

State of Florida



Public Service Commission

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

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

DATE: May 22, 2014
TO: Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk
FROM: Suzanne S. Brownless, Senior Attorney, Office of the General Counsel *SSB*
RE: Re: Docket No. 140024-EI - Initiation of formal proceedings on Complaint No. 1109752E of Brenda Rodriguez against Duke Energy Florida, Inc. for alleged improper billing.

Please place the attached letter and documents received from Ms. Rodriguez in the above-styled file. Should you have any questions or need any additional information regarding this matter, please contact me at 413-6218.

RECEIVED-FPSC
14 MAY 22 PM 3:41
COMMISSION
CLERK

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

STATE OF FLORIDA



GENERAL COUNSEL
S. CURTIS KISER
(850) 413-6199

Public Service Commission

May 12, 2014

Brenda Rodriguez
185 Anzio Drive
Kissimmee, Florida 34758

Re: Docket No. 140024-EI - Initiation of formal proceedings on Complaint No. 1109752E of Brenda Rodriguez against Duke Energy Florida, Inc. for alleged improper billing.

Dear Ms. Rodriguez:

Thank you for your telephonic participation at the May 9, 2014 agenda conference before the Florida Public Service Commission on the above item. Unfortunately, due to a poor telephone connection the Commissioners were unable to clearly hear your comments. Your case has been deferred until the Commission's June 5, 2014 agenda conference in order to give you an opportunity to provide written comments for the Commission's consideration prior to their vote. My understanding is that you will not be given another opportunity to participate by telephone at the June 5th agenda conference.

If you wish to provide written comments regarding the Staff's April 24, 2014 recommendation or provide any additional documentation in support of your opposition to the payment of the \$7,974.44 backbilled amount, please email these materials to me at sbrownle@psc.state.fl.us on or before May 22, 2014. I will file them with the Clerk and make sure that a copy is provided to Duke Energy.

Should you have any questions or need any additional information regarding this matter, please don't hesitate to contact me at (850) 413-6218.

Very truly yours,


Suzanne Brownless
Senior Attorney

cc: Commission Clerk

05/20/2014.

To: Public Services Commission
From: Brenda L. Rodriguez
Reference: Amount of Disput. (1109752 E)

The Reason of this letter is to Expose, Allegue and Request.

Expose.

- 1- The Court Drop all the charges in The Tampering Case and the Fraud Case; Reason to Recover my Money.
- 2- I'm Innocent.

Allegue

- 1- I want to Expose The Evidence The I used in Order To Proof my Innocent. Evidence The I Receive from (Public Services Commission) from: Mrs. Magdalena Valdez. This Evidence Duke Energy Call (Customer Services System.) In That Report You See When The Company Cancel The Electric Services.
This is The Reason To Raising the of Tampering.
- 2- The Amount of Back Bill at the Date of 1/29 28, 2013 is \$, 896.17 This is The Same Amount ~~Was~~ That Public Services protect in The Disput in The Instial Letter The I Receive from The Report of Duke Energy Sent To You Organization of Commission. At That Time the charges for The Commission and other charges appear in The Executive Order That You Can See in The Bill and Date May 28, 2013.

In The Death Order, That You Can See in The Bill and Dates

Statement of Electric Services of March 26, I had a Credit of 460.32. This is a The Tampering Dates.

April 22, 2013 Payment for 3,100.00 Due - 0 -

April 26, 2013 Payment of 3.95 Total Due

In May 28, 2013. In The Electric Statement See The Amount is Disput. This Amount Don't Show The Credits and Payments But in This Bill The Computers appear in This Position and charges.

1- Investigation of unauthorized Use.

2- Revenue Protection Department

3- Wisconsin Basic

4- Credit Tax

5- Manual Bill adjustment; Now If you can see the Bills in July, July, August, Sept. they added the new Bill to existing amounts. But at that Date. I says. I says "please send me

a E-mail in December a new Payment for The Amount of 1,989.00 for The Balance of 3,346.85. This is The Real amount The I supposed to own at Duke Energy; Because I pay Every Month my Electric Services in Order to avoid Disconnection. As you Recommendation in the letter.

If I used The Amount you appear in the letter Received in May 12, 2014 The Correct amount The I supposed to own is 2,325.42

My Request.

- 1- My money Back The Exactly amount of 5,647.32
- 2- The Disput in my favor, for order of Constitution Right. (Double Jeopardy) in The 5th Amendment's. See that no Person can be twice put on Jeopardy of Life or Lib.

Double Jeopardy, Means that once a Person has been Tried
for a Crime, He or she Cannot be Tried again for the Same
Crime.

3. I went to Jail for False Accusation, and the Real Reason
for this misunderstanding is a Computer Disorder.

4. The Exact Amount that I Request is 5,649.32.

P.S. Thank you for the Proof of Documentary Recieve from: Mrs. Valdez

Sincerely Yours
Freddy J. Rodriguez

IN THE 11th COURT OF THE
NINTH JUDICIAL CIRCUIT, IN AND FOR
OSCEOLA COUNTY, FLORIDA

CASE NO. CF 13 4218

DIVISION 201

STATE OF FLORIDA

vs.
Brenda Rodriguez

26 March
2014
180

NOLLE PROSEQUI

THE STATE OF FLORIDA enters a Nolle Prosequi in the above-entitled action as to

Portia Davis

I do certify that a copy hereof has been furnished to

I
by (delivery) (mail) this 26 day of March, 2014.

JEFFREY L. ASHTON
State Attorney

By: [Signature]

Print Name: J M Fisher

Florida Bar No. 0162736

Assistant State Attorney

2 Courthouse Square, Suite 3500

Kissimmee, FL 34741-548

Telephone: 407-742-5200

cc: State Attorney
Counsel for Defendant

21, September, 2013.

Brenda L. Rodriguez
185 Anzo Dr.
Lisbon, FL, 34758
Phone: (407) 486-1328
E-Mail: NotaryBrenda@tda.com

Reference: Improperly Billing
Rule: 25-6-104- Public Services Commission
Case #: 1109752E
Filing: Duke Energy

The Reason of This letter is to appeal My Case For Improperly Billing
Attach you can see the Information. The Information Draft Match
with the letter Receive in Sept. 5, 2013 from P.S.C. in Certified Mail
and Regular Mail from Ms. Margarita Valdes. In that letter Ms.
Valdes state The Amount of Back Bill is 8,896.17 Page # 1 in
Respond to P.S.C.

2- In the letter Receive in July 10, 2013 - 12:33 from Ms. Valdes
She Informed the Amount of Back Bill Disconnection

3- I Paid the Unpaid Balance and late fee; In Sept. 27 and
October 24. To Avoid Disconnection.

4- In Reference to Reading Problems You can see The: Archived Account
Data from the Total Units Table. Proof in Page 4

5- In Order to verify the Exactly amount in Dispute. Please See
Duke Energy Customer Services System Account Activity and I never
Cancelled My Services.

6- In the letter of Sept. 5, 2013. Base in the Information of Page 6 of 4
of Margarita Valdes. The Unpaid Back-Billing Balance is 7,983.44.
This Amount appear in Line 3 of This letter.

7- In Archived Account Data from the CR SOURCE Table You can see
The Discrepancy at Equal's in the Table of the month's 2009-06-23
Compare with the month's 2010-06-22 with the Allegation of Tampering.
In my Allegation In that Dates a Supervisor of Progress Energy Came

In The letter from P.S.C. appear two different version.

A- The Reason Lower The Bills.

B- Tampering of Meter Starting From June 2009. to May 2010.

C- In The Respond To. Mrs. Margarita Valdez Thursday July 18, 2013
12:03 P.M. in Page 2 Line 3. The Question if ANY Device was
Installed?

D- The Respond of Duke Energy March 26, 2010. At The Same Dates
of allegation of Tampering meter; Duke Energy Works in my
property.

10- The Exactly Amount, Base in Duke Energy Allegation of Tampering
The Balance is 4,520.20.

Note: Reference To Allegation of Tampering: Attach information
In 10-18-2007 I Put a Complaint in state Attorney General's
To Florida State. My Concern is Impossible: I never tampering the Meter
Attach Photo of Report.

