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February 8, 2019

**VIA: ELECTRONIC FILING**

Mr. Adam J. Teitzman  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

Re: Petition for approval of a small meter opt-out tariff, by Tampa Electric Company;  
FPSC Docket No. 20190024-EI

Dear Mr. Teitzman:

Attached for filing in the above docket is Tampa Electric Company's Responses to Staff's First Data Request (Nos. 1-20) dated January 25, 2019.

Thank you for your assistance in connection with this matter.

Sincerely,

  
James D. Beasley

JDB/pp  
Attachment

cc: Henry Merryday

**TAMPA ELECTRIC COMPANY  
DOCKET NO. 20190024-EI  
STAFF'S FIRST DATA REQUEST  
REQUEST NO. 1  
BATES STAMPED PAGES: 1 - 11  
FILED: FEBRUARY 8, 2019**

1. Please provide the communication materials given to customers informing them of the ability to opt-out of AMI meters as referenced in paragraph 6 of the petition.
  - A. At this time Tampa Electric has not developed the communication materials for customers explaining the details of the new program. Once the program is approved Tampa Electric will begin developing the information and determine the timing of release of that communication to customers. However, materials were developed for the opt-out process included with the company's current AMI meter conversion program and those are attached.

**Document Names:**

- Letter-FAQs\_SmartMeter\_Jan2019\_103018multiplemeters.pdf
- Letter-FAQs\_SmartMeter\_Jan2019\_103018singlemeter.pdf
- AMI FAQ- What to tell your friends and neighbors.pdf
- TEC112118 AMI Handout with RF Education\_ViewFriendly\_Final.pdf

Additionally, below please find references to Opt-Out on the Tampa Electric website:

1. The Tampa Electric website contains opt-out language in the FAQs: [www.tampaelectric.com/mymeter](http://www.tampaelectric.com/mymeter) (scroll down and click on FAQs).

*See info from the website below:*

[Q. What if I don't want this new smart meter?](#)

**A.** You have the option to decline. However, please be aware that in the near future, fees will be assessed for customers who prefer a traditional meter that requires Tampa Electric to manually read it each month.

*Exact fees and opt-out program requirements are under development and will ultimately be approved by the Florida Public Service Commission.*

**TAMPA ELECTRIC COMPANY  
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2. The Tampa Electric September 2018 media release included opt-out language. Please see link below:

<https://www.tampaelectric.com/company/mediacenter/article/index.cfm?article=953>



**MORE THAN ONE METER – Updated 10/30/18**

<<Date>>

Dear Valued Customer:

We know you count on us every day to deliver safe, reliable and affordable energy. To do that, we must continuously improve our systems and our service. This includes building a smarter energy infrastructure.

In the coming weeks, we'll be in your area to replace your traditional meters with smart meters (see a detailed list attached). Once everyone in our community has new meters by early 2022, we will all benefit from enhanced services. For example, we'll be able to start or transfer service remotely, respond to outages more quickly and provide you with additional information about your energy use so you can be more efficient.

Here are a few things to know about your new meters:

- There are no installation fees.
- Your account information or billing cycle will not change.
- You don't have to be at your home or business for the installation, as it will take place outside.
- You may experience a brief interruption to electric service when it's installed.

Before any change is made, a technician with our approved contractor, Contract Callers Inc. (CCI) will attempt to notify you that they will replace your meters, which may result in a brief interruption to your electric service. They will show you their Tampa Electric contractor photo identification card. If you're not available, a door hanger noting that your meters were replaced will be posted.

If you have questions or concerns, please call CCI toll-free at **844-213-8243** weekdays from 8 a.m. to 6 p.m. You can also email **TECO.FIELD@ContractCallers.com**. Additional information is available at **tampaelectric.com/mymeter**. We have also included some of the most frequently asked questions and answers.

Thank you in advance for your patience and support as we transition our system to better serve you.

Sincerely,

A handwritten signature in black ink, appearing to read "David Lukcic", is written over a light blue horizontal line.

David Lukcic  
Tampa Electric

Representantes de servicio al cliente de CCI están disponibles para ayudar a nuestros clientes que hablan Español al numero **844-213-8243**.



As part of our investment in a smarter energy infrastructure, we will replace the electric meter located at each of the service addresses listed below with a smart meter. If you have any questions, please contact our approved contractor, Contract Callers, Inc. toll-free at **844-213-8243** on weekdays from 8 a.m. to 6 p.m. You can also email to: **TECO.FIELD@ContractCallers.com**.

