



September 4, 2009

VIA HAND DELIVERY

Ms. Ann Cole, Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

RECEIVED-FPSC
09 SEP -4 PM 3:45
COMMISSION
CLERK

Re: *Petition for rate increase by Progress Energy Florida, Inc.*; Docket No. 090079-EI

Dear Ms. Cole:

Please find enclosed for filing the original and fifteen (15) copies of Progress Energy Florida, Inc.'s Customer Service Hearing Report for the following Service Hearing locations:

- Lake Wales Service Hearing – July 7, 2009
- New Port Richey Service Hearing – July 8, 2009
- Live Oak Service Hearing – July 9, 2009
- Lake Mary Service Hearing – July 15, 2009
- St. Petersburg Service Hearing – July 16, 2009
- Clearwater Service Hearing – July 16, 2009
- Inverness Service Hearing – July 17, 2009
- Ocala Service Hearing – July 17, 2009
- Apalachicola Service Hearing – July 30, 2009

In addition, please find enclosed for filing the Notices of Newspaper Publication for each of the Customer Service Hearings as required pursuant to Rule 25-22.0406(5), FAC.

Thank you for your assistance with this matter. Should you have any questions, feel free to call me at (727) 820-5184.

Sincerely,

John T. Burnett
John T. Burnett

COM	_____
ECR	_____
GCL	3
OPC	_____
RCP	1
SSC	3
SGA	3
ADM	_____
CLK	_____

JTB/lms
Parties of record


DOCUMENT NUMBER-DATE

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CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the foregoing has been furnished via us mail to the following this 4th day of September, 2009.


Attorney

Katherine Fleming, Esq.
Office of General Counsel
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850
keflem@psc.state.fl.us

Office of Attorney General
Bill McCollum/Cecilia Bradley
The Capitol - PL01
Tallahassee, FL 32399-1050
Cecilia.bradley@myfloridalegal.com

Mr. James W. Brew, Esq.
c/o Brickfield Law Firm
1025 Thomas Jefferson St., NW
8th Floor, West Tower
Washington, DC 20007
jbrew@bbrslaw.com

Kay Davoodi, Director, Utility Rates
Federal Executive Agencies
c/o Naval Facilities Engineering Comma
1322 Patterson Avenue SE
Washington Navy Yard, DC 20374-5065
Khojasteh.Davoodi@navy.mil

Stephanie Alexander
Tripp Scott, P.A.
200 West College Avenue, Ste. 216
Tallahassee, FL 32301
sda@trippscott.com

J.R.Kelly/Charles Rehwinkel/Charlie Beck
Office of Public Counsel
c/o The Florida Legislature
111 West Madison Street, #812
Tallahassee, FL 32399
Rehwinkel.charles@leg.state.fl.us

Robert Scheffel Wright
John T. LaVia, III
Young van Assenderp, P.A.
225 S. Adams Street, Suite 200
Tallahassee, FL 32301
swright@yvlaw.net

Keefe Law Firm
Vicki Gordon Kaufman/Jon C. Moyle, Jr.
118 North Gadsden Street
Tallahassee, FL 32301
vkaufman@kagmlaw.com

Audrey Van Dyke
Federal Executive Agencies
c/o Naval Facilities Engineering Comma
720 Kennon Street, S.E. Building 36, R
Washington Navy Yard, DC 20374-5065
Audrey.VanDyke@navy.mil



Customer Service Hearings Report

Petition for rate increase by Progress Energy Florida, Inc.

Docket No. 090079-EI

DOCUMENT NUMBER-DATE

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BACKGROUND

From Tuesday, July 7, 2009 through Friday, July 30, 2009 the Florida Public Service Commission (“FPSC”) held nine customer service hearings (see schedule below) to hear customer comments regarding the proposed base rate increase in Docket No. 090079-EI, Petition for increase in rates by Progress Energy Florida, Inc. (“Progress Energy” or “the company”).

Service Hearing Schedule:

July 7, 2009: Lake Wales Art Center, Lake Wales

July 8, 2009: Spartan Manor, New Port Richey

July 9, 2009: Live Oak City Hall, Live Oak

July 15, 2009: Lake Mary Events Center, Lake Mary

July 16, 2009: St. Petersburg City Hall, St. Petersburg

July 16, 2009: Pinellas County Commissioners Assembly Room, Clearwater

July 17, 2009: Citrus County Auditorium, Inverness

July 17, 2009: Ocala City Council Chambers, Ocala

July 30, 2009: Apalachicola Community Center, Apalachicola

The purpose of the customer service hearings is to take testimony from the public on the quality and adequacy of Progress Energy Florida’s service and other matters related to the company’s petition for a base rate increase. To raise community awareness of the hearings, on April 14, 2009, Progress Energy mailed a synopsis listing service hearings and times to all Mayors and County Commissioners in the company’s 35 counties where its customers are served. Also, bill inserts listing service hearing locations and times were included in electric bills and mailed to all residential and commercial/industrial customers beginning on April 24, 2009. Due to a

rescheduling of the Apalachicola hearing after the original insert was mailed, a corrected bill insert was mailed to all customers in June. The company also placed ads in the following newspapers (see ATTACHMENTS):

- *St. Petersburg Times* (New Port Richey) - published on 6/24/09
- *Lakeland Ledger* (Lake Wales) - published on 6/26/09
- *Suwannee Democrat* (Live Oak) - published on 6/26/09
- *St. Petersburg Times/Pasco Times* (St. Petersburg and Clearwater) - published on 7/1/09
- *Orlando Sentinel* (Lake Mary) - published on 7/2/09
- *Citrus County Chronicle* (Inverness) - published on 7/2/09
- *Ocala Star Banner* (Ocala) - published on 7/2/09
- *Citrus County Chronicle* (Apalachicola with corrected time) - published on 7/9/09

Progress Energy has prepared this report to update the FPSC on issues raised by customers who spoke and/or met with onsite Progress Energy representatives during the nine service hearings as well as actions taken to address and resolve the concerns. To capture and immediately address customer concerns at the hearings, Progress Energy situated customer service associates in the main hearing room as well as in separate, private areas during all of the service hearings. The associates were equipped with laptops, which provided live access to the Progress Energy Customer Service System. Energy efficiency experts were also on hand to address billing and electric usage concerns provide information about Progress Energy Florida's energy-efficiency programs.

LAKE WALES SERVICE HEARING – JULY 7, 2009

Overview

Twenty-one witnesses spoke at the Lake Wales service hearing held on Tues., July 7, 2009 at 6:00 p.m. at the Lake Wales Arts Center. House Representative, Baxter Troutman, and several local officials addressed the Commission. Representatives of the business community, including the Lake Wales Chamber of Commerce and the Haines City NE Polk County Chamber of Commerce spoke. Representatives of the Polk County Education Foundation and the Central Florida Development Council also spoke on the record. A representative of one of the major industrial users in the area, Mosaic, addressed the Commission. The majority of the witnesses spoke to issues associated with the rate filing including service. Eight of the speakers were opposed to the increase, two of whom raised service issues.

Customer Service Concerns

Since the service hearing in Lake Wales, the company has contacted or attempted to contact and follow up with all customers who expressed service concerns. Below, by witness name, is additional, detailed information regarding the customers' concerns and the actions taken by the company.

Bobbie Spitzner: *Customer concerned about momentary service interruptions.*

Progress Energy contacted Ms. Spitzner and committed to investigate her reliability concerns. The company found that tree trimming is needed in the area that serves Ms. Spitzner's residence. The company also found that two lightning arrestors and one insulator need to be replaced, and that a neutral and primary line needs to be tightened. The company contacted Ms. Spitzner to discuss the results of the investigation. Ms. Spitzner was advised that that the work will be completed on or before Sept. 26, 2009. The company provided Ms. Spitzner with a direct contact in the Consumer Affairs department.

James Strange: *Customer states he was promised a \$50.00 gift card for completing an insulation upgrade at his residence.*

Mr. Strange visited with a Customer Service Representative at the Rate Case Hearing. Although Mr. Strange did not complete the insulation upgrade within the allotted timeframe, PEF agreed to send the customer the \$50.00 gift card.

Paul Hutzelman (customer of record): *Customer expressed concern with outages and momentary service interruptions.*

The company contacted Mrs. Hutzelman to discuss her reliability concerns and advised her that the company would have an engineer investigate. The investigation revealed that the feeder serving Mrs. Hutzelman's service had been struck several times by lightning. The company identified blown lightning arrestors, flashed equipment and the need for tree trimming. The company contacted the customer to discuss the results of the investigation and advised that the repairs and tree trimming have been scheduled to be completed no later than September 19, 2009. Mrs. Hutzelman was provided with a direct contact in the Consumer Affairs Department.

NEW PORT RICHEY SERVICE HEARING – JULY 8, 2009

Overview

Fifty-four witnesses spoke at the New Port Richey service hearing held on Wed., July 8, 2009 at 2:00 p.m. at Spartan Manor. Senator Mike Fasano, Senator Paul Nehr and other local officials testified at the hearing. The vast majority of the witnesses were senior members of the community who spoke to issues associated with the timing of the rate increase and the difficulty it presented in current economic times. A number of customers raised issues outside the scope of the filing or marginally associated with the case. No speakers at the hearing raised any issues with PEF's service.

Customer Concerns

Since the service hearing in New Port Richey, the company has contacted or attempted to contact and follow up with all customers who expressed concerns. Below, by witness name, is additional detailed information regarding the customers' concerns and the actions taken by the company.

Carol Hanan: *Customer concerned about high bills. Customer states she installed new windows and insulation after PEF conducted a Home Energy Check, but did not notice a change in her bill amounts.*

Ms Hanan visited with a customer service representative at the New Port Richey service hearing. The Representative reviewed Ms. Hanan's bills, which indicated that the bill amounts had actually decreased from year to year. Ms. Hanan is currently enrolled in the company's Budget Billing program.

Ms. Hanan expressed understanding that her actual bill has decreased since she made the energy efficiency improvements. Ms. Hanan also visited the with the energy efficiency representatives at the hearing and enrolled in the EnergyWise program.

Lillian Deso: *Customer had expressed concerns about her electric bill increasing after having duct work replaced in home. Customer also did not understand why the bill increased as she is on the company's Budget Billing program.*

The company contacted Mrs. Deso to acknowledge her billing concerns. Mrs. Deso expressed concerns regarding the rate increase. She feels the company should find alternate energy sources such as sun, wind and water instead of nuclear and passing the cost on to the customer. The company explained it is charged with meeting its customers' power needs while meeting Florida's environmental demands and planning for the future. Mrs. Deso said she understood but felt the timing was wrong.

Mrs. Deso is currently on the Budget Billing program. She expressed concerns that the amount increased from \$132.00 to \$152.00. The company reviewed the 12-month average and the deferred balance with Mrs. Deso. She expressed understanding of why the Budget Billing amount increased. Mrs. Deso said she had the duct system and windows in her home replaced. The company offered Mrs. Deso a Home Energy Check. She declined at this time but was provided with a direct contact in the Consumer Affairs department. The company also advised her to contact PEF before any future upgrades so she can take advantage of energy efficiency incentives. Mrs. Deso said she appreciated the information provided.

Paul McClintock: *Customer keeps air conditioning at 80 degrees. Concerned that bill has increased.*

The company contacted Mr. McClintock regarding his billing concerns. Mr. McClintock said he does not have any billing concerns or questions. He said his only comment at the service hearing was regarding the proposed rate increase. The company apologized for the confusion.

Scott and Maria Walters: *Customer requests billing due date changed.*

Mrs. Walters visited with a Customer Service Representative at the Rate Case Hearing. The representative reviewed bill due dates and explained that the bill due dates are based on the date the meter is read. The representative explained that the payments were one month behind. Mrs. Walters expressed concern with not being able to afford the amount of the monthly bill. The representative offered to place Mrs. Walters on the company's Budget Billing program, which would assist the budgeting of her monthly electric bill. Mrs. Walters accepted and was satisfied.

Jane Trochek-Walker: *Customer has concerns with Day Star's (social service agency) bills. Also states customers on 24/7 oxygen do not qualify for hardship.*

The company contacted Ms. Walker, Director of Day Star, to discuss her concerns. Ms. Walker stated that she is very mindful of Day Star's electric bill, and has taken steps to reduce their consumption. Her current daily average has reduced 4 kWh from the prior month. The company offered Ms. Walker a Home Energy Check, which she accepted.

Ms. Walker also expressed her concern for asthmatic customers who do not qualify for PEF's Life Support Program. The company explained that a customer must rely on continuously operating electric-powered medical equipment to sustain life, and to avoid serious medical complications that require immediate hospitalization. Ms. Walker is aware of PEF's Energy Neighbor Fund and Special Medical Needs Assistance Program to assist qualified customers with payment of their electric bill.

Ms. Walker had an additional concern with the fees charged for processing payments at the local pay stations. Ms. Walker stated that many of the customers that seek agency assistance cannot afford to pay any additional fees. The company advised Ms. Walker that there are twelve fee-free pay stations in the area that Day Star serves. The company offered to email a list of fee free pay stations to Ms. Walker, which she accepted.

On August 17, 2009, an energy efficiency advisor met with Ms. Walker at her facility and performed a business energy check. The advisor noted that the facility was approximately 2,000 square feet, which is used to dispense clothing and food to the needy. The advisor also noted that the HVAC system was in good working order. The advisor recommended that the current inefficient lighting (T12's) be replaced with more efficient lighting (T8's). The advisor has

committed to providing Ms. Walker with a detailed written report within the next 2 weeks. Ms. Walker expressed her satisfaction with the energy check.

Elsiemae Johnson: *Customer concerned with the amount of her bills. Customer wants due date changed to the 4th of the month and for PEF to eliminate the Customer Charge.*

Ms. Johnson visited with a Customer Service Representative at the Rate Case Hearing. The representative reviewed bill due dates and explained that the bill due dates are based on the date the meter is read. The representative explained to Ms. Johnson that the Customer Charge is a fixed monthly charge that covers the ongoing costs of servicing customer accounts whether electricity is used or not. This charge includes the cost of equipment and facilities used to provide service to Ms. Johnson's residence (such as the meter and wire to the home), billing costs (such as meter reading, bill preparation and postage), and customer service costs. The representative offered Ms. Johnson a Home Energy Check, which she declined. The customer's due date falls between the 4th and the 8th of each month.