Sincerely,
[Signature]
1002948

May 7, 2013

Channel 6 News

I'm Brenda Liz Rodriguez, my residence is 185 Anzio Dr. Kissimmee FL, 34758. The reason in order to contact the news is:

In the month of march 23, 2013 an employee who claimed to work for Progress Energy named Christian and Osceola County Sheriff, Detective Ostrander, arrived to my home claiming that I, Brenda Rodriguez illegally obtained energy to provide lighting for my home. Numerous of occasions I tried to contact Progress Energy and Detective Ostrander to situate the false accusations, but recieved no aid with my dillema. Progress Energy has now charged me 8,896.17 for the billing involved with the investigation. I already filled a complaint at orlando's facility with Ms. Lilian who advised me to take further precautions, she can be contacted at (407)938-6619. I have evidence that the accusations and the account charged under my name is a mistake, therefore I would liked to be in touched with to resolve the issue. Please contact me as soon as possible at (407)486-1328 or (407)414-5399.

Sincerely,
Brenda Liz Rodriguez

E-mail: yotany Brenda 67@yahoo.com

Deposits

Pages 3 of 6

ORIGINAL

Deposits

When account number 96063-71545 was established in your name on January 5, 2004, a deposit in the amount of \$100 from a previous account was transferred to your new account.

On January 31, 2008, the account was billed an additional deposit of \$720, bringing the account deposit to a total amount of \$820.

Apply to Account.

* DEF's records show that on December 21, 2011, a total amount of \$847.37 was refunded to you. This included your deposit plus earned deposit interest. DEF's procedure regarding deposit refunds is to apply the deposit to the account first; customers may then request to have any excess amount refunded to them in the form of a check. My review of a chronological summary of all customer service notations for your account for the period from January 2004 through March 2013 does not reflect any contact from you to the utility requesting that the deposit be refunded to you in the form of a check. You may read the notations summary provided by DEF in its July 18, 2013, response to the FPSC in the enclosed copy of your complaint.

Current Charges

When you filed this complaint against DEF on May 7, 2013, \$8,896.17 was established as the amount in dispute. Your account was protected from disconnection of service for non-payment of this specific amount. As I stated in my two E-mails to you on July 10, 2013, and July 12, 2013, you were responsible for payment of all subsequent monthly charges for electric consumption after the filing of complaint number 1109752E. * I further clarified that your account balance must remain at or less than the disputed amount of \$8,896.17 in order to avoid disconnection of service. *

On August 6, 2013, your account appeared in DEF's disconnection list for non-payment of the past due amount of \$536.46. DEF reported that since the date your complaint was filed, no payment has been received. As a courtesy, for this month only, DEF protected your account from disconnection; however, it indicated that if no payment is received next month, your service will be disconnected for any past due amount. Currently, your account balance, excluding the unpaid back-billing balance, is \$2,827.54.

Load Management Program and Home Energy Audit (HEA)

* On March 26, 2010, your account was enrolled in DEF's EnergyWise Home/Load Management program, and a device was installed at your home. This program allows the utility to temporarily interrupt power to certain appliances during times of peak demand. In return, a monthly credit is given to participating customers.

** See Credit in (Archived Acct Data from the CR 3RCE TABLE.)*

During our telephone conversation on July 8, 2013, you expressed high billing concerns. I suggested that an HEA be performed in your home to verify that equipment and appliances were working properly. HEA is a home inspection program designed to assist DEF customers in decreasing electric consumption, thus electric cost. Through careful inspection of the home, energy improvement opportunities can be determined and sound energy savings recommendation and tips can be offered. I contacted DEF to request that an HEA be performed at your house.

ORIGINAL

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Tampering Allegation

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

STATE OF FLORIDA



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

ORIGINAL

Public Service Commission

September 5, 2013

Certified and Regular Mail

Ms. Brenda Rodríguez-Guerra
185 Anzio Drive
Kissimmee, FL 34758-3915

*Brenda's

407-486-1328*

Re: FPSC Complaint Number 1109752E

Dear Ms. Rodríguez:

This letter is a follow-up to the complaint you filed with the Florida Public Service Commission (FPSC) on May 7, 2013, against Duke Energy Florida (DEF) regarding your concerns about being billed improperly. I appreciate the opportunity to assist you.

When you indicated that you were not satisfied with the proposed disposition of your case against DEF, your complaint was forwarded to FPSC's Bureau of Consumer Assistance (BCA) Process Review Group and assigned to me to determine if there was any way the FPSC could further assist you.

When you filed this complaint, you stated that on March 23, 2013, DEF's Revenue Protection Department (RP) staff visited your residence, and informed you that an investigation revealed that your meter had been tampered with. You were also informed that your account was being back-billed for the amount of \$8,896.17. You further stated that you paid \$3,000 to avoid disconnection.

DEF has investigated and responded to your complaint. Documentation provided to the FPSC by the utility indicates the following information regarding this matter.

Meters

On January 5, 2004, account number 96063-71545 was established in your name at 185 Anzio Drive, Kissimmee, Florida. At the time, meter number 1359241 was servicing the account.

* On May 4, 2006, due to DEF's overall grid modernization initiative, meter number 1359241 was replaced with Mobile Meter Reading (MMR), meter number 005905065. *Ref: 3-6 Page Sept 5, 2013*

On March 27, 2013, as part of an ongoing RP investigation, meter number 005905065 was removed. A review of the kilowatt-hour (kWh) history revealed that meter number 5905065 was registering zero kWh consumption. The meter was replaced with meter number 1714187.

AMSCOT FINANCIAL SERVICES
1229 E VINE ST
KISSIMMEE, FL 34744
Window - 832
(407)932-1821
03/21/2013 12:10 PM
Transaction 737495

1229 E VINE ST
KISSIMMEE, FL 34744
Window - 83
(407)932-1821
03/21/2013 4:58 PM
Transaction 737479

TERMINAL ID: FL5113

TERMINAL ID: FL3113

	Amount	Fee
Bill Payment #1:		
PE 9606371545	2339.68	
PROGRESS ENERGY		
PE RECEIPT NO: 80906293310905312		
Bill Collect Fee	1.28	
Subtotal	2,340.93	
Tendered	2,341.00	
Change	.07	

	Amount	Fee
Bill Payment #1:		
PE 9606371545	661.00	
PROGRESS ENERGY		
PE RECEIPT NO: 80906293310905314		
Bill Collect Fee	1.25	
Subtotal	662.25	
Tendered	700.00	
Change	37.75	

RODRIGUEZ GUERRA, BRENDA

RODRIGUEZ GUERRA, BRENDA

PLEASE VERIFY THE ACCOUNT NUMBER(S) ON
THE RECEIPT TO ENSURE PROPER CREDIT.

PLEASE VERIFY THE ACCOUNT NUMBER(S) ON
THE RECEIPT TO ENSURE PROPER CREDIT.

REAL TIME TRANSACTION

REAL TIME TRANSACTION

PROGRESS ENERGY FLORIDA, INC.

PROGRESS ENERGY FLORIDA, INC.

PAYMENTS RECEIVED BY 5:00 PM WILL BE
CREDITED TODAY. YOU DO NOT NEED TO
CALL PROGRESS ENERGY FLORIDA, INC.
WITH YOUR PAYMENT UNLESS YOUR SERVICE
IS OFF OR SCHEDULED FOR DISCONNECTION
TODAY.

PAYMENTS RECEIVED BY 5:00 PM WILL BE
CREDITED TODAY. YOU DO NOT NEED TO
CALL PROGRESS ENERGY FLORIDA, INC.
WITH YOUR PAYMENT UNLESS YOUR SERVICE
IS OFF OR SCHEDULED FOR DISCONNECTION
TODAY.

UNLESS OTHERWISE NOTED, BILL PAYMENTS
MAY TAKE 1 - 3 BUSINESS DAYS TO POST.

UNLESS OTHERWISE NOTED, BILL PAYMENTS
MAY TAKE 1 - 3 BUSINESS DAYS TO POST.

PLEASE KEEP RECEIPT UNTIL PAYMENT HAS
BEEN CREDITED TO YOUR ACCOUNT(S).

PLEASE KEEP RECEIPT UNTIL PAYMENT HAS
BEEN CREDITED TO YOUR ACCOUNT(S).

We do not disclose your non-public
personal information to anyone
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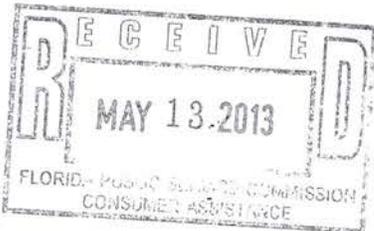
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concerns please call the Amscot
Customer Care line at
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*Receipt stub required for Money
Order stop payments & copy requests*

*Receipt stub required for Money
Order stop payments & copy requests*

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AMSCOT - You're OK with Us!