Service Address	Contract Account Number	Meter Number
123 Main St., Tampa, FL 33602	123123123123	234234234234
456 Main St., Tampa, FL 33602	456456456456	789789789789



## Frequently Asked Questions

**Q: What is a smart meter and how is it different than the meter I have today?**

A: Your current “Automated Meter Reading” meter is read remotely by a truck-mounted receiver and is considered a first-generation smart meter. The new meter, also referred to as a smart meter or “Advanced Metering Infrastructure” meter, is a second-generation smart meter and sends data to Tampa Electric through a secure radio frequency network and eliminates the need for a truck to drive by to read your meter each month. You’ll get additional benefits once everyone in our community has a new meter by early 2022. For example, we’ll be able to start or transfer service remotely, respond to outages more quickly and provide you with additional information about your energy use so you can be more efficient.

**Q: Will the smart meter impact my service?**

A: No, your new meter will have no impact on your service, your account number or your billing date. There is no charge for this new meter. You may experience a brief interruption in service when your new meter is installed.

**Q: Will I have to be present during the installation?**

A: You do not need to be present for the installation. If you have previously provided specific access instructions for regularly scheduled meter readings, Tampa Electric will follow those instructions for entry. If you are not present at the time of installation, a door hanger noting that the installation is complete will be posted.

**Q: Is Tampa Electric monitoring my appliances and how I use electricity? How secure is a smart meter?**

A: No, Tampa Electric is not monitoring your appliances with the new meter. The new meters are not providing Tampa Electric with information on how you use electricity inside your home or business. Smart meters are proven technology and are safe and secure. All communications are delivered across secure networks.

**Q: What if I don’t want this new smart meter?**

A: If you don’t want this meter installed now, you have the option to decline at this time. However, please be aware that in the near future, fees will be assessed for customers who permanently opt-out of having a smart meter and prefer to have a traditional meter that requires a truck to drive by to read your meter each month.

*Exact fees and opt-out program requirements are still under development and will ultimately be approved by the Florida Public Service Commission in the near future.*

**Q: How can I get answers to more questions?**

A: For questions about your new meter, please call CCI toll-free at **844-213-8243** on weekdays from 8 a.m. to 6 p.m. You can also email to: **TECO.FIELD@ContractCallers.com**. Additional information is available at **tampaelectric.com/mymeter**.



**SINGLE METER – Updated 10/30/18**

<<Date>>

<<Account: #####>>

Dear Valued Customer:

We know you count on us every day to deliver safe, reliable and affordable energy. To do that, we must continuously improve our systems and our service. This includes building a smarter energy infrastructure.

In the coming weeks, we will replace your traditional meter with a smart meter. Once everyone in our community has a new meter by early 2022, we will all benefit from enhanced services. For example, we'll be able to start or transfer service remotely, respond to outages more quickly and provide you with additional information about your energy use so you can be more efficient.

Here are a few things to know about your new meter:

- There are no installation fees.
- It won't change your account information or billing cycle.
- You don't have to be at your home or business for the installation, as it will take place outside.
- You'll experience a brief interruption to electric service when it's installed.

Before any change is made, a technician with our approved contractor, Contract Callers Inc. (CCI) will attempt to notify you that they will replace your meter, which will result in a brief interruption to your electric service. They will show you their Tampa Electric contractor photo identification card. If you are not available at the time of installation, a door hanger noting that your meter was replaced will be posted.

If you have questions or concerns, please call CCI toll-free at **844-213-8243** on weekdays from 8 a.m. to 6 p.m. You can also email to: **TECO.FIELD@ContractCallers.com**. Additional information is available at **tampaelectric.com/mymeter**. We have also included some of the most frequently asked questions and answers.

Thank you in advance for your patience and support as we transition our system to better serve you.

Sincerely,

David Lukcic  
Tampa Electric

Representantes de servicio al cliente de CCI están disponibles para ayudar a nuestros clientes que hablan Español al numero **844-213-8243**.



## Frequently Asked Questions

**Q: What is a smart meter and how is it different than the meter I have today?**

A: Your current “Automated Meter Reading” meter is read remotely by a truck-mounted receiver and is considered a first-generation smart meter. The new meter, also referred to as a smart meter or “Advanced Metering Infrastructure” meter, is a second-generation smart meter and sends data to Tampa Electric through a secure radio frequency network and eliminates the need for a truck to drive by to read your meter each month. You’ll get additional benefits once everyone in our community has a new meter by early 2022. For example, we’ll be able to start or transfer service remotely, respond to outages more quickly and provide you with additional information about your energy use so you can be more efficient.

