

120243-E1



November 7, 2012

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COMMISSION
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VIA HAND DELIVERY

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

claim of confidentiality
 notice of intent
 request for confidentiality
 filed by OPC

For DN 07516-12, which
is in locked storage. You must be
authorized to view this DN.-CLK

Re: *FPSC Review of the Payment Arrangement Programs offered by the Florida Electric Industry; ~~Undocketed~~*

Dear Ms. Cole:

On September 26, 2012, Progress Energy Florida, Inc. ("PEF") filed a Request for Confidential Classification for information contained in the FPSC's Review of the Payment Arrangement Programs offered by the Florida Electric Industry ("the Report"), specifically Page 27 of the Report.

Attached for filing is an AMENDED Exhibit A (one copy) in a sealed envelope and AMENDED Exhibit B (two copies) to the Request for Confidential Classification originally filed on September 26, 2012. Please replace the original Exhibits filed with the attached AMENDED Exhibits. All other aspects of the Request for Confidential Classification remain the same.

Thank you for your assistance in this matter. Please call me at (727) 820-4692 should you have any questions.

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Respectfully,

Dianne M. Triplett
Associate General Counsel

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AMENDED Exhibit B

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4.0 PROGRESS ENERGY FLORIDA

4.1 COMPLAINTS AND INQUIRIES REGARDING PAYMENT ARRANGEMENTS

Like other Florida IOUs, PEF ratopayers make billing-related calls to the FPSC, and may be indicative of customers who are experiencing hardship in paying their electric utility bills. The numbers of contacts to the FPSC which were warm transferred or resulted in billing complaints over a five-year period for PEF is shown in Exhibit 19. Specifically, in 2007, the FPSC received 1,048 billing inquiries for PEF. In 2008 and 2009, the number increased from 1,799 to 2,820. Since 2009, the number of billing inquiries has steadily decreased from 2,533 in 2010 to 1,494 in 2011. This recent decrease in billing inquiries indicate some recovery in the economy of the PEF service territory.

PROGRESS ENERGY FLORIDA FPSC WARM TRANSFER / COMPLAINT ACTIVITY 2007 - 2011				
Year	Warm Transfers	Complaints	Total	Complaints as % of Total
2007	829	219	1,048	460
2008	1,545	254	1,799	1,162
2009	2,385	435	2,820	1,761
2010	2,127	406	2,533	1,639
2011	1,283	211	1,494	965

EXHIBIT 19

Source: FPSC Complaint Database

On average, 74 percent of customers who are warm transferred back to PEF have an inquiry regarding payment arrangements. Over the five year period of 2007 through 2011, the Commission received 8,119 billing-related contacts which were warm transferred. FPSC records show that 5,987 of these warm transfers were preliminarily classified as relating to payment arrangements. The trend in payment arrangement warm transfers follows that of the total billing transfers and complaints with a peak in 2009 of 1,761, followed by a downward trend to 1,639 in 2010 and to 965 in 2011.

4.2 PAYMENT ARRANGEMENT MONITORING AND INTERNAL CONTROLS

4.2.1 TRENDS IN PAYMENT ARRANGEMENTS

PEF offers payment arrangements to customers who are having difficulty paying their bills, if the customers meet certain criteria. The payment arrangement typically extends a customer's due date for 30 days from the date of the past due notice. Audit staff reviewed ad-

²¹ The term "warm transferred" refers to a situation where a customer calls the FPSC Call Center and after discussing and documenting the billing complaint details, the FPSC analyst transfers (or "warm transfers") the call to PEF for further assistance.

²² A subset of the number of billing warm transfers which may include both payment arrangement complaints and inquiries.