me in their communications and reports between themselves and the PSC that have no connection with reality. These in futile attempts were meant to insult, demean and ridicule me that went way beyond absurdity. One particular obvious and stupid made up statement that they took great pains to insert several times was "the FPL reporting system current through his action on air instructions from the Government with whom he is having problems". These vicious false statements should be seen for what they are and humbly rejected. These ridiculous misstatements and lies were accepted by Mrs. Brown and the PSC legal team without question and used in her determination of her "recommendation".

Would the Commission accept this type of  
mindless brippe created for harm and disappointment  
over and over again in their concerted attempts  
to cause harm and ridicule rather than admit  
to their tactics

These PSC employees need to hold to account  
for making those false absurd misstatements  
in their reports and communications with each  
other and the PSC. For Mrs. Brown to embrace  
and use them is also a travesty, knowing full  
well what they were and what was intended.

I have paid those fair bills since charges every  
time, on time for years contrary to what is being  
misstated by APL. I have all my receipts and  
copies of my checks and statements to prove it.

I have made my complaints to the Inspector  
General, Steve Holtry of the PSC who was not  
receptive to my valid complaints and was dis-  
missive and not as stated in the communications  
by Kate Smith and others.

At one point I had expressed my complaint to  
him for about an hour and when I was done  
he asked me if I had any complaints to make!  
Recently, he denied our having this discourse  
and that he had no notes on it!

Apparently the only reason he listened, was to hear  
"what I had" and pass this information over  
to PSC legal and all other depts. I believe that  
he is/was aware of what was transpiring at the  
PSC and did nothing, as his function requires  
of him.

Since what is being presented here by the PSC  
and PSC legal is too lengthy and time consuming  
to address every false statement made and action  
taken, in the fair minutes allotted to me by the  
Commission for each docket, I categorically  
deny and disavow all of those false  
misstatements and no let me activities by  
this letter to the Commission.

I am prepared to go over, discuss and expose the true facts and issues when afforded the proper time and venue.

At some point some time ago in a discourse with the General Counsel Kurt Kaiser, I come to state that I took my valid complaints to their Division of Regulatory Compliance and Customer Assistance headed by Dean Hoppe when their violations and bad behavior occurred. I was shocked to hear him call me a vicious name. For doing so.

When I objected to this name calling insult, because I went to the proper Dept with my complaints, which is where it needed to go.

He did not apologize for calling me names but instead cautioned me against telling anyone that he had done so!

I will take a polygraph as to this event, if he will as well, to prove my veracity of what occurred.

The Council General would never respond, to my calls to appraise him of what was happening, again.

at that time, when I reminded him that he, and his staff of lawyers were required to adhere to and obey the Canons and Ethics of the Florida Bar, he denied that, stating that his position with the ASE excluded him (and his staff) from that.

When I stated that he or any lawyer, regardless of who they were employed by came under the purview of the Canons and Ethics of the Florida Bar. After hearing that they had to comply initially, he now had to begrudgingly concede that they did.

Why try to give me dis information of this type? at the beginning of June or so, I made several calls to seek his name who was supposed to be handling this case the eventually called me back and left 2 messages on my answering machine saying: "I'm not sure who that was" "I don't know exactly what you're talking about" "I don't know exactly what you're talking about" "I don't know exactly what you're talking about". As soon as it finalized

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I'll call you and somehow get the information to you by fax or by letter. This was to my request that she provide the information that she was going to use for her recommendation to Hoff.

These recordings from her were made at the beginning of January 2013.

In another recorded message she stated that "the date has been changed (from Jan 10/13) and hasn't been reset, tomorrow, after we reset it perhaps we can talk a little bit about how to resolve this complaint without going to Agenda, because to me it's pretty much settled.

This recommendation and Agenda dates were arbitrarily changed with no notice or consideration for me. She later went on to blame me for delaying these dates, when it was the Legal Department and the Commission doing.

When I received the packet of material dated Feb. 21/13, I can easily see why she had refused to provide me the information I requested and that would be used for her recommendation, until the last minute and any request for an extension refused by all.

As far as she is concerned the "matter is settled". Forget everything that was done to me over a long period of time and put me through, now, the FPC wanted it dispensed with, without exposure or analysis or revelation as to the targeting to begin with.

I was surprised to see that Mrs. Brown c.c. in her Feb. 21/13 letter to me, Melinda Miguel with the Governor's office listed as a partner in Mrs. Brown's actions. It was obvious in the extreme. I applied to the Chief Inspector General's office to file a complaint against Glenn Holton, the PSC Inspector General. Mrs. Miguel advised me that she neither requested or wanted what Mrs. Brown sent to her and that her only purpose in contacting the PSC on my behalf was to copy the material that Martha Brown was going to use in her recommendation and for an extension of time to deal with it.

