

**Brian Schultz**

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**From:** Brian Schultz on behalf of Records Clerk  
**Sent:** Friday, November 09, 2018 2:30 PM  
**To:** 'Mr. Beau Adam Blackwell'  
**Cc:** Consumer Contact  
**Subject:** RE: FW: Important Information from FPL

Good Afternoon, Mr. Blackwell,

We will be placing the comments below in consumer correspondence in Docket No. 20180000, and forwarding them to the Office of Consumer Assistance and Outreach.

Sincerely,

*Brian Schultz*

Commission Deputy Clerk I  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399  
[Brian.Schultz@psc.state.fl.us](mailto:Brian.Schultz@psc.state.fl.us)  
850.413.6010

**From:** Mr. Beau Adam Blackwell [<mailto:beauadamblackwell@gmail.com>]  
**Sent:** Friday, November 09, 2018 12:47 PM  
**To:** [Margarita.Touron@fpl.com](mailto:Margarita.Touron@fpl.com); Records Clerk  
**Subject:** Re: FW: Important Information from FPL

We are proceeding with administrative hearings.

On Thu, Nov 8, 2018 at 6:25 PM Touron, Margarita <[Margarita.Touron@fpl.com](mailto:Margarita.Touron@fpl.com)> wrote:

Mr. Blackwell,

Again, I am sorry to hear you remain dissatisfied with the actions taken and the approximate \$250 courtesy credit/billing adjustment offered.

Please remember FPL bills in accordance to what the meter registers and the test results indicated the meter was accurately registering your electric consumption.

Once the Florida Public Service Commission completes their review of the matter, they will be providing you with a response.

In the meantime, feel free to contact me for any questions and/or should you reconsider our courtesy credit/billing adjustment offer.

Regards,

Maggie

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**From:** Mr. Beau Adam Blackwell <[beauadamblackwell@gmail.com](mailto:beauadamblackwell@gmail.com)>  
**Sent:** Tuesday, November 6, 2018 10:16 PM  
**To:** Touron, Margarita <[Margarita.Touron@fpl.com](mailto:Margarita.Touron@fpl.com)>  
**Subject:** Re: Important Information from FPL

CAUTION - EXTERNAL EMAIL

I do not accept your settlement offer.

On Thu, Nov 1, 2018 at 11:50 AM Touron, Margarita <[Margarita.Touron@fpl.com](mailto:Margarita.Touron@fpl.com)> wrote:

Good morning Mr. Blackwell,

Thank you for the opportunity to address your Florida Public Service Commission complaint and high bill concern.

Please be advised that as a courtesy, due to the higher than expected bills, the \$513.00 deposit was removed and late payment charges totaling \$10.00 were credited. Additionally, your account's payment history was updated to reflect no late payments.

Presently, your account has a balance of \$251.46, for service from 09/13/18 to 10/12/18, and your next bill is scheduled to be issued on 11/12/18. A payment arrangement is also on record for the \$251.46 balance to be paid on November 19, 2018.

Mr. Blackwell, I understand you were satisfied with the High Bill Investigation conducted on October 31, 2018 and want to assure you that I will be following up with you once the meter test results are available. In the meantime, should you need further assistance or have any questions, please feel free contact me.

FPL values you as a customer and looks forward to continuing to serve you.

Best regards,

Maggie Touron

Corporate Resolution Specialist-Regulatory

1 (844) 239-0978 extension 03

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Beau Blackwell

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Beau Blackwell