Cheryl Crane: *Customer is concerned with the amount of her bills and how she can conserve energy.*

The company contacted Mrs. Crane regarding her high bill concerns. Mrs. Crane advised that, after receiving the July bill, she made adjustments to the thermostat setting on the air conditioning. The company acknowledged that her efforts resulted in a reduction of 707 kWh on the August billing. The company also explained the Budget Billing program. Mrs. Crane said she will discuss it with her husband and call back if interested. Additionally, the company explained the various options for a Home Energy Check. Mrs. Crane decided that she would benefit most from the walk-through energy check, and the company initiated the request for one.

Mrs. Crane said she was pleased with the programs offered by Progress Energy and that she appreciated the call. The company's Energy Efficiency Services Department attempted to contact Ms. Crane to schedule a Home Energy Check and left a message requesting a return call. The company followed up by mailing a post card to Ms. Crane requesting that she contact PEF's Energy Efficiency Services Department to schedule the Home Energy Check.

Hannah Neubauer: *Customer requested audit and a street light repair.*

The company repaired the street light. The company has made several attempts to contact Ms. Neubauer to schedule a Home Energy Check and left messages requesting a return call. The company followed up by mailing a post card to Ms. Neubauer requesting that she contact PEF's Energy Efficiency Services Department to schedule a Home Energy Check.

Sharon Hughes: *Customer had a question about her bill amount and requested a duplicate copy of the bill.*

Ms. Hughes visited with a customer service representative at the Rate Case Hearing. The representative advised Ms. Hughes of the bill amount and informed her that she would place a request for a duplicate copy to be sent to her. The company followed up with Ms. Hughes to ensure receipt of the duplicate bill as requested. Ms. Hughes confirmed its receipt. The company asked if she had any other questions or concerns. Ms. Hughes wanted to know if PEF received her notification regarding the heat pump rebate. She explained that she had a heat pump system installed but it did not cool her house, so she installed a different system that is not a heat pump. The company confirmed that the notification was received; however, because the new system is not a heat pump, she does not qualify for the rebate. Ms. Hughes indicated that she did not have any other questions or concerns and that she appreciated the follow-up call.

Al Steiner: *Customer concerned with the number of days in PEF's billing cycle.*

Mr. Steiner visited with the customer service representative at the Rate Case Hearing. The Representative explained that due to weekends, holidays, inclement weather, etc. that PEF is unable to guarantee an exact 30-day billing period each month. The company has made significant improvements to its meter reading process and has invested in state-of-the-art technology. The technology includes digital meters and specially equipped vehicles, which allow a single meter reader to read thousands of meters on a daily basis. Additionally, the company has initiated a tracking mechanism to identify bill cycles that have the potential to develop into extended billing days. The company's initiation of the tracking mechanism, along with improved technology, has significantly reduced the number of extended day bills. Year to date, the company has reduced the number of extended day bills by 30 percent.

Mr. Steiner understood the explanation provided by the company regarding the varied number of days in each billing cycle.

LIVE OAK SERVICE HEARING – JULY 9, 2009

Overview

Eleven witnesses spoke at the Live Oak service hearing held on Thurs., July 9, 2009 at 10:00 a.m. at the Live Oak City Hall. Senator Charlie Dean spoke at this hearing stating his concern with the timing of the rate increase and its affordability for customers in tough economic times. A number of the speakers at this hearing represented members of the business or development community including the Suwannee County Economic Alliance, the Madison County Chamber of Commerce and the North Florida Economic Development Partnership. Hamilton County

Emergency Management also addressed the Commission. Six witnesses that spoke were opposed to the rate increase. **None of the speakers raised service issues.**

LAKE MARY SERVICE HEARING – JULY 15, 2009

Overview

Thirty-eight witnesses spoke at the Lake Mary service hearing held on Wed., July 15, 2009 at 2:00 p.m. at the Lake Mary Events Center. House Representative Sandra Adams and several local officials addressed the commission. The Director of the Metro Orlando Economic Development Council also addressed the Commission. Thirty-two speakers opposed the rate increase many expressing economic hardship while others raised issues related to other aspects of the filing. Some of the speakers raised issues outside the scope of the filing. Five of the speakers raised service issues.

Customer Service Concerns

Since the service hearing in Lake Mary, the company has contacted or attempted to contact and follow up with all customers who expressed service concerns. Below, by witness name, is additional detailed information regarding the customers' concerns and the actions taken by the company.

Robert and Flo Bradley: *Customer is concerned about tree trimming and reliability issues.*

The company contacted Mr. and Mrs. Bradley and committed to investigate their reliability concerns. Mr. and Mrs. Bradley expressed concern with the lengthy outages they experienced during the 2004 and 2008 hurricane season. The Bradley's lost power for 7 days during Hurricane Charlie in August of 2004 and for 27 hours during Tropical Storm Fay on August 22, 2008. Mr. Bradley informed the company that he was concerned with the trees that are growing near the power lines on Red Bug Rd. PEF's Distribution Operations Manager (DOM) met with

the Bradleys to discuss their concerns. Mr. Bradley expressed his concern that his subdivision was fed, in such a manner, that the area was prone to lengthy outages when they occur. The DOM contacted Mr. Bradley and communicated the company's intention to change the feed into the subdivision during the first half of 2010. The DOM also advised Mr. Bradley that the company has been performing aggressive tree trimming along Red Bug Rd. Mr. Bradley expressed his appreciation with the steps taken by the company to resolve his reliability concerns. The DOM provided Mr. Bradley with his direct phone number should he need to contact him in the future.

Thomas Foley: *Customer is concerned about reliability issues.*

On May 21, 2009, Mr. Foley contacted the company and reported a power outage at his home. A Progress Energy service crew responded and determined that the outage was caused by vegetation overgrowth in the service line. Mr. Foley was without power for 104 minutes.

On the same day, Mr. Foley contacted the company with outage concerns. Mr. Foley stated his belief that his service line should be relocated to underground. Mr. Foley was advised that the company would investigate his outage concern and contact him with the findings.

On May 24, 2009, the company issued a Tree Trimming investigation to identify tree trimming opportunities along the feeder serving Mr. Foley's premise.

On May 26, 2009, a PEF distribution design specialist (DDS), contacted Mr. Foley and explained that a tree trimming investigation would be completed and the DDS would be patrolling the feeder for repair opportunities. The DDS informed Mr. Foley that he would leave his business card at Mr. Foley's premise should he have additional questions.

On May 27, 2009, the DDS began patrolling the feeder.

On May 28, 2009, a PEF tree coordinator completed the tree trimming investigation. The tree coordinator located tree trimming opportunities along the feeder. A work request was issued to address the areas of concern.

On June 1, 2009, the DDS completed patrolling the feeder. No repair opportunities were identified.

On June 16, 2009, PEF received notification of Mr. Foley's FPSC complaint. The company contacted Mr. Foley and acknowledged receipt of his complaint. Mr. Foley stated that the DDS had contacted him to schedule a meeting and that the meeting was later cancelled. The company advised that they would investigate Mr. Foley's concerns and contact him with the findings. The representative assigned to handle the FPSC complaint contacted the DDS and requested assistance with addressing Mr. Foley's concerns. The DDS reviewed the above contact information and advised that he had spoken with Mr. Foley and advised of the necessary tree trimming to address his concerns. The DDS advised that he would schedule a meeting with Mr. Foley.

On June 19, 2009, the DDS met with Mr. Foley and reviewed the premise outage history. The DDS explained that the tree trimming would begin in approximately 2 weeks. Mr. Foley shared his belief that the primary lines should be relocated to underground. The DDS explained that the cost to relocate the lines to underground would be the customer's responsibility.

On June 25, 2009, the company contacted Mr. Foley to discuss the resolution of his complaint. Mr. Foley shared that he would not be satisfied until the company relocates his service lines to underground.

On July 1, 2009, the company completed the tree trimming along the feeder serving Mr. Foley's premise. The company's distribution operations manager (DOM) contacted Mr. Foley to discuss his reliability concerns. The DOM advised Mr. Foley that the company will begin extensive tree trimming and tree removal the week of Aug. 17, 2009. The company is also investigating the possibility of reconfiguring the distribution system that feeds Mr. Foley's area to reduce the exposure to outages. The company will continue to work with Mr. Foley to address his reliability concerns and has been in contact with Mr. David Jopling, regulatory analyst of the FPSC.

Thomas Gleason: *Customer concerned about denial of claim for damaged equipment home due to an outage.*

PEF's Claim's Department revisited Mr. Gleason's claim. Mr. Gleason's claim was originally denied as the outage was caused by unforeseen equipment failure. Upon further review of the denial of the claim, the same conclusion was reached. We shared these findings with Mr. Gleason, and he understood that the property damage claim was denied because the outage was caused by unforeseen equipment failure, caused most likely by lightening, and not by company error.

Roger Reid: *Customer concerned about outages and momentary service interruptions, especially during the hurricane season.*

The company's distribution operation manager (DOM) contacted Mr. Reid to discuss his reliability concerns. The DOM explained that the company has replaced an underground half loop, which is one of the two feeds that serves Mr. Reid's the subdivision, in August of 2006.

The DOM also explained that an additional 570 feet of underground cable was replaced in January of 2009. The DOM explained momentary service interruptions allow a fault to clear the company's lines and to possibly avoid unnecessary power outages. The DOM explained to Mr. Reid that the company routinely performs tree trimming along the power lines. The DOM committed to having a power quality specialist to patrol the lines to look for any additional concerns, and will contact Mr. Reid with the results in 3 weeks. Mr. Reid expressed his satisfaction.

Donald McEwen: *Customer concerned about reliability and damaged electronics.*

Mr. McEwen visited with a customer service representative at the Rate Case Hearing. By way of background, on Nov. 15, 2007, the company installed Meter Base Protection (MBP) equipment at Mr. McEwen's residence, per his request. The MBP is capable of diverting the largest portion of any surge away a customer's home, which effectively protects major appliances such as air conditioning compressors, washers, dryers, and refrigerators from damaging surges. The MBP is the company's first line of protection offered to customers to protect against power surges. A small portion of a surge can still pass through interior wiring or enter through phone, satellite and cable lines, where it can damage sensitive electronics such as TVs, computers, DVD players and other sensitive appliances. The company offers premium plug-in protectors to its customers as a second line of defense to protect against power surges. If the company's unit fails and the connected equipment is damaged, the company will honor a claim. Mr. McEwen did not elect to purchase plug-in suppressors.

On April 27, 2009, Mr. McEwen contacted the company to file a claim for a damaged computer. Mr. McEwen spoke with a senior customer and market services coordinator. Mr. McEwen advised the coordinator that his computer was damaged as a result of momentary power

operations. The coordinator explained that the MBP protects larger appliances from power surges. The coordinator also explained to Mr. McEwen the differences between a power surge and a momentary interruption of service. Surges are split-second increases in electrical energy that travel along electrical, telephone and cable lines. Surges are most frequently caused by lightning - even lightning strikes that occur miles away. However, electric motors in major appliances and power tools can also cause power surges. A momentary interruption is a very quick interruption of power (usually lasting from a few tenths of a second to less than a minute) that can occur any time there is a "fault" along the feeder (the main line from the substation) by which customers receive power. The momentary interruption is a built-in element of all distribution and transmission systems. Generally these interruptions are caused by bad weather, a tree branch hitting the line, an animal, a piece of equipment that failed, a car that hit a pole, or a line that is down.

The coordinator recommended that the company's plug-in suppressors be used for Mr. McEwen's sensitive electronics along with his MBP to provide protection from power surges. Mr. McEwen verified that both red LED lights on the MBP equipment were lit, which indicated that unit is functioning as designed. In order for sensitive electronics to be covered under the MBP program, a customer must have both PEF's MBP and plug-in suppressors. Unfortunately, the claim was denied because the equipment was not covered under the terms of the MBP program.

On July 17, 2009, the distribution operations manager (DOM) contacted Mr. McEwen to discuss his reliability concerns. The DOM advised Mr. McEwen that the company would patrol the lines that service his home.

On July 20, 2009, the company completed the patrol of the feeder that serves Mr. McEwen's residence. A portion of the feeder had been recently trimmed in February, 2009. Additional tree trimming opportunities were identified for approximately 1 mile of the feeder. A work order was issued for the additional tree trimming. PEF did not identify any equipment concerns.

On July 22, 2009, the company spoke with Mr. McEwen regarding the MBP Program. Mr. McEwen stated that he had lost a computer, and believed that it had been damaged due to momentary interruptions. The company explained that the MBP is a device that offers protection from surges. The company further suggested that Mr. McEwen invest in protection devices for his sensitive electronics to protect them from surges. The company advised Mr. McEwen that it would seek further assistance from the MBP Department to further explain the program.

On July 22, 2009, the DOM contacted Mr. McEwen with the results of the investigation. The DOM advised Mr. McEwen that PEF identified tree trimming, and that the trimming would be completed by the end of the week. Mr. McEwen expressed satisfaction with the tree trimming.

On July, 23, 2009, the company's MBP's field coordinator contacted Mr. McEwen to further explain power surges and to review the company's MBP Program.

On July 28, 2009, the DOM contacted Mr. McEwen to advise that the tree trimming had been completed as of July 25, 2009. Mr. McEwen expressed his appreciation with the steps taken to improve his reliability concerns.

Kristopher Erickson: *Customer needed assistance with logging on to the company's website*
Mr. Erickson visited with the customer service representative at the Rate Case Hearing. Mr. Erickson stated that he was having trouble logging on to PEF's website. The representative

advised Mr. Erickson that she would seek assistance from the company's Web Support Department. On July 17, 2009, the customer service representative contacted Mr. Erickson. The representative contacted the Web Support Department (WSD) while Mr. Erickson waited on the line. The representative explained to the WSD representative that Mr. Erickson needed assistance logging into the company's website. The company's WSD representative assisted Mr. Erickson with logging on to the website.

