



Kenneth M. Rubin
Senior Attorney
Florida Power & Light Company
700 Universe Boulevard
Juno Beach, FL 33408-0420
(561) 691-2512
(561) 691-7135 (Facsimile)
ken.rubin@fpl.com

August 17, 2012

-VIA HAND DELIVERY

Ms. Ann Cole, Director
Division of the Commission Clerk and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

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COMMISSION
CLERK

RE: Docket No. 120015-EI

Dear Ms. Cole:

From May 31, 2012 to August 8, 2012, the Commission conducted 9 service hearings as part of Florida Power & Light Company's Petition for Rate Increase before the Commission. Enclosed is FPL's report on those service hearings. Included in the report is a summary of customer service concerns expressed, and FPL's responses to those concerns.

Sincerely,

Kenneth M. Rubin
Kenneth M. Rubin

Enclosures
cc: Counsel for parties of record

COM	_____
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CERTIFICATE OF SERVICE

I **HEREBY CERTIFY** that a true and correct copy of the foregoing has been furnished by hand delivery (*) and by United States Mail this 17th day of August, 2012, to the following:

Caroline Klancke, Esquire
Keino Young, Esquire
Martha Brown, Esquire
Office of the General Counsel*
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-1400
cklancke@psc.state.fl.us
kyoung@psc.state.fl.us
mbrown@psc.state.fl.us

J. R. Kelly, Public Counsel
Joseph A. McGlothlin, Associate Public
Counsel
Office of Public Counsel
c/o The Florida Legislature
111 W. Madison Street, Room 812
Tallahassee, FL 32399-1400
**Attorney for the Citizens of the State of
Florida**
Kelly.jr@leg.state.fl.us
mcglothlin.joseph@leg.state.fl.us
Rehwinkel.charles@leg.state.fl.us
Christensen.Patty@leg.state.fl.us
Noriega.tarik@leg.state.fl.us
Merchant.Tricia@leg.state.fl.us

Robert Scheffel Wright, Esquire
John T. LaVia, III, Esquire
Gardner, Bist, Wiener, Wadsworth, Bowden,
Bush, Dee, LaVia & Wright, P.A.
1300 Thomaswood Drive
Tallahassee, FL 32308
**Attorneys for the Florida Retail
Federation**
schef@gbwlegal.com
jlavia@gbwlegal.com

Jon C. Moyle, Jr.
Vicki Gordon Kaufman
Moyle Law Firm, P.A.
118 North Gadsden Street
Tallahassee, FL 32301
**Attorneys for Florida Industrial Power
Users Group**
vkaufman@moylelaw.com
jmoyle@moylelaw.com

K. Wiseman, M. Sundback, L. Purdy,
W. Rappolt, J. Peter Ripley
Andrews Kurth LLP
1350 I Street NW, Suite 1100
Washington, DC 20005
**Attorneys for South Florida Hospital and
Healthcare Association**
kwiseman@andrewskurth.com
msundback@andrewskurth.com
lpurdy@andrewskurth.com
wraappolt@andrewskurth.com
pripley@andrewskurth.com

John W. Hendricks
367 S Shore Dr
Sarasota, FL 34234
jwhendricks@sti2.com

Mr. and Mrs. Daniel R. Larson

16933 W. Harlena Drive
Loxahatchee, FL 33470
danlarson@bellsouth.net

Federal Executive Agencies

Ms. Karen White/Captain Samuel T. Miller
AFLOA/JACKL-ULFSC
139 Barnes Drive, Suite 1
Tyndall Air Force Base, FL 32403
Karen.white@tyndall.af.mil
Samuel.miller@tyndall.af.mil

William C. Garner, Esq.
Brian P. Armstrong, Esq.
Nabors, Giblin & Nickerson, P.A.
1500 Mahan Drive, Suite 200
Tallahassee, FL 32308
bgarner@ngnlaw.com
barmstrong@ngnlaw.com
Attorneys for Village of Pinecrest

Thomas Saporito

6701 Mallards Cove Road, Apt. 28H
Jupiter, FL 33458
saporito3@gmail.com

Quang Ha
Algenol Biofuels Inc.
28100 Bonita Grande Drive, Suite 200
Bonita Springs, FL 24135
Intervenor-proceeding@algenol.com
Representatives for Algenol Biofuels Inc.

Mr. Larry Nelson
312 Roberts Road
Nokomis, Florida 34275
seahorseshoresl@gmail.com



Before the Florida Public Service Commission

Docket No. 120015-E1

IN RE:

Petition for rate increase by Florida Power & Light Company

Service Hearings Report:

- Sarasota
- Fort Myers
- Melbourne
- Daytona Beach
- West Palm Beach
- Miami
- Miami Gardens
- Plantation
- Pembroke Pines

May 31, June 12-14, and August 7-8, 2012

DOCUMENT NUMBER-DATE

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FPSC-COMMISSION CLERK

Summary

The Florida Public Service Commission (FPSC) conducted nine service hearings in Florida Power & Light Company's (FPL) service territory from May 31, 2012 to August 8, 2012. The service hearings took place in Sarasota, Fort Myers, Daytona Beach, Melbourne, West Palm Beach, Miami, Miami Gardens, Plantation and Pembroke Pines.

A total of 281 customers testified at the service hearings, sharing their experiences having FPL as their electric service provider and/or expressing an opinion on FPL's base rate increase request.

Based on FPL's assessment of the 281 customers who testified, 50 percent spoke positively about the quality of service FPL provides. Less than 6 percent of customers spoke about service quality concerns. Reliability, storm restoration and billing-related issues were the most frequently mentioned concerns. Approximately 44 percent of customers that testified did not comment about FPL's service quality.

Approximately half of the 281 customers who testified opposed FPL's proposed rate increase while 14 percent supported FPL's petition and 34 percent did not state a position on the request. Of the 147 customers who spoke against the base rate increase, 73 percent made either positive or no comments on the quality of service FPL provides.

For the purposes of this report, customers who raised general, non-service concerns about smart meters were not classified as quality of service issues. Of the 281 customers who spoke, 27 customers expressed concerns with smart meters, and as the Commission has noted, these customers' concerns will be addressed at an upcoming Commission workshop. As always, FPL looks forward to working with the Commission and our customers in addressing any questions and concerns.

The following report provides information to the Commission on the 16 customers who raised service quality concerns. The report outlines the actions taken by FPL to address each customer's individual situation. In addition to the specific actions taken in addressing customers' concerns, Marlene Santos, FPL Vice President of Customer Service, sent letters to all customers who spoke at the hearings. The letters thanked customers for their participation and provided an FPL customer service representatives' name and telephone number should they have any questions.

