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July 29, 2009

-VIA HAND DELIVERY -


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

Re: Docket No. 080677-EI

Dear Ms. Cole:

From June 19, 2009 to June 26, 2009, the Commission conducted 9 service hearings as part of Florida Power & Light Company's Petition for Increase in Rates before the Commission. Enclosed is FPL's report on those service hearings. Included in the report is a summary of customer service concerns expressed, FPL's responses to those concerns, and a summary of overall customer comments received.

Sincerely,



Scott A. Goorland
Principal Attorney

Enclosures

cc: Counsel for parties of record (w/encl.)

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CERTIFICATE OF SERVICE

I **HEREBY CERTIFY** that a true and correct copy of the foregoing has been furnished by U.S. Mail or hand delivery (*) on this 29th day of July, 2009, to the following:

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By:



Scott A. Goorland



**Before the
Florida Public Service Commission**

Docket No. 080677-EI

IN RE:

Petition for rate increase by Florida Power & Light Company

Service Hearings Report:

- **Sarasota**
- **Fort Myers**
- **Daytona Beach**
- **Melbourne**
- **West Palm Beach**
- **Fort Lauderdale**
- **Miami**
- **Miami Gardens**
- **Plantation**

June 19, 23-26, 2009

DOCUMENT NUMBER-DATE
07770 JUL 29 8
FPSC-COMMISSION CLERK

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- B. (Exhibit B) List of Elected Officials who Attended the Hearings
- C. (Exhibit C) Customer Assistance Options
- D. (Exhibit D) 2008 Customer Assistance Annual Report
- E. (Exhibit E) Miami Gardens Reliability Data as Requested by
Commissioner Skop

DOCUMENT NUMBER-DATE
07770 JUL 29 8
FPSC-COMMISSION CLERK

Background

On Friday, June 19, 2009, the Florida Public Service Commission (Commission) began a series of nine customer service hearings held over five days throughout Florida Power & Light Company's service territory to hear customer comments on the rates and charges proposed in Docket No. 080677-EI Petition for a rate increase by Florida Power & Light Company (FPL). The purpose was to take testimony from the public on the quality and adequacy of FPL's service and other matters related to the company's petition for a rate increase.

FPL notified customers of the hearings' purpose, dates, times and locations in four ways:

1. The company enclosed a bill insert in customers' May electric bill.
2. The company posted information about the hearings on its website.
3. The company placed advertisements in 11 newspaper publications of general circulation on Thursday, June 11 in the areas in which the hearings were held. The advertisement ran in both English and Spanish in the Miami area.
4. The company included a bill message for customers in Miami-Dade and Broward Counties noticing two additional hearings in their area.

On June 26, 2009, at the Plantation Service Hearing, FPL submitted to the PSC Staff, Notice of Newspaper Publication of FPL Customer Service Hearings and FPL's May Bill Insert noticing the FPL Customer Service Hearings. Staff has identified these documents as exhibit 23 and 24.

In total, 418 customers* testified at the hearings. 243 customers, or 58 percent, made positive statements about FPL's quality of service, and 55 customers or 13 percent discussed a service issue. The remaining 120 or 29 percent addressed other topics but made no mention of FPL's quality of service. Of the 418 customers who spoke at the nine service hearings, 154 opposed the rate increase.

FPL prepared this report to provide information to the Commission on the customer service-related issues raised by customers during the quality of service hearings. It is meant to provide the Commission with information about the follow-up actions taken by FPL to resolve the issues. The subsequent sections of this report detail these actions.

In addition to the specific actions that will be described in the balance of this report, Marlene Santos, Vice President of Customer Service, sent letters on June 30, 2009, to all customers who spoke at a hearing. The letters thanked customers for their participation and provided them with an FPL customer advocate's name and direct telephone number.

* We have excluded the comments made by the same individuals at different hearing locations, and formal parties/interveners in this case as they will have an opportunity for full participation during the formal technical hearing.

Summary: Customers Who Expressed Service Issues at Hearings

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- 3. Val Grathas
- 4. Ella Kennedy
- 4. Sam Horton
- 4. Mitch Mallett

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- 6. Gregory Taylor
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- 7. Tony Farace
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- 11. Mayor Charles Falcone
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- 17. Isabel Ramos
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- 18. Judy Hesskowitz
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- 23. Joel Slotnick
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- 24. Godwin Graham
- 24. Stephanie Nagel
- 25. Wesley Noll
- 25. Linda Grant
- 25. Jean Hansen
- 25. Don Foster

SARASOTA
2009 Quality of Service Hearings

Sarasota Summary: The Sarasota hearing was held at 11 a.m. on Thursday, June 19, 2009, in the Sarasota City Commission Chambers. Forty-seven customers spoke, including five elected officials; Rep. Holder, Rep. Fitzgerald, County Commissioner Thaxton, Sarasota Mayor Clapp and Vice-Mayor Kirschner. Twenty-nine customers (60 percent) made positive statements about FPL's quality of service and 4 customers (9 percent) discussed a service issue. The remaining 14 customers (30 percent) made no mention of FPL's quality of service.

Customer Service Concerns:

Since the service hearing, the company has worked with all of the customers who appeared and expressed service-related concerns in Sarasota. Attached is a detailed list, by transcript page number and name, with additional information regarding the concerns raised by the customer and the actions taken by FPL.