**Q: Will the smart meter impact my service?**

A: No, your new meter will have no impact on your service, your account number or your billing date. There is no charge for this new meter. You will experience a brief interruption in service when your new meter is installed.

**Q: Will I have to be present during the installation?**

A: You do not need to be present for the installation. If you have previously provided specific access instructions for regularly scheduled meter readings, Tampa Electric will follow those instructions for entry. If you are not present at the time of installation, a door hanger noting that the installation is complete will be posted.

**Q: Is Tampa Electric monitoring my appliances and how I use electricity? How secure is a smart meter?**

A: No, Tampa Electric is not monitoring your appliances with the new meter. The new meters are not providing Tampa Electric with information on how you use electricity inside your home or business. Smart meters are proven technology and are safe and secure. All communications are delivered across secure networks.

**Q: What if I don’t want this new smart meter?**

A: If you don’t want this meter installed now, you have the option to decline at this time. However, please be aware that in the near future, fees will be assessed for customers who permanently opt-out of having a smart meter and prefer to have a traditional meter that requires a truck to drive by to read your meter each month.

*Exact fees and opt-out program requirements are still under development and will ultimately be approved by the Florida Public Service Commission in the near future.*

**Q: How can I get answers to more questions?**

A: For questions about your new meter, please call CCI toll-free at **844-213-8243** on weekdays from 8 a.m. to 6 p.m. You can also email to: **TECO.FIELD@ContractCallers.com**. Additional information is available at **tampaelectric.com/mymeter**.



## Smart Meter Frequently Asked Questions What to Tell Your Friends and Neighbors

**Q: Why is Tampa Electric installing new meters?**

A: We're upgrading meters as part of building a smarter energy infrastructure. The new equipment supports our ongoing efforts to provide customers with safe, reliable and affordable electricity.

**Q: What is a smart meter and how is it different than the meter customers have today?**

A: The current "Automated Meter Reading" meter is read remotely by a truck-mounted receiver and is considered a first-generation smart meter. The new meter, also referred to as a smart meter or "Advanced Metering Infrastructure" meter, is a second-generation smart meter and sends data to Tampa Electric through a secure radio frequency network and eliminates the need for a truck to drive by to read the meter each month. Customers will get additional benefits once everyone in our community has a new meter by early 2022. For example, we'll be able to start or transfer service remotely, respond to outages more quickly and provide customers with additional information about their energy use so they can be more efficient.

**Q: How will customers know when they are scheduled to receive a new meter?**

Homes and businesses in South Tampa, downtown Tampa, Harbour Island, Davis Islands, West Tampa, Carver City, Drew Park, Tampa Heights and Ybor City will receive a new meter. If customers live or have a business in these areas, they should receive a letter in the mail prior to receiving a new meter. In the near future, customers will be able to use an interactive deployment map on the Tampa Electric website to determine when they are scheduled to receive a new meter.

**Q: Will the smart meter impact service?**

A: No, the new meters will have no impact on service, account numbers or billing dates. There is no charge for this new meter. There will be a brief interruption in service when the new meter is installed.

**Q: Will customers be able to opt out if they don't want this new smart meter?**

A: If customers don't want the new meter installed now, they have the option to decline at this time. However, please be aware that in the near future, fees will be assessed for customers who permanently opt-out of having a smart meter and prefer to have a traditional meter that requires a truck to drive by to read their meter each month.

*Exact fees and opt-out program requirements are still under development and will ultimately be approved by the Florida Public Service Commission in the near future.*