ORIGINAL

Margarita Valdez

From: Wright, Cynthia <Cynthia.Wright@duke-energy.com>
Sent: Thursday, July 18, 2013 12:03 PM
To: Margarita Valdez; PSCREPLY
Cc: Murray, Carolyn E; Vear, Brenda S
Subject: **Supplemental Response FPSC Complaint# 1109752E Brenda Rodriguez-Guerra
Attachments: Acct 96063-71545 Credits 07-17-13.rtf; Acct 96063-71545 DB Activity 03-08-13.rtf; Acct 96063-71545 Tot Units 03-08-13.rtf; 96063-71545 misc adjustment.xlsx; Meter Test Report Rodriguez-Guerra Meter# 5905065.pdf; Rodriguez-Guerra 24 month billing statements.pdf

ORIGINAL

July 18, 2013 -Duke Energy Florida's response is below:

1) Please contact Ms. Rodriguez to schedule a high bill investigation. Ms. Rodriguez stated that she has not been contacted to schedule an energy audit or meter test. Please verify this information.

- On July 8, 2013, Ms. Margarita Valdez spoke with Cynthia Wright, DEF Consumer Affairs Analyst, to discuss Ms. Rodriguez-Guerra's complaint. Ms. Valdez indicated that she left a message for Ms. Rodriguez-Guerra asking if she wished to be present for the PSC Witnessed Meter Test. (referenced in notes from supplemental request sent on July 16, 2013) Mr. Antoine Bass attempted to contact Ms. Rodriguez-Guerra on July 11, 2013 to address her high bill concerns and left a voice mail message requesting a return call back. As of July 18, 2013, DEF has not received a return call from Ms. Rodriguez-Guerra. As of Cynthia Wright's telephone conversation with Margarita Valdez this morning July 18, 2013 the customer also has not returned her call.

See Page 5 of 6 (Deposit.)

2) Ms. Rodriguez stated that she initially paid a \$100.00 deposit, and that she was later billed an additional \$720.00 deposit for a total deposit on the account in the amount of \$820.00. Ms. Rodriguez further stated that the deposit was refunded and credited to the account on April 2012. Please provide:

- A) Dates and deposit amounts billed.
 - 11/25/2002 \$100 from previous account which is no longer in our Customer Service System (CSS). The \$100 deposit was transferred to 185 Anzio Dr. when the customer moved there on 1/05/2004. The customer was billed an additional deposit of \$720 on 1/31/2008.

B) Date when deposit was refunded.

- 12/21/2011 in the amount of \$847.37

C) DEF's policies about deposit refund. Has the customer the option of receiving a refund check or is to credit the deposit to the account the only option?

Sec: TAMPERING DATES
Pages: 3
Letter: September 5, 2013.



091609

FPSC RESPONSE FORM

FPSC Inquiry Number: 1109752E

Complainant's Name: Brenda Rodriguez-Guerra

Customer of Record's Name: same

Service Address: 185 ANZIO DR KISSIMMEE FL 34758

Telephone Number(s): (407) 486-1328

Account Number: 96063-71545

Date Received from FPSC: May 7, 2013

Restate Customer's Concern: (*Verbatim from FPSC*)

Im Brenda Liz Rodriguez, residece is 185 Anzio Drive. Kissimmme FL. 34758. The reason in order to contact you:

In the month of march 23, 2013. came to my home an employee who claimed to work for Progress Energy maned Christian and Osceola County Sheriff; Detective Ostrander, Arrived to my home claiming that I, Brenda illegally obtained energy to provide lighthing for my home. Numerous of occasions I tried to contact PROGRESS energy and Detective Ostrander to situate the false accusations, but received no sid with my dillema. Progress Energy has now charge me the amount of 8,896.17 for the billing involved in the investigation . at the date of 03/21/2013. They charge me with the amount of 3,000.00 I aready filles a complain at Orlando s Facility with Ms. Lillian who advised me to take futher precautions. She can be contacted at (407)938-6619. I would liked to be in touched with to resolves the issue.the last day in order to pay this bill is MAY 16, 2013. please contact me a soon is posible in order to resolve thhe situation. also, I have all the bills in order to proff the my situations is in order. "

Actions Taken to Satisfy Customer:

On May 7, 2013, Duke Energy Florida (DEF) received notification of Ms. Rodriguez-Guerra's FPSC complaint.

On May 8, 2013, Mr. Antoine Bass, Senior Consumer Affairs Associate, attempted to contact Ms. Rodriguez-Guerra to acknowledge receipt of her complaint. Mr. Bass left a message requesting a return call.

* ~~False~~ Shortly thereafter, Ms. Rodriguez-Guerra returned Mr. Bass's call. Ms. Rodriguez-Guerra stated that she has filed a complaint because she was told that someone had tampered with the meter and she now owes DEF a lot of money. Ms. Rodriguez-Guerra further stated that she had no idea that the meter was altered to

↓
Prove

- **Winter-only:** Maximum credits up to \$11.50 November- March only. **Maximum required** appliances are central **electric heating** and **water heater**.

D) Please provide a chronological summary of all customer service notations for customer account number 96063-71545 for the period of January 2004 through March 2013 to include the

- * Date and time of the customer contact or customer call
- * Nature of the customer contact or customer call
- * The disposition of each customer contact or customer call to include action taken or plan of action to be taken.

- 12:10 PM-10/03/07-updated phone #.
- 11:12 AM-7/22/08- left message at hme ph For HEC 7/22 @ 11:09
- 12:00 PM-4/27/09-updtd cell phn #
- 06:02 PM-3/20/13-adv customer of Revenue Protection charges and need for cash pymt for the 3000.00 to reconnect service. Account has a credit of \$660.32
- 12:20 PM-3/21/13- A payment was called in with receipt number 80806293310805312 paid 2339.68 cash
- 04:38 PM-3/21/13- Advised customer to pay additional \$660.32 reconnect service. *Lelel. 00*
- 3/21/13- Christian in Revenue Protection spoke to customer. Advised balance of \$660.32 is needed to complete the 3000.00 good faith payment just like as yesterday. Adv customer this is her deposit only intended to be used when the account is finalized COR began talking over me and did not let me speak she then said she will call Duke Energy.
- 05:03 PM-3/21/13- pd \$661.00 rect#:80000016610805316
- 03:36 PM-3/22/13- Customer called requesting information on account....what the amount said.....advised limited information emailed Revenue Protection to call customer and advise fully
- 03:25 PM-4/17/13- email RPI ** to call customer back to # on file **** ref RPI charges on acct
- 12:16 PM-5/2/13-Christian called the customer, regarding a possible payment arrangement. she adv she is calling the News I advise. that is ok I'm just calling to make some kind of arrangement to avoid service interruption. Customer disconnected the call.
- 12:46 PM-5/2/13-adv customer of balance on acct \$8,896.17 and explained all charges are from consumption for the past two years. cust stated it is not her fault. explained Christian has been calling her to make a pymnt arrangements with her so services are not interrupted. Customer stated she would be calling the police and will call us back.
- 02:35 PM-5/2/13-Customer called to speak with Christian regarding her bill. explained I would have Christian call her back as he is currently not available. cust requested to speak with his supervisor. escalated call to a team lead and sent a request to Revenue Protection to request a call back.
- 02:57 PM-5/2/13-COR requested to speak with RPI supervisor - adv i will relay the message
- 03:49 PM-5/2/13- Sup Max Wright has called the customer back and left message on voicemail with his direct number.
- 10:07 AM-5/6/13-Advised customer of cur bal
- 11:00 AM-5/6/13-Customer was transferred to me today around 10:45am. told her i was present at her home the day the invest took place--3/20 along with law enforcement. Explained to her (which has been done several times before) the backbill is a result of the meter being tampered with to register 0 kwh which is a violation of state statute. she asked about the bill that came out showing \$3.95 and i expl that

In consideration of the information presented in my above summary, the PRG is proposing that the customer be provided a payment arrangement of 24 months to pay the adjusted back billed amount.

If it is DEF's decision to reject this proposal, please provide support for and justify your rejection. Additionally, please offer a reasonable alternative company settlement proposal for the PRG and the customer to consider.

Please provide a supplemental report which addresses the above matters as soon as possible but no later than July 31, 2013. Thank you for your cooperation. MValdez

* The Mobile Meter Reading tamper flag report provides thousands of leads for 'potential' tampering in Duke Energy Florida's service territory. For example, from July 2012 to July 2013, the meter tamper report identified 45,489 potential leads. Not all leads that appear on the report will end up being a tampering case. There is a massive amount of time required to manually research and review the data before a field investigation takes place. Each individual investigation requires that the Revenue Protection Investigator review DEF's Customer Service System to see if a field investigation is warranted. Usage patterns must be reviewed along with the dates of the tamper flags to see if an abnormal decrease in consumption occurred after the flag(s). If the research warrants, a field investigation is initiated to inspect DEF's equipment for possible tampering or diversion.