Exhibit A outlines all customers who spoke in Sarasota.

SARASOTA
2009 Quality of Service Hearings

Transcript Page No.	Customer Name	Customer Comments
92	Val Gratias	The customer stated she has no complaints with her service beyond power flickers and surges, and as a result, she had to replace her washer and dryer. Additionally, she stated she had to pay a \$400 deposit as a result of FPL's policy on late payments.
Status: Customer Agreed Upon Plan of Action		<p>History: FPL records indicate in the past 12 months there have been 20 momentary power interruptions (June 30, 2008 through June 29, 2009). During this same timeframe, Ms. Gratias did not contact FPL regarding the matter. There is no record of a claim being filed by the customer.</p> <p>FPL records also reflect on November 3, 2008 the customer's deposit was adjusted to \$406, after her prior 12-month billing history indicated she had paid late five times and had been issued two final notices. All bills and final notices prior to the deposit adjustment included a notice about late payment and deposit adjustments. At the time of the deposit adjustment the customer was offered an automatic deposit waiver if they enrolled in Automatic Bill Payment (ABP). On December 9, 2008, Ms. Gratias contacted the FPSC regarding the deposit adjustment. She chose to be transferred to FPL via the telephone transfer-connect system and spoke with a Corporate Resolution Specialist. Although the customer did not enroll in ABP, as a courtesy, on December 9, 2008, the deposit was cancelled to assist the customer.</p> <p>Resolution: On June 19, 2009, FPL discussed concerns about momentary power interruptions with the customer. Ms. Gratias stated she had not been experiencing voltage fluctuations; however, her lights have been going on and off about two times per week for several months. Ms. Gratias was advised that her concerns would be investigated. On June 22, 2009, FPL contacted Ms. Gratias to further discuss her concerns and a Restoration Specialist was dispatched to check the voltage and the service connections going into her home. Voltage was confirmed to be within standards and the condition of the connections was good. The Specialist also explained that FPL's Vegetation Management Department was in the process of performing line clearance on a near-by main line and, once completed, the number of momentary interruptions should be greatly reduced. This line clearance is expected to be completed by July 24, 2009, barring any unforeseen circumstances. The customer did not wish to pursue a damage claim.</p> <p>Also on June 19, 2009, FPL's deposit program and reason for the program were discussed with the customer. Since the deposit was cancelled in December, 2008, no further action was needed.</p>

SARASOTA		2009 Quality of Service Hearings
Transcript Page No.	Customer	Customer Comments
150	Ella Kennedy	Miss Ella Kennedy, an elementary school student, stated that the power to her parents' home went out for six hours during a party. She further stated this happens a lot in her neighborhood.
Status: Complete		<p>History: FPL records reflect five sustained outages and 15 momentary power interruptions within the last 12 months for this address. The first outage occurred on November 7, 2008, which was restored within 31 minutes by replacing a damaged switch. The second outage occurred on March 3, 2009, and was restored within one hour and four minutes after replacing a blown fuse. The third occurred on March 28, 2009, due to a blown lateral fuse. Restoration was delayed due to tree trimming on the lateral. Power was restored six hours and forty-one minutes after the initial report, once trimming was completed. The most recent outage occurred on May 15, 2009, due to a damaged switch, and took one hour and thirty-five minutes to restore.</p> <p>Resolution: FPL has contacted Ella Kennedy's mother, Ms. Kennedy, and explained the causes of the outages. In addition, FPL has completed line clearing on the lateral line serving Ms. Kennedy's home. Ms. Kennedy expressed her satisfaction with FPL's response.</p>
160	Sam Horton	The customer stated he is an amateur radio operator and that he gets interference from the FPL transmission lines. He has filed complaints with the FPSC, FCC, etc.
Status: In-Progress		<p>History: Mr. Horton filed a complaint with the FPSC, No. 814425E, in December 2008 regarding radio frequency interference.</p> <p>Resolution: The FPSC complaint No. 814425E is still open. FPL has developed a comprehensive action plan to address Mr. Horton's concerns regarding radio frequency interference as well as other conditions identified. This action plan has been submitted to the FPSC Technical Staff. The plan includes line clearance, pole inspections, and patrolling the four feeders surrounding Mr. Horton's residence. All work and repairs are scheduled to be completed by the end of 4th Quarter 2009.</p> <p>FPL's radio technician also continues to work with Mr. Horton to identify and resolve interference issues. FPL is also working with the American Radio and Relay League (ARRL), a membership organization that represents the interests of Amateur Radio in the US, on this issue. This organization assists amateur radio operators in resolving interference problems, and often works directly with affected individuals, utility companies, municipalities, equipment manufacturers and the Federal Communication Commission (FCC). Working through and with the ARRL, a field investigation, which includes investigating the inside of Mr. Horton's residence for potential interference issues, was agreed upon and scheduled for August 18, 2009. The investigation would be performed by an independent consultant recognized by the ARRL as a leading expert in this type of investigation. However, just recently, Mr. Horton provided some additional requirements and expectations that must be met before he will allow the scheduled August 18th investigation to take place. FPL is currently reviewing these requirements, which could possibly include the need for legal documents to be developed and/or utilized. Resolution of these additional requirements could potentially delay the currently scheduled August 18th investigation.</p>
173	Mitch Mallett	The customer was concerned his meter was replaced last year and he received a credit for one month only. He felt entitled to an additional credit for two additional summer months. Mr. Mallett also stated his deposit had been adjusted.
Status: Complete		<p>History: FPL records reflect on September 3, 2008 a high bill investigation was completed and no problems were detected with the meter. However, the Energy Management Consultant (EMC) observed an apparent problem with the air conditioner and the customer's breaker panel was rusting. The EMC discussed the findings with the customer and also recommended the customer not touch the breaker panel due to safety issues. However, the customer continued to touch the breaker panel and sparks came out and blew the breaker. The EMC advised the customer to have repairs completed and FPL would also test the meter.</p> <p>On September 22, 2008 the customer was informed that the meter had tested accurately with a weighted average of 99.39 percent. The meter test results indicated there were no errors in FPL's billing, and the meter accuracy was in compliance with F.A.C. 25-6.052.</p> <p>On November 14, 2008 the customer contacted FPL once again regarding his high bill concern. As a courtesy, due to the customer's malfunctioning air conditioning unit, the August bill was adjusted, resulting in a \$194.89 credit. The customer appeared to be satisfied and no further customer contact was received.</p> <p>Resolution: On June 19, 2009, the customer was advised his request would be investigated. On June 26, 2009, as a courtesy, the customer's July and September 2008 bills were adjusted, resulting in an additional \$298.41 credit. As a courtesy, to further assist the customer, the account was removed from "Cash Only" status. The customer was informed and is satisfied.</p>