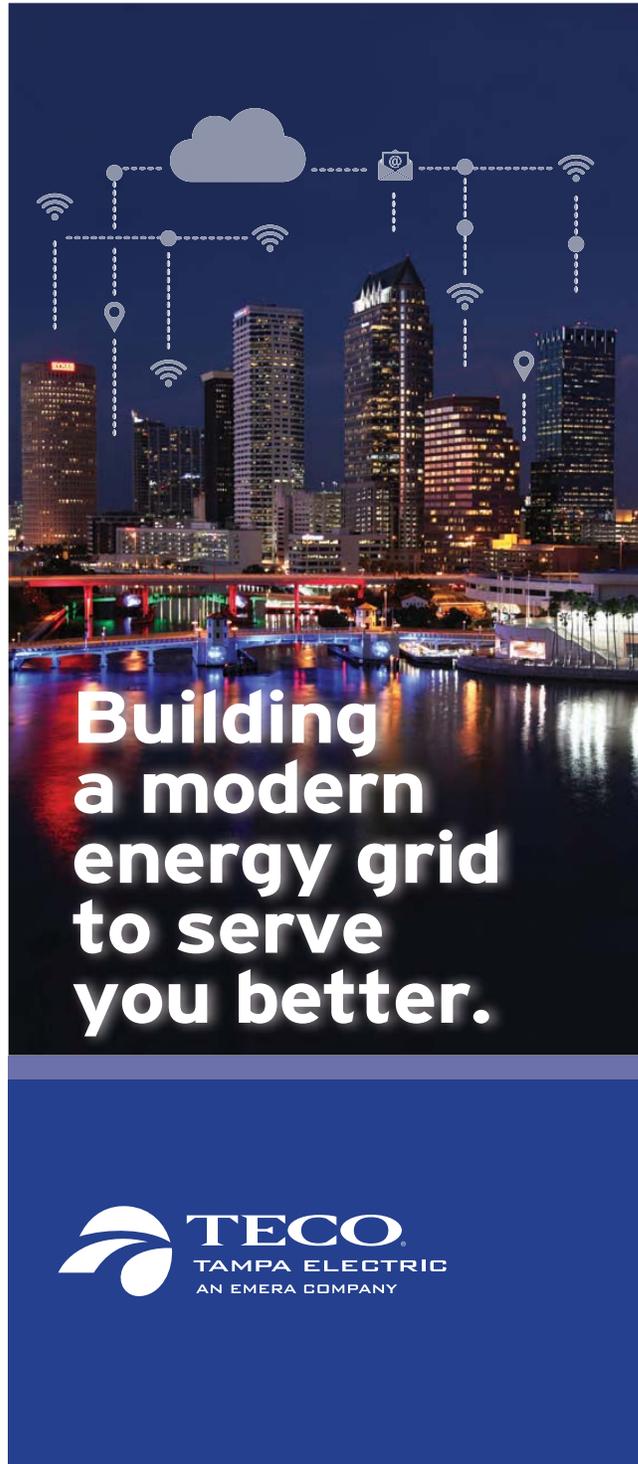
**Q: Are there any health concerns with the use of these meters?**

A: No, the new meter emits a low level of Radio Frequencies (RF). Exposure to RF from the meter is a fraction of the level that's emitted from other commonly used household devices, such as cell phones, garage door openers, televisions, baby monitors, microwaves and wireless internet. Also, advanced metering systems only transmit data for a few seconds per hour, and at average levels far below the safety standards specified by the Federal Communications Commission (FCC).

**Q: Where can customers find more information?**

A: Additional information is available at [tampaelectric.com/mymeter](http://tampaelectric.com/mymeter).

TAMPA ELECTRIC COMPANY  
DOCKET NO. 20190024-EI  
STAFF'S FIRST DATA REQUEST  
FILED: FEBRUARY 8, 2019



**Building  
a modern  
energy grid  
to serve  
you better.**



**TECO**  
TAMPA ELECTRIC  
AN EMERA COMPANY

# We're building a modern energy grid that will energize the future.

Your energy experience in the not-so-distant future will give you more control over your usage and an effortless customer experience. Once everyone in our community has new, state-of-the-art smart meters by early 2022, we'll all benefit from the enhanced services they provide.



## 10 Future benefits include:

### Improved outage detection and restoration.

When your power goes out, the smart meter will let us know right away, so we can quickly diagnose and repair the problem. Plus, you'll get more timely, customized information on the cause and status of restoration.

### More convenient to start, stop or transfer service.

You let us know the date and we'll handle your move remotely.

### More flexibility.

You'll have even more options when selecting your payment date.

### More information about electricity use.

You'll be able to manage your energy use throughout the month, set up alerts when consumption and bills are approaching certain levels and monitor daily usage through your mobile device or desktop computer.

### Increased privacy on your property.

Your usage information will be relayed automatically to Tampa Electric, limiting on-site or drive-by visits to read meters, cut or restore power.

