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Public Service Commission

November 3, 2011

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COMMISSION
CLERK

John T. Butler, Esquire
Senior Attorney
Law Department - FPL
700 Universe Boulevard
Juno Beach, FL 33408-0420

Dear Mr. Butler:

Connie Kummer and I have had an opportunity to review FPL's changes to its call transfer script. We do not believe that the script complies with the intent of Order No. PSC-11-0378-PAA, issued in Docket No. 100077-EI. Specifically, we do not believe it addresses the concerns raised by Commissioner Brown (see Agenda Conference Transcript p. 8, lines 7-14), Commissioner Graham's concerns (see Agenda Conference Transcript p. 8, line 16 - line 8, p. 9) and Commissioner Balbis' concerns (see Agenda Conference Transcript p. 11, lines 4-11). We suggest that FPL consider call transfer script language similar to the following:

...your order to connect service is now complete. Please remember to check your circuit breakers upon arrival. May I transfer you to FPL Energy Services, our non-regulated affiliate, to review services that may assist you with your move? (Wait for yes or no. If no), It has been my pleasure to assist you. (If yes), Please be aware that personal information about your account will be transferred to FPLES.

Please let me know at your earliest convenience FPL's position on staff's suggested changes.

Sincerely,

A handwritten signature in black ink that reads "Lisa C. Bennett".

Lisa C. Bennett
Senior Attorney

LCB:th

cc: Commission Clerk (Docket No. 100077-EI)

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