FORT MYERS

2009 Quality of Service Hearings

Fort Myers Summary: The Fort Myers hearing was held at 6 p.m. on Thursday, June 19, 2009 in the Lee County Public Education Center Board Room. Forty customers spoke. Twenty-four customers (60 percent) made positive statements about FPL's quality of service and 5 customers (13 percent) discussed a service issue, two of which were actionable. The remaining 11 customers (28 percent) made no mention of FPL's quality of service.

Customer Service Concerns:

Since the service hearing, the company has worked with all of the customers who appeared and expressed service-related concerns in Fort Myers. Attached is a detailed list, by transcript page number and name, with additional information regarding the concerns raised by the customer and the actions taken by FPL.

Exhibit A outlines all customers who spoke in Fort Myers.

FORT MYERS

2009 Quality of Service Hearings

Transcript Page No.	Customer	Customer Comments
141	Paul Andresen	The customer was concerned about waiver of his deposit.
Status: Complete		<p>History: FPL records reflect Mr. Andresen started a new account with FPL on February 2, 2009. At that time, Equifax, a third-party credit vendor, was utilized to determine whether a deposit was needed. Based on Equifax's recommendation, a \$100 initial deposit was requested and paid.</p> <p>Resolution: As a courtesy, on June 19, 2009, the \$100 initial deposit was cancelled, credited to the account and applied toward June's bill. In addition, Mr. Andresen was provided a Customer Assistance Options packet (see Exhibit C) which contains information on FPL programs. Mr. Andresen indicated he was interested in FPL's On Call Program. On July 6, 2009 Mr. Andresen's account was enrolled in On Call and the equipment was installed on July 9, 2009. The program will provide an annual savings of \$49 to the customer.</p>
152	Richard Purcell	The customer stated he contacted FPL prior to Hurricane Charley and asked FPL to trim trees. Nothing was done, and the trees took out the transformer. He was without power for six days. He was satisfied with the restoration time, but stated that since then, he has asked FPL to trim the trees, but they haven't done it.
Status: Customer Agreed Upon Plan of Action		<p>History: There is no record of any prior tree trimming requests. In May 2009, FPL mailed notification to Mr. Purcell, and other customers on his feeder, of plans to trim the trees in his area.</p> <p>Resolution: The trimming in the area had commenced prior to the hearing, and trimming on Mr. Purcell's lateral was completed during the week ending June 26, 2009. Completion of the trimming on the feeder is scheduled to be completed by July 31, 2009, barring any unforeseen circumstances. Mr. Purcell has been advised of the completed work on his lateral, as well as the scheduled work on the remainder of the feeder.</p>

DAYTONA BEACH
2009 Quality of Service Hearings

Daytona Beach Summary: The Daytona Beach hearing was held at 4 p.m. on Tuesday, June 23, 2009, in the Daytona Beach City Commission Chambers. Thirty-three customers spoke, including one elected official, Rep. Taylor. 19 customers (58 percent) made positive statements about FPL's quality of service and three customers (9 percent) discussed a service issue, two of which were actionable. The remaining 11 customers (33 percent) made no mention of FPL's quality of service.

Customer Service Concerns:

Since the service hearing, the company has worked with all of the customers who appeared and expressed service-related concerns in Daytona Beach. Attached is a detailed list, by transcript page number and name, with additional information regarding the concerns raised by the customer and the actions taken by FPL.

Exhibit A outlines all customers who spoke in Daytona Beach.