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for me. It was a gesture of decency and professional courtesy by Melinda Miguel as Chief Inspector General, that she made those requests on my behalf to the PSC and that was all.

To make believe that some how the Governor's office was somehow all right with everything, that Mrs. Brown and the PSC was dishonest in the extreme and is typical of the manner in which Mrs. Brown has conducted herself towards me and my case throughout.

It is essential to be stated that during my conversations with the office of Public Counsel when senior experienced long time investigator made the statement several times that "they really hate you, its like you over there (referring to the PSC and the utilities) and they are working hard in glove against you together."

It was clear and apparent to me over a long period of time that their conditions existed, but now it was certified by a person, a credible witness who was in a position to know. The office of Public Counsel is aware of the observation and statement made in this regard.

Incidentally, this serious revelation should be paid attention to by the Commissioners all of this applies to Packet # 120126-FZ case # 1054336E as well, complaint against Progress Energy.

In my efforts to obtain assistance, most recently to obtain information from Mrs. Brown and to obtain an interview, I was contacted by several individuals who were willing to help, would assist in my investigation to the matter and make my requests to the PSC by E-mail.

After talking to a misplend from the Regulatory Dept, Randy Rowland her supervisor and others in the PSC, they totally shut down and now denied and refused anything. There was no doubt that the same promotion of slander, character assassination and hate mongering was used to spite and obstruct my case. This was made by misplend and Randy Rowland to squish any assistance to me.

12  
Once again the PSC has gone out of its way to obstruct and thwart any outside cases since that I have sought to obtain.

The Commission should take note of this fact of immoral, dishonest and unconscionable behaviour by those at the PSC, and certainly shows what their position is regarding me and my case. These truthful revelations cannot be dismissed, excused or ignored.

The supervisor of this Agency was out of control in his antagonistic obstruction, after having "talked to some people at the PSC" at about this same time I sought help from a local politician who at first seemed ready to assist. He subsequently stated that he had spoken with the General Counsel C. Kaiser and the whole atmosphere changed. Arrangements for things he now refused help and plot out told me that "you are not going to win this one" "What it was that I had "won" at any time previously was not stated. It is clear that the General Counsel and the PSC, once again had interfered against me and my case in seeking outside assistance.

I believe that this Counsel General used that same vicious slander, character assassination, libel and prejudice promoted and inserted by the abuse of power by these third parties, with this politician to almost any case since.

These actions and activities are also in violation of the Florida Bar's Rules of Conduct. Section 11.04 of the Florida Bar Rules of Conduct (a) state or imply an ability to interfere in improperly a government agency or official. And (d) engage in conduct that is prejudicial to the administration of justice. It goes on to state that lawyers holding public office assume legal responsibilities going beyond those of other citizens. A lawyer's absence of public office can neglect an inability to fulfill the professional role of an attorney.



If certainly means why the ASC and then at  
 Department claimed these activities to target  
 with impunity was the manner in which they  
 at the behest of the abuse of financial power  
 merely to the extent damage and harm.

I would suggest that the law can and has  
 would suggest that the law can and has  
 allow means punishment when sales will be  
 at the of the Florida Bar Canon's and other  
 deal in with this conduct.

was only informed by chance in the  
 to show that there are do not matter  
 disrupted together and I could be ordered to  
 "opportunity" in this case without persons to  
 "prevent any case" in "prevention" the  
 if no can suspend to take consideration  
 if no can suspend to take consideration  
 if no can suspend to take consideration

14  
I have also enclosed a copy of my credentials, to try to  
offset the serious personal attacks perpetrated upon me  
by those involved with the FPL and PSC.

It's evident, that the Commission should seriously  
consider the true facts of these cases and not the  
total fantasy that has been and is being promoted by  
the FPL and in concert with those of the PSC.

Sincerely,  
Yours truly,  
Kevin S. Galloway

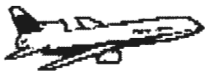


In Appreciation of  
Loyal and Dedicated Service,  
We Take This Occasion  
To Honor

*Capt. Frederick Smallakoff*

Who Is Retiring  
After Serving TWA  
With Distinction From

*Sept. 7, 1964 To May 1, 1986*



*Richard J. Kenny*

Senior Vice President  
Flight Operations

*Ronald E. Reynolds*

Vice President  
Flying

1  
 Ref 850-717-0114

Mr. Frederick Soudhoff

6651 Coconut Dr  
 Newport Richey Fl.  
 34655

Dec. 31/12

Miss Ann Cole

PSC Commission Clerk

2540 Shumard Oaks Blvd.  
 Tallahassee, Fl. 32399

This letter is to address a Nov. 20/12 letter created by the PSC legal department and signed by Mike Lawson, Senior attorney.