ST. PETERBURG SERVICE HEARING – JULY 16, 2009

Overview

Forty-two witnesses spoke at the St. Petersburg service hearing held on Thurs., July 16, 2009 at 9:00 a.m. at the St. Petersburg City Hall. Rick Baker, Mayor of the City of St. Petersburg, opened up the hearings along with several other local officials. Senator Mike Fasano again spoke to the Commission at this hearing. Representatives of the Pinellas County Urban League and the St. Petersburg Downtown Partnership also spoke. Approximately thirty-three of the speakers were opposed to the rate increase most citing hardship concerns. Several stated an opposition to other issues not within the proceeding. Four speakers raised service related issues.

Customer Service Concerns

Since the service hearing in St. Petersburg, the company has contacted or attempted to contact and follow up with all customers who expressed service concerns. Below, by witness name, is additional detailed information regarding the customers' concerns and the actions taken by the company.

Mary Saunders: *Customer expressed concern with the amount of her bills and a late payment charge.*

Ms. Saunders visited with a customer service representative at the Rate Case Hearing. The representative agreed to waive the late payment charge as a courtesy. The representative reviewed the customer's billing history and placed a request for a Home Energy Check. The

company has made several attempts to contact Ms. Saunders to schedule a Home Energy Check and left messages requesting a return call. The company followed up by mailing a post card to Ms. Saunders requesting that she contact PEF's Energy Efficiency Services Department to schedule a Home Energy Check.

Diana Perkins: *Customer stated that her bill increased from \$60.00 to \$139.00. Customer stated that she only runs her air conditioning during the night.*

Ms. Perkins visited with a customer service representative at the Rate Case Hearing. The representative reviewed the customer's billing history, which showed that Ms. Perkins' daily average had increased from 14 kWh per day for the June billing to 31 kWh per day for the July billing. The representative placed a request for a Home Energy Check. The company's Energy Efficiency Services Department attempted to contact Ms. Perkins to schedule a Home Energy Check, but was unable to contact Ms. Perkins at the phone number provided. A follow-up post card was mailed to Ms. Perkins requesting that she contact PEF's Efficiency Services Department. PEF has not received a return call from Ms. Perkins.

Gonzalez Ortez: *Customer states he rarely sees PEF trimming the trees in his area. Customer stated there are no locations to pay his bill in his area.*

The company contacted Mr. Ortez to address his concerns regarding tree trimming and the company's pay station locations. Mr. Ortez explained that the tree trimming issue he mentioned at the hearing was from several years ago when he lived at another address. He indicated that during the hurricanes a tree fell on a power line because the company failed to do its job. The company explained that it trims trees around the power lines on a 3-year maintenance cycle. However, if there is a tree that is on the power line, the company is glad to investigate and take appropriate action outside of the regular maintenance cycle. Mr. Ortez advised that currently he does not have any tree trimming issues.

Mr. Ortez expressed his concern that most of the pay stations charge a processing fee. The company explained that the pay stations are allowed to collect a nominal fee of either \$1.00 or \$1.25 for processing payments but none of the fee goes to the company. The company offered to provide Mr. Ortez with a list of pay station locations in his area including those that do not charge a fee. Mr. Ortez stated that he goes downtown once a month and pays at a location that does not charge a fee. However, he fears the State will close the check cashing facilities and he will not have a convenient place to pay his bill. The company assured Mr. Ortez in that all steps would be taken to recruit and open alternative pay stations.

Mr. Ortez also expressed his thoughts on the Florida legislature approving a Nuclear Cost Recovery provision, which allows utilities to collect monies from customers to build plants. He also expressed his concern for senior citizens on a fixed income. The company acknowledged his concerns and explained that it is never a good time to increase rates but the requested base rate increase is needed to continue to provide reliable electric service. Mr. Ortez said he appreciated the call and the time we spent to “check in with him”.

Anita Knapp: *Customer expressed concern with reliability and tree trimming in her area. Customer also expressed concern with the amount of her bills.*

The company attempted to contact Ms. Knapp; however, the phone number provided is no longer in service. The company is unable to find a new listing for Ms. Knapp. The company mailed a letter to Ms. Knapp requesting that she contact them to discuss her concerns. The company completed trimming of the backbone feeder on Sept. 8, 2007, and completed the trimming of the branch lines on July 5, 2008. The company inspected the entire circuit once the trimming was completed. The company drove the feeder route in August of 2009 and found some minor tree trimming concerns, which included mostly palm trees. The company has placed a request for tree

trimming, which will be completed on or before Sept. 4, 2009. The company will continue attempts to contact Ms. Knapp.

Father Patrick W. Sullivan: *Customer spoke on behalf of critical care customers about concerns with higher bills for those customers.*

On July 27, 2009 PEF's energy efficiency advisor visited Father Sullivan's home and performed a Home Energy Check. The advisor made the following recommendations:

- Increase value of attic insulation from R13 to R30
- Conduct a duct test
- Sign up for EnergyWise
- Unplug unused refrigerator
- Add weather stripping to exterior doors
- Upgrade windows or apply window film

The advisor also noted that there are many occupants in the home, which will contribute to an increase in usage. Father Sullivan provides housing for the homeless. The electric account has been on the Life Support program since Jan. 6, 2009.

Mr. Sullivan was pleased with the energy check and the information provided. The incentives PEF offers for energy efficiency upgrades were also explained to Mr. Sullivan. He was more interested in doing the work himself versus using a contractor and qualifying for the incentives. He also signed for the EnergyWise program.

Rebecca Bird: *Customer concerned about the amount of her bill.*

Ms. Bird visited with a customer service representative at the Rate Case Hearing. The representative reviewed the customer's billing history and offered a meter test and Home Energy Check. PEF completed a meter test on July 17, 2009, which confirmed the accuracy of the meter (Full Load 99.99%, Light Load 99.82%, Weighted Average 99.95%). Ms. Bird understood the results of the meter test and that there would not be any adjustments to her billing.

PEF conducted a Home Energy Check at Ms. Bird's residence on August 7, 2009. The advisor's recommendations are as follows:

- Use a clock thermostat to control space temperatures
- Conduct a duct system test
- Upgrade windows
- When replacing older central a/c, choose high efficiency model
- Proper sizing of high efficiency cooling
- Have a/c serviced and maintained at least once a year
- Change air filters once a month.

Thomas Barhold (customer of record): *Customer expressed concern with the amount of his bills.*

Mrs. Barhold visited with a customer service representative at the Rate Case Hearing. The representative reviewed the customer's billing history, which revealed similar usage from year to year. The representative offered a meter test and a Home Energy Check. On July 21, 2009, the company completed a meter test at Mrs. Barhold's residence. The results of the meter test confirmed that the meter is accurately recording consumption (Full Load 99.93%, Light Load 99.80%, Weighted Average 99.90%). The company attempted to schedule a Home Energy Check with Mrs. Barhold, who stated that she would call at a later date to schedule the energy check. The company will continue to work with Mrs. Barhold regarding her billing concerns.

CLEARWATER SEARVICE HEARING – JULY 16, 2009

Overview

Thirty-four witnesses spoke at the Clearwater service hearing held on Thurs., July 16, 2009 at 6:00 p.m. at the Pinellas County Commissioners Assembly room. The Chair of the Pinellas County Commission made the first comments. House Representative Peter Nehr spoke at the hearing. A local official from Tarpon Springs also spoke to the Commission. Thirty-three of the speakers were opposed to the rate increase on the basis of hardship and other factors. Many

covered issues outside the scope of the filing such as nuclear power and the need for alternative and renewables. Only one speaker raised service related issues.

Customer Service Concerns

Since the service hearing in Clearwater, the company has contacted or attempted to contact and follow up with all customers who expressed service concerns. Below, by witness name, is additional detailed information regarding the customers' concerns and the actions taken by the company.

Elaine Granata: *Customer expressed concern with the amount of her bills.*

On July, 16, 2009, Ms. Granata contacted PEF's customer service department to discuss the rate increase and her higher-than-expected electric bill. Ms. Granata advised the representative that she sets her thermostat between 75-76 degrees. The representative attempted to explain the cost savings associated with PEF's recommended thermostat setting of 78-80 degrees for air conditioning and discuss the pending rate increase. Later that day, Ms. Granata visited the energy efficiency representative at the Rate Case Hearing. Ms. Granata placed her name on the signup sheet for a Home Energy Check. The company followed up with Ms. Granata to schedule the energy check. Ms. Granata declined the free energy check and indicated her main concern is the proposed rate increase.

Lorraine Winn: *Customer expressed concern with the amount of her bills.*

The company contacted Ms. Winn regarding her high bill concerns. Ms. Winn expressed concern regarding the amount of the July billing. Ms. Winn mentioned that after receiving the July bill, she has raised the temperature on the thermostat from 75 to 78 degrees. She also covered the sliding glass door with a comforter to keep down the heat in her home. The company advised Ms. Winn that her efforts resulted in a reduction of 570 kWh on her August billing.

Ms. Winn also mentioned that she is retired and on a limited income. The company suggested that she may want to consider the Budget Billing program. The company explained the Budget Billing program in detail and advised Ms. Winn the current Budget Billing amount is \$206.00 a month. Ms. Winn felt this would be a great option for her. The company started Ms. Winn on the Budget Billing program with the current bill.

The company also offered Ms. Winn a Home Energy Check. Ms. Winn stated that she did not feel she needed the energy check at the present time. Ms. Winn said she is considering adding window film to make her home more energy efficient. Ms. Winn was advised to contact the company before installing the window film so she can qualify for an incentive. The company explained the criteria to qualify for the window film incentive.

Ms. Winn also wanted to sign up for the water heater repair service. The company explained the program in detail and initiated Ms. Winn's request. Ms. Winn said she was very happy with the programs offered by PEF, and she greatly appreciated the call.

Lyra Karsa: *Customer expressed concern with the amount of her bills. Also stated PEF increased her deposit due to a returned check. Customer on Life Support 24/7, but did not return the forms to PEF.*

The company left two messages for Ms. Karsa requesting a return call. Ms. Karsa has not returned the calls. The company notes that the customer's account reflects a request for the Life Support program that was issued on 8/6/09. A previous request for the Life Support program was issued on 2/20/09, but it was denied as the customer did not return the required documents to the company. The company left another message for Ms. Karsa to return a call. The company has extended the timeframe to return the Life Support Program certification until September 30,

2009. The company received a return call from Ms. Karsa. She confirmed receipt of the Life Support Program forms. The company reviewed the details of the Life Support Program. Ms. Karsa expressed concern for the amount of her bill. The company shared energy efficiency tips and appliance usage information including oxygen. Ms. Karsa mentioned that she was previously on the Budget Billing program. The company reviewed the program and started the Budget Billing effective with the next billing cycle. The company also discussed the EnergyWise program, which Ms. Karsa currently has on both her heat and air conditioner. She is currently receiving a monthly EnergyWise credit of \$8.00 in the winter and \$5.00 in the summer. The company advised that by adding the hot water heater to the program she can increase the monthly credit by \$3.50. Ms. Karsa said she wanted to take advantage of the additional credit. The request was made to add the hot water heater to the EnergyWise Program. The company preformed a Home Energy Check in September of 2008. The customer declined the offer for an energy check at this time, but will contact the company if she decides to add window film in the future. Ms. Karsa said she was very happy with the options offered to her, and she greatly appreciated the call. Ms. Karsa was provided a direct contact number for any future concerns.

Betty Dobbins: *Customer expressed concern with the amount of her bills.*

The company spoke with Ms. Dobbins regarding her concerns. Ms. Dobbins stated that she understands why her kWh have increased from last year to this year as she had air conditioning issues. She has recently replaced her air conditioning unit. Ms. Dobbins stated she is not interested in a Home Energy Check at this time. Ms. Dobbins' main concern is with the rate increase and the impact on all customers, regardless of the reason for the increase. Ms. Dobbins' expressed her belief that due to the rising cost of food, fuel, and electric, that people can no

longer live in the state of Florida or afford their medications. Ms. Dobbins thanked the company for listening to her concerns and expressed appreciation for the call.

Rik Grollinger: *Customer states he's never experienced as many surges as he has with PEF.*

The company attempted to contact Mr. Grollinger regarding power surges. The telephone number listed on Mr. Grollinger's electric account is not valid. The company obtained a different telephone number from Directory Assistance and left two messages for Mr. Grollinger requesting a return call. Mr. Grollinger's account does not indicate that he has contacted the company regarding any type of service or billing concerns. The company sent a letter requesting that Mr. Grollinger contact PEF to address his concerns regarding power surges.

Mr. Grollinger contacted the company, and expressed concern with momentary power interruptions. The company advised Mr. Grollinger that they would investigate his reliability concerns and would contact him with the findings once the investigation is completed.

On Sept. 1, 2009, the company patrolled the lines all the way back to the substation and found no problems. The engineer found the service drop line spliced in one area and offered to change it out. Mr. Grollinger does not have any concerns about the service line and declined the offer to change it. Mr. Grollinger expressed satisfaction and appreciation for the efforts made by the company to address his concerns. Mr. Grollinger was provided with a direct number if he should have any future concerns.

Anne Brooks: *Customer expressed concern with the right of way and the company's plan to purchase more land in the easement.*

The company contacted Ms. Brooks to discuss her concerns with the easement. Ms. Brooks had additional concerns that included Right-of-Way (ROW) maintenance and requested information

on the types of trees that may be planted in the ROW. Ms. Brooks also stated that she has some transmission ground concerns. The company advised Ms. Brooks that her issues would be addressed and the company would have the appropriate departments contact her.

The company's public policy analyst (PPA) contacted Ms. Brooks to discuss her easement concerns. The PPA discussed the proposed Levy Plant and the Transmission Project. The PPA explained that the ROW near Ms. Brooks' home was purchased on July 26, 1965. It stated that PEF would construct, operate and maintain 3 separate lines – one to be constructed at time of purchase and the second and third to be constructed at a future date.

The PPA further explained that the Department of Environmental Protection (DEP) will make a final decision on the proposed corridor/routes later this year, and that the company would send written communications on any future project activity.