DAYTONA BEACH
2009 Quality of Service Hearings

Transcript Page No.	Customer	Customer Comments
60	Gregory Taylor	The customer stated that the capacitor banks along Ridgewood Avenue were unplugged.
Status: Customer Agreed Upon Plan of Action		History: The customer had not previously reported this issue to FPL. Resolution: An FPL Delivery Assurance Designer contacted the customer and advised him that his concerns regarding the capacitor banks would be investigated during the week of July 6, 2009. The customer was assured that any capacitor banks found to be off-line would be diagnosed and repaired as needed. The customer was satisfied, and indicated he did not desire any further follow-up regarding the matter. FPL's follow-up resulted in three work orders for repairs to three capacitor banks. This work will be completed by August 6, 2009, barring any unforeseen circumstances.
68	Geneva Wynter	The customer stated her bills are high, despite utilizing energy conservation tips and installing new windows in her home.
Status: Pending Response From Customer		History: FPL records indicate a Phone Energy Survey was performed on October 13, 2008. The customer was satisfied and no further contact was made by the customer. Resolution: On June 23, 2009, a High Bill Investigation (HBI) was offered and accepted by the customer. In an effort to further assist the customer, the Budget Billing Program was explained and the customer enrolled. From June 24, 2009 to June 29, 2009 several messages were left for Ms. Wynter by an FPL dispatcher requesting contact to have the HBI scheduled, but no response was received. On June 29, 2009, a letter was mailed to the customer requesting contact to schedule an appointment. On July 6, 2009 another message was left for the customer. On July 14, 2009 an FPL Advocate spoke with Ms. Wynter who indicated she appreciated the follow-up. At this time, however, she could not schedule an energy survey and would contact the Advocate when she is available.

MELBOURNE

2009 Quality of Service Hearings

Melbourne Summary: The Melbourne hearing was held at 9 a.m. on Wednesday, June 24, 2009, in the Brevard County Governmental Center. Forty-eight customers spoke. 29 customers (60 percent) made positive statements about FPL's quality of service and 10 customers (21 percent) discussed a service issue, eight of which were actionable. The remaining nine customers (19 percent) made no mention of FPL's quality of service.

Customer Service Concerns:

Since the service hearing, the company has worked with all of the customers who appeared and expressed service-related concerns in Melbourne. Attached is a detailed list, by transcript page number and name, with additional information regarding the concerns raised by the customer and the actions taken by FPL.

Exhibit A outlines all customers who spoke in Melbourne.

MELBOURNE

2009 Quality of Service Hearings

Transcript Page No.	Customer	Customer Comments
77	Tony Farace	The customer stated he had a concern about poles at his prior address. He was also concerned about a deposit adjustment in the amount of \$600 and vegetation management at his current address.
Status: Complete		History: There is no record of any calls from the customer regarding the poles at his previous address.
		FPL records reflect during the past 10 months of billing history, the account was paid late 10 times, was issued 10 final notices and disconnected once for non-payment. All bills and final notices included a notice about late payments and deposit adjustments. FPL has also provided four payment extensions to the customer during 2009; all four extensions defaulted due to non-payment.
		Mr. Farace had several deposit billings in the past year, all associated with slow payment. On June 30, 2008 the account was billed a \$583 deposit. On July 18, 2008, the customer contacted the FPSC regarding the deposit and chose to be transferred to FPL via the telephone transfer-connect system. The Corporate Resolution Specialist he spoke with removed the full deposit as a courtesy, with the understanding future bills would be paid on time. In addition, the Specialist enrolled the account on FPL's 62Plus program, allowing 31 days to pay each month, rather than 21 days. However, the account became past due again and on February 2, 2009, a deposit was billed in the amount of \$543. Mr. Farace contacted the FPSC on February 5, 2009 regarding the deposit and chose to be transferred to FPL via the telephone transfer-connect system. The Specialist he spoke with agreed to assist him by reducing the deposit in half to \$272 and provided a four-month extension; however, the payment extension defaulted. On April 30, 2009, the customer's deposit was adjusted again from \$272 to \$549. Each deposit adjustment brought the total deposit to an average two month's billing at the time the adjustment was made.
		Regarding tree trimming at his current address, records reflect Mr. Farace contacted FPL in 2007 requesting tree trimming. The Work Request was entered, and completed, including debris removal.
		Resolution: Mr. Farace was advised that the area where he previously resided is scheduled for pole inspections beginning the first quarter of 2011. FPL requested the customer contact us regarding any specific pole(s) he thought needed immediate attention.
		On June 24, 2009, as a courtesy, the \$277 adjusted deposit was canceled. In an effort to further assist the customer, collection charges totalling \$79.38 were also cancelled. A payment extension was also granted to pay his \$245.49 bill, which was due June 22 (62Plus extended due date), by July 10. Mr. Farace was provided the number for his local ASSIST agency for help paying his bill. The customer appreciated FPL's efforts.
		On June 24, 2009, FPL patrolled the customer's area for any tree conditions needing attention. Several locations were identified, and the customer was advised the trimming would be completed within two weeks. On July 8, 2009, FPL met with the customer again, at which time he expressed complete satisfaction with the trimming that was completed on July 7, 2009. He also commended the crew for the excellent job they did.