## Multi-year grid modernization project

Our multi-year grid modernization project is well underway. To see where and when we'll be installing meters, visit [tampaelectric.com/mymeter](http://tampaelectric.com/mymeter) and click on the meter installation map. You'll also receive a letter in the mail prior to getting a new meter.

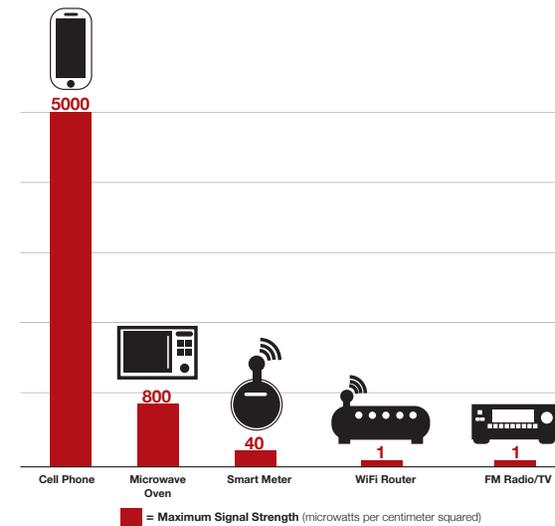
Before any change is made, technicians with our approved contractor, **Contract Callers, Inc. (CCI)** will attempt to notify you that they will replace your meter, which will result in a brief interruption to your electric service. They will show you their Tampa Electric contractor photo identification card. If you are not available at the time of installation, a door hanger noting that your meter was replaced will be posted.

If you have questions about your new meter, please call CCI toll-free at **844-213-8243** weekdays from 8 a.m. to 6 p.m. You can also email [TECO.FIELD@ContractCallers.com](mailto:TECO.FIELD@ContractCallers.com).

## Smart meters communicate safely

The smart meters we're installing operate at a low radio frequency (RF), which is a form of electromagnetic energy. Any device that utilizes wireless technology produces RF signals that move through space at the speed of light. The bar chart below shows that RF levels for smart meters are significantly less than RF from common household electronics including cell phones and microwave ovens.

### Radio Frequency Comparison



Adapted from the California Council on Science and Technology smart meter study published in April 2011.

## Frequently asked questions

### Q. Why is Tampa Electric replacing my electric meter?

A. We're upgrading to smart meters as part of building a modern energy grid. The new equipment supports our ongoing efforts to provide an enhanced level of customer service along with safe, reliable and affordable electricity.

### Q. What is a smart meter and how is it different from the meter I have today?

A. Your current "Automated Meter Reading" meter is read remotely using drive-by technology. The new meter, also referred to as a smart meter or "Advanced Metering Infrastructure" meter sends data to Tampa Electric through a secure wireless network and eliminates the need for us to manually read your meter each month.

Once everyone in our community has new meters by early 2022, we will all benefit from the enhanced services they provide. For example, we'll be able to start or transfer service remotely, respond to outages more quickly and provide you with daily usage information so you can be more efficient.

### Q. Will the smart meter impact my service?

A. No, your new meter will have no impact on your service, your account number or your billing date. You will experience a brief interruption in service when your new meter is installed.

### Q. How will the new meter collect and transmit data?

A. Your new meter will collect and store energy usage data. This data is sent to Tampa Electric through a secure radio channel.

### Q. Will I have to be present during the installation?

A. You do not need to be present for the installation. If you have previously provided specific access instructions for regularly scheduled meter readings, Tampa Electric will follow those instructions for entry. If you are not present at the time of installation, a door hanger noting that the installation is complete will be posted.

### Q. Will the new meter interfere with the Zap Cap Systems® surge protection equipment I lease from Tampa Electric?

A. No, your new meter will not interfere with your Zap Cap Systems equipment.

### Q. What if I don't want this new smart meter?

A. You have the option to decline. However, please be aware that in the near future, fees will be assessed for customers who prefer a traditional meter that requires Tampa Electric to manually read it each month.

*Exact fees and opt-out program requirements are under development and will ultimately be approved by the Florida Public Service Commission.*

### Q. How can I get answers to more questions?

A. For questions about your new meter, please call CCI toll-free at **844-213-8243** on weekdays from 8 a.m. to 6 p.m. You can also email **TECO.FIELD@ContractCallers.com**.

Visit [tampaelectric.com/mymeter](http://tampaelectric.com/mymeter) to learn more about our grid modernization project.