The PPA provided Ms. Brooks with the company's toll free phone number of 877-579-0014 to reach a member of the project team directly. The PPA encouraged Ms. Brooks to visit our website at www.progress-energy.com/energyplanning as regular updates on the project will be made available at this site.

The company's senior forester contacted Ms. Brooks to discuss the company's maintenance practices for the easement. The forester explained that on the 230kV and 500kV transmission lines, the company mows and trims every 4 years. He further explained that the company prefers to chemically control woody vegetation the year after mowing with the landowner's permission. Ms. Brooks expressed her understanding, and satisfaction with the company's maintenance program.

Ms. Brooks inquired as to why the company pays a contractor to maintain the ROW when she mows the grass every other week. The forester gave Ms. Brooks a detailed explanation on the company's bidding process. Mrs. Brooks was under the impression that the company paid contractors a per-mile maintenance fee, no matter how good or bad the easement looked. The forester assured Ms. Brooks that the monies allocated to vegetation management are continually being scrutinized to insure we are maximizing our dollars.

Ms. Brooks expressed concern with the list of acceptable trees that could be planted in the ROW. Ms. Brooks had an older list from 2002-2003 and expressed concern that many of the trees are no longer on the list. The forester explained that the easement signed by most landowners states no trees shall be planted on the ROW that could endanger the operation of the power lines. This includes small hedges that could hinder emergency work during an outage. With FERC guidelines the company must stick to the letter of the easement. The forester explained that because of this the company had to revise the current tree list. The forester sent a copy of the most recent list of approved trees on the transmission ROW to Ms. Brooks. The forester also provided Ms. Brooks with his direct phone number for any further questions.

Marianne Ryan: *Customer expressed concern with the amount of her bills.*

Ms. Ryan visited with a customer service representative at the Rate Case Hearing. The representative reviewed Ms. Ryan's billing history, which revealed similar usage from year to year. The representative provided Ms. Ryan with Social Service Agency telephone numbers to provide help in paying her monthly electric bill. The company completed a Home Energy Check for Ms. Ryan in 2008. At that time, the company made a number of energy efficiency recommendations. The company reiterated these recommendations and discussed their benefits

and impact to the electric bill. The company explained and offered the Budget Billing program. Ms. Ryan declined to participate in the Budget Billing Program at this time.

INVERNESS SERVICE HEARING – JULY 17, 2009

Overview

Fifty-four witnesses spoke at the Inverness service hearing held on Fri., July 17, 2009 at 9:00 a.m. at the Citrus County Auditorium. Senator Charlie Dean and Senator Mike Fasano spoke again at this hearing. House Representative Ron Schultz and a local official addressed the Commission. Several representatives of local political groups and civic organizations spoke on the record. Fifty of the speakers opposed specific issues including the rate increase on the basis of the current economic conditions. Many of the speakers focused on nuclear power related issues including PEF's filing for early cost recovery. Only two speakers raised service related issues.

Customer Service Concerns

Since the service hearing in Inverness, the company has contacted or attempted to contact and follow up with all customers who expressed service concerns. Below, by witness name, is additional detailed information regarding the customers' concerns and the actions taken by the company.

Lou Kieffer: *Customer states that he has had outages of over 2 hours, but he reported to the PSC that the outages were shorter.*

The company contacted Mr. Kieffer to discuss his concerns. Mr. Kieffer indicated that he was not speaking of outages at his home. Mr. Kieffer further indicated that he had received his information from former company employees. The company assured Mr. Kieffer that the outage records are as accurate as possible. The company explained that the process to accurately record customer outages includes through documentation and auditing of all outages to include updating

customer outage history, duration of outage, device affected and cause of outage. The company also asked Mr. Kieffer if he was experiencing any reliability concerns. Mr. Kieffer indicated that he does not have any concerns at the present time.

Paul Jasler: *Customer states he has experienced more than 25 outages in his area.*

Mr. Jasler visited with a customer service representative at the Rate Case Hearing. The representative discussed the leading causes of momentary service interruptions. The representative sent an order to check the voltage at the residence, which confirmed that the company is providing adequate voltage to the residence. The company completed an investigation of all connections at Mr. Jasler's residence, tightened all connections and reworked the neutral connection at the transformer. The company also completed a patrol of Mr. Jasler's area, which revealed tree trimming opportunities. The company completed tree trimming July 28, 2009. The company followed up with Mr. Jasler, and he was satisfied with the efforts made to reduce the number of momentary interruptions. Mr. Jasler advised that he and his wife will be away for the next month. Mr. Jasler was provided with a direct contact number for the company's power quality specialist for any future concerns.

Ellen Morgan: *Customer is a small business owner and her electric bill was \$457.00 in February. Customer states she turned down the thermostat yet the bill remains high.*

As background, on February 18, 2009, Ms. Morgan contacted the company to schedule a Business Energy Check, which was then scheduled for April 6, 2009.

On April 3, 2009, Ms. Morgan contacted the company to cancel her energy check request for April 6, 2009 and did not wish to reschedule at that time.

On August 10, 2009, the company contacted Ms. Morgan to discuss her billing concerns. Ms. Morgan works out of her home, and indicated that her bills have reduced. Ms. Morgan expressed her belief that the consumption from the February billing was a result of something that she was doing internally within her home. The company offered Ms. Morgan an energy check, which she declined. The company provided Ms. Morgan with a direct phone number and requested that she contact the company with any further concerns.

Sally Ann Collins: *Customer states she keeps her heat at 65 degrees in the winter and 83 in the summer. Customer states bills are too high. Customer questions why PEF's fuel costs do not decrease when gasoline prices decrease.*

The company contacted Ms. Collins to discuss her billing concerns. The company offered Ms. Collins a Home Energy Check. Ms. Collins declined the service. The company advised Ms. Collins that she does an excellent job keeping her usage down with a 12-month average of 391 kWh. Ms. Collins agreed, stating that she keeps her air conditioning set at 84 degrees. Ms. Collins' main concern is the proposed rate increase and expressed her dissatisfaction specifically with the pre-construction recovery legislation.

Jim Gillespie: *Customer states his bill has increased this year versus last year, but no changes have been made to the residence.*

The company contacted Mr. Gillespie to discuss his billing concerns. The company advised Mr. Gillespie of available programs that may assist him in reducing his bill. Mr. Gillespie advised the company that when he has some time to discuss further, he would contact the company. As a follow-up, the company mailed an energy efficiency packet to Mr. Gillespie.

Elaine Quarton: *Customer discussed concerns of her neighbor's bill. She stated that her neighbor only added oxygen to the home and the bill increased by \$100.00.*

The company contacted Ms. Quarton regarding her concern about the increase of her neighbor's electric bill. Ms. Quarton advised that her neighbor is actually her sister-in-law. Ms. Quarton advised when her sister-in-law added oxygen equipment, the bill increased by \$100.00. The company advised Ms. Quarton that it would speak with her sister-in-law to determine if any of the company's programs would benefit her. Ms. Quarton advised that she would give her sister-in-law the company's phone number.

The company received a return call from Ms. Quarton's sister-in-law, Rose Forbes. Ms. Forbes advised the company that she has been keeping the oxygen on 24/7, including when it is not in use. The company advised Ms. Forbes to turn off the oxygen when not in use. The company advised that using oxygen 24 hours a day can increase her electric cost by an average of \$45.00 a month. The company also explained its Life Support Program. Ms. Forbes indicated that she is not using the oxygen 24/7 and hopefully will only need it for one more month.

Ms. Forbes said her only income is social security, which is very limited. The company provided Ms. Forbes with various help agency phone numbers. The company also explained the Budget Billing program. Ms. Forbes felt that the Budget Billing program would be a good option for her. The company initiated the Budget Billing program effective with Ms. Forbes' the next bill. Ms. Forbes said she was very happy with the options provided to her and she appreciated the call.

Darrell Weston: *Customer states he is on Budget Billing and that last year the amount was \$155.00, and this year it has increased to \$212.00.*

The company contacted Mr. Weston to discuss his billing concerns. Mr. Weston advised the company that he typically sets his heat at 76 degrees. The company discussed with Mr. Weston the cost savings he would realize by setting his heat between 68-70 degrees, and the impact the colder temperatures had on the bills this year. The company offered Mr. Weston a Home Energy Check, which he accepted. The company also explained its Budget Billing Plan, in which Mr. Weston is currently enrolled. Mr. Weston requested to make an additional payment towards the deferred amount of the BBP. The company asked that Mr. Weston contact them, once he makes the additional payment, and they would apply it towards the deferred balance.

The company offered to send Mr. Weston a billing activity statement, a Bill Analysis and a further written explanation of the BBP, which he accepted.

On August 28, 2009, the company completed the Home Energy Check. Mr. Weston advised the energy advisor that he had company for a week the prior month. The advisor explained that additional people in the home will increase the electrical consumption. The advisor suggested the follow recommendations to assist Mr. Weston in reducing his energy consumption:

- Reduce heating temperature to 68-70. Customer stated that he keeps heat set at 78.
- Service HVAC, and clean and level digital thermostat.
- Consider upgrading AC unit in the near future as the system is 10 years old with slider thermostat; suggested that he take advantage of PEF's rebates and Federal Tax Credits.
- Clean refrigerator coils.
- Clean filters and replace current lighting with CFLs.

Leonard Bates: *Customer states average bill was \$180.00 but now is \$280.00. Keeps thermostat set at 80 – 82 degrees in the summer and 60 to 65 degrees in the winter.*

The company attempted to contact Mr. Bates regarding his billing concerns. The company spoke with Mrs. Bates and offered to discuss the billing concerns with her, but she declined. Mrs. Bates advised the company that she would give her husband the message, and if he has any questions he will return the call. The company has not received a return call Mr. Bates. The company will continue to work with Mr. Bates regarding his billing concerns.

OCALA SERVICE HEARING – JULY 17, 2009

Overview

Twenty witnesses testified at the Ocala service hearing held on Thurs., July 17, 2009 at 2:00 p.m. at the Ocala City Hall. Senator Charlie Dean spoke again at this hearing. The Mayor of Ocala addressed the Commission. Representatives of Florida Sheriff's Youth Ranches, the Ocala Marion Economic Development Council and the Levy Nature Coast Business Development Council addressed comments to the Commission. Sixteen of the speakers opposed the rate increase, the majority of the speakers focused on economic hardships, rate of return, and other issues not within the scope of the proceeding. Only one speaker raised service related issues. Two of the witnesses, Franks and McFeeder, had addressed the Commission at the previous hearing in Inverness.

Customer Service Concerns

Since the service hearing in Ocala, the company has contacted or attempted to contact and follow up with all customers who expressed service concerns. Below, by witness name, is additional detailed information regarding the customers' concerns and the actions taken by the company.

Steve Vorhees: *Customer states that the last two years he has been without power for 3 days at a time.*

The company contacted Mr. Vorhees to discuss his outage concern. Mr. Vorhees lived in the Largo area of Pinellas County many years ago. Mr. Vorhees stated he had very long power outages during his time in Pinellas County and also during the hurricanes at his current residence. The company explained its storm hardening plan, and how the company has aggressively replaced poles, trimmed trees, and strengthened the transmission and distribution system. Mr. Vorhees stated that he has not had any reliability concerns recently, but would contact the company if needed in the future. Tree trimming on Mr. Vorhees' feeder is scheduled to begin in September/October of 2009.

Elena Whitaker: *Customer had questions about the EnergyWise Program.*

Ms. Whitaker visited with a customer service representative at the Rate Case Hearing. The representative explained that the EnergyWise program allows the company to temporarily interrupt power to certain appliances during peak demand. The representative advised Ms. Whitaker that, in return, a monthly credit is given to participating customers. Ms. Whitaker is currently participating in the EnergyWise program. She is on the year-round schedule and is eligible for a winter credit of up to \$11.50 a month and for a summer credit of up to \$8.50 per month.

The company currently has nearly 370,000 customers participating in the EnergyWise Program. The EnergyWise Program is free to the customer and offers the ability to receive monthly credits for their participation. The credits paid through the EnergyWise Program from January through June 2009 total \$9,053,581.00. The benefits of the EnergyWise Program to the company include avoidance of invoking brownouts or rotating feeders and the reduction of having to use peaking

units during peak periods. The EnergyWise load shed capability for residential class is 391 MW in the winter months (November – March) and 298 MW in the summer months (April-October).

Michael Rutledge: *Customer expressed concern with the amount of his bills.*

Mr. Rutledge visited with a customer service representative at the Rate Case Hearing. The representative reviewed the billing history with the Mr. Rutledge, which revealed an increase from the prior year. Mr. Rutledge advised the representative that he had hooked up a motor home to his house, in order to run the air conditioner in the motor home. The representative explained the impact that this had on his bill. Mr. Rutledge expressed his satisfaction with the explanation. The customer service representative offered Mr. Rutledge a Home Energy Check, which he accepted. The energy check was completed on 7/23/09. The company found that Mr. Rutledge was setting his thermostat at 74-75 degrees. Mr. Rutledge was advised to set the thermostat on 78 degrees to begin seeing a savings. The company found leaks around the duct register and suggested a duct test. Also the insulation in Mr. Rutledge's home was found to have an insulation value of R-11. The company suggested that he upgrade the insulation to an insulation value of R-19. Also window film was recommended for the windows facing east, west and south. The EnergyWise program was also explained and recommended. Mr. Rutledge was happy with the information provided.

Howard Smallwood: *Customer expressed concern with tree trimming in his area.*

Mr. Smallwood visited with a customer service representative at the Rate Case Hearing. The representative advised Mr. Smallwood that he would place a request to complete tree trimming in his area. The company completed the tree trimming on July 20, 2009. Mr. Smallwood expressed satisfaction with the work completed by the company.

Mark Bazarsky (non-PEF customer): *Mr. Bazarsky stated that his home is in the way of where PEF may install their new transmission lines. Mr. Bazarsky requested to know if his house would definitely be impacted by the lines.*

Mr. Bazarsky visited with the customer service representative at the Rate Case Hearing. Mr.

Bazarsky was advised that PEF has not made the final decision regarding the route of the transmission lines. Mr. Bazarsky was advised that as soon as the decision was made, he would be notified.