Transcript Page No.	Customer	Customer Comments
92	Robert Scorah	The customer was concerned with reliability at his home, stating he has replaced five refrigerators, and his power went off five times on June 22, 2009. He also indicated he has complained about trimming lines since the last hurricane.
Status: Customer Agreed Upon Plan of Action		<p>History: FPL records reflect 41 momentary power interruptions (MPIs) from July 1, 2008, through July 1, 2009. On June 4, 2009, FPL explained that recent MPIs were caused by severe weather and tree conditions in the area. Mr. Scorah was satisfied at that time. He contacted FPL again on June 8, 2009, to report tree conditions near FPL facilities. On June 23, 2009, the customer contacted FPL once again to report MPIs. The customer was advised that a tree trimming investigation was pending.</p> <p>Resolution: On June 24, 2009, an FPL representative spoke with Mr. Scorah at the Melbourne FPSC hearing site. The representative offered to file a claim for the refrigerators that he indicated were replaced, however, the customer indicated he did not wish to pursue a damage claim.</p> <p>On June 26, 2009, FPL advised the customer that tree trimming along the lateral lines was scheduled to be completed by July 30, 2009, barring any unforeseen circumstances, which will help minimize MPIs. Mr. Scorah was satisfied with FPL's action plan.</p>
127	Peter Lewis	The customer was concerned about his bills being high and a \$600 deposit.
Status: Complete		<p>History: FPL records indicate no previous contact was received regarding high bills. FPL records also reflect that Mr. Lewis has no deposit with FPL and was not billed an additional deposit of \$600 or any amount.</p> <p>Resolution: On June 24, 2009 the following FPL programs were reviewed with Mr. Lewis: Budget Billing, On Call , Energy Survey, 62Plus, Friendly Reminder and Automatic Bill Pay. The account was enrolled on FPL's 62Plus program and a high bill investigation was scheduled. Mr. Lewis stated he was interested in enrolling in the On Call program. As a courtesy, a payment arrangement was established to pay \$238.95 by July 15, 2009 and a \$4.06 late payment charge was credited. The customer was provided the Customer Assistance Options brochure packet (see Exhibit C).</p> <p>The Energy Management Consultant (EMC) visited the location on June 26, 2009. No problems were detected with the meter. However, the air conditioner thermostat was off by 2-4 degrees; the water heater temperature was set at 145 and the EMC adjusted it to 120. A meter test was offered and accepted. The customer was informed the meter tested accurately with a weighted average of 99.83 percent. The meter test results indicated there was no error in FPL's billing, and the meter accuracy was in compliance with F.A.C. 25-6.052.</p> <p>The On Call device was installed on July 7, 2009 in Mr. Lewis' home. The annual savings will be \$49. Mr. Lewis expressed his satisfaction with FPL and indicated he would have his air conditioner serviced and will try to take better control over his energy usage.</p>

MELBOURNE		2009 Quality of Service Hearings
Transcript Page No.	Customer	Customer Comments
156	Betty Moore	The customer was concerned about frequent power surges.
Status: Complete		<p>History: FPL records reflect the customer has experienced 19 momentary power interruptions (MPIs) during the past 12 months. During this same timeframe, the customer did not contact FPL regarding the matter.</p> <p>Resolution: An FPL representative spoke with Ms. Moore at the Melbourne FPSC hearing site, at which time she indicated she was concerned with momentary power interruptions (MPIs). She was advised that the matter would be investigated, and that someone would get back with her.</p> <p>On June 25, 2009, the Delivery Assurance Lead discussed MPIs with the customer, and explained how they often prevent long outages when something interferes with the lines. The customer agreed that the system was performing well at this time, and she indicated she would contact the Delivery Assurance Lead should she experience any problems in the future.</p>
162	Robert Reger	The customer was concerned with frequent service interruptions, stating they were without power three times for over a week each. He also indicated he's had to replace several electronics after surges, and get battery back-ups for computers.
Status: Customer Agreed Upon Plan of Action		<p>History: FPL records reflect two sustained outages during the past 12 months. The first outage occurred on January 28, 2009, due to temporary disconnection of the reclosure switch, and the power was restored in two minutes. The second outage occurred on April 14, 2009, which was an unplanned outage for five minutes to make emergency repairs. FPL records reflect 22 momentary power interruptions (MPIs) during the past 12 months. The customer did not contact FPL regarding these matters during the past year.</p> <p>Resolution: On June 25, 2009, a Delivery Assurance Lead contacted the customer to discuss the outage history. The customer was mainly concerned with momentary power interruptions (MPIs). The Lead explained how MPIs often prevent long outages when something interferes with the lines. He further stated that in an effort to reduce the number of MPIs affecting the customer, FPL will be performing line clearance on the main feeder line serving the customer's area by the end of the year, barring any unforeseen circumstances. Mr. Reger was satisfied with the information received, and agreed to contact the Delivery Assurance Lead should he experience any further problems.</p>
174	Thomas Swindal	The customer was concerned that when he initially established service in 1997, his bills averaged \$100 and he desired to reduce his energy consumption.
Status: Complete		<p>History: FPL records indicate the account is enrolled on FPL's On Call Program and, since enrollment, the customer has saved approximately \$571. The account is also enrolled on FPL's Budget Billing Program. During the past five years FPL has paid a total of \$1,245 in Watt Saver Incentives for energy efficient air conditioning and insulation measures installed in the home. During this same timeframe, Mr. Swindal reduced his average annual kWh consumption from 1,783 to 1,237 and he reduced his average bill from \$163.08 to \$142.03, despite a rise in the pass-through price of fuel.</p> <p>Resolution: Mr. Swindal did not speak with any FPL on-site representatives on June 24, 2009. However, an FPL Advocate contacted Mr. Swindal on July 6, 2009 and discussed FPL's bill management programs. A free home energy survey was offered, however, the customer declined to participate at this time.</p>