It is, I believe a focal point created because there is no basis, for the purpose of closing the case # 120176.

It appears that this letter was created by those at PSC legal, in concert with Program Energy to creating a situation in closing my case and dismissing my case without addressing the facts and wishes.

There is no other cause or reason for submitting this "requirement" now, as a deadline to comply with an impossible task due to the mis handling of my case and the sheer volume of information required, with no opportunity to address the multiple instances of wrongdoing on the part of Program Energy with the amount of time by some at the P.S.C.

My informal petition was summarily dismissed with false and fabricated disinformation by John P. Lopez at that level without providing me the opportunity to respond.

2

My petition (Form 1) was filed in June of 2012. After consulting to Mr. Neil Forsman that no new attorney has made contact or appearance to take over my case, due to the misconduct of the previous attorney, Jennifer Crawford.

At his initial contact made sometime in mid July of 2012, a month and a half after I had filed my complaint, and at the behest of Mr. Forsman, Mr. Dawson contacted me.

As to my inquiries as to what Mr. Dawson's responsibilities were regarding me and my case, it was stated that he pulls everything together, he conducts an investigation on my behalf, gathers all of the facts, brings everything together, from the Co. (Protein) also, negotiates the facts with their legal people and tries to attain a favorable resolution and issues a recommendation to the Commission. That he needs to fully understand the case and needs to be abreast of everything on both sides.

When Mr. Dawson contacted me around July 11/2, I went over many of the facts and issues, no litigation, misbehavior and unethical conduct by some at the PSC and by Progress Energy.

It was made plain that after this initial conversation; that more conversation and facts would ensue and would be taken and discussed by Mr. Dawson associated with the case and not just billing matters. It was made clear and understood by him. I was ready, willing and able to continue to supply him with information and facts on the case, but he was unavailable to return my calls and made no contact with me. He was absent for a long period of time.

I complained about this to Mr. Ferguson, who stated that he would try to track him down. As to his statement in the November letter "we" (meaning his supervisor J. Crawford, others at the legal department and with Progress Energy) "have no information from you, is his negligence and untrue; so as to address blame to me now for his short coming in not being available and absent."

Initially I informed him that I was in receipt of some twenty-six thousand plus pages of documentation generated on me and asked him as to why and how this inordinate amount of material was created and why. He stated, he didn't know and wondered why he didn't have it in his files. He stated that he would attempt that documentation and look into it. To this date he has never addressed this matter. No doubt he was advised to ignore it by his superiors.

He also stated that he received a letter from Progress Energy stating that the amount for the deposit had been withdrawn. When I queried the matter for a copy, he now stated that he thought he saw it, may "he" - unacquainted it, that he would look for it some more. He did not provide me with a copy.

The imposition of this additional burden was obtained by treachery by some at the PSC and Pro. Energy. The severe general loss that it was imposed because they had to be connected power lines in one year.

In the first instance, after this Crawford had written a public report along with Progress Energy and before closing the case, my power was disconnected. Mr. Ferguson advised me that he issued a retaliation and had taken against Progress Energy for being so

4

In the second instance, I was instructed by a PSC representative to only make a partial payment (no work being required) and if Progress Energy turned my power off, to call them (PSC) and that they would have them reconnect it. After I made the payment, my power was disconnected.

I called the PSC, they would not allow the representative who gave those instructions to speak to me. The matter was sent to Rhonda Hicks (whose antagonism towards me has all been known), who denied that this representative gave those instructions, and didn't say it, then even if she did say it - evidently making a mistake!

This calculated tactic, planned in advance by Progress Energy and the PSC as harassment was vicious and unconscionable. In addition to being recently three years of age with multiple health problems, I am on a heart monitor that requires electrical power. None of these people was ever held accountable for their actions. For this Progress Energy wronged me a deposit requirement.

As to the fair frame, during the initial contact Mr. Dawson understood that it would take time to provide additional information towards the inheritance. He stated that he didn't see any problems with granting such time as was necessary. He did count years, as unacceptable, or refusing to pay anything while in the process, but so long as I was paying my bills aside from that \$2000 in deposit that Progress Energy could live without that sum, and that it was non-issue as to time needed.

Now, they have come up with this Dec 31/12 deadline or they will close the case!

Hence planned exercise to close and eliminate my case.