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**Please note, because of timing, FPL was unable to correlate the information in this report to the transcripts of the Miami, Miami Gardens, Plantation and Pembroke Pines hearings.*

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Hearing Information	
Location: Daytona Beach	Date: 6/12/2012
Speaker Name: Harley Hoffman	Transcript Pages: 66 - 74
FPL Account Information	
Name: Aqua Utilities Florida Inc.	Type: Business
Address: 339 Apache Trl # SS 300W SMINE, Ormond Beach	Account No.: 73169-60447

Concern # 1 – Reliability

Mr. Hoffman was concerned the water supply to his community was affected because of FPL’s service to the water pumps and that the problem may be associated with line-clearing.

Background: FPL records indicate that a representative from Aqua Utilities contacted FPL on Jan. 6, 2011 and on May 17, 2012 to report a voltage problem. FPL responded to both reports, and no issues were identified.

Resolution: On June 18, 2012, a Technical Specialist (TS) contacted Mr. David Herring, Manager of Aqua Utilities, to discuss FPL's action plan to increase the reliability of service to the water pumps that supplies water to Mr. Hoffman's association. The TS advised Mr. Herring that a visual inspection of the lateral line serving the pump was completed on June 14, 2012, which identified the need for line clearance. The TS addressed Mr. Hoffman’s line clearance concerns and advised that the line clearance work is scheduled to begin on July 16, 2012. The TS further explained that a Recording Volt Meter (RVM) will be installed at the meter serving the pump to further investigate the concern and that Mr. Herring would be contacted with the results of the investigation after the RVM is removed. In addition, Mr. Herring was advised that FPL plans to verify the lateral fusing serving the pumps by July 20, 2012 to determine if any changes are required. Mr. Herring stated that they have also activated a device called a VFD (Variable Frequency Drive) connected to the pumps to minimize the impact of voltage fluctuations and momentary power interruptions. Mr. Herring expressed satisfaction with FPL's response.

On June 19, 2012, the TS reviewed with Mr. Hoffman FPL's action plan to further increase the reliability of service. In addition, the TS also mentioned Aqua Utilities' activation of the VFD device to minimize the impacts of the interruptions to the water supply to his association. Mr. Hoffman expressed satisfaction with this plan and FPL’s and Aqua Utilities’ response to his concern. Mr. Hoffman advised that any future updates regarding the completed work be communicated to Mr. Herring. On June 21, 2012, a RVM was installed at the meter serving the pump and was removed on June 27, 2012. On June 28, 2012, the TS contacted Mr. Herring and Mr. Paul Thompson, Mr. Herring’s Supervisor, and advised that the RVM found all voltages were within standard. On July 16, 2012, the line clearance work began and was completed on Aug. 9, 2012. The fuse coordination was verified by July 20, 2012 and the improvement opportunity identified was the need to relocate the lateral fuses, from the rear to the front of the customer’s properties. This work is scheduled to be completed by Aug. 21, 2012.

On July 31, 2012, the TS spoke with Mr. Herring and advised of the planned work to relocate the lateral fuses to the front of the properties. Mr. Herring was satisfied with the information provided.

Concern # 2 – Surge Protection

Mr. Hoffman asked if it was better to purchase surge insurance or have surge protection placed on the meter.

Background: FPL confirmed that the customer has participated in the FPL Energy Services, Inc. (FPLES) Power Surge Protection Program since October 2010 at his residential account at 108 Seminole Drive, Ormond Beach.

Resolution: The matter was referred to FPLES for resolution.

Hearing Information	
Location: Melbourne	Date: 6/13/2012
Speaker Name: Tony Farace	Transcript Pages: 74 - 77
FPL Account Information	
Name: Anthony Farace	Type: Residential
Address: 198 Memory Lane NE, Palm Bay	Account No.: 45037-09026

Concern # 1 – Reliability, Claim and Pole Condition

Mr. Anthony Farace expressed concerns with frequent service interruptions, a claim and the condition of a pole.

Background: FPL has been working closely with Mr. Farace to improve his service reliability. FPL records reflect Mr. Farace contacted FPL on April 15, 2011, Dec. 2, 2011, and March 4, 2012 in reference to his service quality concern. In addition, on March 9, 2012, Mr. Farace filed a claim associated with alleged damages to his equipment. To improve the service reliability, FPL has completed the following work. In 2011, Thermovision follow-up repairs were completed in January, a visual inspection was completed in June, and another visual and Thermovision were completed in November. During 2012, minor equipment was replaced and maintenance was performed on disconnect switches in Jan. and line clearance was completed on the customer’s lateral in March. On June 4, 2012, a letter was sent to Mr. Farace highlighting the work completed in November 2011 and 2012. The letter also included the planned lateral line clearance work scheduled for June 30, 2012 and the work to install an additional feeder in his area by Sept. 30, 2012. In response to Mr. Farace's claim, a settlement was reached and the claim was resolved on June 11, 2012.

Mr. Farace clarified that the pole concern he expressed is related to his previous address in Broward County. The poles on the feeder serving his previous address were inspected jointly by FPL and AT&T in October 2009 and the appropriate and necessary repairs were completed.

Resolution: On June 15, 2012, an FPL Engineer advised Mr. Farace that in addition to the previous work completed, the substation settings were adjusted to help improve his reliability. The Engineer also addressed Mr. Farace's questions regarding the pole conditions in Broward. Mr. Farace was satisfied with FPL's response. On June 19, 2012, the RVM was installed and removed on July 9, 2012; however, not all the data was captured. A second RVM was installed on July 13, 2012 and was subsequently removed on July 23, 2012. On July 30, 2012, Mr. Farace was advised that the RVMs identified all voltages within standard. Mr. Farace was further advised that line clearance of remaining laterals served by his feeder is now scheduled to be completed July 31, 2012. Mr. Farace expressed satisfaction with FPL’s response to his concern. On Aug. 13, 2012, Mr. Farace was advised that the line clearance work for all the remaining laterals on the feeder was still underway and rescheduled to be completed by Sept. 7, 2012. FPL will continue to communicate and work with Mr. Farace to further improve his quality of service.

Concern # 2 - SurgeShield

Mr. Farace had questions regarding the SurgeShield program and stated his computer was damaged.

Background: Mr. Farace enrolled in FPLES SurgeShield program on June 10, 2010.

Resolution: The matter was referred to FPLES for resolution.

Hearing Information	
Location: Melbourne	Date: 6/13/2012
Speaker Name: Mary Ingui	Transcript Pages: 80 - 82
FPL Account Information	
Name: William Ingui	Type: Residential
Address: 626 Layport Drive, Sebastian, FL	Account No.: 31592-28539

Concern # 1 - Reliability

Mrs. Mary Inqui was concerned about the length of time to restore power after a squirrel came in contact with the transformer, and requested a small animal net protection be placed at the transformer.

Background: FPL’s records indicate that the outage occurred on Oct. 9, 2011 and was caused by a downed power line and power was restored in approximately nine hours after the necessary line clearance work repairs were completed.

Resolution: On June 14, 2012, a Customer Advocate spoke with Mr. Ingui who expressed concerns with Momentary Power Interruptions (MPIs) at his house. Mr. Ingui was advised his concern had been referred to the area's Service Center for further investigation and response.