ORIGINAL

The report does not prioritize possible leads, so manual review is necessary and time consuming. Additionally, this report is one component of work that the Revenue Assurance team is responsible for addressing and is filtered in with other investigations that take place. We take electric theft very seriously and want to address leads as quickly as possible.

*Carolyn E. Murray
Consumer Affairs Analyst
Duke Energy Florida
Internal 227-7615
External (727) 523-7615*



Ref: Page : 5

We're here to help. Contact us.

Visit our website (progress-energy.com) for self-service options including address and phone number changes, reporting a power or streetlight outage, duplicate bills, account balance and history, e-bill, service requests, and to participate in our Energy Forum to discuss energy-related topics and more.

With the launch of our new mobile site, our most popular online features are now available for you to use on the go. Use your mobile device to view your account, view and pay your bill, report a power outage or request a streetlight repair, find a payment location and get Progress Energy Twitter updates. To enjoy the ease and convenience of our mobile site, visit progress-energy.com.

Reporting outages: 1.800.228.8485 or at progress-energy.com/outage

For business transactions call 1.877.372.8477. Business hours are 7 a.m. – 6 p.m. Monday through Friday; however, our automated voice response system can address most of your service needs 24 hours a day.

Spanish-speaking customers - Para nuestros clientes que hablan Español, representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. – 6 p.m. Para obtener información o reportar problemas con su servicio eléctrico.

Digging in your yard? Call Florida's toll-free underground location line at 1.800.432.4770 or 811 from your cell phone.

Payment information

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Remit payments or send correspondence to:

Progress Energy Florida, Inc., P.O. Box 33199, St. Petersburg, FL 33733.

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- **Automatic Draft:** save time and postage by having your payments automatically drafted from your bank account each month.
- **EasyPay:** make a payment via credit card, debit card or electronic check at <https://pef.easypayfast.com> or by calling 1.866.374.5376. This service is available 24/7 and includes a convenience charge by a third-party vendor.
- **Electronic Check:** when you mail us a check as payment, you authorize us to convert your check into a one-time electronic check payment or to process the payment as a check image.

Save energy and money

Progress Energy offers energy-efficiency programs to help you save money and energy, including a free Home Energy Check available online, via phone or mail, or in your home. An optional energy analysis/rating including payback estimates can be conducted for a small fee, if desired. Visit progress-energy.com/save or call 1.888.302.8348.

Special needs customers

Florida Statutes establish a registration program available through county and municipal emergency management agencies for customers who may need special assistance during emergency evacuations and sheltering. Customers with special needs may contact their local emergency management agency for registration and more information.

Medically Essential Program

Progress Energy's Medically Essential Program identifies residential customers who are dependent on continuously electric-powered medical equipment. Participation in the program does not guarantee uninterrupted electric service. The program does not automatically extend electric bill due dates, nor does it provide priority restoration.

The benefits/guidelines of the Medically Essential Program include:

- Advanced notification of interruption of service due to nonpayment of electric bill and preplanned outages
- Advanced warning of hurricanes/major storms with emphasis on making proper arrangements
- Customers are required to pay their bills on time or will be subject to disconnection

To qualify, in accordance with Florida Statute Title XXVII Chapter 366.15:

- The patient must reside at the customer of record address
- Qualify annually and complete forms supplied by the public utility by a Florida licensed physician
- Be dependent on continuously electric-powered medical equipment to avoid the loss of life or immediate hospitalization

In the event of loss of power, it is the customer's responsibility to have a power backup system for their medical equipment, as well as an action plan for proceeding to the nearest medical facility.

To apply for participation in the Medically Essential Program, please call 1.800.700.8744

Important safety reminders

- Avoid all contact with electric wires. Exercise care when using ladders or poles outdoors.
- Never go near downed or low-hanging power lines. To report dangerous lines, call 1.800.228.8485.
- Activity near power lines can be life-threatening. Please use caution, and hire professionals when appropriate. Remember that tree limbs conduct electricity.

DETACH AND RETURN THIS SECTION WHEN MAILING PAYMENT

To change your mailing address or telephone number:

- Visit progress-energy.com to make changes.
- Or complete the information below and mail with your payment. If you pay at one of our convenient payment locations, use progress-energy.com to make changes.
- To have your electric service disconnected or transferred, visit progress-energy.com.

New mailing address _____

City _____ State _____ Zip _____

New phone number _____ Alternate phone number _____



STATEMENT OF ELECTRIC SERVICE

ACCOUNT NUMBER
96063 71545

APRIL 2013

**FOR CUSTOMER SERVICE OR
PAYMENT LOCATIONS CALL:**
1-800-700-8744

WEB SITE: www.progress-energy.com

TO REPORT A POWER OUTAGE:
1-800-228-8485

BRENDA RODRIGUEZ-GUERRA

185 ANZIO DR, <<<RPI BLUE>>
KISSIMMEE FL 34758

SERVICE ADDRESS
185 ANZIO DR, <<<RPI BLUE>>
KISSIMMEE FL 34758

DUE DATE TOTAL AMOUNT DUE
MAY 16 2013 8,896.17

NEXT READ DEPOSIT AMOUNT
DATE ON OR ON ACCOUNT
ABOUT NONE
MAY 28 2013

PIN: 399972457

METER READINGS

OLD METER

PRESENT (ACTUAL)	076021
PREVIOUS (ACTUAL)	073995
DIFFERENCE	002026
TOTAL KWH	2026

METER NO. 001714187

PRESENT (ACTUAL)	002816
PREVIOUS (ACTUAL)	000000
DIFFERENCE	002816
TOTAL KWH	2816

INVESTIGATION OF UNAUTHORIZED USE	75.00
REVENUE PROTECTION DEPARTMENT	237.40
HOMEWIRE BASIC	3.95

RSL-1/2 091 RESIDENTIAL LOAD MANAGEMENT

BILLING PERIOD..02-22-13 TO 03-26-13 32 DAYS

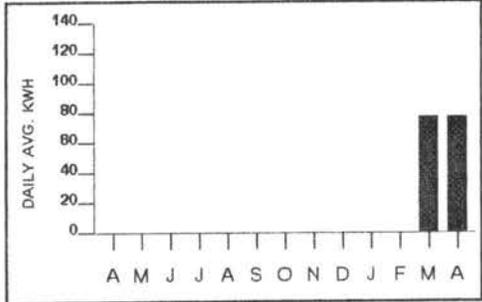
CUSTOMER CHARGE	8.76
ENERGY CHARGE	
FIRST 1000 KWH	1000 KWH @ 7.04700¢ 70.47
ABOVE 1000 KWH	1540 KWH @ 8.28200¢ 127.54
FUEL CHARGE	
FIRST 1000 KWH	1000 KWH @ 3.39300¢ 33.93
ABOVE 1000 KWH	1540 KWH @ 4.39300¢ 67.65

BILLING PERIOD..03-26-13 TO 04-24-13 29 DAYS

CUSTOMER CHARGE	8.76
ENERGY CHARGE	
FIRST 1000 KWH	1000 KWH @ 7.04700¢ 70.47
ABOVE 1000 KWH	1302 KWH @ 8.28200¢ 107.83
FUEL CHARGE	
FIRST 1000 KWH	1000 KWH @ 3.39300¢ 33.93
ABOVE 1000 KWH	1302 KWH @ 4.39300¢ 57.20

*TOTAL ELECTRIC COST	586.54
EnergyWise Home (Load Management) Credit	20.00CR
GROSS RECEIPTS TAX	14.53

Payment of your bill prior to the above due date will avoid a late payment charge of \$5.00 or 1.5%, whichever is greater. This bill for electric service covers an extended period of time. Our normal bill period is 29 to 33 days. If your previous unpaid balance has been paid, please disregard.



ENERGY USE

DAILY AVG. USE -	79 KWH/DAY
USE ONE YEAR AGO -	69 KWH/DAY
*DAILY AVG. ELECTRIC COST -	\$9.29

Make checks payable to: Progress Energy Florida, Inc.