**TAMPA ELECTRIC COMPANY  
DOCKET NO. 20190024-EI  
STAFF'S FIRST DATA REQUEST  
REQUEST NO. 2  
BATES STAMPED PAGE: 12  
FILED: FEBRUARY 8, 2019**

- 2.** Referring to paragraph 7 of the petition, will all AMI meters be installed prior to TECO's advanced meter communication infrastructure technology being fully operational?
  - A.** No. It is anticipated Tampa Electric will be installing the final residential and commercial meters throughout 2021 and possibly into early 2022.

3. What type of meters do commercial customers currently have?
- A. Tampa Electric Company utilizes many different meters and meter forms to effectively serve and bill commercial customers. The meters are primarily digital, non-communicating meters requiring a monthly meter reading visit. Tampa Electric has attempted to gain efficiencies by installing automated meter reading (AMR) communicating meters in situations where the technology and billing systems permit. Generally, these meters are grouped into meter models from the following manufacturers:
- Aclara (GE): KV2C, Multifunction, Digital meter, no communications except may have a telephone modem or IP cell phone modem installed in some special applications
- Aclara (GE) KV2CE, AMR, Energy Only, Digital meter
- Vision ZM3B1P, AMR, Energy Only, Digital meter
- Itron Sentinel, AMR, Demand and Energy, Digital meter
- Landis+Gyr 16K, Multifunction, Digital meter, no communications
- Landis+Gyr 2K, Energy Only, Digital Meter, AMR
- Landis+Gyr 2K, Demand, Digital meter, no communications
- Landis+Gyr RXR and AXR, Multifunction, Digital meter, no communications except may have a telephone modem or IP cell phone modem in some special applications
- Itron Centron CISR, AMR, Energy Only, Digital meter, (small commercial)

**TAMPA ELECTRIC COMPANY  
DOCKET NO. 20190024-EI  
STAFF'S FIRST DATA REQUEST  
REQUEST NO. 4  
BATES STAMPED PAGE: 14  
FILED: FEBRUARY 8, 2019**

- 4.** Are the approximate 800,000 meters, referenced in paragraph 7 of the petition, for residential customers only?
  - A.** No, the approximate 800,000 meters includes all classes of customers including residential and commercial (small, medium and large).

**TAMPA ELECTRIC COMPANY  
DOCKET NO. 20190024-EI  
STAFF'S FIRST DATA REQUEST  
REQUEST NO. 5  
BATES STAMPED PAGE: 15  
FILED: FEBRUARY 8, 2019**

- 5.** Please refer to the second sentence of paragraph 7. What meters do commercial customers currently have?
  
- A.** See Tampa Electric's response to Staff's First Data Request, No. 3.

**TAMPA ELECTRIC COMPANY  
DOCKET NO. 20190024-EI  
STAFF'S FIRST DATA REQUEST  
REQUEST NO. 6  
BATES STAMPED PAGE: 16  
FILED: FEBRUARY 8, 2019**

- 6.** Referring to paragraph 8 of the petition, please further support TECO's estimate that 0.2 percent of customers will choose to opt-out.
  - A.** As part of the current deployment Tampa Electric is experiencing a current opt-out rate of 0.27 percent. Tampa Electric expects to see a reduction in the number of opt-out customers once the fees are introduced as part of opting out. Tampa Electric estimates that after the fees are introduced it will drop to about 0.2 percent.

7. Please state whether any positions are being created or eliminated in response to the implementation of AMI technology and the pending opt-out tariff.
- A. There will be a total of 9.5 new positions anticipated due to AMI. Six of them are in the smart meter operation center, one is in network operations, one in revenue protection and one and a half (full time equivalent) in IT support.

Anticipated overall staff reductions are:

- 20 drive-by meter readers
- 4 billing exception team
- 28 field service reps
- 4 supervisors
- 3 dispatchers
- 1 manager

**TAMPA ELECTRIC COMPANY  
DOCKET NO. 20190024-EI  
STAFF'S FIRST DATA REQUEST  
REQUEST NO. 8  
BATES STAMPED PAGE: 18  
FILED: FEBRUARY 8, 2019**

- 8.** When were AMR meters adopted by TECO? Further, have any customers expressed concern and been able to opt-out of having an AMR meter?
  - A.** AMR meters and the meter reading technology were first adopted by Tampa Electric Company in 2002 and mass deployment of the AMR meters began in September 2003. Beginning in approximately 2006, some customers began to express concerns about the AMR meter technology and these concerns were addressed on a case-by-case basis. As of 2014, there were 12 customers who expressed concern about radio frequency (RF) and/or electric magnetic fields (EMF) and Tampa Electric Company provided digital, non-communicating meters for these customers.