On June 21, 2012, a Technical Specialist (TS) spoke with Mrs. Inqui and explained the causes of the recent MPIs experienced and discussed the outage in 2011. The TS advised that in an effort to improve the service reliability in her area, line clearance work and equipment repairs were completed by March 31, 2012. Ms. Ingui asked that an animal guard be placed on a transformer. On July 23, 2012, the requested animal guard was installed. That same day, the TS spoke with Ms. Inqui and advised of the completed work and she expressed satisfaction with FPL’s response.

Concern # 2 - Smart Meter

As described in the Summary, non-service related concerns raised about smart meters will not be treated as quality of service issues for purposes of this report. These concerns will be addressed at the upcoming FPSC workshop on smart meters. However, since Mrs. Inqui also had a quality of service issue, we are including our resolution to her smart meter concerns.

Mrs. Ingui expressed health and privacy concerns related to smart meters and believed the rate increase was due to smart meters.

Background: On March 5, 2012, FPL mailed a post card to the customer explaining a smart meter would be installed in the near future. On March 9, 2012, the customer contacted FPL and indicated he did not want a smart meter and a smart meter deployment hold was placed on the account. On April 10, 2012 an FPL Customer Advocate confirmed the smart meter was on hold and mailed Fact Sheets regarding health, security and safety. SiteSafe’s Radio Frequency Exposure Survey was also mailed to the customer. On May 21, 2012 an FPL Customer Advocate spoke with Mrs. Ingui and explained the FPSC said it would formalize a process to evaluate smart meter-related concerns. On June 12, 2012, an FPL Customer Advocate left a message providing information about the FPSC’s planned smart meter workshop.

Resolution: Upon request, the customer's smart meter deployment was placed on hold in March, 2012. The customer has been kept apprised of the FPSC's plans to evaluate smart meter-related concerns, which will include full stakeholder participation.

Hearing Information	
Location: Melbourne	Date: 6/13/2012
Speaker Name: Mark L. Vorce	Transcript Pages: 99 - 103
FPL Account Information	
Name: Mark Vorce	Type: Residential
Address: 554 Jean Circle, Melbourne, FL	Account No.: 32465-00197

Concern # 1 - Reliability

Mr. Vorce was concerned that his service started flickering after the installation of his smart meter.

Background: A smart meter was installed on Mr. Vorce's home on April 24, 2012. FPL has no record of a report of flickering lights before or after the smart meter installation.

Resolution: On June 14, 2012, a Restoration Specialist (RS) met Mr. Vorce at his residence in response to his testimony at the hearings. The RS obtained a voltage reading and based on the reading obtained, Mr. Vorce was advised that a Recording Volt Meter (RVM) will be installed at his residence to further investigate his concern.

On June 18, 2012, a Customer Advocate spoke with Mr. Vorce who confirmed the RVM was installed at his meter. The Customer Advocate discussed the customer's concern regarding the Momentary Power Interruptions (MPIs) and Mr. Vorce indicated that he was experiencing the MPIs prior to the installation of the smart meter. In order to further investigate his concern, on June 15, 2012, the RVM was installed and remained in place until June 28, 2012. On July 9, 2012, TS contacted Mr. Vorce and explained that the RVM identified that all voltages were within standard. The TS further advised that an additional investigation identified a capacitor bank in need of replacement and that this work would be completed by Aug. 3, 2012. Mr. Vorce expressed satisfaction with this response and action plan.

On Aug. 2, 2012, the capacitor bank was replaced. On Aug. 13, 2012, the TS left a message advising Mr. Vorce of the completed work and her contact information in case Mr. Vorce had any further questions. FPL will continue to communicate and work with Mr. Vorce to address his service quality concern.

Concern # 2 – Bill Management

Mr. Vorce stated he was on a fixed income and it was difficult to management payment of all his bills.

Background: FPL has no record of the customer contacting FPL regarding billing or any available bill management or Demand Side Management programs.

Resolution: In an effort to further assist Mr. Vorce, Mr. Rory Ricketts, Customer Advocate, contacted Mr. Vorce and offered a free Home Energy Survey. Mr. Vorce declined the offer, indicating he did not feel it was needed as he keeps his bill as low as he can. The Advocate offered to mail a Bill Management and Assistance Program packet, which the customer accepted. In addition, Mr. Ricketts provided the specific Assist agency for his area and offered FPL's 62Plus program, which provides an additional 10 days to pay the bill. Mr. Vorce indicated he appreciated the contact but did not need additional time for payment on his bills. A follow-up letter was mailed to Mr. Vorce providing the Assist information and the Bill Management Assistance Program packet. On July 5, 2012, Mr. Ricketts contacted Mr. Vorce and apologized for the incorrect letter being sent. Mr. Ricketts confirmed a smart meter had been installed at his location and provided key messages. Mr. Ricketts also offered to have the meter removed and a hold placed on the account. Mr. Vorce stated he wants the benefits of the smart meter but not at a higher rate. Mr. Ricketts offered to provide Fact Sheets; however, the customer declined.

Hearing Information	
Location: Melbourne	Date: 6/13/2012
Speaker Name: Dan Williams	Transcript Pages: 112 - 116
FPL Account Information	
Name: James Williams	Type: Residential
Address: 972 Bougainvillea Dr., Rockledge, FL	Account No.: 54119-09111

Concern # 1 – Tree Trimming

Mr. Williams was concerned about a tree on his property that needed to be removed to avoid interference with FPL’s service line. The customer stated the tree removal was pending for over a year.

Background: In Aug. 2011, FPL completed tree trimming in Mr. Williams’ neighborhood.

Resolution: At the hearing on June 13, 2012, FPL's Vegetation Management (VM) Supervisor and FPL’s Customer Advocate met with Mr. Williams regarding the tree removal and explained FPL’s contractor would contact him and arrange for the work completion.

On June 18, 2012, General Foreman for Lewis Tree Service, FPL's Line Clearance Contractor, met Mr. Williams at his residence and inspected the tree in question.

On June 19, 2012, the contractor removed the tree as requested by the customer. Later that day, FPL's Utility Arborist spoke with Mr. Williams who stated the crews did a wonderful job and he was satisfied.

Concern # 2 - Smart Meters

As described in the Summary, non-service related concerns raised about smart meters will not be treated as quality of service issues for purposes of this report. These concerns will be addressed at the upcoming FPSC workshop on smart meters. However, since Mr. Williams also had a quality of service issue, we are including our resolution to his smart meter concerns.

Mr. Williams also testified that he had health concerns related to smart meters associated with the levels of radio frequency (RF).

Background: FPL has no record of the customer previously contacting FPL regarding smart meter concerns.