ACCOUNT NUMBER - 96063 71545

DUE DATE
MAY 16 2013

P.O. BOX 33199
ST. PETERSBURG,
FL 33733-8199

TOTAL DUE
8,896.17

BRENDA RODRIGUEZ-GUERRA
185 ANZIO DR, <<<RPI BLUE>>
KISSIMMEE FL 34758

PLEASE ENTER
AMOUNT PAID



STATEMENT OF ELECTRIC SERVICE

ACCOUNT NUMBER
96063 71545

APRIL 2013

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KISSIMMEE FL 34758

SERVICE ADDRESS

185 ANZIO DR, <<<RPI BLUE>>
KISSIMMEE FL 34758

DUE DATE
MAY 16 2013

TOTAL AMOUNT DUE
8,896.17

**NEXT READ
DATE ON OR
ABOUT**
MAY 28 2013

**DEPOSIT AMOUNT
ON ACCOUNT**
NONE

COUNTY UTILITY TAX
MANUAL BILL ADJUSTMENT

33.78
1,553.31

TOTAL CURRENT BILL
BALANCE FORWARD

2,484.51
6,411.66

TOTAL DUE THIS STATEMENT

\$8,896.17

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- **Electronic Check:** when you mail us a check as payment, you authorize us to convert your check into a one-time electronic check payment or to process the payment as a check image.

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DETACH BILL RETURN TO THIS SECTION WHEN MAILING PAYMENT

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- To have your electric service disconnected or transferred, visit progress-energy.com

New mailing address

City

State

Zip

New phone number

Business phone number



STATEMENT OF ELECTRIC SERVICE

ACCOUNT NUMBER
96063 71545

JUNE 2013
Duke Energy

FOR CUSTOMER SERVICE OR
PAYMENT LOCATIONS CALL:
1-800-700-8744

WEB SITE: www.duke-energy.com

TO REPORT A POWER OUTAGE:
1-800-228-8485

BRENDA RODRIGUEZ-GUERRA
185 ANZIO DR, <<<RPI BLUE>>
KISSIMMEE FL 34758

SERVICE ADDRESS
185 ANZIO DR, <<<RPI BLUE>>
KISSIMMEE FL 34758

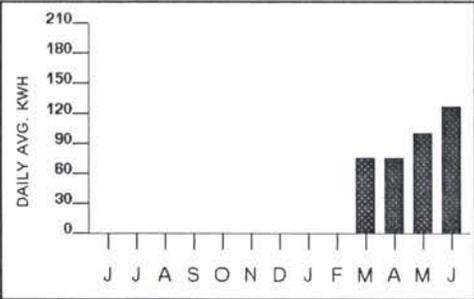
DUE DATE JUL 17 2013	TOTAL AMOUNT DUE 10,112.87
NEXT READ DATE ON OR ABOUT JUL 26 2013	DEPOSIT AMOUNT ON ACCOUNT NONE

PIN: 399972457

METER READINGS

METER NO. 001714187
PRESENT (ACTUAL) 010008
PREVIOUS (ACTUAL) 005918
DIFFERENCE 004090
TOTAL KWH 4090

HOMEWIRE BASIC	3.95
RSL-1/2 091 RESIDENTIAL LOAD MANAGEMENT	
BILLING PERIOD..05-24-13 TO 06-25-13 32 DAYS	
CUSTOMER CHARGE	8.76
ENERGY CHARGE	
FIRST 1000 KWH 1000 KWH @ 7.04700¢	70.47
ABOVE 1000 KWH 3090 KWH @ 8.28200¢	255.91
FUEL CHARGE	
FIRST 1000 KWH 1000 KWH @ 3.39300¢	33.93
ABOVE 1000 KWH 3090 KWH @ 4.39300¢	135.74
*TOTAL ELECTRIC COST	504.81
EnergyWise Home (Load Management) Credit	8.50CR
GROSS RECEIPTS TAX	12.73
COUNTY UTILITY TAX	29.44
LATE PAYMENT CHARGE FOR PREVIOUS BILL	137.81
TOTAL CURRENT BILL	680.24
AMOUNT PAST DUE	9,432.63
TOTAL DUE THIS STATEMENT	\$10,112.87



ENERGY USE

DAILY AVG. USE - 128 KWH/DAY
USE ONE YEAR AGO - 142 KWH/DAY
*DAILY AVG. ELECTRIC COST - \$15.51

Payment of your bill prior to the above due date will avoid a late payment charge of \$5.00 or 1.5%, whichever is greater. Your account has a past due amount of \$9,432.63 and electric service may be disconnected. Please pay immediately. Beginning with your July bill, the payment address will be changing. Please update your records with the new address or use the supplied return envelope and bill stub. Warmer weather increases the demand for energy. Visit duke-energy.com for convenient billing and payment options, as well as tips to lower your bill.

Paid

DETACH AND RETURN THIS SECTION NZ 0000488

DELINQUENT		CURRENT CHARGES	
AMOUNT	DUE DATE	AMOUNT	DUE DATE
9,432.63	PAST DUE	680.24	JUL 17 2013

ACCOUNT NUMBER - 96063 71545

P.O. BOX 33199
ST. PETERSBURG,
FL 33733-8199

TOTAL DUE
10,112.87

BRENDA RODRIGUEZ-GUERRA
185 ANZIO DR, <<<RPI BLUE>>
KISSIMMEE FL 34758

PLEASE ENTER
AMOUNT PAID

960637154560000101128780000094326340000006802490100000000009

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Important safety reminders

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- Always assume that a power line lying on the ground, on your car after an accident or hanging close to the ground is energized and dangerous and stay away. To report dangerous lines, call 800.228.8485.
- Activity near power lines can be life-threatening. Please use caution, and hire professionals when appropriate. Remember that tree limbs conduct electricity when in contact with a power line.



STATEMENT OF ELECTRIC SERVICE

ACCOUNT NUMBER

96063 71545

JULY 2013
Duke Energy

FOR CUSTOMER SERVICE OR
PAYMENT LOCATIONS CALL:
1-800-700-8744

WEB SITE: www.duke-energy.com

TO REPORT A POWER OUTAGE:
1-800-228-8485

BRENDA RODRIGUEZ-GUERRA

185 ANZIO DR, <<<RPI BLUE>>
KISSIMMEE FL 34758

SERVICE ADDRESS

185 ANZIO DR, <<<RPI BLUE>>
KISSIMMEE FL 34758

DUE DATE
AUG 16 2013

TOTAL AMOUNT DUE
10,793.91

NEXT READ DATE ON OR ABOUT
AUG 26 2013

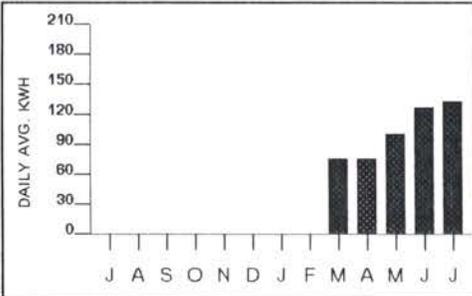
DEPOSIT AMOUNT ON ACCOUNT
NONE

PIN: 399972457

METER READINGS

METER NO. 001714187
PRESENT (ACTUAL) 014030
PREVIOUS (ACTUAL) 010008
DIFFERENCE 004022
TOTAL KWH 4022

HOMEWIRE BASIC	3.95
RSL-1/2 091 RESIDENTIAL LOAD MANAGEMENT	
BILLING PERIOD..06-25-13 TO 07-25-13 30 DAYS	
CUSTOMER CHARGE	8.76
ENERGY CHARGE	
FIRST 1000 KWH 1000 KWH @ 7.04700¢	70.47
ABOVE 1000 KWH 3022 KWH @ 8.28200¢	250.28
FUEL CHARGE	
FIRST 1000 KWH 1000 KWH @ 3.39300¢	33.93
ABOVE 1000 KWH 3022 KWH @ 4.39300¢	132.76
*TOTAL ELECTRIC COST	496.20
EnergyWise Home (Load Management) Credit	8.50CR
GROSS RECEIPTS TAX	12.51
COUNTY UTILITY TAX	28.93
LATE PAYMENT CHARGE FOR PREVIOUS BILL	147.95
TOTAL CURRENT BILL	681.04
AMOUNT PAST DUE	10,112.87
TOTAL DUE THIS STATEMENT	\$10,793.91



ENERGY USE

DAILY AVG. USE -	134 KWH/DAY
USE ONE YEAR AGO -	141 KWH/DAY
*DAILY AVG. ELECTRIC COST -	\$16.26

Payment of your bill prior to the above due date will avoid a late payment charge of \$5.00 or 1.5%, whichever is greater. Your account has a past due amount of \$10,112.87 and electric service may be disconnected. Please pay immediately. Beginning with your July bill, our payment address will change to Duke Energy, PO Box 1004, Charlotte, NC 28201-1004. Please update your records or use the return envelope and bill stub supplied with your bill. If you make your payments online, no changes are necessary. If you're struggling to make ends meet, there are programs that could help make your electric service more affordable. Visit duke-energy.com/lifeline for more information. Visit duke-energy.com and login to complete an energy usage analysis. View your daily energy cost, weather, or billing days compared to the previous month or year.