APALACHICOLA SERVICE HEARING – JULY 30, 2009

Overview

Forty-one witnesses spoke at the Apalachicola service hearing held on Thurs., July 30, 2009 at

2:00 p.m. at the Apalachicola Community Center. Three members of the Franklin Count

Commission (Parrish, Sanders, Jackel) as well as the commission chair spoke. Two Apalachicola

City Commissioners (Cook and Webb) and the County Tax Collector also testified at the

hearing. Two members of the Franklin County Schools addressed the Commission. All speakers

opposed the rate increase, the majority citing economic hardship and current conditions.

Speakers raised various other issues related to the filing. Six speakers raised service related

issues.

Customer Service Concerns

Since the service hearing in Apalachicola, the company has contacted or attempted to contact

and follow up with all customers who expressed service concerns. Below, by witness name, is

additional detailed information regarding the customers' concerns and the actions taken by the

company.

Karen Foley: *Customer expressed concern with momentary service interruptions.*

On July 31, 2009, the company's field service technician checked the incoming voltage and connections at Ms. Foley's home. The technician explained to Ms. Foley that no problems were found. Ms. Foley expressed satisfaction with the field check.

On Aug. 12, 2009, the field service technician's assistant followed up with Ms. Foley to ensure her satisfaction. The company explained momentary interruptions. A momentary interruption is a very quick interruption of power (usually lasting from a few tenths of a second to less than a minute) that can occur any time there is a "fault" along the feeder (the main line from the substation) by which customers receive power. The momentary interruption is a built-in element of all distribution and transmission systems. Generally these interruptions are caused by bad weather, a tree branch hitting the line, an animal, a piece of equipment that failed, a car that hit a pole or a line that is down. The company provided Ms. Foley with a direct phone number should she have any future concerns. Ms. Foley indicated she was satisfied with the field investigation, and she had no other concerns at this time.

Susan Leach: *Customer expressed concern with high bills and surges.*

The company contacted Ms. Leach to follow up on concerns mentioned at the rate hearing. Ms. Leach stated that she did not have any billing concerns or questions. Ms. Leach said her concerns regard a fear of outages due to being on a C-pap at night. The company explained that while it tries to prevent outages and restore power as quickly as possible, they are unable to prevent power outages 100% of the time. The company explained momentary interruptions. Ms. Leach expressed her understanding of outages. The company offered to patrol the feeder lines and to address any issues that could reduce momentary interruptions. Ms. Leach expressed appreciation

for the efforts, and for the follow up call. The company assured Ms. Leach she will receive an update once the field check is complete.

The patrol of the lines revealed the need for hot spot tree trimming. The company attempted to contact Ms. Leach and left a message to advise of the results of the patrol. On August 26, 2009, the company completed the tree trimming. The company attempted to contact Ms. Leach and left a message to advise that the tree trimming had been completed. The company requested that Ms. Leach contact them with any further questions or concerns.

Gail Burdulis: *Customer expressed concern with the amount of her bills.*

The company's energy efficiency team met with Ms. Burdulis and scheduled and completed a Home Energy Check the afternoon following the service hearing. Ms. Burdulis noted that she sets her air conditioner at 77-78 degrees. The energy efficiency advisor recommended the temperature be set at 78 when Ms. Burdulis is home, and raise it to 79-80 when she is away from the home for 2 hours or more. It was further found that Ms. Burdulis' home had one main return system with no returns vents in rooms. Ms. Burdulis keeps all interior doors closed to reduce the circulation of conditioned air. The advisor recommended keeping all doors open for proper air balance. The advisor located a gap around the main supply trunk line that went into ceiling area and recommended the area be sealed to reduce hot air being drawn in from the attic. The advisor also noticed a clogged filter and extremely dirty coils at the air handler. The advisor educated Ms. Burdulis on the importance of a clean filter and properly maintained air conditioning system. The advisor provided an energy saver kit to Ms Burdulis. Ms. Burdulis was very appreciative to have our representatives at their home to address her energy needs.

Gary Shiver: *Customer states that he reported a street light cycling and that the light was not repaired.*

Mr. Shriver visited with a customer service representative at the rate hearing. Mr. Shriver expressed concern about the street light located in front of his home that was not working. The customer service representative issued a work request to repair the street light. The company repaired the street light the next day. The company placed a call to Mr. Shriver to advise that the street repair was complete.

Mike Nepote: *Customer questioned the number of days in his billing cycles and also requested information on Cap and Trade.*

The company attempted to contact Mr. Nepote to discuss his concerns. Mr. Nepote's phone number has been disconnected. The company mailed a letter to Mr. Nepote addressing his questions regarding the number of days in the billing cycle and information on Cap and Trade. The company requested that Mr. Nepote contact them with any questions.

Joan Barfield: *Customer expressed concern with the amount of her bills.*

Ms. Barfield visited with a customer service representative at the Rate Case Hearing. The associate reviewed Ms. Barfield's billing history, which revealed similar history from year to year. The company offered Ms. Barfield a Home Energy Check, which she accepted and was completed the afternoon of the service hearing. The energy advisor noted that Ms. Barfield keeps the air conditioner set at 78 degrees. The advisor recommended a 78 degree setting when at home and to raise the thermostat to 79-80 when gone for 2 hours or more. The advisor checked the duct work and found air leakage, explained the duct test and repair program to Ms. Barfield and recommended to have their duct system tested and repaired. Ms. Barfield signed up for duct test with Emerson Heating and Cooling. Ms. Barfield uses a 42,000 BTU system installed on a manufactured home. The advisor provided information to Ms. Barfield on the company's high

efficiency heat pump rebate program. The advisor also checked the water heater's water temperature for proper setting and windows for air penetration. The advisor provided tips and recommendations to reduce their energy cost. The advisor provided an energy saver kit to Ms. Barfield. Ms. Barfield indicated she was very happy to have the representative at her home.

Grace Page: *Customer expressed concern with the amount of her bills.*

PEF has scheduled a Home Energy Check for Ms. Page for Aug. 26, 2009.

On Aug. 26, 2009, a home energy advisor conducted a walk-through energy check with both Mr. and Mrs. Page present. The outside condenser unit and duct system was replaced 5 years ago; however, the air handler is 13 years old. The customer enclosed the single car garage and added an air conditioning vent. The advisor discussed the additional burden on the air conditioner by adding square feet but not increasing the size of the air conditioning system. The Pages also have a 25,000 BTU wall unit in each bedroom. There is a standalone freezer in the outside utility room. The auditor discussed the option of not using the freezer if not necessary. There are 3 sheds in the back yard, each with a wall air conditioner; however, they are only used for short periods of time when the customer is working in the sheds. The customer had R-30 insulation blown in the attic 3 years ago.

The advisor discussed their single pane windows with the majority face east and west. The previously applied window film is peeling off. The advisor discussed window replacement, window film or blinds/shades to prevent heat transfer. The overall recommendations are:

- Have the AC checked and sized
- Window replacement, film and proper window treatment (blinds/shades)
- Eliminate the use of the stand alone freezer
- Minimize the usage of the a/c wall units in the sheds
- Recommended Energy Wise program
- Minimize the use of the Jacuzzi bath tub

· Reduce the usage of the halogen light outside

The customer signed up for the EnergyWise program. Both Mr. and Mrs. Page expressed satisfaction with the information provided.

Jay L. Gore: *Customer expressed concern with the amount of his bills.*

The company contacted Mr. Gore to schedule a Home Energy Check. The energy advisor met with both Mr. Gore and his father. Mr. Gore advised the advisor that he recently purchased a 15,100 BTU, EER10.7 wall air conditioner unit and turned off his central unit. Mr. Gore has also closed off approximately half of his home, so that only the remaining half is being conditioned to reduce his energy consumption. The advisor suggested that Mr. Gore install tinted window film, seal his home to prevent energy loss, clean his refrigerator coils, and turn off electronic equipment, when not in use, if practical. The advisor also suggested that Mr. Gore set his air conditioning temperature at 78 instead of 75 and reduce the run time of the pool pump. Mr. Gore's current consumption has reduced from 90 kWh per day to 51 kWh per day. While Mr. Gore's consumption has lowered, the advisor explained that closing off half of the house may result in a mold issue. Mr. Gore expressed his understanding and satisfaction with the energy check.

R. F. Murray: *Customer expressed concern with the amount of her bills.*

PEF attempted to contact Mr. Murray to schedule a Home Energy Check. The representative left a message requesting a return call. To date, Mr. Murray has not contacted PEF to schedule an appointment. The company mailed a follow-up post card to Mr. Murray requesting that he contact PEF's energy efficiency services department to schedule an energy check.

Terry Brewer: *Customer claimed Progress Energy was responsible for fire at his business, Harry A's restaurant and bar.*

By way of background, below is a summary of relevant details.

On July 30, 2009 at 8:00 a.m., a Progress Energy field technician was on site at Harry A's to perform a Change Meter Only (CMO) due to a malfunctioning meter display.

Following all the necessary technical procedures while adhering to the all PEF safety guidelines, the employee began the process of removing the meter. As he began to disengage the meter from the meter enclosure, an electrical flash occurred. This caused a fire which caused significant damage to the meter receptacle. Progress Energy immediately disconnected the service. The customer hired an electrician to make temporary repairs to the meter enclosure. Once repairs were completed and the county inspection obtained, an order was issued to reenergize the service. After the service was reenergized, amperage ratings registered in excess of 400 amps.

After talking with Mr. Brewer at the service hearing, Progress Energy engineering researched the customer's demand. It was discovered that the customer's demand had been 72 kVA. This load value necessitated a change out of the transformer to at least a 75 kVA unit. Since a 75 kVA unit was not available in the immediate area, Progress Energy scheduled the change to a 100 kVA unit to accommodate the increased load. On July 3, 2009 around 7:00 a.m., Progress Energy changed out the transformer to a 100 kVA unit. Later that morning, Progress Energy met with Mr. Brewer and expressed concerns about the amount of load applied to this 400 amp meter enclosure. In talking to Mr. Brewer's electrician, he informed us that he had installed a 600 amp panel in the establishment in the past. His suggestion to Mr. Brewer at that time was to also upgrade the meter enclosure to 600 amp. Progress Energy expressed concern to the electrician about this hazardous overload condition.

On Aug. 3, 2009, Progress Energy met with the customer and an independent consultant contracted by Progress Energy to investigate the meter enclosure failure. The independent investigator determined that the fire was caused by the customer overloading the system without alerting Progress Energy. That same day, Progress Energy reiterated to both Mr. Brewer and his electrician that there was a dangerous overload condition on the meter base and recommended they change out the meter base as soon as possible. Due to safety concerns, Progress Energy also advised that they reduce the load until the meter enclosure had been changed. Progress Energy also informed Mr. Brewer that a line and service representative was standing by to take amp ratings for his electrician as they reduced the load. Progress Energy informed him that the load had to be reduced to below 320 amps or his service would need to be disconnected for safety reasons. Mr. Brewer understood and complied.

Progress Energy worked directly with the customer to identify the service problems, which resulted in Mr. Brewer upgrading his system to meet the increased load. This resolved the situation.

Programs to help low- and fixed-income customers

Energy Neighbor Fund

The program was created to help customers who need financial assistance paying their electric bills. All funds collected from participating customers and employees are distributed through local social service agencies.

- The Progress Energy Foundation doubled its annual matching contribution to the Energy Neighbor Fund in 2008 to \$1 million.
- Since the Florida program began in 1988, it has provided more than \$8 million in assistance to Florida families in crisis.

Special Medical Needs Program

The Special Medical Needs Program provides assistance to customers with special medical needs. In 2008, \$60,000 in funding was provided to three United Way agencies that administer the program.

Medically Essential Program

The program provides short-term payment extensions to residential customers whose electric service is medically essential, as affirmed through a Florida-certified physician. Service is “medically essential” if the customer has continuously operating electric-powered medical equipment necessary to sustain the life of or avoid serious medical complications requiring immediate hospitalization of the customer or another permanent resident at the service address. The company provides Medically Essential Service Customers with an extension of time, not to exceed 30 days beyond the date service would normally be subject to disconnection for non-payment of bills.

Low Income Weatherization

Low Income Weatherization measures are delivered to qualifying low-income customers through a partnership with the Florida Department of Community Affairs Weatherization Assistance program. The Weatherization Assistance Program provides funds to community action agencies, local governments, Indian tribes and non-profit agencies to provide specific program services for low-income families of Florida. These entities provide program services throughout the state.

Budget Billing

Budget Billing is an optional payment program designed to help residential customers avoid unpredictable bills by equalizing payments over the course of three months. The difference between the customer’s actual bill and the Budget Billing amount each month is shown as a deferred balance. This may be a credit or a debit. Every three months, the Budget Billing amount is recalculated to reflect the average of the customer’s last 12 months’ actual bills and the deferred balance. This free program helps customers forecast monthly energy costs and better plan their finances.

Bill Extender

This program is designed to help customers on a fixed income such as Social Security, retirement, or disability benefits who receive only one monthly income check that falls outside the due date of their electric bill. After enrollment, the billing due date will extend 9 days from the normal billing due date.

Programs to help customers use energy wisely and reduce energy costs

Neighborhood Energy Saver

To date, Progress Energy Florida has helped more than 5,000 low-income homeowners to install more than 90,000 energy-efficiency improvements at no cost to the customer. In 2010, the company plans to add five additional energy-efficiency improvements to the 16 improvements currently provided through the program. The additional improvements include insulation, energy-efficient reflective roofing, an energy-efficient heating system, window film/solar screens, and maintenance of the heating and cooling system.

Business Energy Saver

This initiative involves installing a comprehensive, designated package of free energy-efficiency devices and upgrades in small businesses in designated, low-income neighborhoods and providing energy education at no cost to the owner. An associated pilot project launched in Midtown St. Petersburg in 2008 assisted 16 locally-owned, low-income businesses.

Home or Business Energy Check

This is a free evaluation of a home or business to analyze its overall energy use. Progress Energy Florida's customers have saved more than \$1 billion since 1981 by participating in the company's energy-efficiency programs. Progress Energy proposed a plan to the Florida Public Service Commission that would save customers even more money by increasing the company's existing 10-year energy-efficiency goal of 412 million kilowatt-hours (kWh) by nearly 50 percent throughout the course of the plan.