Resolution: Ms. Guido, FPL Customer Advocate, spoke with Mr. Williams on June 20th regarding his smart meter concerns. Ms. Guido explained smart meters were safe, operate at levels hundreds of times lower than the limit established by the Federal Communications Commission, and the RF was comparable to many household items. Mr. Williams indicated he understood; however, he has chosen to remove all items in his home that emit RF and he did not want a smart meter. Per Mr. Williams’ request, a smart meter deployment hold was placed on the account. Ms. Guido offered to send Fact Sheets that would help address his concerns regarding the smart meters, as well as SiteSafe's Radio Frequency Exposure Survey, which the customer welcomed. Ms. Guido explained that the FPSC has said it would formalize a process to evaluate smart meter-related concerns, and conduct a workshop, which will include full stakeholder participation. Mr. Williams was very appreciative of FPL’s outreach.

Hearing Information	
Location: Melbourne	Date: 6/13/2012
Speaker Name: Mary Bolger	Transcript Pages: 122 - 127
FPL Account Information	
Name: Jeff Bolger	Type: Residential
Address: 1253 Heberling Street, NW, Palm Bay, FL	Account No.: 34648-92599

Concern – High Bill and Smart Meters

As described in the Summary, non-service related concerns raised about smart meters are not treated as quality of service issues for purposes of this report. These concerns would be addressed at the upcoming FPSC workshop. However, since Ms. Bolger also had a quality of service issue, we are including our resolution to her smart meter concerns.

Ms. Bolger was concerned that her bill increased after a smart meter was installed. She was also concerned about having an opt-out provision for smart meters. In addition, she inquired about FPL's ability to remotely disconnect service through the smart meter technology and had a concern about peak rate pricing.

Background: A smart meter was installed on April 11, 2012. FPL has no record of Ms. Bolger contacting FPL regarding any smart meters or billing concerns prior to her testimony at the service hearing.

Resolution: Several attempts were made to reach Ms. Bolger and phone messages were left requesting a return call. Since no customer contact was made, on June 25, 2012, a letter was sent to the customer addressing her concerns.

The letter explained the smart meter was installed in April 2012, and the May bill decreased by \$26.48 as compared to the same month last year. The effects of hot weather and the impact on the air conditioner's energy usage was explained. The letter also explained the customer's monthly bills have decreased significantly over 2011 and offered a free Home Energy Survey. A Bill Management and Assistance Programs package was sent with the letter. The brochures describe various FPL programs that can assist customers. As a courtesy, Ms. Bolger's deposit was reduced, providing her a net credit of \$177.44. The telephone number of her local Assist Agency was also provided should she wish to apply for financial assistance towards future electric bills.

Additionally, since Ms. Bolger raised concerns about smart meters in her testimony, FPL placed an order to change her smart meter to a non-smart meter and placed the smart meter deployment on hold. The smart meter will be sent for accuracy testing and the results provided to Ms. Bolger. The FPL Advocate's letter explained FPL does not have an opt-out provision, however, the FPSC is looking into customer concerns and is holding a workshop with full stakeholder participation. The Advocate also explained FPL is committed to working with the FPSC to arrive at a long-term solution that serves the best interests of all customers. Smart meter fact sheets were also mailed to Ms. Bolger.

The June 25th letter also explained FPL's plans regarding the smart meter remote connection/ disconnection service and that later in 2012 FPL will begin testing this service for move-in, move-out and emergency situations and will gradually expand its use beginning 2013. It was also explained that FPL is conducting a small pilot program to test emerging in-home technologies and dynamic pricing associated with smart meters, and that the current rate request does not include a dynamic pricing rate.

Hearing Information	
Location: West Palm Beach	Date: 6/14/2012
Speaker Name: Robert W. Tibbetts	Transcript Pages: 46 - 47
FPL Account Information	
Name: Nancy Tibbetts	Type: Residential
Address: 533 Aspen Road, West Palm Beach, FL	Account No.: 19297-20934

Concern – 2004-05 Hurricane Restoration

Mr. Robert Tibbetts was concerned that after Hurricane Wilma he was out of power for 25 days.

Background: FPL records reflect Mr. Tibbetts was without power for approximately 20 days as a result of Hurricane Frances, which impacted West Palm Beach on Sept. 5, 2004. Mr. Tibbetts was without service for approximately seven days as a result of Hurricane Wilma, which impacted West Palm Beach on Oct. 24, 2005. In the past 12 months, FPL records do not reflect any line clearance requests or service quality concerns reported by Mr. Tibbetts.

Resolution: On June 19, 2012, the Customer Advocate contacted Mr. Tibbetts to discuss his concern regarding the length of time he was without service after Hurricane Wilma. The Customer Advocate apologized for the duration of the outage and explained FPL's storm restoration process. Mr. Tibbetts indicated concerns with trees near the FPL lines.

FPL's Vegetation Arborist met with the customer on June 21, 2012 and inspected the line for tree concerns on his property and in the area. No tree conditions were identified with the exception of two locations scheduled to be trimmed by June 29, 2012. The Arborist explained FPL's line clearance guidelines and the results of the investigation. On June 26, 2012, the line clearance of the two locations identified was completed. The Arborist contacted Mr. Tibbetts who expressed satisfaction with the completed work. On July 6, 2012, Mr. Tibbetts contacted the Customer Advocate and requested more line clearance to be completed and he was advised that his concern was referred to the Arborist for further investigation. On July 10, 2012, the Arborist met with Mr. Tibbetts and advised a patrol of his lateral and feeder was completed and no additional line clearance was needed at that time. Mr. Tibbetts expressed concern with a dead tree close to the power line. That same day, the dead tree was removed and the Arborist advised Mr. Tibbetts that the work was completed. Mr. Tibbetts expressed satisfaction with FPL's response to his concern.

Hearing Information	
Location: West Palm Beach	Date: 6/14/2012
Speaker Name: Patricia Curry	Transcript Pages: 71 - 75
FPL Account Information	
Name: Patricia Curry	Type: Residential
Address: 12390 59 th St. No., West Palm Beach, FL	Account No.: 25952-23377

Concern # 1 – 2004-05 Hurricane Restoration:

Ms. Nancy Curry stated that after Hurricane Frances, she lost power for three weeks, and after Hurricane Wilma, she lost power for nine days. Ms. Curry indicated that every little rainstorm turns her power off.

Background: FPL records indicate that Ms. Curry was out of service for approximately 19 days due to Hurricane Frances and approximately nine days due to Hurricane Wilma.

Resolution: On June 15, 2012, a Technical Specialist (TS) made an attempt to contact Ms. Curry. The TS left a voice message asking Ms. Curry to contact him to discuss her concerns. In addition, the Customer Advocate also made several unsuccessful attempts to reach Ms. Curry.

The TS conducted a visual inspection of the lateral line serving Ms. Curry and identified the need for line clearance. Ms. Curry's feeder was initially scheduled for line clearance to begin December 2012; however, as a result of the inspection the line clearance was rescheduled to begin by August 2012.

On June 25, 2012, a letter was sent to Ms. Curry apologizing for the length time she was without service after Hurricanes Frances and Wilma. The letter further advised Ms. Curry of FPL's current action plan to complete line clearance in the area by August 2012. The Customer Advocate's contact information was provided in the letter and Ms. Curry was asked to contact him if she had any further concerns. As of Aug. 10, 2012, Ms. Curry has not contacted FPL regarding her concerns.