DETACH AND RETURN THIS SECTION NZ 0000317

DELINQUENT		CURRENT CHARGES	
AMOUNT	DUE DATE	AMOUNT	DUE DATE
10,112.87	PAST DUE	681.04	AUG 16 2013

ACCOUNT NUMBER - 96063 71545

P.O. BOX 1004
CHARLOTTE,
NC 28201-1004

TOTAL DUE
10,793.91

BRENDA RODRIGUEZ-GUERRA
185 ANZIO DR, <<<RPI BLUE>>
KISSIMMEE FL 34758

PLEASE ENTER AMOUNT PAID

9606371545600001079391700001011287800000006810490100000000009

Paid

Attention Please

11 From Live in the house

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The benefits/guidelines of the Medically Essential Program include:

- Advanced notification of interruption of service due to nonpayment of electric bill and preplanned outages
- Advanced warning of hurricanes/major storms with emphasis on making proper arrangements
- Customers are required to pay their bills on time or will be subject to disconnection

To qualify, in accordance with Florida Statute Title XXVII Chapter 366.15:

- The patient must reside at the customer of record address
- Qualify annually and complete forms supplied by the public utility by a Florida licensed physician
- Be dependent on continuously electric-powered medical equipment to avoid the loss of life or immediate hospitalization

In the event of loss of power, it is the customer's responsibility to have a power back-up system for their medical equipment, as well as an action plan for proceeding to the nearest medical facility.

To apply for participation in the Medically Essential Program, please call 800.700.8744.

Important safety reminders

- Stay away from power lines. Keep ladders and other objects at least 10 feet away from all overhead power lines, including service lines into your home.
- Always assume that a power line lying on the ground, on your car after an accident or hanging close to the ground is energized and dangerous and stay away. To report dangerous lines, call 800.228.8485.
- Activity near power lines can be life-threatening. Please use caution, and hire professionals when appropriate. Remember that tree limbs conduct electricity when in contact with a power line.

Handwritten signature or scribble at the bottom of the page.



STATEMENT OF ELECTRIC SERVICE

ACCOUNT NUMBER
96063 71545

AUGUST 2013
Duke Energy

FOR CUSTOMER SERVICE OR
PAYMENT LOCATIONS CALL:
1-800-700-8744

WEB SITE: www.duke-energy.com

TO REPORT A POWER OUTAGE:
1-800-228-8485

BRENDA RODRIGUEZ-GUERRA

185 ANZIO DR, <<<RPI BLUE>>
KISSIMMEE FL 34758

SERVICE ADDRESS

185 ANZIO DR, <<<RPI BLUE>>
KISSIMMEE FL 34758

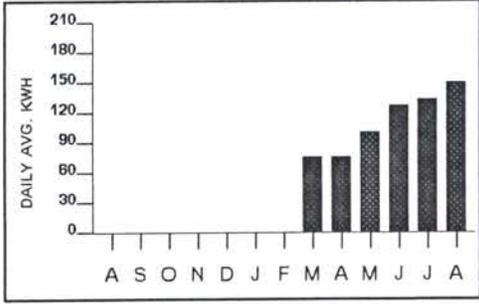
DUE DATE SEP 16 2013	TOTAL AMOUNT DUE 10,788.40
NEXT READ DATE ON OR ABOUT SEP 25 2013	DEPOSIT AMOUNT ON ACCOUNT NONE

PIN: 399972457

METER READINGS

METER NO.	001714187
PRESENT (ACTUAL)	018398
PREVIOUS (ACTUAL)	014030
DIFFERENCE	004368
TOTAL KWH	4368

HOMEWIRE BASIC	3.95
RSL-1/2 091 RESIDENTIAL LOAD MANAGEMENT	
BILLING PERIOD..07-25-13 TO 08-23-13	29 DAYS
CUSTOMER CHARGE	8.76
ENERGY CHARGE	
FIRST 1000 KWH	1000 KWH @ 7.04700¢ 70.47
ABOVE 1000 KWH	3368 KWH @ 8.28200¢ 278.94
FUEL CHARGE	
FIRST 1000 KWH	1000 KWH @ 3.39300¢ 33.93
ABOVE 1000 KWH	3368 KWH @ 4.39300¢ 147.96
*TOTAL ELECTRIC COST	540.06
EnergyWise Home (Load Management) Credit	8.50CR
GROSS RECEIPTS TAX	13.63
COUNTY UTILITY TAX	31.51
LATE PAYMENT CHARGE FOR PREVIOUS BILL	141.98
TOTAL CURRENT BILL	722.63
AMOUNT PAST DUE	10,065.77
TOTAL DUE THIS STATEMENT	\$10,788.40



ENERGY USE

DAILY AVG. USE - 151 KWH/DAY
USE ONE YEAR AGO - 139 KWH/DAY
*DAILY AVG. ELECTRIC COST - \$18.33

Payment of your bill prior to the above due date will avoid a late payment charge of \$5.00 or 1.5%, whichever is greater. Your account has a past due amount of \$10,065.77 and electric service may be disconnected. Please pay immediately. Duke Energy utilized fuel in the following proportions to generate your power: Coal 25%, Purchased Power 18 %, Gas 56 %, Oil 1%, Nuclear 0% (For Prior 12 months ending June 2013). Warmer weather increases the demand for energy. Visit duke-energy.com for convenient billing and payment options, as well as tips to lower your bill.

DETACH AND RETURN THIS SECTION NZ 0000475

DELINQUENT		CURRENT CHARGES	
AMOUNT	DUE DATE	AMOUNT	DUE DATE
10,065.77	PAST DUE	722.63	SEP 16 2013

ACCOUNT NUMBER - 96063 71545

P.O. BOX 1004
CHARLOTTE,
NC 28201-1004

TOTAL DUE
10,788.40

BRENDA RODRIGUEZ-GUERRA
185 ANZIO DR, <<<RPI BLUE>>
KISSIMMEE FL 34758

PLEASE ENTER
AMOUNT PAID

We're here to help. Contact us.

Visit duke-energy.com for self-service options, including address and phone number changes, reporting a power or streetlight outage, duplicate bills, account balance and history, e-bill, start, stop or move electric service requests and more.

Our most popular online features are now available for you to use on the go. Use your mobile device to view your account, view and pay your bill, report a power outage or request a streetlight repair, find a payment location and get Twitter updates. To enjoy the ease and convenience of our mobile site, visit duke-energy.com.

Reporting outages: call 800.228.8485 or via the Web at duke-energy.com/outage.

For business transactions call 877.372.8477. Business hours are 7 a.m. – 6 p.m. Monday through Friday; however, our automated voice response system can address most of your service needs 24 hours a day.

Spanish-speaking customers - Para nuestros clientes que hablan Español, representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. – 6 p.m. Para obtener información o reportar problemas con su servicio eléctrico.

Digging in your yard? Whether you are planning to do it yourself or hire a professional, call Florida's toll-free underground utility locating service before you dig at 811 or 800.432.4770.

Written inquiries and correspondence (no bill payments please):
Duke Energy, P.O. Box 14042, St. Petersburg, FL 33733

Payment information

The delinquent date on your bill applies to current charges only. Any unpaid, past due charges are not extended to the new due date and may result in disconnection.

Remit payments to:

Duke Energy, P.O. Box 1004, Charlotte, NC 28201

Payment locations

Duke Energy recommends customers use either direct payment options or company-authorized payment locations. To find a paystation near you, visit us at duke-energy.com or call 888.893.9392. Payment locations that are not part of the authorized Duke Energy network cannot guarantee timely transfer of payment to Duke Energy, which can result in accounting delays and in some instances disconnections for nonpayment.

Make bill paying easier

- **e-bill:** view and pay your electric bill online – it's free, fast and secure.
- **Budget Bill:** take the peaks and valleys out of your residential electric bill.
- **Automatic Draft:** save time and postage by having your payments automatically drafted from your bank account each month.
- **EasyPay:** make a payment via credit card, debit card or electronic check at <https://pef.easypayfast.com> or by calling 866.374.5376. This service is available 24/7 and includes a convenience charge by a third-party vendor.
- **Electronic Check:** when you mail us a check as payment, you authorize us to convert your check into a one-time electronic check payment or to process the payment as a check image.

Save energy and money

Duke Energy offers energy efficiency programs to help you save money and energy, including a free Home Energy Check available online, via phone or mail, or in your home.