EnergyWise

Customers can earn up to \$145 per year by allowing Progress Energy to temporarily cycle off and on power to the central heating or cooling units, hot water and pool during periods of peak community demand. Cycles are infrequent, brief and limited to select time periods.

SavetheWatts.com

Progress Energy Florida views energy savings as a partnership with our customers and encourages our customers to participate in our more than 14 programs and 100 upgrades. The easiest way, cleanest and quickest way for customers to save energy and money is by taking steps to reduce their energy use. On our energy-efficiency web site, www.savethewatts.com, customers can find information about all of our programs as well as 100 useful tips to help reduce energy usage and save money on your monthly electric bill.

Lower My Bill Toolkit

The www.progress-energy.com web-based Lower My Bill Toolkit offers tips and a simple 6-step approach to help customers determine where they may find savings on their utility bills with just a few small changes in your household routine. The six steps include:

1. Utilizing interactive Energy Saving Tools
2. Reviewing energy savings tips for appliances
3. Analyzing the account
4. Reading the meter
5. Choosing the right payment option
6. Learning about energy efficiency programs

Progress Energy Florida Payment Options

Automatic Draft

Electronic Funds Transfer, also known as Automatic Draft, is a free payment option that provides an alternative to writing checks each month. The program is an automated bill payment process that electronically debits funds from a customer's checking, savings, credit union, or money market account and transfers the funds to directly to Progress Energy.

e-Bill

Electronic Billing (e-Bill) is a free program offered to customers as an easy and environmentally friendly way to pay their bill. This program offers the convenience and security of electronic billing, with the added benefit of helping the environment by saving paper. Convenient features of e-bill include the ability to pay multiple accounts with a single payment and the option to pay from both checking and savings accounts.

Other features of e-bill include the ability to view the current electric bill and up to 13 months of bill images. Customers receive monthly emails, the option of voicemail alerts, and can download their billing data.

Mail

Customers may mail their payment to:
Progress Energy Florida
P.O. Box 33199
St. Petersburg, FL 33733

Pay In Person

Customers may pay their bill at a convenient, authorized Progress Energy pay-station. Payments can be made using a personal check, cash, or money order at any fee-free or convenient-fee based location.

EasyPay

Customers may pay their bill over the phone or via the Internet with EasyPay, a convenient payment option through a third-party vender. The service is available 24 hours a day, seven days a week. Customers can use electronic checks, Visa, MasterCard or Discover Card. A \$4.95 convenience fee is charged to the customer by EasyPay per transaction.

ATTACHMENTS

Notice of Rate Case and Service Hearings

RESIDENTIAL

Progress Energy Florida Files 2010 Base Rate Increase Proposal
Progress Energy Florida is committed to providing reliable, affordable electricity produced in an environmentally sound manner for the more than 1.6 million Florida customers that depend on us.

Progress Energy Florida's current base rate agreement will expire at the end of 2009. To ensure that electric system investments continue to meet customer and regulatory expectations for reliability, Progress Energy is requesting a 2010 base rate increase of \$499 million, which equates to a total base rate impact of \$14.18 on a 1,000 kWh residential bill.

Filed on Friday, March 20, 2009 the company's request to the Florida Public Service Commission (PSC) included a proposal for a portion of the increase, approximately \$76 million – about \$4.88 per month to the base rate on a 1,000 kWh residential bill – to go into effect with the first cycle of July 2009 billings. The July adjustment represents a 10.82 percent base rate increase. If approved as proposed, the January 2010 increase would add an additional \$9.30 to the base rate of a 1,000 kWh residential bill.

Since 1993 the company has invested \$4.5 billion in improvements to the electrical infrastructure in Florida, while its base rate has increased only 1 percent due to effective cost management. However, additional investments must be made to ensure continued high reliability and service to customers as well as implement Florida public policy. Among the larger components of the proposal are the following:

- A steam generator replacement project at the existing Crystal River nuclear unit to ensure customers will continue to receive state-of-the-art performance from the company's only nuclear generation plant. This unit provides around-the-clock carbon- and emission-free electricity from the lowest cost fuel source currently available to the company.
- A repower of the Bartow Plant to switch it from oil-fired generation to cleaner, more efficient natural gas-fired combined cycle generation. When the updated plant goes into service in July, its generation capacity will be more than doubled and its sulfur dioxide emission, a greenhouse gas, will be reduced by 98 percent.
- Critical transmission and distribution system upgrades, and operations and maintenance projects. These improvements, many of which are federally mandated, will further strengthen the system for storms, enhance reliability and ensure customers have continuous access to safe, reliable power.



RATE REVIEW INFORMATION

A copy of Progress Energy Florida's 2010 base rate petition and supporting documentation is available for review during regular business hours at the headquarters office located at 299 First Avenue North in St. Petersburg, Florida. In addition, a summary or synopsis of our rate request is available for review during normal business hours at the main branches of the public libraries in each of the 35 counties in Progress Energy Florida's service territory.

Progress Energy Florida 299 1st Avenue North St. Petersburg, FL 33701	St. Petersburg Public Library 3745 9th Avenue North St. Petersburg, FL 33713
Clearwater Public Library 100 North Osceola Avenue Clearwater, FL 33755	Orange County Library 101 East Central Blvd. Orlando, FL 32801
Leon County Public Library 200 West Park Avenue Tallahassee, FL 32301	Citrus County Library 425 W. Roosevelt Blvd. Beverly Hills, FL 34465
Ocala Public Library 2720 East Silver Springs Blvd. Ocala, FL 34479	

RATE REVIEW SERVICE HEARINGS

The Florida Public Service Commission will hold public service hearings throughout Progress Energy Florida's service territory to receive testimony of customers regarding the quality of service provided by PEF and its requested increase in base rates.

Customer comments regarding Progress Energy Florida's quality of service or proposed rate increase may also be submitted to the following address: Director, Division of the Commission Clerk and Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850. Such comments should refer to Docket No. 090079-EL. In addition, customers may contact Progress Energy Florida with questions or comments relating to the request through its Web site at progress-energy.com.

Any person requiring accommodation at the service hearings because of a physical impairment should call the Division of the Commission Clerk and Administrative Services at 1.850.413.6770 at least 48 hours prior to the meeting. If you are hearing or speech impaired, please contact the Florida Public Service Commission using the Florida Relay Service, which can be reached at 1.800.955.8771 (TDD).

Lake Wales: July 7, 2009, 6 p.m. Lake Wales Art Center, Urdike Hall 1099 State Road 60 East Lake Wales, FL 33859	Lake Mary: July 15, 2009, 2 p.m. Lake Mary Events Center, Ballroom A 260 N. Country Club Rd. Lake Mary, FL 32746
New Port Richey: July 8, 2009, 2 p.m. Spartan Manor 6121 Massachusetts Ave. New Port Richey, FL 34653	St. Petersburg: July 16, 2009, 9 a.m. City Council Chambers, City Hall 175 5th Street North St. Petersburg, FL 33701

Live Oak: July 9, 2009, 10 a.m.
Live Oak City Hall, Council Chambers
101 White Ave. S.E.
Live Oak, FL 32064

Clearwater: July 16, 2009, 6 p.m.
Commissioners Assembly Room
Pinellas County Board of Commissioners
315 Court Street, 5th Floor
Clearwater, FL 34616

Inverness: July 17, 2009, 9 a.m.
Citrus County Auditorium
3610 S. Florida Ave.
Inverness, FL 34450

Ocala: July 17, 2009, 2 p.m.
City Council Chambers,
City Hall, 2nd Floor
151 SE Osceola Ave.
Ocala, FL 34478

Apalachicola: July 27, 2009, 2 p.m.
Apalachicola Community Center
1 Bay Drive
Apalachicola, FL 32320

Tallahassee:
September 21, 2009, 9:30 a.m.
Rm 148, Betty Easley Conference Center
4075 Esplanade Way
Tallahassee, FL 32399

Rate Schedule	Type of Charge	Current Rate	Proposed Rate
LS-1	Customer Charge - \$ per Line of Billing		
	Standard		
	Unmetered	1.09	2.81
	Metered	3.13	10.01
	Energy and Demand Charge - cents per kWh		
	Standard	1.555	2.089
	Fixture & Maintenance Charges - \$ per fixture		Various
	Pole Charges - \$ per pole		Various
	Other Fixture Charge Rate - % of Installed Fixture Cost	1.46%	1.46%
	Other Pole Charge Rate - % of Installed Pole Cost	1.67%	1.67%

SUMMARY OF RATE SCHEDULE CHANGES

A comparison of current residential rates and service charges and the proposed new rates and service charges for permanent relief are as follows:

PROGRESS ENERGY FLORIDA Current Vs. Proposed Charges (Base Rates)

Rate Schedule	Type of Charge	Current Rate	Proposed Rate
SC-1	Initial Connection - \$	61.00	75.00
	Reconnection - \$	28.00	30.00
	Transfer of Account - No LSA Contract - \$	28.00	30.00
	Transfer of Account - LSA Contract Required - \$	10.00	11.00
	Reconnect After Disconnect For Non-Pay - Normal hours - \$	40.00	50.00
	Reconnect After Disconnect For Non-Pay - After hours - \$	50.00	65.00
	Investigation of Unauthorized Use	65.00	75.00
	Late Payment Charge	>\$5 or 1.5% Per F.S. 68.065	>\$5 or 1.5% Per F.S. 68.065
	Returned Check Charge		
	TS-1	Temporary Service Extension-Monthly	227.00
RS-1	Customer Charge - \$ per Line of Billing		
	Standard	8.03	13.21
	Seasonal (RSS-1)	4.20	5.00
	Time of Use		
	Single Phase	14.84	17.05
	Three Phase	14.84	17.05
	Customer CIAC Paid	8.03	13.21
	TOU Metering CIAC - \$ One Time Charge	132.00	90.00
	Energy and Demand Charge - cents per kWh		
	Standard		
0 - 1,000 kWh	3.592	4.457	
Over 1,000 kWh	4.592	5.457	
Time of Use - On Peak	11.212	13.959	
Time of Use - Off Peak	0.569	0.510	

(continued on back)



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Notice of Rate Case and Service Hearings

COMMERCIAL/INDUSTRIAL

Progress Energy Florida Files 2010 Base Rate Increase Proposal

Progress Energy Florida is committed to providing reliable, affordable electricity produced in an environmentally sound manner for the more than 1.6 million Florida customers that depend on us.

Progress Energy Florida's current base rate agreement will expire at the end of 2009. To ensure that electric system investments continue to meet customer and regulatory expectations for reliability, Progress Energy is requesting a 2010 base rate increase of \$499 million, which equates to a total base rate impact of \$14.18 on a 1,000 kWh residential bill.

Filed on Friday, March 20, 2009 the company's request to the Florida Public Service Commission (PSC) included a proposal for a portion of the increase, approximately \$76 million – an average commercial and industrial increase of 2 to 4 percent – to go into effect with the first cycle of July 2009 billings. The July adjustment represents a 10.82 percent base rate increase. If approved as proposed, the January 2010 increase would add an additional 9 to 15 percent to the average commercial and industrial customer bill.

Since 1993 the company has invested \$4.5 billion in improvements to the electrical infrastructure in Florida, while its base rate has increased only 1 percent due to effective cost management. However, additional investments must be made to ensure continued high reliability and service to customers as well as implement Florida public policy. Among the larger components of the proposal are the following:

- A steam generator replacement project at the existing Crystal River nuclear unit to ensure customers will continue to receive state-of-the-art performance from the company's only nuclear generation plant. This unit provides around-the-clock carbon- and emission-free electricity from the lowest cost fuel source currently available to the company.

- A repower of the Bartow Plant to switch it from oil-fired generation to cleaner, more efficient natural gas-fired combined cycle generation. When the updated plant goes into service in July, its generation capacity will be more than doubled and its sulfur dioxide emission, a greenhouse gas, will be reduced by 98 percent.

- Critical transmission and distribution system upgrades, and operations and maintenance projects. These improvements, many of which are federally mandated, will further strengthen the system for storms, enhance reliability and ensure customers have continuous access to safe, reliable power.