**TAMPA ELECTRIC COMPANY  
DOCKET NO. 20190024-EI  
STAFF'S FIRST DATA REQUEST  
REQUEST NO. 9  
BATES STAMPED PAGE: 19  
FILED: FEBRUARY 8, 2019**

- 9.** What type of meters will customers taking service under the opt-out tariff have?
  - A.** Customers that are selecting to take service under the opt-out program will be receiving the Landis+Gyr ALF meters.

**TAMPA ELECTRIC COMPANY  
DOCKET NO. 20190024-EI  
STAFF'S FIRST DATA REQUEST  
REQUEST NO. 10  
BATES STAMPED PAGE: 20  
FILED: FEBRUARY 8, 2019**

- 10.** If any customers choose to opt-out that already have a non-communicating meter at their premises, will they be required to pay the one-time fee of \$96.27?
- A.** If by this question the “customers” in question are the very few customers that had non-communicating meters at their premises before the AMI conversion program began, then no, they would not. However, the customers that “opted out” during the conversion program were left with the existing AMR communicating meters. Those customers were alerted that they would be subject to fees once the filed opt-out tariff is approved by the Commission. Those customers would have their current AMR communicating meters removed and a new digital non-communicating meter installed, and then would be billed the one-time fee.

**TAMPA ELECTRIC COMPANY  
DOCKET NO. 20190024-EI  
STAFF'S FIRST DATA REQUEST  
REQUEST NO. 11  
BATES STAMPED PAGES: 21 - 22  
FILED: FEBRUARY 8, 2019**

For the following questions, please refer to Exhibit A of the petition.

**11.** Please provide the excel spreadsheet shown in Exhibit A with the formulas intact and unlocked.

**A.** The requested data is provided in Excel on the enclosed CD titled:

(BS 22) TEC NSMR Cost Analysis (Conf).xlsx

**TAMPA ELECTRIC COMPANY  
DOCKET NO. 20190024-EI  
STAFF'S FIRST DATA REQUEST  
REQUEST NO. 12  
BATES STAMPED PAGE: 23  
FILED: FEBRUARY 8, 2019**

- 12.** Please explain the basis for an estimated 10 minutes per customer for customer service (Line 1 of One-Time Expenses).
- A.** The 10 minutes per customer estimate is derived from the average call handling time for an elevated call (which is 12 minutes per customer) and lowering it to 10 minutes by taking into account that those customers who want to enroll in the Opt-Out Program will have educated themselves both via the information previously provided and via information through other forums (i.e. online, social media, etc.) and have a strong reason for wanting to opt-out. Additionally, Tampa Electric's Customer Service Professional team members will develop efficiencies as they are addressing this type of call resulting in an average handle time of 10 minutes per customer.

**TAMPA ELECTRIC COMPANY  
DOCKET NO. 20190024-EI  
STAFF'S FIRST DATA REQUEST  
REQUEST NO. 13  
BATES STAMPED PAGE: 24  
FILED: FEBRUARY 8, 2019**

- 13.** Please explain the basis for an estimated 45 minutes per customer for analysis to reroute meter (Line 2 of One-Time Expenses).
- A.** Tampa Electric expects on average it will take about 15 minutes per customer over a 2-week period to analyze each account and develop a plan to determine how and when each account should be rerouted and to identify any potential complications that may require further focus/attention as they are moved into their new cycles (e.g., auto debit payments, short bills, long bills, etc.) Once a plan is in place, Tampa Electric estimates it will take approximately 30 minutes per account to move customers into their new cycle. The 30 minutes includes handling those accounts that require further focus/attention and time to reach out via phone to follow up with the customer to confirm and review the changes made as a result of the re-route.

**TAMPA ELECTRIC COMPANY  
DOCKET NO. 20190024-EI  
STAFF'S FIRST DATA REQUEST  
REQUEST NO. 14  
BATES STAMPED PAGE: 25  
FILED: FEBRUARY 8, 2019**

14. Please explain the basis for an estimated 40 minutes per customer for Meter Field Rep and Vehicle to exchange meter (Lines 4 and 5 of One-Time Expenses).
- A. After completing a sample analysis of drive times within the Tampa Electric service territory, the average drive time to a customer's premise is estimated to be 30 minutes. The average time for a Meter Field Rep to exchange a meter is 10 minutes. This totals to the estimated 40 minutes per customer.