5

I believe that the extent of this unreasonable  
 head line demand in providing material was  
 due to Progress Energy dictating to the PSC  
 in what appears to be a cozy relationship to  
 dispense with the case, me, and anything that  
 goes along with it, so that there is no public  
 exposure of the true facts and instances  
 of gross misconduct on the part of some at  
 the PSC, in concert with Progress Energy.

I have noticed that Mr. Hansen has  
 not investigated on what he has in his  
 files. I do know that he has renounced himself  
 as to his obligations as stated at the outset and  
 has taken an extremely obstructive position towards  
 me and my case and the issues involved.

As to his statement (Nov. 2012 letter) that  
 "we" would ask that you submit any and  
 all information (what does he have and what does  
 he have to submit) no later than December 5, 12 -  
 and whereas before time was no issue,  
 has now been manipulated to be an (unreasonable)  
 issue.

It is to be noted that the Council General, an  
 Kent Bauer has repeatedly refused to respond to my  
 calls, as has his assistant Jerry Fleming, who  
 repeatedly stated, "I don't have time to do",  
 during those calls in which I wasn't disconnected.  
 I called Mr. Kamm as he has lost summer,  
 when he also refused to take my calls.

I have also contacted Mr. Steve Slattery,  
 the Inspector General, whose function and  
 duties are clearly defined and approved in  
 of the situation, but he was unresponsive and  
 would only comment, that "I don't have  
 anything to say".



6

According to the Document being in Day,  
the time schedule is tentative and subject  
to revision.

If my reasonable and necessary request  
has more time to deal with this matter and  
to preclude further harm, I am requesting a  
formal hearing pursuant to Chapter 920  
of the Florida Statutes, Florida State  
begins before to hear my complaints, so  
as not to have my case expeditiously closed  
on December 31/12.

Sincerely  
J. Gerardo

RECEIVED-FPSC

12 DEC 31 PM 3:58

COMMISSION  
CLERK

Ref 850-717-0114

Mr. Frederick Suedhoff  
6851 Conant Dr  
Newport Richey Fl.  
34655  
Dec. 31/12

Miss Ann Cole  
PSC Commission Clerk  
2540 Shumard Oaks Blvd.  
Tallahassee, Fl. 32399

FPSC, CLK - CORRESPONDENCE  
Administrative Parties Consumer  
DOCUMENT NO. 08350-12  
DISTRIBUTION:

This letter is to address a Nov. 20/12 letter created by the PSC legal department and signed by Mike Lawson, Senior attorney.

It is, I believe a focal point created per se when there is no basis, for the purpose of closing the case # 120176.

It appears that this letter was created by those at PSC legal, in concert with Progress Energy to creating a situation in closing my case and dismissing my case without addressing the facts and issues.

There is no other cause or reason for submitting this "requirement" now, as a deadline to comply with an impossible task due to the mis handling of my case and the sheer volume of information required, with no opportunity to address the multiple instances of wrongdoing on the part of Progress Energy with the complicit and some by some at the P.S.C.

My informal petition was summarily dismissed with false and fabricated disinformation by John Plakow at that level without allowing me the opportunity to respond.

2  
 My petition (formal) was filed in June of 2012.  
 After complaining to Mr. Neil Forsman that no  
 new attorney has made contact or appearance  
 to take over my case, due to the misconduct of  
 the previous attorney, Benjamin Crawford.

It had initial contact made sometime in mid  
 July of 2012, a month and a half after I had  
 filed my complaint, and at the behest of Mr.

Forsman, Mr. Dawson contacted me.

As to my inquiries as to what Mr. Dawson's  
 responsibilities were reference me and my  
 case, it was stated that "he pulls everything  
 together, he conducts an investigation on  
 my behalf, gathers all of the facts, brings  
 everything together, from the Co (Motion) also,  
 negotiates the facts with their legal people and  
 tries to attain a favorable resolution and  
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 That he needs to fully understand the case  
 and needs to be abreast of everything on both  
 sides.

When Mr. Dawson contacted me around  
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 Energy.

It was made plain that after this initial  
 conversation; that more conversation  
 and facts would ensue and would be taken  
 and discussed by Mr. Dawson associated  
 with the case and not just billing matters.

It was made clear and understood by him.

I was ready, willing and able to continue  
 to supply him with information and  
 facts on the case, but he was unavailable  
 refused to return my calls and made no  
 contact with me. He was absent for a long  
 period of time.

I complained about this to Mr. Folsom, who stated that he would try to track him down. "As to his statement in the 11/20/12 letter, we" (meaning his supervisor J. Crawford, then at the legal department and with Progress Energy) "have no information from you is disingenuous and untrue, so as to address blame to me - now for his short coming is not being available and absent."