Rate Schedule	Type of Charge	Current Rate	Proposed Rate
	Transmission	1.09	3.47
	Premium Distribution Charge - \$ per kW	0.80	1.23
	Energy Charge - cents per kWh		
	Standard	1.057	1.092
	Time of Use - On Peak	1.966	2.766
	Time of Use - Off Peak	0.567	0.510
	Meter Voltage Adjustment - % of Demand & Energy Charges		
	Primary	1.0%	1.0%
	Transmission	2.0%	2.0%
	Power Factor - \$ per KVar	0.21	0.25
	Equipment Rental - % of Installed Equipment Cost	1.67%	1.67%
IS-1/IS-2	Customer Charge - \$ per Line of Billing		
	Secondary	255.64	268.21
IST-1/IST-2	Primary	379.34	470.78
	Transmission	907.50	1071.88
	Demand Charge - \$ per kW		
	Standard	5.05	8.78
	Time of Use		
	Base	0.80	3.47
	On Peak	4.42	5.31
	Interruptible Demand Credit		
	IS-1, IST-1 - \$ per kW of Billing Demand	3.62	Withdrawn
	IS-2, IST-2 - \$ per kW		
	LF adjusted Demand	3.31	3.31
	Delivery Voltage Credits - \$ per kW		
	Primary	0.29	1.01
	Transmission	1.09	3.47
	Premium Distribution Charge - \$ per kW	0.80	1.23
	Energy Charge - cents per kWh		
	Standard	0.700	1.092
	Time of Use - On Peak	0.993	2.766
	Time of Use - Off Peak	0.567	0.510
	Meter Voltage Adjustment - % of Demand & Energy Charges		
	Primary	1.0%	1.0%
	Transmission	2.0%	2.0%
	Power Factor - \$ per KVar	0.21	0.25
	Equipment Rental - % of Installed Equipment Cost	1.67%	1.67%
LS-1	Customer Charge - \$ per Line of Billing		
	Standard		
	Unmetered	1.09	2.81
	Metered	3.13	10.01
	Energy and Demand Charge - cents per kWh		
	Standard	1.555	2.089
	Fixture & Maintenance Charges - \$ per fixture	Various	Various
	Pole Charges - \$ per pole		
	Other Fixture Charge Rate - % of Installed Fixture Cost	1.46%	1.46%
	Other Pole Charge Rate - % of Installed Pole Cost	1.67%	1.67%
SS-1	Customer Charge - \$ per Line of Billing		
	Secondary	92.29	63.18
	Primary	215.99	265.75
	Transmission	744.15	866.85
	Customer Owned	74.42	74.42

Rate Schedule	Type of Charge	Current Rate	Proposed Rate
	Base Rate Energy Customer Charge - cents per kWh	0.683	0.510
	Distribution Charge - \$ per kW		
	Applicable to Specified SB Capacity	1.46	3.21
	Generation and Transmission Capacity Charge		
	Greater of : - \$ per kW		
	Monthly Reservation Charge		
	Applicable to Specified SB Capacity	0.814	1.160
	Peak Day Utilized SB Power Charge:	0.388	0.552
	Delivery Voltage Credits - \$ per kW		
	Primary	0.27	0.96
	Transmission	n/a	n/a
	Premium Distribution Charge - \$ per kW	0.74	1.13
SS-2	Customer Charge - \$ per Line of Billing		
	Secondary	278.33	293.21
	Primary	402.02	495.78
	Transmission	930.19	1096.88
	Customer Owned	260.45	260.45
	Base Rate Energy Customer Charge - cents per kWh	0.682	0.510
	Distribution Charge - \$ per kW		
	Applicable to Specified SB Capacity	1.46	3.21
	Generation and Transmission Capacity Charge		
	Greater of : - \$ per kW		
	Monthly Reservation Charge		
	Applicable to Specified SB Capacity	0.814	1.160
	Peak Day Utilized SB Power Charge of:	0.388	0.552
	Interruptible Capacity Credit - \$ per kW	0.690	0.331
	Monthly Reservation Credit	0.329	0.158
	Daily Demand Credit		
	Delivery Voltage Credits - \$ per kW		
	Primary	0.27	0.96
	Transmission	n/a	n/a
	Premium Distribution Charge - \$ per kW	0.74	1.13
SS-3	Customer Charge - \$ per Line of Billing		
	Secondary	92.29	63.18
	Primary	215.99	265.75
	Transmission	744.15	866.85
	Customer Owned	74.42	74.42
	Base Rate Energy Customer Charge - cents per kWh	0.682	0.510
	Distribution Charge - \$ per kW		
	Applicable to Specified SB Capacity	1.46	3.21
	Generation and Transmission Capacity Charge		
	Greater of : - \$ per kW		
	Monthly Reservation Charge		
	Applicable to Specified SB Capacity	0.814	1.160
	Peak Day Utilized SB Power Charge of:	0.388	0.552
	Charge of:		
	Curtailable Capacity Credit - \$ per kW	0.345	0.248
	Monthly Reservation Credit	0.164	0.118
	Daily Demand Credit		
	Delivery Voltage Credits - \$ per kW		
	Primary	0.27	0.96
	Transmission	n/a	n/a
	Premium Distribution Charge - \$ per kW	0.74	1.13
	Source MFR E14 Supplement Schedule (new release)		

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RATE REVIEW INFORMATION

As part of our rate request, Progress Energy Florida has submitted minimum filing requirements or MFRs, which provide additional support for Progress Energy Florida's request. This information is available for review during normal business hours at the following locations:

Progress Energy Florida
299 Avenue North
St. Petersburg, FL 33701

Clearwater Public Library
100 North Osceola Ave.
Clearwater, FL 33755

Leon County Public Library
200 West Park Avenue
Tallahassee, FL 32301

Ocala Public Library
2720 East Silver Springs Blvd.
Ocala, FL 34479

St. Petersburg Public Library
3745 9th Ave. North
St. Petersburg, FL 33713

Orange County Library
101 East Central Blvd.
Orlando, FL 32801

Citrus County Library
425 W. Roosevelt Blvd.
Beverly Hills, FL 34465

In addition, a summary or synopsis of our rate request is available for review during normal business hours at the main branches of the public libraries in each of the 35 counties in Progress Energy Florida's service territory.

RATE REVIEW SERVICE HEARINGS

During a rate review, public hearings are held to give utility customers an opportunity to provide their views regarding the utility's requested rate increase or regarding the quality of service before members of the FPSC. Customers who wish to present testimony are urged to appear at the beginning of the hearing, since the hearing may be adjourned early if no witnesses are present to testify. Hearings will be held at the following locations and times:

Lake Wales: July 7, 2009, 6 p.m.
Lake Wales Art Center, Updike Hall
1099 State Road 60 East
Lake Wales, FL 33859

New Port Richey: July 8, 2009, 2 p.m.
Spartan Manor
6121 Massachusetts Ave.
New Port Richey, FL 34653

Live Oak: July 9, 2009, 10 a.m.
Live Oak City Hall, Council Chambers
101 White Ave. S.E.
Live Oak, FL 32064

Lake Mary: July 15, 2009, 2 p.m.
Lake Mary Events Center, Ballroom A
260 N. Country Club Rd.
Lake Mary, FL 32746

St. Petersburg: July 16, 2009, 9 a.m.
City Council Chambers, City Hall
175 5th Street North
St. Petersburg, FL 33701

Clearwater: July 16, 2009, 6 p.m.
Commissioners Assembly Room
Pinellas County Board of Commissioners
315 Court Street, 5th Floor
Clearwater, FL 34616

Inverness: July 17, 2009, 9 a.m.
Citrus County Auditorium
3610 S. Florida Ave.
Inverness, FL 34450

Ocala: July 17, 2009, 2 p.m.
City Council Chambers,
City Hall, 2nd Floor
151 SE Osceola Ave.
Ocala, FL 34478

Apalachicola: July 27, 2009, 2 p.m.
Apalachicola Community Center
1 Bay Drive
Apalachicola, FL 32320

Tallahassee:
September 21, 2009, 9:30 a.m.
Rm 148, Betty Easley Conference Center
4075 Esplanade Way
Tallahassee, FL 32399

Customer comments regarding Progress Energy Florida's quality of service or proposed rate increase may also be submitted to the following address: Director, Division of the Commission Clerk and Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850. Such comments should refer to Docket No. 090079-El. In addition, customers may contact Progress Energy Florida with questions or comments relating to the request through its Web site at progress-energy.com.

Any person requiring accommodation at the service hearings because of a physical impairment should call the Division of the Commission Clerk and Administrative Services at 1.850.413.6770 at least 48 hours prior to the meeting. If you are hearing or speech impaired, please contact the Florida Public Service Commission using the Florida Relay Service, which can be reached at 1.800.955.8771 (TDD).

SUMMARY OF RATE SCHEDULE CHARGES

A comparison of current rates and service charges and the proposed new rates and service charges are as follows:

PROGRESS ENERGY FLORIDA

Current Vs. Proposed Charges-Base Rates

Rate Schedule	Type of Charge	Current Rate	Proposed Rate	
SC-1	Initial Connection - \$	61.00	75.00	
	Reconnection - \$	28.00	30.00	
	Transfer of Account - No LSA Contract - \$	28.00	30.00	
	Transfer of Account - LSA Contract Required - \$	10.00	11.00	
	Reconnect After Disconnect For Non-Pay - Normal hours - \$	40.00	50.00	
	Reconnect After Disconnect For Non-Pay - After hours - \$	50.00	65.00	
	Investigation of Unauthorized Use - \$	65.00	75.00	
	Late Payment Charge	>\$5 or 1.5%	>\$5 or 1.5%	
	Returned Check Charge	Per F.S. 68.065	Per F.S. 68.065	
	Temporary Service Extension - Monthly \$	227.00	250.00	
	TS-1 GS-1/ GST-1	Customer Charge - \$ per Line of Billing		
		Standard		
		Unmetered	5.99	7.52
Secondary		10.62	17.79	
Primary		134.31	229.49	
Transmission		662.48	830.59	
Time of Use				
Single Phase		17.42	17.79	
Three Phase		17.42	17.79	
Customer CIAC Paid		10.62	17.79	
Primary		141.12	229.49	
Transmission		669.28	830.59	
TOU Metering CIAC - \$ One Time Charge		132.00	-	
Energy and Demand Charge - cents per kWh	Standard	3.923	4.760	
	Time of Use - On Peak	11.211	13.959	
	Time of Use - Off Peak	0.568	0.510	
	Premium Distribution Charge - cents per kWh	0.542	0.968	
	Meter Voltage Adjustment - % of Demand & Energy Charges	Primary	1.0%	1.0%
		Transmission	2.0%	2.0%
		Equipment Rental - % of Installed Equipment Cost	1.67%	1.67%

Rate Schedule	Type of Charge	Current Rate	Proposed Rate	
GS-2	Customer Charge - \$ per Line of Billing			
	Standard			
	Unmetered	5.99	7.52	
	Metered	10.62	17.79	
	Energy and Demand Charge - cents per kWh			
	Standard	1.473	1.810	
	Premium Distribution Charge - cents per kWh	0.109	0.168	
	GSD-1/ GSDT-1	Customer Charge - \$ per Line of Billing		
		Standard		
		Secondary	10.62	17.79
		Primary	134.31	229.49
		Transmission	662.48	830.59
		Time of Use		
Secondary		17.42	17.79	
Secondary - Customer CIAC paid		10.62	17.79	
Primary		141.12	229.49	
Primary - Customer CIAC paid		134.31	229.49	
Transmission		669.28	830.59	
Transmission Customer CIAC paid		662.48	830.59	
Demand Charge - \$ per kW				
Standard	3.71	5.65		
Time of Use				
Base	0.91	3.47		
On Peak	2.76	2.18		
Delivery Voltage Credits - \$ per kW				
Primary	0.29	1.01		
Transmission	1.09	3.47		
Premium Distribution Charge - \$ per kW/mth	0.80	1.23		
Energy Charge - cents per kWh				
Standard	1.618	2.320		
Time of Use - On Peak	3.566	6.666		
Time of Use - Off Peak	0.568	0.510		
Meter Voltage Adjustment - % of Demand & Energy Charges				
Primary	1.0%	1.0%		
Transmission	2.0%	2.0%		
Power Factor - \$ per KVar	0.21	0.25		
Equipment Rental - % of Installed Equipment Cost	1.67%	1.67%		
CS-1/CS-2/ CS-3/ CST-1/ CST-2/ CST-3	Customer Charge - \$ per Line of Billing			
	Secondary	69.61	38.18	
	Primary	193.30	240.75	
	Transmission	721.46	841.85	
	Demand Charge - \$ per kW			
	Standard	5.97	8.78	
	Time of Use			
	Base	0.89	3.47	
	On Peak	5.03	5.31	
	Curtailable Demand Credit			
	CS-1, CST-1 - \$ per kW of Curtailable Demand	2.50	Withdrawn	
	CS-2, CST-2 - \$ per kW LF adjusted Demand	2.48	2.48	
	CS-3, CST-3 - \$ per kW of Contract Demand	2.48	2.48	
Delivery Voltage Credits - \$ per kW				
Primary	0.29	1.01		

Esta información se encuentra disponible en español.
Para solicitar la versión en español, sea tan amable de llamar al **1.800.700.8744**.

RATE REVIEW SERVICE HEARING

Notice of date and time change

At the end of April, Progress Energy Florida mailed bill inserts to all residential and commercial/industrial customers throughout its service territory informing them of PEF's recent 2010 base rate increase filed with the Florida Public Service Commission on March 20, 2009.

Included in the bill insert was a listing of service hearings that the Florida Public Service Commission will hold throughout Progress Energy Florida's service territory to receive testimony of customers regarding the quality of service provided by PEF and its requested increase in base rates.

The Florida Public Service Commission has rescheduled the service hearing to be held in Apalachicola, FL from July 27, 2009, from 2 to 5 p.m. to:

New Date and Time – Apalachicola Service Hearing

Apalachicola
July 30, 2009, 1 to 4 p.m.
Apalachicola Community Center
1 Bay Drive
Apalachicola, FL 32320

All other aspects of the previous bill insert remain the same.

Any person requiring accommodation at the service hearing because of a physical impairment should call the Division of the Commission Clerk and Administrative Services at 1.850.413.6770 at least 48 hours prior to the meeting. Customer comments regarding PEF's quality of service or proposed rate increase may also be submitted to the following address: Director, Division of the Commission Clerk, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850. Such comments should refer to Docket No. 090079-EI. In addition, customers may contact Progress Energy Florida with questions or comments relating to the request through its Web site at **progress-energy.com**.

NOTICE OF PUBLIC HEARING

The Florida Public Service Commission has scheduled a customer service hearing as part of its decision-making process in Docket No. 090079-EI regarding Progress Energy Florida's request for a rate increase.

Service Hearing Schedule

The customer service hearing will be conducted by the Commission at the time and place indicated below:

July 7, 2009

6 p.m.

Lake Wales Art Center, Updiko Hall

1099 State Road 60 East

Lake Wales, FL 33859

The purpose of this hearing is to provide customers of Progress Energy Florida the opportunity to testify before the Commission on Progress Energy Florida's request for a rate increase. Customers who wish to present testimony are urged to appear at the beginning of the hearing, since the hearing may be adjourned early if no witnesses are present to testify.

Customer comments regarding Progress Energy's request may also be submitted to the Commission at the following address: Director, Office of the Commission Clerk, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32309-0850. Such comments should refer to Docket No. 090079-EI.

Any person requiring some accommodation at the service hearings because of a physical impairment should call the Office of the Commission Clerk at 1.800.413.6770 at least 48 hours prior to the meeting. Persons who are hearing- or speech-impaired should contact the Florida Public Service Commission using the Florida Relay Service, which can be reached at 1.800.955.3771 (TDD).



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NOTICE OF PUBLIC HEARING

The Florida Public Service Commission has scheduled a customer service hearing as part of its decision-making process in Docket No. 090679-EI regarding Progress Energy Florida's request for a rate increase.

Service Hearing Schedule

The customer service hearing will be conducted by the Commission at the time and place indicated below:

July 9, 2009

10 a.m.