MELBOURNE

2009 Quality of Service Hearings

Transcript Page No.	Customer	Customer Comments
182	Valerie Dietrich	The customer was concerned with frequent momentary power interruptions. She stated she has had to replace her answering machine three or four times, and indicated that her house almost blew up when a transformer exploded. She believes the power pole caused the problem.
Status: Customer Agreed Upon Plan of Action		<p>History: FPL records reflect 81 momentary power interruptions (MPIs) from July 1, 2008, through June 30, 2009, 41 of which occurred during July and August 2008, and 21 occurred during May and June 2009. These 62 MPIs are attributed mainly to lightning and adverse weather along with tree conditions. On June 5, 2008, FPL was notified by the dispatcher at the Palm Bay Fire Department of a fire at the customer's address. The responding FPL crew found a pole fire due to trees. In October 2008, the customer contacted FPL regarding MPIs, and the cause of the recent MPIs she had inquired about were explained. The customer had not previously reported any damaged equipment.</p> <p>Resolution: On June 24, 2009, an FPL representative at the Melbourne FPSC hearing site spoke with Ms. Dietrich regarding her concerns, and assured the customer an investigation would be conducted. On July 1, 2009, a claim request was issued to address the damaged answering machines. That same day, an FPL Delivery Assurance Lead advised the customer that FPL had been working to reduce the MPIs that had been caused by tree conditions. As a result, 50 percent of the line clearance along the main feeder lines had already been completed. The remainder is scheduled to be completed by October 2009, barring any unforeseen circumstances. A claim settlement has been reached, and the customer is satisfied.</p>
195	Richard Dutchik	The customer was concerned about a fire due to an external source box, and indicated he has had three outages in the past five weeks.
Status: Customer Agreed Upon Plan of Action		<p>History: FPL records reflect four sustained outages within the last 12 months. The first outage occurred on January 29, 2009, was transmission related and the power was restored in 56 minutes. The second outage occurred on June 8, 2009, was restored 14 hours and 12 minutes later after a new padmount switch cabinet was installed. The third outage occurred on June 21, 2009, was due to bad weather in the area, and the power was restored four hours and 45 minutes later after a transformer was refused. The fourth outage occurred on June 22, 2009, and the power was restored seven hours and 52 minutes after a transformer was replaced. Mr. Dutchik had reported the previous outages through FPL's Voice Response Unit (VRU), and spoke with a representative on June 22, 2009, to request a frequent outage investigation.</p> <p>Resolution: On June 25, 2009, the area's Delivery Assurance Lead (DAL) contacted Mr. Dutchik and discussed the recent outages. Mr. Dutchik expressed a concern about the maintenance of the equipment in his area, specifically the switch cabinets. The DAL advised the customer that a recent visual inspection of the switch cabinets serving his area was recently completed and did not identify any improvement opportunities. The DAL further advised that a Thermovision inspection of the switch cabinets is scheduled to be completed by August 15, 2009, barring any unforeseen circumstances. Mr. Dutchik expressed satisfaction with this action plan.</p>

WEST PALM BEACH
2009 Quality of Service Hearings

West Palm Beach Summary: The West Palm Beach hearing was held at 4 p.m. on Wednesday, June 24, 2009 in the Palm Beach County Governmental Center. Fifty-nine customers spoke, including two elected officials; Jupiter Inlet Colony Vice-Mayor Comerford and Jupiter Island Mayor Falcone. Thirty-nine customers (66 percent) made positive statements about FPL's quality of service and three customers (5 percent) discussed a service issue. The remaining 17 customers (29 percent) made no mention of FPL's quality of service.

Customer Service Concerns:

Since the service hearing, the company has worked with all of the customers who appeared and expressed service-related concerns in West Palm Beach. Attached is a detailed list, by transcript page number and name, with additional information regarding the concerns raised by the customer and the actions taken by FPL.

Exhibit A outlines all customers who spoke in West Palm Beach.