Concern # 2 – West County Energy Center and FPL's Phone System

Ms. Curry was also concerned about emissions from FPL's West County Energy Center and with FPL's phone system when she calls to report a power outage.

Resolution: On June 22, 2012 a letter was sent to the customer providing information regarding West County Energy Center's (WCEC) low emissions profile and explaining the plant is the cleanest of its type in Florida and one of the cleanest of its kind in the nation. The letter also explained the modernized plant is 30 percent more efficient than a traditional steam plant. Also enclosed for the customer's reference were additional facts about WCEC from FPL's website and the name and direct phone number for the West County Regional Plant General Manager, Mr. Peter Holzapfel, should Ms. Curry wish to discuss her concerns further.

In addition, the letter also included an easy path to reach a representative should she ever need to report a power outage.

Hearing Information	
Location: Miami	Date: 8/7/2012
Speaker Name: Denny Wood	Transcript Pages: 91-93
FPL Account Information	
Name: Dennis Wood	Type: Business
Address: 9855 E Fern Street, Miami, FL	Account No.: 30587-69328

Concern – Disconnection for Non-payment

Mr. Wood was concerned with the amount of money for which FPL turns power off, stated that FPL cut off his power without a notice, disagreed with FPL’s 24 hour reconnection timeframe, and stated that FPL has no one available to speak with at night.

Background: FPL records indicate Mr. Wood’s account is a business account and was opened in Jan. 2011. During the past 12 months, eleven monthly bills were not paid by the regular bill due dates. Due to late payments, two final notices were issued, of which two notices expired without payment. The service has been disconnected for nonpayment two times.

On May 29, 2012, a final notice was issued for a past due balance of \$85.09. No payment was received and on June 6th the service was disconnected at 3:45 PM. An \$85.09 payment was received at 11:22 PM and a reconnect order was issued. The customer contacted FPL’s Care Center at 11:37 PM and spoke with an FPL representative. Power was restored at 12:43 AM, one hour and six minutes after payment was received.

On June 22, 2012, a final notice was issued for a past due balance of \$102.01. No payment was received and on July 2nd the service was disconnected at 11:53 AM. A \$200 payment was received at 12:58 PM and a reconnect order was issued. Power was restored at 5:46 PM, four hours and 48 minutes after payment was received. The customer did not contact FPL.

Resolution: FPL Customer Advocate Mr. Ricketts discussed with Mr. Wood his concerns and thanked him for his recent payments. Mr. Ricketts discussed FPL’s collection practices. In an effort to further assist the customer, Mr. Ricketts offered a Business Energy Evaluation; however, the customer declined. Mr. Ricketts also provided information on various FPL billing and payment programs. Mr. Wood indicated he was not interested and felt FPL customers should not have to wait so long to be reconnected. Mr. Ricketts attempted to explain FPL’s upcoming connection service as part of our smart meter upgrade; however, Mr. Wood indicated he no longer wished to discuss it and Mr. Ricketts thanked him for his time and the call was ended.

Hearing Information	
Location: Miami Gardens	Date: 8/7/2012
Speaker Name: Juan M. Zamora	Transcript Pages: Not Yet Available
FPL Account Information	
Name: Juan M. Zamora, St. Thomas University	Type: Business
Address: 16401 NW 37 Avenue, Miami Gardens, FL	Account No.: 32983-76652

Concern – Reliability

Mr. Juan Zamora expressed concerns with St. Thomas University having momentary power interruptions.

Background: FPL’s Account Manager and other representatives have worked with Mr. Zamora, Director of Physical Plant at St. Thomas University, for more than 10 years. Mr. Zamora has confirmed that FPL has been and continues to remain a strong partner with the University. During this partnership, recommendations were made by FPL to the University for proper equipment settings that were ultimately completed by the customer. Mr. Zamora stated that he has seen improved performance on his equipment as a result of the changes made.

Resolution: FPL has an assigned Account Manager who works closely with the St. Thomas University Staff in addressing any service quality issues they encounter. Following is an e-mail that was sent by Mr. Juan Zamora on Aug. 9, 2012, to Mr. McKenley Romeo, FPL’s Manager of Major Regional Accounts, clarifying his concern.

“Dear Mr. Romeo,

The purpose of this correspondence is to clarify the meaning of the comments I made in front of the Florida Public Service Commission this past August 7th at the hearing that was held at Florida Memorial University. I would like to go on record that it was never my intention to connect a possible rate increase with the upgrade of FPL’s infrastructure and their ability to supply its customers with reliable power, and unfortunately I did not use the proper choice of words to express what I intended to say.

For the past 2 to 3 years, we have experienced momentary outages (these momentary outages are 99% of the time related to bad weather conditions, they very rarely occur during good weather periods) that were causing havoc with our a/c equipment (chillers). At the recommendation of FPL’s representatives the chillers have been retrofitted with automatic re-start which have cut down on start up failures. Now the only time that an a/c equipment fails to re-start is when the momentary power interruptions occur repeatedly. FPL’s representatives have always been very responsive to the University’s needs and requests, we have had a long and productive relationship with FPL and we hope this relationship continues to flourish. We have partnered on several “renewable energy” projects that are being used for students’ research. FPL have taken a very active role on the University’s mission on being green by participating and sponsoring programs throughout the year.

Getting back to my statement to the PSC, no one from FPL told me that if the rate increase was approved, my power quality issues that I expressed above were going to be corrected and everything was going to be fine, it was merely an assumption on my part and the incorrect thing to say because I know that FPL is continually working on improving their infrastructure to provide its customers with the highest level of quality power and reliability. I want to take this opportunity to apologize if my comments were misinterpreted, it was not what I meant to say and I am sorry they have been the source of much commentary. Please feel free to contact me if you have any questions.

Juan M. Zamora, EFP

*Director of Physical Plant - St. Thomas University
16401 NW 37th Ave., Miami Gardens, FL 33054, O-305-628-6593, F-305-628-6794”*

There are 20 FPL accounts serving the St. Thomas University Campus. Two of those accounts are Outdoor Lights, which are not included in the information below.

The premises at the campus are served by two feeders from two different substations, feeder #6038 from the Golden Glades Substation and feeder #4131 from the Garden Substation. During 2011 and 2012, the following steps have been completed to continue to improve the reliability of the area:

For Feeder #6038, a Thermovision inspection was conducted on June 14, 2011, and the follow-up work identified including replacing lightning arresters, cross arms, and missing down guy markers was completed by March 8, 2012. Condition assessments were conducted on June 19, 2012, and on Aug. 9, 2012, and most improvement opportunities identified will be completed by Nov. 30, 2012. The work to complete a 1,800-ft feeder upgrade, two cross arms replacements, and coordinating two pole replacements with AT&T are scheduled to be completed by April 30, 2013. Line clearance was also completed in 2011, including laterals served from this feeder.

