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January 3, 1994

Mr. Steve C. Tribble
Director, Division of Records and Reporting
Florida Public Service Commission
101 East Gaines Street
Tallahassee, Florida 32301

RE: Docket No. 920260-TL/Work Activity Statistical
Sampling Process (WASSP) Audit Report

Dear Mr. Tribble:

Pursuant to directions contained in your letter of December 21, 1993 transmitting a copy of the Work Activity Statistical Sampling Process (WASSP) Audit Report, Southern Bell hereby submits the Company's responses to the audit report, and further requests that these responses be forwarded with the audit report to the appropriate staff analysts for use in their analysis of the audit report and related matters in this docket.

To the extent more extensive comments or responses are deemed appropriate, Southern Bell reserves the right to include such comments or responses in the Company's rebuttal testimony addressing this audit which is due to be filed January 4, 1994.

Sincerely,

Sidney J. White, Jr.

Sidney J. White, Jr.

6 Enclosures

cc: All Parties of Record
A. M. Lombardo
H. R. Anthony
R. D. Lackey

DOCUMENT NUMBER-DATE

00036 JAN-3 94

FPSC-RECORDS/REPORTING

J J

CERTIFICATE OF SERVICE

Docket No. 920260-TL

Docket No. 900960-TL

Docket No. 910163-TL

Docket No. 910727-TL

I HEREBY CERTIFY that a copy of the foregoing has been furnished by United States Mail this 3rd day of January, 1994 to:

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David M. Zalgut (3)

Company Response to Audit Disclosure 2

2/1/2014
11:18 AM
11/18/2013

The cost savings from implementation of the Work Activity Statistical Sampling Process (WASSP), while represented by incremental labor cost savings, are primarily expected to be in terms of efficiency gains through the avoidance of the continuous paper work previously required to be generated by outside plant personnel. Any time saved as a result of WASSP will be available for the outside plant personnel to perform their designated job duties, such as service installation, maintenance, and other customer service functions. The WASSP process will continue to provide the proper documentation for regulatory purposes while increasing efficiency within the Network Department in BST. Also, to the extent these efficiency gains make it possible to reduce force levels, such effects would be reflected in adjusted head counts as applicable.

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