WEST PALM BEACH
2009 Quality of Service Hearings

Transcript Page No.	Customer	Customer Comments
51	Mayor Charles Falcone	Mayor Falcone commented on the undergrounding of Jupiter Island, and the progress taking place to improve reliability. He expressed concern about the portion of the feeder leading to the island.
Status: In-Progress		History: FPL has been working with Jupiter Island to complete the undergrounding of facilities on the island. Resolution: FPL continues to work with the Town of Jupiter Island, and is currently coordinating the preparation of a cost estimate for converting the north end of the island. This work will include replacement of the existing submarine cable leading to the island.
133	William Andrews	The customer indicated his power goes out once per week, sometimes three to four times per week. He also stated LED lighting could save on energy. The customer also felt his prior energy survey could have been done better.
Status: Customer Agreed Upon Plan of Action		History: FPL records reflect 62 momentary power interruptions (MPIs) during the past 12 months, two of which occurred in 2009 (June). There were two sustained outages during the past year; one on September 17, 2008, for two minutes, and the other on December 24, 2008, for 23 minutes. There is no record of the customer contacting FPL regarding any concerns about service reliability. On April 7, 2009, Mr. Andrews contacted the FPSC regarding LED lighting. He chose to be transferred to FPL via the telephone transfer-connect system and spoke with a Corporate Resolution Specialist. Mr. Andrews was put in contact with the Lighting Program Sales Manager, who discussed his concerns and ideas. Mr. Andrews expressed interest in selling his LED products to FPL customers who could receive a rebate. The Sales Manager reviewed FPL's current program and offered him the opportunity to become an FPL Participating Contractor, however, he declined. He was provided with the Business Lighting Program Manager's name and direct telephone number to discuss his ideas further, however, Mr. Andrews did not follow-up. Resolution: An FPL Delivery Assurance Lead (DAL) spoke with the customer on June 30, 2009, to address his concerns. The DAL explained that the MPIs on his main line had been greatly reduced from 2008 as a result of work already completed. Since the customer may be affected by MPIs on neighboring feeders, the DAL also discussed work pending completion in 2009 on those feeders, which includes line clearance that will commence in the 3rd quarter of 2009. In addition, a Thermovision inspection has been done, and improvement opportunities identified will be completed in 2009, barring any unforeseen circumstances. The customer was satisfied with the action plan provided, and understands he will be kept apprised of any further actions to be taken. On July 13, 2009, Mr. Andrews was contacted by FPL's Business Lighting Program Manager. They discussed LED lighting and future changes to FPL's existing program. Mr. Andrews will send information on the lighting products that he represents. The Program Manager appreciated Mr. Andrews' suggestions, and stated that they will be taken into consideration for any future program changes. An FPL Customer Advocate contacted Mr. Andrews on July 6, 2009 and offered him a free home or business survey, however, Mr. Andrews declined. He inquired, however, about peak demand charges. The Advocate explained how demand charges are calculated and Mr. Andrews indicated he was satisfied.

WEST PALM BEACH		2009 Quality of Service Hearings
Transcript Page No.	Customer	Customer Comments
159	Barry Carson	The customer stated he was on fixed income, his electric bill is \$210 per month and, while he did not oppose the increase, he needed help managing the bill.
Status: Pending Response from Customer		History: FPL records reflect the customer has not made contact with FPL previously to request assistance with his bills or FPL's bill management programs. FPL records also reflect during the past 12 months, the average kWh consumption was 1,596 and the average bill was \$201. All bills were paid by the regular due date and the customer's deposit was previously returned as a result of prompt payment. Resolution: On June 24, 2009, an FPL Customer Advocate provided Mr. Carson with a Customer Assistance Options package (Exhibit C) and reviewed FPL's various bill management programs. On July 2, 2009, Mr. Carson was contacted again, and a free home energy survey was offered and accepted. The customer indicated he would not be available for the next 10 days. Mr. Carson indicated he would call the Advocate back once he was available to have the survey scheduled. Mr. Carson appreciated FPL's follow-up. On July 13, 2009, the Advocate spoke with Mr. Carson who stated he still could not commit to an appointment at this time. Mr. Carson advised he would call back as soon as he was able to arrange an energy survey.

FORT LAUDERDALE

2009 Quality of Service Hearings

Fort Lauderdale Summary: The Fort Lauderdale hearing was held at 9 a.m. on Thursday, June 25, 2009, in the Broward County Main Library Auditorium. Fifty-four customers spoke, including four elected officials, Rep. Sands, Hallandale Beach Mayor Cooper, Rep. Clarke-Reed and Sunrise Deputy Mayor Rosen. Twenty-two customers (41 percent) made positive statements about FPL's quality of service and eight customers (15 percent) discussed a service issue. The remaining 24 customers (44 percent) made no mention of FPL's quality of service.

Customer Service Concerns:

Since the service hearing, the company has worked with all of the customers who appeared and expressed service-related concerns in Fort Lauderdale. Attached is a detailed list, by transcript page number and name, with additional information regarding the concerns raised by the customer and the actions taken by FPL.

Exhibit A outlines all customers who spoke in Fort Lauderdale.

FORT LAUDERDALE

2009 Quality of Service Hearings

Transcript Page No.	Customer	Customer Comments
87	Steve Carbone	Mr. Carbone was concerned with trees in the wires, and frequent outages. He indicated he experienced two outages on June 23, 2009, when a storm came through his area.
Status: Complete		<p>History: On October 10, 2008, FPL's Power Quality department issued a work request to further investigate a voltage problem the customer reported. The results of the Power Quality investigation identified that the customer was experiencing an internal problem, not FPL related. The customer was advised. FPL's records further reflect five sustained outages and 33 momentary power interruptions within the last 12 months. The first outage occurred on July 25, 2008, which was restored within three hours and 18 minutes after repairing a downed power line. The second outage occurred on October 11, 2008, and was restored within two hours and 33 minutes by replacing a switch on the lateral line. The third outage occurred on June 22, 2009, and lasted four minutes due to an unknown cause.</p> <p>On June 23, 2009, the customer experienced two outages. The first outage, lasting three hours and 42 minutes, was due to a damaged switch. The second outage was caused by a wire down due to trees. The power was restored within 10 hours and 55 minutes after repairing the downed power line. Severe weather conditions in the area resulted in the customer experiencing outages longer than expected on this date.</p> <p>Resolution: After conducting an investigation, on July 10, 2009, an FPL representative contacted Mr. Carbone and informed him that, in efforts to improve service reliability, tree trimming would be performed. The tree trimming was completed the same day. In a voicemail message left for Mr. Carbone, he was advised of the completed tree trimming, and was provided with an FPL representatives name and contact number should he have any further concerns. In addition, the representative's name and contact number was provided in a letter sent to the customer by Ms. Santos.</p>