The basis for the vehicle costs is derived from the preparation of the yearly fleet assessment that spreads an all-inclusive cost related to vehicle ownership and leases. These costs include the following:

- Depreciation;
- Outside Services;
- Insurance;
- Labor;
- Material;
- Fuel;
- Facilities;
- Utilities;
- Employee Expenses;
- Postage, and;
- Miscellaneous/Other.

This amount was divided by the number of vehicle type (Pickup 1/4 Ton 4x2) that is used to perform the meter change out activities which is 490 trucks. From this a monthly average cost of \$661.43 per vehicle was derived. The hourly rate was calculated by dividing the \$661.43 by 160 hours (40 work hrs. per week for 4 weeks)

From there the time to perform a meter change out was determining to take 40 min per customer; which includes travel time divided by 60 minutes. The total reflected in the vehicle costs was determined to be \$2.76 per meter change out.

**15.** Please provide the labor rates used for the various positions included in the One-Time Expenses.

**A.** One-Time Expenses Labor Rates Hourly Rate

Line 1: Customer Service Professional	(TEC)	
Line 2: Billing Specialist	(TEC)	
Line 3: Planner/Dispatcher	(TEC)	
Line 4: Meter Field Rep	(TEC)	
Line 6: IT Developer	(Contractor)	

All Tampa Electric labor rates include an overhead of 44% (i.e., payroll tax, pension/benefits and incentive).

**TAMPA ELECTRIC COMPANY  
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REQUEST NO. 16  
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**16.** Please state the monthly meter reading cost for each customer and show the derivation of that amount.

**A.** The monthly meter reading cost for each customer is \$14.29. This cost and its break down are found within the cost analysis Excel Workbook named:

(BS 22) TEC NMSR Cost Analysis (Conf).xlsx, provided in the response to Staff's First Data Request, No. 11.

Within the Tab: Metering Services - Ongoing

**17.** Please explain the cost (\$28.03) and estimate the time for the IT developer to complete initial set-up for opt-out customers. Does this figure depend on the number of participating customers?

**A.** The \$28.03 covers the estimated IT work hours associated with preparing the systems to enable customer sign up for the opt-out cost. This includes development of the following:

- The customer eligibility check report
- The customer correspondence letter
- Adding fields to systems to support an opt-out indicator

The \$28.03 does not depend on the number of customers who sign up.

**TAMPA ELECTRIC COMPANY  
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REQUEST NO. 18  
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- 18.** Please describe the planned changes for the Customer IT System that total \$407,966 (Line 2 of Expenses Recovered via Monthly Rate).
- A.** The \$407,966 includes the estimated costs to update Customer System (CSS) with account flags for non-communicating meters, work order tracking, and billing/bill annotation functionalities to enable and support the Opt-Out Program.

The costs are based on a blend of resources completing all system updates and are broken out as follows:

- 80% of the work is estimated to be completed by external resources.
- 20% of the work is estimated to be completed by internal resources.

A 15 percent overhead has been added to the estimate to support project management, training, change management and quality assurance/testing. The work associated with the overhead estimate is planned to be completed by internal resources. No contingency was included within the estimate.

**TAMPA ELECTRIC COMPANY  
DOCKET NO. 20190024-EI  
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REQUEST NO. 19  
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- 19.** Is part or all of the initial IT set-up cost for each customer (\$28.08) also included in the \$407,966 amount for Customer IT System Change?
- A.** No. The costs that support the \$28.08 are separate from the \$407,966 amount.

**TAMPA ELECTRIC COMPANY  
DOCKET NO. 20190024-EI  
STAFF'S FIRST DATA REQUEST  
REQUEST NO. 20  
BATES STAMPED PAGE: 31  
FILED: FEBRUARY 8, 2019**

- 20.** Please provide cost support for the Customer IT System Change (Line 2 of Expenses Recovered via Monthly Rate).
- A.** See Tampa Electric's response to Staff's First Data Request, No. 18 for the explanation supporting the costs. Below is a breakdown of the costs:

Total Estimated Hrs	4828
<b>Total Cost of Internal Labor</b>	<b>\$ 109,837</b>
<b>Total Cost of Contract Labor</b>	<b>\$ 298,129</b>
<b>Total Cost</b>	<b>\$ 407,966</b>