Council Chambers, Live Oak City Hall

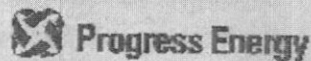
101 White Ave. S.E.

Live Oak, FL 32064

The purpose of this hearing is to provide customers of Progress Energy Florida the opportunity to testify before the Commission on Progress Energy Florida's request for a rate increase. Customers who wish to present testimony are urged to appear at the beginning of the hearing, since the hearing may be adjourned early if no witnesses are present to testify.

Customer comments regarding Progress Energy's request may also be submitted to the Commission at the following address: Director, Office of the Commission Clerk, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850. Such comments should refer to Docket No. 090179-EI.

Any person requiring some accommodation at the service hearings because of a physical impairment should call the Office of the Commission Clerk at 1.850.413.6770 at least 48 hours prior to the meeting. Persons who are hearing- or speech-impaired should contact the Florida Public Service Commission using the Florida Relay Service, which can be reached at 1.800.955.8771 (TDD).



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Life » Where are the dogs after two lives are taken?

William Wood may have killed more than his ex-wife and himself.

BY JAMAL THAJI
Times Staff Writer

ST. PETERSBURG — It has been a month since William Brown Wood Jr. took his own life and the life of ex-wife Donna Aline Havard Wood, authorities say.

Mrs. Wood, 54, was found shot dead in her Shell Isle home on May 22. Police officers checked on her after discovering her ex-husband's body floating in a Tierra Verde canal earlier that day. He was also dead of a gunshot wound.

William Wood, 53, often spoke of taking his own life, his girlfriend said, and hurting his ex-wife at the same time. The couple's 25-year marriage officially ended in 2005. The later years of the union, though, were marked by discord, protective orders, separation and four divorce filings.

But Mrs. Wood may not have been her ex-husband's only victim.

His two dogs, Cindy and Shadow, haven't been seen since his death.

"Sometimes I think he dropped them off somewhere, but I fear they're gone," said Wood's girlfriend, Mariela Lucas. "If you knew Billy, those were his babies. He would never leave them with anybody."

"If he was going to do something drastic, he was going to take them with him."

Cindy is a 7-year-old white Labrador; Shadow, a 9-year-old black Labrador. They lived in Tierra Verde with Wood, Lucas and her two children.

Lucas told the *St. Petersburg Times* that Wood often talked of suicide, but she never took it seriously.

As she slept the night before his death, Wood cleaned out his belongings from their Tierra Verde home, even taking down most of his pictures off the family room wall.

"He removed everything from



William Wood's girlfriend says: "If he was going to do something drastic, he was going to take (his beloved dogs) with him."

the house that was his so I wouldn't have to clean it up," she said. "But he also removed the puppy food."

The dogs disappeared along with their owner, authorities say. The pets were not inside the Shell Isle home where Mrs. Wood was found, according to St. Petersburg police spokesman Bill Proffitt.

The dogs weren't found near Wood's body in a canal down the street from his Tierra Verde home either, according to the Pinellas County Sheriff's Office.

When the Woods were discovered dead on May 22, St. Petersburg police found the body of a large dog locked inside a trunk floating in a bayou near Shell Isle.

William Wood's family told police that the dog wasn't one of his. That case remains unsolved.

But the family did tell police that they don't believe Wood would have hurt the dogs, according to Proffitt.

Lucas said she and her friends have tried looking for the dogs, even calling local shelters.

"My kids and I always go around to the same places where we used to walk the dogs," she said, "but nothing."

Lucas said detectives told her that the murder-suicide case is closed. There is no official investigation into the fate of the dogs.

"We have no idea what he would do with the dogs," she said, "except take them with him."

Jamal Thaji can be reached at ajthaji@sp-times.com or (727) 893-8472.

NOTICE OF PUBLIC HEARINGS

The Florida Public Service Commission has scheduled customer service hearings as part of its decision-making process in Docket No. 090079-EI regarding Progress Energy Florida's request for a rate increase.

Service Hearing Schedule
 The customer service hearings will be conducted by the Commission at the times and places indicated below:

July 16, 2009, 9 a.m.
City Council Chambers, City Hall
175 5th St. North
St. Petersburg, FL 33701

July 16, 2009, 6 p.m.
Commissioners Assembly Room
Pinellas County Board of Commissioners
316 Court St., 5th Floor
Clearwater, FL 34616

The purpose of these hearings is to provide customers of Progress Energy Florida the opportunity to testify before the Commission on Progress Energy Florida's request for a rate increase. Customers who wish to present testimony are urged to appear at the beginning of the hearing, since the hearing may be adjourned early if no witnesses are present to testify.

Customer comments regarding Progress Energy's request may also be submitted to the Commission at the following address: Director, Office of the Commission Clerk, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32389-0850. Such comments should refer to Docket No. 090079-EI.

Any person requiring some accommodation at the service hearings because of a physical impairment should call the Office of the Commission Clerk at 1.850.413.8770 at least 48 hours prior to the meeting. Persons who are hearing- or speech-impaired should contact the Florida Public Service Commission using the Florida Relay Service, which can be reached at 1.800.866.8771 (TDD).



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090079-EI

State BRIEFS

Florida Forever, except this year

Environmental groups on Wednesday decried the beginning of the latest fiscal year in 20 years in which the state won't put new money into land buying for conservation purposes. The Florida Forever Program and its predecessor, Preservation 2000, were popular for years, but lawmakers were unable to find the money for new bond funding in the new budget that goes into effect Wednesday. "The failure to fund Florida Forever prevents us from utilizing current market conditions to increase land conservation. It sends a message of uncertainty to the citizens of Florida who overwhelmingly back Florida Forever, and it makes the restoration of funding next year a new challenge," said Andy McLeod, government affairs director for The Nature Conservancy in Florida. "This cut in funding represents a major setback for Florida's environment and quality-of-life," McLeod said, however, that the conservancy was working to build grassroots support to get the funding going again in the future. State officials have

CFD Sink touts KidCare

Chief Financial Officer Alex Sink reminded families of one of the many new laws that took effect Wednesday, encouraging them to take advantage of the bill that makes it easier for families of children who need health insurance to get into the state's subsidized KidCare program. The bill (S.B. 918), which Gov. Charlie Crist signed last month, was one of Sink's top priorities and had been pushed for years by advocates of making KidCare easier to get into and easier to stay in. Sink said Wednesday that the rough economy made the changes more necessary now than ever. "In these tough times, we should make it as easy as possible for Florida's families to get their children the health care they need," she said in a statement. "I am so pleased that we were able to finally remove the unnecessary barriers that made it difficult for Florida's kids to be enrolled and stay enrolled in Healthy Kids, and urge Floridians

Unclaimed property rises to record

The Bureau of Unclaimed Property returned more than \$173 million in property during the fiscal year that ended Tuesday. The most ever — Florida Chief Financial Officer Alex Sink announced Wednesday. The Bureau of Unclaimed Property has returned more than \$1.4 billion in unclaimed property in the 48 years it has existed. It's currently holding property in nearly 9 million accounts, mostly from dormant bank accounts, unclaimed utility deposits, insurance benefits and items abandoned in safe deposit

Dockery mulling governor bid

Sen. Paula Dockery has not decided if she will challenge Attorney General Bill McCollum for the Republican gubernatorial nomination next year, but she is "excited about the possibility," Dockery, R-Lakeland, told the News Service of Florida Wednesday that she was not yet focused on the governor's race because she doesn't think voters are. But Dockery also said she is keeping the possibility of a 2010 run for the Governor's Mansion open because of the encouragement from GOP activists. "I'm going to wait a while, but if there is still as much enthusiasm as we get closer and people want a choice and a different kind of candidate out there, I'll look at it," she said. "I am getting excited about the possibility," McCollum, an Orlando-area Republican, has been considered the frontrunner for the GOP's gubernatorial nod after Agriculture Commissioner Charlie Bronson backed off a primary challenge and much of the party establishment backed him.

PROPERTY

Continued from Page A1

million — off 54 percent from a year ago. About the only places that didn't see significant drops were coastal waterfront property. Cook said.

The new tax roll should mean tax decreases for owners of non-homesteaded properties, unless authorities such as the cities or county raise millage rates to make up for lost revenue. Most elected officials have vowed not to do that.

A glitch in the Save Our Homes law, which requires that the taxable value on a home increase by no more than 3 percent every year, could penalize homeowners who may see significant drops in their market value. That's because the law requires that the market value and taxable value be about equal. If the difference between taxable and market value is significant, the tax decrease will be minimal to

allow for the taxable number to move closer to the market number. Other highlights of the tax roll:

- The school board taxable value dropped 7.1 percent. The decrease is less than the countywide drop because the so-called second \$25,000 homestead exemption does not include school districts.
- Crystal River dropped 8.7 percent; Inverness, 8.9 percent. However, Inverness was the only taxing district noting an increase in new construction value — \$4.5 million last year to \$6.6 million. Much of that came from new medical office buildings and a new Walgreen's store on the corner of Independence Boulevard and State Road 44.
- Citrus Springs property declined 21 percent in value.
- Beverly Hills property declined 16.9 percent in value. Last year the decline was 4.8 percent from 2007.
- Sugarhill Woods property declined 8.1 percent last year to 14 percent.

SO YOU KNOW

■ Notices of proposed taxes, called the Truth in Millage, or TRIM, will start going out in the mail Aug. 14.

■ Submit photos of successful community events to be published in the Chronicle. Call 563-5660 for details.

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CITRUS COUNTY
CHRONICLE

Publication Date: 07/02/2009

UTILITY

Continued from Page A1

and 2007, the PSC disagreed. Its decision was based on methodology used in 2007, when the PSC ordered the utility to refund more than \$13.8 million to its customers for excessive fuel costs paid from 2003 to 2005. The refund was a result of the

company burning a more expensive coal blend. Tuesday's decision is an offshoot of that earlier case and the PSC's ongoing review of fuel costs. "Progress Energy agrees with a large majority of the PSC's findings relating to fuel costs," said Tim Leljedal, spokesman for the utility. "However, it doesn't agree with the process and specifications that the PSC uses to determine the need

for the refund." The utility serves more than 1.6 million customers in 35 counties throughout Florida. State Sen. Charlie Dean, R-Inverness, applauded the PSC's decision. "I am very pleased with today's decision by the Public Service Commission," said Dean. "I hope in the future, all energy utilities will seek the lowest cost source for their fuel

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NOTICE OF PUBLIC HEARING

The Florida Public Service Commission has scheduled a customer service hearing as part of its decision-making process in Docket No. 080079-EI regarding Progress Energy Florida's request for a rate increase.

Service Hearing Schedule
 The customer service hearing will be conducted by the Commission at the time and place indicated below:

July 17, 2009
2 p.m.
Citrus County Auditorium
3610 S. Florida Ave.
Inverness, FL 34450

The purpose of this hearing is to provide customers of Progress Energy Florida the opportunity to testify before the Commission on Progress Energy Florida's request for a rate increase. Customers who wish to present testimony are urged to appear at the beginning of the hearing, since the hearing may be adjourned early if no witnesses are present to testify.

Customer comments regarding Progress Energy's request may also be submitted to the Commission at the following address: Director, Office of the Commission Clerk, Florida Public Service Commission, 2640 Shumard Oak Boulevard, Tallahassee, Florida 32308-0850. Such comments should refer to Docket No. 080079-EI.

Any person requiring some accommodation at the service hearings because of a physical impairment should call the Office of the Commission Clerk at 1.850.413.8770 at least 48 hours prior to the meeting. Persons who are hearing- or speech-impaired should contact the Florida Public Service Commission using the Florida Relay Service, which can be reached at 1.800.955.8777 (TDD).

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NOTICE OF PUBLIC HEARING

The Florida Public Service Commission has scheduled a customer service hearing as part of its decision-making process in Docket No. 090079-E regarding Progress Energy Florida's request for a rate increase.

Service Hearing Schedule

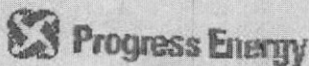
The customer service hearing will be conducted by the Commission at the time and place indicated below:

**Ocala: July 17, 2009
2 p.m.
City Council Chambers
City Hall, 2nd Floor
151 SE Ocala Ave.
Ocala, FL 34478**

The purpose of this hearing is to provide customers of Progress Energy Florida the opportunity to testify before the Commission on Progress Energy Florida's request for a rate increase. Customers who wish to present testimony are urged to appear at the beginning of the hearing, since the hearing may be adjourned early if no witnesses are present to testify.

Customer comments regarding Progress Energy's request may also be submitted to the Commission at the following address: Director, Office of the Commission Clerk, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850. Such comments should refer to Docket No. 090079-E.

Any person requiring some accommodation at the service hearings because of a physical impairment should call the Office of the Commission Clerk at 1.850.413.6770 at least 48 hours prior to the meeting. Persons who are hearing- or speech-impaired should contact the Florida Public Service Commission using the Florida Relay Service, which can be reached at 1.800.955.8771 (TDD).



NOTICE OF PUBLIC HEARING

The Florida Public Service Commission has scheduled a customer service hearing as part of its decision-making process in Docket No. 090079-EI regarding Progress Energy Florida's request for a rate increase.

Service Hearing Schedule

The customer service hearing will be conducted by the Commission at the time and place indicated below:

**July 30, 2009
1 p.m.
Apalachicola Community Center
1 Bay Drive
Apalachicola, FL 32320**

The purpose of this hearing is to provide customers of Progress Energy Florida the opportunity to testify before the Commission on Progress Energy Florida's request for a rate increase. Customers who wish to present testimony are urged to appear at the beginning of the hearing, since the hearing may be adjourned early if no witnesses are present to testify.

Customer comments regarding Progress Energy's request may also be submitted to the Commission at the following address: Director, Office of the Commission Clerk, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850. Such comments should refer to Docket No. 090079-EI.

Any person requiring some accommodation at the service hearings because of a physical impairment should call the Office of the Commission Clerk at 1.850.413.6770 at least 48 hours prior to the meeting. Persons who are hearing- or speech-impaired should contact the Florida Public Service Commission using the Florida Relay Service, which can be reached at 1.800.955.8771 (TDD).



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