Untraced, I informed him that I was in receipt of some twenty - six thousand plus pages of documentation forwarded on the undashed him as to why and how this inordinate amount of material was created and why. He stated, he didn't know and wondered why he didn't have it in his files. He stated that he would perform that documentation and look into it. To this date he has never addressed this matter. No doubt he was advised to ignore it by his Supervisor.

He also stated that he received a letter from Progress Energy stating that the amount for the deposit had been withdrawn. When I inquired the matter for a copy, he now stated that he thought he saw it, may "he" - imagined it, that he would look for it some time. He did not provide me with a copy.

The disposition of this additional burden was obtained by tracking by some at the PSC and Pro. Energy. The severe guess was that it was imposed because they had to disconnect my power lines in one year.

In the first instance, after Miss Crawford had written a bulge report along with Progress Energy and before closing the case, my power was disconnected. Mr. Folsom advised me that he issued a citation and had taken action against Progress Energy for doing so.

4

In the second instance, I was instructed by a PSC representative to only make a partial payment (as only being required) and if Progress Energy turned my power off, to call them (PSC) and that they would have them reconnect it after I made the payment, my power was disconnected.

I called the PSC, they would not allow the representative who gave those instructions to speak with me. The matter was sent to Rhonda Weeks (whose antagonism towards me has well known), who denied that this representative gave those instructions, and didn't say it, then even if she did say it - everybody makes mistakes!

This calculated tactic, planned in advance by Progress Energy and the PSC as harassment was vicious and unconscionable. In addition to being severely - three years of age with multiple health problems, I am on a heart monitor that requires electrical power.

None of these people has ever held accountable for their actions. For this Progress Energy unreasoned use a laptop requirement.

As to the fine frame, during the initial contact Mr. Dawson understood that it would take time to provide additional information towards the investigation. He stated that he didn't see any problems with granting such fine as was necessary. He did count on years, as unacceptable, or refusing to pay anything while in the process, but so long as I was paying my bills aside from the \$3,200 in dispute that Progress Energy could live without that sum, and that it was not an issue as to fine needed.

Now, they have come up with this Dec 31/12 deadline or they will close the case!

It was a planned exercise to close and eliminate my case.

I believe that the extent of this unreasonable broad line demand in providing material was due to Progress Energy dictating to the PSC in what appears to be a cozy relationship to cooperate with the commission, and everything that goes along with it, so that there is no public exposure of the true facts and instances of gross misconduct on the part of some at the PSC in concert with Progress Energy.

I have not been able to find out how or has not investigated or what he has in his files. I do know that he has renewed himself as to his obligations as stated at the outset and has taken an adversarial, obstructive position towards me and my case and the issues involved.

As to his statement (Nov. 20/12 letter) that "we" would ask that you submit any and all information (what does he have and what does he have to submit) no later than December 31/12 and unless before June was to non issue, has now been manipulated to be an (unreasonable) issue.

It is to be noted that the Council General, Assistant General has repeatedly refused to respond to my calls, as has his assistant Jerry Fleming, who repeatedly stated, "I don't have time to do that, during those calls in which I wasn't disconnected. I called Mr. Kamm as Charles Cost Summers, when he also refused to take my calls.

I have also contacted Mr. Steve Slattery, the Inspector General, whose function and duties are clearly defined and apparent from the situation, but he was unresponsive and would only comment, that "I don't have anything to say".

6

According to the Document being used,  
the time schedule is tentative and subject  
to revision.

If my reasonable and necessary request  
~~for~~ more time to deal with this matter and  
to preclude further harm, I am requesting a  
formal hearing pursuant to Chapter 920  
of the Florida Statutes, Florida State  
Sees before to hear my complaints, so  
as not to have my case expeditiously closed  
on December 31/12.

Sincerely,  
J. Geriott

## PARTIES

Fax # 850-487-1716.

Frederick Smalla Hoff  
6681 Comet Dr  
New Port Richey, FL  
34655

Dec. 28/12.

727 372-8544.

Alan Cole  
PSC Commission Clerk  
25<sup>th</sup> to Sheward Oaks Blvd.  
Tallahassee, FL  
32399-0850.

This inquiry, as of this date, Dec. 28/12 is to attempt to determine if Progress Energy will disconnect my power, without justification as of Dec. 31/12, New Years Eve day, as stated in their notice, received by me on Dec. 24/12, considering the multitude of issues, irregularities and problems existent re: my complaint docket #. 17076.

Those involved within the PSC will not communicate these outstanding matters with me.

As this is Friday Dec 28/12, an immediate response is required re: the disconnection.

Sincerely,  
F. Smalla Hoff