An optional home energy rating inspection including payback estimates can be conducted by a state certified rater for a fee, if desired. For more information, visit duke-energy.com/save or call 888.302.8348.

Special needs customers

Florida Statutes establish a registration program available through county and municipal emergency management agencies for customers who may need special assistance during emergency evacuations and sheltering. Customers with special needs may contact their local emergency management agency for registration and more information.

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Amounts of Dispute

Amount in Disput.

Page # 4

Proff.



Duke Energy
Customer Service System
Account Activity Statement

Date: 05/08/13
Page: 1 of 4

**** Account Information ****

Account Number: 96063-71545
Requested By: BRENDA RODRIGUEZ-GUERRA
(407) 486-1328 Extension: cell
Mail To: BRENDA RODRIGUEZ-GUERRA
185 ANZIO DR. <<<RPI BLUE>>
KISSIMMEE FL 34758

**** Current Account Status ****

Current Bill: \$8,896.17
Billed Prior: \$0.00
Balance Due: \$8,896.17
Excess Credit Amount: \$0.00
Unbilled Balance: \$0.00

DATE	RELATING TO	DEBIT AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	DAYS USED	KWH	KW
04/24/13	Regular Bill			\$8,896.17	\$6,411.66	61	0081982	
04/24/13	ELECTRIC SERVICE	\$614.85						
04/24/13	HOMEWIRE BASIC	\$3.95						
04/24/13	REVENUE PROTECTION DEPARTMENT	\$237.40						
04/24/13	INVESTIGATION OF UNAUTHORIZED USE	\$75.00						
04/19/13	Manual Bill Adjustment	\$1,553.31						
04/18/13	Manual Bill Adjustment	\$397.14						
04/18/13	Manual Bill Adjustment	\$263.05						
04/18/13	Manual Bill Adjustment	\$299.37						
04/18/13	Manual Bill Adjustment	\$450.00						
04/18/13	Manual Bill Adjustment	\$339.79						
04/18/13	Manual Bill Adjustment	\$424.86						
04/18/13	Manual Bill Adjustment	\$526.68						
04/18/13	Manual Bill Adjustment	\$568.53						
04/18/13	Manual Bill Adjustment	\$519.20						
04/18/13	Manual Bill Adjustment	\$285.76						
04/18/13	Manual Bill Adjustment	\$555.09						
04/18/13	Manual Bill Adjustment	\$349.90						
04/18/13	Manual Bill Adjustment	\$431.94						
04/18/13	Manual Bill Adjustment	\$602.18						
04/18/13	Manual Bill Adjustment	\$286.51						
04/18/13	Manual Bill Adjustment	\$437.33						
04/18/13	Manual Bill Adjustment	\$541.87						

- Explain

*1- I never canceled my services
2- The Manual Bills had the same dates*

050813



Duke Energy
Customer Service System
Account Activity Statement

Date: 05/08/13
Page: 2 of 4

Page: 7

Account Number: 96063-71545

Requested By: BRENDA RODRIGUEZ-GUERRA

Phone: (407) 486-1328

Extension: cell

<u>DATE</u>	<u>RELATING TO</u>	<u>DEBIT AMOUNT</u>	<u>CREDIT AMOUNT</u>	<u>TOTAL BILL</u>	<u>BALANCE FORWARD</u>	<u>DAYS USED</u>	<u>KWH</u>	<u>KW</u>
04/18/13	Manual Bill Adjustment	\$534.18						
04/18/13	Manual Bill Adjustment	\$571.07						
04/18/13	Manual Bill Adjustment	\$619.46						
04/18/13	Manual Bill Adjustment	\$584.87						
04/18/13	Manual Bill Adjustment	\$408.75						
04/18/13	Manual Bill Adjustment	\$294.28						
03/27/13	Regular Bill			\$3.95			0000000	
03/27/13	HOMEWIRE BASIC	\$3.95						
03/25/13	Request Credit Processed	\$661.00						
03/22/13	Request Credit Processed	\$2,339.68						
03/21/13	Request Credit Processed	\$660.32						
02/22/13	Regular Bill				(\$660.32)	29	0002281	
02/22/13	CANCELED ELECTRIC SERVICE	\$9.70						
02/22/13	HOMEWIRE BASIC	\$3.95						
01/24/13	Regular Bill				(\$673.97)	29	0003339	
01/24/13	CANCELED ELECTRIC SERVICE	\$9.70						
01/24/13	HOMEWIRE BASIC	\$3.95						
12/26/12	Regular Bill				(\$687.62)	32	0002636	
12/26/12	CANCELED ELECTRIC SERVICE	\$9.70						
12/26/12	HOMEWIRE BASIC	\$3.95						
11/26/12	Regular Bill				(\$701.27)	31	0003250	
11/26/12	HOMEWIRE BASIC	\$3.95						
11/26/12	CANCELED ELECTRIC SERVICE	\$9.70						
10/24/12	Regular Bill				(\$714.92)	30	0003961	
10/24/12	CANCELED ELECTRIC SERVICE	\$9.70						
10/24/12	HOMEWIRE BASIC	\$3.95						
09/25/12	Regular Bill				(\$728.57)	32	0003907	
09/25/12	CANCELED ELECTRIC SERVICE	\$9.70						
09/25/12	HOMEWIRE BASIC	\$3.95						

REC'D
MAY 10 2013



Duke Energy
Customer Service System
Account Activity Statement

Page: # 8

Date: 05/08/13
Page: 3 of 4

Account Number: 96063--71545

Requested By: BRENDA RODRIGUEZ-GUERRA

Phone: (407) 486-1328

Extension: cell

<u>DATE</u>	<u>RELATING TO</u>	<u>DEBIT AMOUNT</u>	<u>CREDIT AMOUNT</u>	<u>TOTAL BILL</u>	<u>BALANCE FORWARD</u>	<u>DAYS USED</u>	<u>KWH</u>	<u>KW</u>
08/23/12	Regular Bill				(\$742.22)	30	0004166	
08/23/12	CANCELED ELECTRIC SERVICE	\$9.70						
08/23/12	HOMEWIRE BASIC	\$3.95						
07/24/12	Regular Bill				(\$755.87)	32	0004506	
07/24/12	CANCELED ELECTRIC SERVICE	\$9.70						
07/24/12	HOMEWIRE BASIC	\$3.95						
06/22/12	Regular Bill				(\$769.52)	30	0004263	
06/22/12	HOMEWIRE BASIC	\$3.95						
06/22/12	CANCELED ELECTRIC SERVICE	\$9.70						
05/23/12	Regular Bill				(\$783.17)	29	0003026	
05/23/12	HOMEWIRE BASIC	\$3.95						
05/23/12	CANCELED ELECTRIC SERVICE	\$9.70						
04/24/12	Regular Bill				(\$796.82)	32	0002222	
04/24/12	CANCELED ELECTRIC SERVICE	\$9.70						
04/24/12	HOMEWIRE BASIC	\$3.95						
03/26/12	Regular Bill				(\$810.47)	30	0002026	
03/26/12	CANCELED ELECTRIC SERVICE	\$9.70						
03/26/12	HOMEWIRE BASIC	\$3.95						
02/22/12	Regular Bill				(\$824.12)	29	0002281	
02/22/12	CANCELED ELECTRIC SERVICE	\$9.70						
02/22/12	HOMEWIRE BASIC	\$3.95						
01/25/12	Regular Bill				(\$837.77)	32	0003339	
01/25/12	HOMEWIRE BASIC	\$3.95						
01/25/12	CANCELED ELECTRIC SERVICE	\$9.70						
12/27/11	Regular Bill				(\$851.42)	30	0002636	
12/27/11	CANCELED ELECTRIC SERVICE	\$9.70						
12/27/11	HOMEWIRE BASIC	\$3.95						
11/23/11	Regular Bill				(\$17.70)	30	0003250	
11/23/11	CANCELED ELECTRIC SERVICE	\$9.70						