For Feeder #4131, a Thermovision inspection was conducted on June 14, 2011, and the follow-up work identified including replacing the lightning arresters, disconnect switches, insulator, and a feeder jumper was completed by Oct. 13, 2011. Condition assessments were conducted on Dec. 9, 2011, and on Aug. 9, 2012. All improvement opportunities identified are scheduled to be completed by Nov. 30, 2012. The coordination of pole transfers with AT&T will be completed by April 30, 2013.

Mr. Zamora said he recalls that most of the events he has experienced were either during or after a storm event. FPL will continue to work to resolve any of the University's reliability concern.

Hearing Information	
Location: Miami Gardens	Date: 8/7/2012
Speaker Name: William Armbrister	Transcript Pages: Not Yet Available
FPL Account Information	
Name: William Armbrister	Type: Residential
Address: 3260 Thomas Avenue, Miami, FL	Account No.: 07277-27216

Concern – Maintenance Programs and FPL’s Storm Restoration Process

Mr. Armbrister indicated that customers on feeders are restored quickly and also stated FPL does not conduct maintenance work year round.

Background: FPL records do not reflect Mr. Armbrister previously contacting FPL expressing concerns with FPL’s Maintenance or the design of FPL’s facilities and infrastructure.

Resolution: Mr. Armbrister was not contacted since his concerns were of a general nature and not specific to his electric service. The following is a description of FPL’s restoration process and the maintenance programs FPL has in place to maintain reliable service to our customers. FPL implements its well-established and nationally recognized storm restoration process after significant storms/hurricanes affect FPL’s service territory. This overall plan calls for safely restoring power to the greatest number of customers as quickly as possible. Initial restoration priorities include restoring service to FPL’s power plants and repairing affected transmission lines and substations, which are essential to providing electric service to our customers. Simultaneously, we repair lines and equipment serving critical facilities, such as hospitals, 911 centers, police/fire stations and water treatment plants. Additionally, FPL repairs facilities to return service to the largest number of customers in the shortest amount of time – including facilities along main thoroughfares that serve supermarkets, pharmacies, gas stations and other key community needs. Finally, repairs to facilities serving smaller groups and neighborhoods are made until every customer’s service is eventually restored. In general, feeders (which serve, on average, more than 1,400 customers) have a higher restoration priority than laterals (which serve, on average, 35 customers) and transformers (which serve, on average, five customers).

In regards to FPL’s maintenance programs, FPL has well established maintenance and reliability initiatives that have enabled FPL to provide its customers with the best overall reliability in the state (among Florida’s investor-owned utilities) during the last decade. Included in these initiatives, which are executed each month throughout the year, are: pole inspections (8-year cycle), vegetation management (feeders - three-year average cycle; laterals - six-year average cycle); replacing direct-buried underground cable; overhead line inspections; and vault inspections.

NOTE: Mr. Armbrister was formerly employed by FPL.

Hearing Information	
Location: Plantation	Date: 8/8/2012
Speaker Name: Becky Blackwood	Transcript Pages: 102-106
FPL Account Information	
Name: Charlene Blackwood	Type: Residential
Address: 5520 SW 2 nd Court, Plantation	Account No.: 35221-27566

Concern # 1 - Care To Share Funds Administration

Ms. Blackwood was concerned about the Care to Share fund, and said she read an article that stated FPL could not tell where the funds were going and couldn't ensure they were used for the intended purpose.

Background: FPL Care To Share is funded from voluntary contributions from FPL customers and employees, along with corporate contributions from FPL. Since FPL Care To Share was founded in 1994, over \$15.7 million (through year-end 2011) has been raised, and more than 68,000 families have received assistance.

All funds from FPL Care To Share are disbursed directly to benefit qualifying customers with their electric bills. The program has strict controls and balances, auditing independence and corporate governance.

Resolution: Mr. Rory Ricketts, FPL Customer Advocate, contacted Ms. Blackwood and explained how the Care To Share program is administered. He also explained that FPL has tight checks and balances to ensure funds are distributed appropriately and reach the intended customers. Further, he explained that FPL is unaware of the article she referred to and requested a copy. Ms. Blackwood indicated it was a while ago and if she could locate the article, she would provide it.

Concern # 2 - SurgeShield

Ms. Blackwood was concerned her claim for a broken modem and DVD player was denied after experiencing a surge while enrolled on FPLES' SurgeShield program.

Background: Ms. Blackwood enrolled in FPLES' SurgeShield program on May 6, 2008.

Resolution: The matter was referred to FPLES for resolution.

Concern # 3: High Bill

Ms. Blackwood was concerned with FPL's handling of her high bill caused by a hot water leak. She wanted FPL to give her a credit and one was not initially provided.

Background: A regular bill was issued on June 22, 2009, in the amount of \$580.79, approximately twice her normal bill amount. The customer contacted FPL with a high bill concern on June 29, and a High Bill Investigation (HBI) was scheduled for July 9. The HBI was completed and the Energy Management Consultant (EMC) identified a hot water leak which was causing the water heater to run continuously when no water was being used inside the home. In cases such as this the EMC recommends the customer turn off the hot water heater and repair the leak. On July 15, 2009, Ms. Blackwood again contacted FPL and indicated her bill was high due to a hot water leak. The representative explained FPL could offer a payment extension on the next bill, since the June bill was already paid. On July 22 a bill was issued in the amount of \$540.35. The following day, Ms. Blackwood contacted FPL and a payment plan was established to pay the bill over a four month timeframe. FPL has no record of Ms. Blackwood expressing her dissatisfaction at that time or prior to contacting the FPSC on Aug. 25, 2009.

Resolution: On Aug. 26, 2009, Ms. Guido, FPL Customer Advocate, contacted Ms. Blackwood, and discussed the high bill investigation completed July 9, 2009. As a courtesy, Ms. Guido adjusted the high bill and issued a credit of \$259.71 due to the hot water leak and non beneficial usage. Ms. Guido closed the previously established payment arrangement, as requested by Ms. Blackwood, and the customer was satisfied.

Hearing Information	
Location: Plantation	Date: 8/8/2012
Speaker Name: Michael Smith	Transcript Pages: 109-111
FPL Account Information	
Name: Guclu Gencyigit	Type: Business
Address: 33 W. Prospect Road, Ft. Lauderdale	Account No.: 39990-76486

Concern # 1– 2005 Hurricane Restoration and Maintenance

Mr. Michael Smith was concerned that after Hurricane Wilma he was without power for 14 days until a crew from Toronto restored his service. Mr. Smith indicated that, since August 2005, five of 10 poles and one of three transformers have been replaced close to his residence.

Background: The address and phone number provided by Mr. Smith at the Service Hearing corresponds to his business location. Mr. Smith contacted the Customer Advocate in response to messages that were left for the customer and clarified that his home address is 3430 NE 17th Ave, Oakland Park, Florida. FPL’s records reflect that Mr. Smith’s residence was without power approximately 14 days after Hurricane Wilma, which impacted FPL’s service area on Oct. 24, 2005.

