

Ruth Nettles

080677-EI
090130-EI

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Sent: Thursday, November 05, 2009 8:39 AM
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Subject: Electronic Filing / Docket #080677-EI / FPL Notice of Filing 11.4.09 E-mail Letter to Governor Crist
Attachments: 11.5.09 N.filing.Letter to Gov. Crist.pdf

Electronic Filing

a. Person responsible for this electronic filing:

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b. Docket No. 080677-EI
 In Re: Application for Increase in Rates by Florida Power & Light Company

c. The Document is being filed on behalf of Florida Power & Light Company.

d. There are a total of 6 pages

e. The document attached for electronic filing is Florida Power & Light Company's Notice of Filing November 4, 2009, Letter to Governor Crist

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11/5/2009

DOCUMENT NUMBER DATE

11138 NOV-5 8

FPSC-COMMISSION CLERK

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition for rate increase by)
Florida Power & Light Company)

Docket No: 080677-EI

In re: 2009 depreciation and dismantlement)
study by Florida Power & Light Company)

Docket No. 090130-EI
Filed: November 5, 2009

**FLORIDA POWER & LIGHT COMPANY'S NOTICE OF FILING
NOVEMBER 4, 2009, E-MAIL LETTER TO GOVERNOR CRIST**

Florida Power & Light Company hereby gives notice of filing Adalberto Alfonso's
November 4, 2009, e-mail letter to Governor Crist, this 5th day of November, 2009.

Respectfully submitted,

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By: /s/ John T. Butler
John T. Butler
Florida Bar No. 283479

DOCUMENT NUMBER-DATE
11138 NOV-5 09
FPSC-COMMISSION CLERK

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the foregoing has been furnished electronically this 5th day of November, 2009, to the following:

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By: /s/ John T. Butler
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From: Alfonso, Adalberto
Sent: Wednesday, November 04, 2009 1:10 PM
To: Charlie.Crist@MyFlorida.com
Subject: FPL Letter to Governor Crist

November 4, 2009

Dear Governor:

As part of its mandate to ensure reliable electrical service for the customers of Florida's investor-owned utilities, the Public Service Commission (PSC) recently provided us with a copy of an e-mail sent to you by an FPL customer, Stephanie Nagel. FPL is committed to providing all of our customers with affordable, reliable electricity, and we wanted to share with you the steps we have taken to address this customer's concerns.

Whenever we learn that a customer has an issue with the level of service we provide, we reach out to them promptly to determine what the problem is and how we can best address it. Our efforts do not stop until the situation is appropriately resolved. That's one of the reasons that FPL was just awarded the prestigious ServiceOne Award for exceptional customer service for the sixth year in a row—an accomplishment that has never been achieved by any utility in America.

In Ms. Nagel's case, we spoke or met with her at least nine times over a four-month period, and we dispatched work crews to her location to perform maintenance, repair or upgrades on at least three occasions. FPL's director of distribution operations personally visited Ms. Nagel to address her concerns, and when she indicated that her microwave oven was not working due to a problem with her home electrical system, FPL satisfactorily resolved her claim. For your convenience, we have attached a summary of the work we have done for Ms. Nagel since late June.

Despite our efforts, Ms Nagel remains unhappy with FPL, as evidenced by her e-mail in which she urges you to use your political power to block FPL's rate request before the PSC. While we are disappointed that Ms. Nagel remains displeased with her service, we continue to be committed to taking all appropriate steps to resolve her concerns and we respect her right to express her opinion with respect to our rate request in any way she chooses.

We are proud of the fact that our overall reliability is 47 percent better than the national average, but as a matter of principle we want every customer to receive the very best price, reliability and service possible.

We hope this letter and the attached summary demonstrate FPL's deep commitment to resolving reliability issues for our customers. Our goal in the rate proceeding is to achieve an outcome that will allow FPL to invest in Florida, in jobs for Floridians and in making the electrical infrastructure stronger, smarter, cleaner and more efficient, even as we maintain a customer bill that is below the national average and the lowest of all 54 electric utilities in the state of Florida.

Sincerely,

Adalberto Alfonso
Vice President, Distribution
Florida Power & Light Company

Summary of FPL Actions on Behalf of Customer Stephanie Nagel

On June 23, 2009, Ms. Nagel contacted FPL's Customer Care Center complaining about frequent service interruptions. A request was issued to have the customer's complaint investigated. On June 26, 2009, an FPL representative spoke with Ms. Nagel, at which time she indicated she was going to attend the PSC Quality of Service Hearings to be held later that evening. An FPL Delivery Assurance Lead met with the customer at the hearing site and agreed to patrol the facilities within two weeks.

On July 6, 2009, Ms. Nagel sent an e-mail to the PSC complaining about the service in her area. A PSC complaint was subsequently filed and received by FPL on July 7, 2009. An FPL Delivery Assurance Lead representative contacted the customer the same day. Ms. Nagel indicated that she was experiencing interruptions.