BRENDA



Duke Energy
Customer Service System
Account Activity Statement

Date: 05/08/13
Page: 4 of 4

Account Number: 96063-71543

Requested By: BRENDA RODRIGUEZ-GUERRA

Phone: (407) 486-1328

Extension: cell

<u>DATE</u>	<u>RELATING TO</u>	<u>DEBIT AMOUNT</u>	<u>CREDIT AMOUNT</u>	<u>TOTAL BILL</u>	<u>BALANCE FORWARD</u>	<u>DAYS USED</u>	<u>KWH</u>	<u>KW</u>
11/23/11	HOMEWIRE BASIC	\$3.95						
10/24/11	Regular Bill				(\$31.35)	32	0003961	
10/24/11	CANCELED ELECTRIC SERVICE	\$9.70						
10/24/11	HOMEWIRE BASIC	\$3.95						
09/22/11	Regular Bill				(\$45.00)	30	0003907	
09/22/11	HOMEWIRE BASIC	\$3.95						
09/22/11	CANCELED ELECTRIC SERVICE	\$9.70						
08/23/11	Regular Bill				(\$58.65)	29	0004166	
08/23/11	CANCELED ELECTRIC SERVICE	\$9.70						
08/23/11	HOMEWIRE BASIC	\$3.95						
07/25/11	Regular Bill				(\$72.30)	32	0004506	
07/25/11	HOMEWIRE BASIC	\$3.95						
07/25/11	CANCELED ELECTRIC SERVICE	\$9.70						
06/23/11	Regular Bill				(\$85.95)	30	0004263	
06/23/11	HOMEWIRE BASIC	\$3.95						
06/23/11	CANCELED ELECTRIC SERVICE	\$9.70						
05/24/11	Regular Bill			\$64.60	\$45.95	29	0000000	
05/24/11	HOMEWIRE BASIC	\$3.95						
05/24/11	CANCELED ELECTRIC SERVICE	\$9.70						
05/19/11	Late Payment Charge	\$5.00						

05/08/13

Margarita Valdez

Subject: FW: CATS NO: 1109752E BRENDA RODRIGUEZ-GUERRA
Attachments: CATSMAIL.TXT

From: Margarita Valdez
Sent: Friday, July 12, 2013 12:33 PM
To: 'consumer.affairs@pgnmail.com'
Subject: CATS NO: 1109752E BRENDA RODRIGUEZ-GUERRA

ORIGINAL

.....

July 10, 2013: I contacted Carolyn Murray, with DEF. Carolyn indicated that Cynthia was out of the office until tomorrow. Carolyn verified that the customer needs to pay at least the past due amount of \$536.46 for the billing period of April 24, 2013, to May 24, 2013. Current charges in the amount of \$680.24 are due on July 17, 2013.

The following information was forwarded to Ms. Rodriguez (in Spanish) via E-mail to notarybrenda67@yahoo.com:

(English translation)
Dear Ms. Rodriguez,

As I informed you during our telephone conversation on July 8, 2013, during the duration of the investigation of your complaint number 1109752E against Duke Energy Florida (DEF), your account will be protected from disconnection of service only for the amount of \$ 8,896.17. This was the amount you disputed in your initial correspondence dated May 7, 2013, to the Florida Public Service Commission (FPSC); therefore, this was the amount established as the amount in dispute at the time of filing the complaint. It is important to note that amounts in dispute cannot be changed once they have been established. While the review continues, and until the customer is presented with the final result of the investigation by the Process Review Group, the customer is responsible for payment of all subsequent monthly charges for electric consumption, and your account balance must remain at or less than the disputed amount of \$8,896.17 in order to avoid disconnection of service. According to DEF's account records, the minimum amount to be paid to avoid disconnection of service, is \$ 536.46. *This is for consumption during the billing period of April 24, 2013, to May 24, 2013. Current charges in the amount of \$680.24 are due on July 17, 2013.

note: The other charges is Consumption

is paid \$1989.00

With regard to the home energy audit, a DEF representative will contact you, if they have not already done so, to set the date and time. As for the new test to be performed on meter number 005905065, it will be witnessed by Michel Germain, FPSC staff. Mr. Germain will contact you to verify if you are interested in also witnessing the test, for which arrangements should be made because the meter testing lab is not located in Kissimmee.

I'm waiting for DEF to respond to a series of questions that I sent regarding your case. As soon as I finish my review of the information provided by you and DEF, I will send you a letter with the outcome of my review.

Explanation of Billing for 185 Azio Acct# 96063-71545

\$11,845.12 Total Energy Theft

ORIGINAL

\$10,291.81 Total Adjusted Billing (from Billing Spreadsheet)
 (\$2,339.68) Customer payment made on 3/21/2013
 (\$660.32) Credit balance from deposit
 (\$661.00) Customer payment made on 3/22/2013
 (\$223.10) Payments received from customer for \$9.70 customer charge for 23 months
 \$3.95 HomeWire for March 2013
 \$6,411.66 Total balance forward from account (March bill)

This amount is part of back bill in your allegation this is happen in 2010-2011.

\$614.85 Current usage from 2/22/2013 to 4/24/2013 - *Pay by full*
 \$1,553.31 Rate Adjustment August-December 2010 and January-March 2011 - *note: Explain*
 \$75.00 Revenue Protection Investigation Charge -
 \$237.40 (3 hours of Revenue Protection charges plus \$12.40 for lock) - *Explain*
 \$3.95 HomeWire for April 2013
 \$2,484.51 -

In Correct Base mt. Count.

\$6,411.66 Balance forward amount
 * - \$2,484.51 Current Due - *n/a Explain this Charges*
 \$8,896.17 Due for April 2013 Statement - *Amount of Disput. Back-Bill.*

8,896.17 - *Back Billing*
 3,000.00 - *Payed on 03/21/2013.*
 5,896.17
 660.32 *Credit Apply to Account (Customer Services Arrangia 3/21/2013)*
 5,235.85 *Real Balance in Account.*

860.65 - *Credit for Commission. Explain in line*
 * Credit June 2012 - 157.47
 * Courtesy Credit. (Late payment waived 415.58
 * Adjustment in Account. June 2011.) *note: Tampering Case, 135.09*
 * Credit Refuse in line 134.9 - 132.51

*note: I Pay another amount for the Month of. May, June, July, August, Sept. - 1,989.
 not. Pay another amount. of. 722.*

Incident: March 21, 2013

ORIGINAL

Back-billing

* Initially, DEF back-billed your account a total of \$11,845.12, which was based on your monthly usage during the 12-month period from June 2009 to May 2010, prior to the tampering of the meter. Investigative charges totaling \$312.40 were billed, bringing the total back-billed amount to \$12,157.52. From April 2011 through February 2013, DEF received 23 payments of \$9.70 each for customer charges totaling \$223.10. This amount was subtracted from the back-billed amount, as well as the credit balance of \$660.32 from the deposit, which yielded a back-billed balance of \$11,274.10. On March 21, 2013, DEF received a payment in the amount of \$2,339.68. On March 22, 2013, a second payment in the amount of \$661 was received, which reduced the balance of the back-billed amount to \$8,273.42 as reflected in the following chart.

Secure amount. See letter Margarita Valdez

Symbol	Amount	Description
	\$11,845.12	Original back-billed amount (27 months)
+	\$312.40	RP Investigative charges
=	\$12,157.52	Total back-billed amount N/A
-	\$223.10	23 monthly payments of \$9.70 each for customer charges (Credit.)
-	\$660.32	Credit balance from deposit - <i>Allegation See Statement March 23 2013</i>
-	\$2,339.68	Payment received by DEF on March 21, 2013
-	\$661.00	Payment received by DEF on March 22, 2013
=	\$8,273.42	Original back-billed balance —

* *Amount of Disput.*

On July 22, 2013, I contacted DEF on your behalf. I was able to negotiate a new back-billing data base for the 12-month period from July 2009 to June 2010. As reflected in the following chart, this resulted in a credit adjustment of \$289.98 to the original back-billed amount.

Symbol	Amount	Description
	\$11,555.14	Adjusted back-billed amount (\$11,845.12 - \$289.98)
+	\$312.40	RP Investigative charges
=	\$11,867.54	Total back-billed amount
-	\$223.10	23 payments of \$9.70 for customer charge received by DEF
-	\$660.32	Credit balance from deposit
-	\$2,339.68	Payment received by DEF on March 21, 2013
-	\$661.00	Payment received by DEF on March 22, 2013
=	\$7,983.44	Total unpaid balance of the back-billed amount

* The current balance of the back-billed amount after the credit adjustment is \$7,983.44. DEF has offered you a 24-month payment arrangement for this unpaid balance. Please be advised that payment arrangements are at the sole discretion of the utility. Subsequently, the FPSC is unable to further assist you with the details of any payment arrangements. If payment arrangements are agreed upon by the utility and the customer, the FPSC has no authority to enforce those payment arrangements. You may contact Ms. Cindy Wright at 727-523-7006 to discuss the payment arrangement offered.

The unpaid balance generated late payment charges totaling \$557.56 for the months of May 2013, June 2013, July 2013, and August 2013. As a courtesy, on July 31, 2013, DEF waived late fees totaling \$415.58 for the months of May 2013, June 2013, and July 2013.