Response/Resolution: On Aug. 9, 2012, a Customer Advocate left a message with an employee of Knection Computers requesting that Mr. Smith contact the Customer Advocate to discuss his concerns. On Aug. 10, 2012, Mr. Smith contacted the Customer Advocate and provided his home address as specified above. The Customer Advocate inquired if he had concerns with the storm, poles or transformers near his residence mentioned during the hearing and Mr. Smith clarified that he had no concerns with the poles or transformers.

Concern # 2 – Use of LED lights to reduce municipal street light bill

Mr. Michael Smith was concerned that as a result of agreements negotiated by FPL and the state, Broward County and its municipalities have been prevented from implementing LED technology in streetlight poles and are therefore paying billions of dollars more than other municipalities.

Response/Resolution: On Aug. 10, 2012, the Customer Advocate inquired about his specific concern regarding the street lights. Mr. Smith advised he didn’t recall the date of the newspaper article he read which included the information about LED streetlights or the specific location of the lights referenced in the article. The Customer Advocate explained that each municipality in FPL’s service territory has an individual agreement with FPL regarding the payment and maintenance of street lights. Each municipality has various streetlight agreement options that they can select to meet their needs and budget. The municipality also has the option to have FPL install, maintain, and provide energy to the street lights. The rate depends on the fixtures and wattage selected. The municipalities also have the option to install and maintain their own street lights, LED or any other of their choice, and FPL provides only the energy to the fixtures. The rate for the energy only option street lights varies depending on the type of light and wattage installed by the customer. Mr. Smith was further advised that currently FPL has determined that the standard high pressure sodium vapor (HPSV) lighting offered remains the most energy efficient and cost effective solution for street light applications in its service territory. FPL currently does not offer LED street lights; however, FPL is considering the possible use of LED lighting through testing and pilot installations in 2012. Based on the results of the testing, FPL will take the necessary steps to add or to continue to exclude the option of LED lighting for FPL’s customers. Mr. Smith was satisfied with FPL’s response.

Hearing Information	
Location: Plantation	Date: 8/8/2012
Speaker Name: Linda Grant	Transcript 63-66
FPL Account Information	
Name: Linda Grant	Type: Residential
Address: 6800 Cypress Road, Apt. 217, Plantation	Account No.: 05690-06000

Concern - Customer Outreach

Ms. Grant was concerned that FPL had inappropriately contacted her to offer a financial incentive because she was a 2009 quality of service hearing speaker.

Background: Customer satisfaction is a top priority and FPL’s Customer Advocacy Team continually reviews customer accounts who previously expressed dissatisfaction. When FPL identifies potential concerns with a previously dissatisfied customer’s account, FPL’s Customer Advocacy Team looks for ways to proactively help that customer. FPL Customer Advocates check to see if the account status has changed since the last time the customer spoke with the company and if another solution may be available. They also look for programs that may benefit the customer, even when the program is not directly related to the original complaint.

Resolution: In Ms. Grant’s case, FPL’s Customer Advocacy Team was aware of her previous dissatisfaction and reached out to her on April 3, 2012, after reviewing her account. This review found that she had five late payments in the 12 months prior. Before contacting the customer, FPL Customer Advocate Sean Stewart researched ways to help. He was able to identify one program that would reduce her bills and another program to help her pay her bill on time:

- FPL’s On Call Savings Program is an easy way to save up to \$137 a year. It works by allowing FPL to cycle off select equipment for brief periods of time in exchange for a monthly billing credit. This usually happens just 3-4 times a year and only when it’s absolutely necessary, and we give a credit regardless of whether or not On Call is activated. On Call helps control electrical demand during peak periods or emergency situations.
- FPL’s Automatic Bill Payment Program (ABP) is a stress-free way to pay the electric bill on time every month.

The purpose of Mr. Stewart’s call to Ms. Grant was to specifically provide this information and assist her in signing up for one or both programs if she chose to do so. Mr. Stewart discussed her late payments and encouraged her to sign up for ABP to avoid future late payment fees. Mr. Stewart waived a \$1.34 late fee as a courtesy after Ms. Grant explained her payment was late due to a paperwork mix-up.

Following Ms. Grant’s testimony at the service hearing, an FPL Customer Advocacy manager interview Mr. Stewart. Mr. Stewart did not recall offering to waive or refund a deposit, and in fact, at that time the account had no deposit on record. Mr. Stewart did not contact Ms. Grant to offer her a financial incentive but did waive a \$1.34 fee as a courtesy based on the customer’s explanation for the late payment.

Because Ms. Grant expressed dissatisfaction with FPL’s outreach in April 2012, additional outreach was not conducted after the service hearing.

Hearing Information	
Location: Pembroke Pines	Date: 8/8/2012
Speaker Name: Esther Magloire	Transcript Pages: Not Yet Available
FPL Account Information	
Name: Esther Magloire	Type: Residential
Address: 8210 Florida Drive, Apt. 521, Pembroke Pines	Account No.: 62501-66086

Concern – Programs for Seniors

Ms. Magloire testified that she is a senior citizen and indicated that other seniors in her apartment building have had difficulty paying their bills and, as a result, have had their service disconnected. Since they are low-income, she believes FPL should treat them differently.

Resolution: Mr. Rory Ricketts, FPL Customer Advocate, contacted Ms. Magloire and thanked her for speaking at the service hearing and for expressing her experiences with FPL. Mr. Ricketts explained that disconnecting power is always a last resort for FPL.

Several programs and services FPL has available to help senior citizens were reviewed with Ms. Magloire.

- FPL’s ASSIST Program encompasses a vast network of social-service organizations located throughout our service territory. Qualifying customers receive financial payment directly toward their electric bills. Once an agency notifies FPL of their intent to pay, FPL does not disconnect power for that amount. The primary fund sources include the Low Income Home Energy Assistance Program (LIHEAP), Emergency Home Energy Assistance for the Elderly Program (EHEAEP), and FPL Care To Share. Emergency food and shelter programs are also provided through FEMA/EFSP-Federal Emergency Management Agency.
- FPL 62Plus is for customers who rely on fixed-income payments and gives one full month to make the payment after the bill is issued.
- FPL Friendly Reminder is a free program that provides customers with a duplicate notice before power is shut off for non-payment. The duplicate notice can be sent to the customer’s designated third party, such as a caregiver or family member.
- FPL Budget Billing evens out energy costs so the customer pays about the same amount each month, making it easier to manage monthly expenses.
- FPL’s Home Energy Survey is a free energy survey provided by FPL. An appointment is arranged, and an FPL energy expert goes to the customer’s home. The expert evaluates the energy use and explains ways to save energy. Qualifying financial incentives on energy-saving improvements are also provided.
- Payment Extensions are offered for qualifying customers and temporarily prevents collection action, even if a bill is past due.