On July 10, 2009, the power lines serving Ms. Nagel's neighborhood were patrolled by the Delivery Assurance Lead and a Production Lead. They met with Ms. Nagel the same day and advised her that in several locations the lines needed to be cleared of vegetation. Ms. Nagel was informed that a request was being issued to have the lines cleared by July 31, 2009. Ms. Nagel expressed her satisfaction with this action plan.

On July 21, 2009, FPL completed the line clearing identified in the action plan, which reduced palm frond and tree limb interference. Tree limbs and branches, especially palm fronds, are among the most common causes of power outages and Momentary Power Interruptions (MPIs).

On July 30, 2009, unaware that FPL had completed the line clearing on July 21, 2009, Ms. Nagel contacted the PSC again to complain about MPIs experienced earlier in the month of July. This e-mail was forwarded to FPL by the PSC for investigation. As a result, a Restoration Specialist patrolled the main power line serving Ms. Nagel and identified two palm tree locations requiring trimming. On August 4, 2009, these palm trees were pruned. An FPL Arborist met with Ms. Nagel on August 5, 2009, to discuss the actions taken to improve reliability. During that meeting, Ms. Nagel expressed her satisfaction with the work, and the following day she contacted FPL stating that she had seen an improvement in her service reliability.

On August 13, 2009, Ms. Nagel sent an email to the PSC confirming the improvement, and she expressed concern with her neighbors' trees across the street. Her concerns were noted and referred for further investigation.

On September 7, 2009, Ms. Nagel sent an e-mail to the PSC regarding several MPIs experienced in August. This e-mail was forwarded to FPL by the PSC for investigation. An FPL Engineer contacted Ms. Nagel to discuss her concerns. He explained that the MPIs experienced in August were primarily related to lightning and storms in her area. Ms. Nagel indicated she understood the momentary interruptions were due to the storms in her area. The engineer explained that MPIs occur to preserve the integrity of the electrical system and to help prevent sustained outages, and he indicated he would further research her complaint.

The Field Engineer contacted Ms. Nagel on September 10, 2009, to explain that the MPIs she experienced on August 18, 2009, were the result of an interruption on the adjacent power line coming out of the same substation that serves the customer's area. The Field Engineer advised Ms. Nagel that an expanded field assessment would be conducted, including a Thermovision inspection using infrared technology. The Thermovision inspection identified the need for replacement of three lightning arresters, replacement of underground riser connections at one

location, and clearing of vine conditions at other locations. This work was scheduled for completion by October 26, 2009.

On October 1, 2009, Ms. Nagel again contacted FPL and expressed concerns with some vines at the rear of her premise. On October 5, 2009, an FPL Engineer contacted Ms. Nagel and indicated he would visit her home on October 7, 2009, to inspect the vine condition.

On October 7, 2009, the Engineer visited the site as scheduled; however, Ms. Nagel was not available. It was determined the vine condition was not a threat to the electrical system at that time; however, a request was issued to address the vine condition. That same day, a request was issued to set a Recording Volt Meter (RVM) at Ms. Nagel's premise. RVMs provide detailed data regarding outages, including MPIs, so that FPL can better analyze and address potential causes.

As requested by Commissioner Skop, Mike Spoor, FPL Director of Distribution Operations, spoke with Mrs. Nagel on October 23, 2009. Mr. Spoor made arrangements for himself and Distribution Area Manager David Blary to meet with Ms. Nagel at 4:00 p.m. on Monday, October 26, 2009. It was agreed the RVM would be installed at that time. During the conversation, Ms. Nagel indicated that her microwave oven was no longer working, and Mr. Spoor indicated he would have a supervisor from the Claims department contact her.

On October 26, 2009, Mr. Spoor and Mr. Blary met with Ms. Nagel as scheduled. Also attending the meeting were Linda Hasting, Customer Complaint Resolution Supervisor, and an FPL Power Quality representative who installed the Recording Volt Meter (RVM) at the customer's meter. Mr. Spoor and Mr. Blary reviewed with Ms. Nagel the actions FPL has already taken and the work remaining to continue to improve her level of service. In addition, Mr. Blary explained that FPL attempts to obtain permission to remove palm trees that are in close proximity to FPL facilities; however, some customers have refused to grant permission, and FPL's vegetation team will continue to pursue this issue. Mr. Spoor explained that while FPL cannot totally eliminate MPIs, efforts will continue to further minimize these interruptions. Ms. Nagel was appreciative of the visit, and indicated she would notify those in attendance at the meeting of any problems she has in the future. Ms. Nagel's claim for the damaged microwave was resolved at this meeting as well.

On November 2, 2009, Mr. Blary again visited Ms. Nagel to discuss in detail the work that was completed since their meeting on Monday, October 26, 2009. This included additional tree trimming and replacing the hardware that connects the power line to the pole. Ms. Nagel reported that she was happy with the efforts FPL had made to improve her reliability.

FPL is currently in the process of reviewing the results from the Recording Volt Meter and will be following up with Ms. Nagel.