Mr. Ricketts offered to assist other seniors in her building who may be having trouble paying their bills. He requested she refer them or provide his contact information to them. He also mailed several copies of FPL’s Bill Management Assistance Programs packet to share with the other seniors in her building. Further, he offered a member of FPL’s Community Outreach Team to provide a presentation to seniors in her community, should she desire.

Hearing Information	
Location: Pembroke Pines	Date: 8/8/2012
Speaker Name: Ginger Mahadeo	Transcript Pages: Not Yet Available:
FPL Account Information	
Name: Jeanette H. Mahadeo	Type: Residential
Address: 8103 S. Palm Drive, Apt. 442, Pembroke Pines	Account No.: 57441-96584

Concern – High Bill

Ms. Mahadeo was concerned that three years ago her bill was high after an energy survey was performed by FPL during which the Energy Management Consultant adjusted her water heater thermostat. She stated that she has been trying to resolve this for several years, including calling FPL the day before the hearing, but no one helped her. However, she said, when she went to the FPL Customer Room at the hearing, her concern was resolved in 15 minutes.

Background: FPL records reflect that a home energy survey was conducted on June 4, 2007. No survey was conducted in 2009. Following is a billing history related to the timeframe of the energy survey:

Service To Date	# Days	kWh	Total Bill Amount
1/18/2007	35	485	\$59.33
2/16/2007	29	388	\$48.70
3/19/2007	31	431	\$53.40
4/17/2007	29	344	\$43.88
5/16/2007	29	475	\$58.44
6/15/2007	30	497	\$60.82
7/17/2007	32	665	\$79.21
8/15/2007	29	630	\$75.38
9/14/2007	30	517	\$62.98
10/15/2007	31	584	\$70.34
11/13/2007	29	428	\$53.21
12/14/2007	31	364	\$46.25

It appears the usage increase in July and August was associated with normal seasonal air-conditioning use. This usage pattern is consistent for the customer’s summer bills in subsequent years as well.

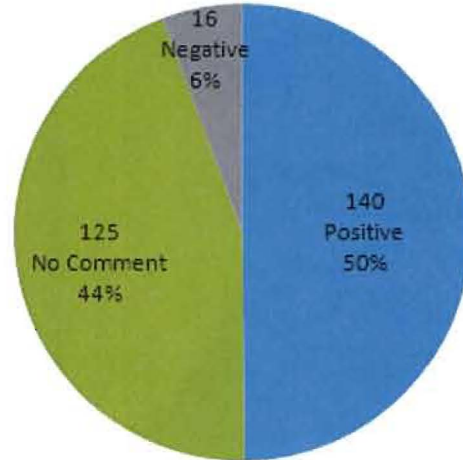
FPL has no record of a call from Ms. Mahadeo on Aug. 7, 2012. However, on Aug. 1, 2012 Ms. Mahadeo called and stated she wanted to know how to get on Budget Billing, and that was all she needed to know. The representative explained the program, and Ms. Mahadeo thanked the representative and completed the call. There was no mention of an unresolved concern.

FPL reviewed all other contacts since the energy survey was conducted and found one contact requesting an FPL employee to come to her home to adjust her water thermostat. At that time, on March 24, 2009, our Care Center employee informed Ms. Mahadeo that FPL does not come out to adjust temperatures on water heaters. However, the FPL representative advised that the recommended temperature setting of 120 degrees.

Resolution: On Aug. 8, 2012 Ms. Mahadeo visited the FPL Customer Room at the service hearing site. She asked about Budget Billing, and the FPL Customer Advocate explained the program helps level the bill to manage higher summer bills. The account was enrolled upon her request. A field visit was also scheduled to help her with the water heater thermostat setting and to assist her with energy efficiency or any other issues she may have.

On Aug. 10, 2012 Mr. Rory Ricketts, FPL Customer Advocate spoke with Ms. Mahadeo and explained that her energy survey was conducted in 2007. She confirmed that that could have been the timeframe she had referenced. He also discussed her bills during that timeframe and explained the slight increase was likely associated with seasonal weather factors, such as air conditioning. He confirmed an FPL Energy Management Consultant would visit her home on Aug. 14, 2012 to conduct another energy survey and assist her with the thermostat setting. He also confirmed her enrollment in Budget Billing.

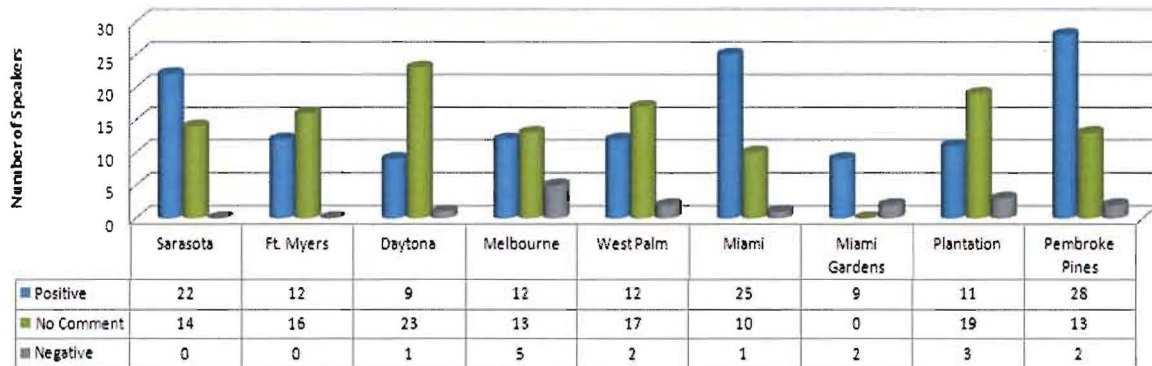
Quality of Service Summary of Speakers Comments



A total of 281 customers appeared at the 9 service hearings.

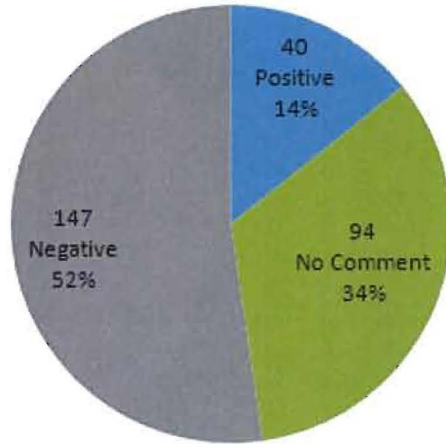
Of the 281 customers who testified, 50 percent spoke positively about the quality of service FPL provides. Less than 6 percent of customers spoke about service quality concerns.¹

Quality of Service Speaker Comments by Hearing Location



¹ Source: Page 2 of Post Quality of Service Hearings Report filed on Friday, August 17, 2012 in Docket No. 120015-EI

Proposed Rate Increase Summary of Speaker's Comments



A total of 281 customers appeared at the 9 service hearings.

Proposed Rate Increase Speaker Comments by Hearing Location