FORT LAUDERDALE

2009 Quality of Service Hearings

Transcript Page No.	Customer	Customer Comments
110	Joe Roberto	The customer stated the power to his home and office goes out weekly due to momentary power interruptions (MPIs). He also expressed a concern about line clearance.
Status: Complete		<p>History: <u>Business outage history:</u> FPL's records reflect one sustained outage and 45 MPIs within the last 12 months. The outage occurred on March 23, 2009, and was due to the installation of a new jumper and the power was restored in nine minutes.</p> <p><u>Home outage history:</u> FPL's records reflect seven sustained outages and 29 MPIs within the last 12 months. The first outage occurred on January 27, 2008, due to a malfunctioning arrester, and power was restored in seven minutes. The second outage occurred on October 29, 2008, and was restored two hours and 21 minutes later after tree trimming was done and the transformer was refused. The third outage occurred on January 22, 2009, due to a wire down, and was restored three hours and 33 minutes later when the conductor was put back up. The fourth outage occurred on March 17, 2009, due to a damaged fuse switch, and was restored 37 minutes later when the switch was replaced. The fifth outage occurred on April 7, 2009, and was restored one hour and 35 minutes later after tree trimming was done and the transformer was refused.</p> <p>The sixth outage occurred on April 21, 2009, due to a damaged wire, and was restored six hours and 14 minutes later when the wire was replaced. The seventh outage, which was a planned outage, occurred on May 20, 2009, during which FPL's facilities were transferred to a new pole.</p> <p>The customer had filed FPSC inquiries regarding service reliability for both his home and business addresses. FPL received FPSC #79704E on September 16, 2008 (for the business), #85134E on April 23, 2009 (for the residence), and FPSC #855042E on May 14, 2009 (for the business). On each occasion, FPL took steps to improve the reliability. These steps included a pole installation to achieve greater separation of phases, line clearance, and replacement of a pole and transformer. In May 2009, a final report was submitted to the FPSC for the business location, and the customer was satisfied with the results. Prior to the FPSC Quality of Service hearings, the FPSC inquiry for the customer's residence remained open.</p> <p>Resolution: On June 29, 2009, a final report was issued in response to FPSC #85134E for the customer's home address, which indicated a palm tree affecting the customer's lateral had been cleared on June 23, 2009.</p> <p>On July 8, 2009, the Area Distribution Manager and the Engineering Lead met with Mr. Roberto to discuss, in detail, FPL's electrical system design, as well as FPL's reliability programs and technology. The customer was satisfied. The area management will continue to monitor the performance of the facilities serving the customer's premises.</p>
147	Bunney Brenneman	Ms. Brenneman, a member of the Fort Lauderdale Utility Advisory Committee, indicated customers were not happy being without power after Hurricane Wilma. In addition, she spoke about FPL's hardening program.
Status: Complete		<p>History: FPL's External Affairs Department has participated on the Fort Lauderdale Utility Advisory Committee (UAC) for many years. On April 28, 2009, two FPL Directors made a presentation before the UAC on system reliability, infrastructure strengthening, and maintenance.</p> <p>Resolution: On June 25, 2009, at the FPSC hearing, an FPL representative spoke with Ms. Brenneman in an attempt to obtain specifics regarding any outstanding reliability issues. Ms. Brenneman indicated there were no issues that required follow-up. FPL will continue to participate on the UAC and address any future concerns as needed.</p>

FORT LAUDERDALE		2009 Quality of Service Hearings
Transcript Page No.	Customer	Customer Comments
152	Chris Chiari	Mr. Chiari, a member of the Fort Lauderdale Utility Advisory Committee, spoke of past outages that have already been addressed with an FPL representative
Status: Complete		<p>History: FPL's External Affairs Department has participated on the Fort Lauderdale Utility Advisory Committee (UAC) for many years. On April 28, 2009, two FPL Directors made a presentation before the UAC on system reliability, infrastructure strengthening, and maintenance.</p> <p>Resolution: FPL's External Affairs Department will continue to participate on the UAC and address any future concerns as needed.</p>
176	Joshua Otero	Mr. Otero indicated his employer, Memorial Regional Hospital, constructed its own power plant. He also stated he had an energy audit and felt the representative sent to his home could not help him save energy.
Status: Pending Response From Customer		<p>History: FPL serves Memorial Regional Hospital in Hollywood. This hospital does not produce its own power. The hospital recently completed an upgrade to its electrical system, including code-mandated backup generation. In conjunction with that upgrade, FPL built a new vault to serve the hospital's current and future power needs. The FPL facilities in the vault include a new transformer and new switching equipment. The new vault is served by a preferred, express underground feeder (main line), and three emergency feeders as back-up.</p> <p>Note: At the Ft. Lauderdale Quality of Service Hearing, Mr. Otero signed-in with an address of "2541 Flamingo Lane 33312", however, a search of FPL records, as well as an internet property search, did not reflect that to be a valid address. The search located a similar address of 2542 Flamingo Lane, Ft. Lauderdale, FL 33312 where the property is owned by Madelene Otero. The FPL account at that address is in the name of Madelene Figueira. FPL does not have any record of an account in the area in the name of Joshua Otero.</p> <p>Resolution: On July 6, 2009, an FPL Customer Advocate left a telephone message for Mr. Otero requesting him to call the Advocate back. The Advocate explained she wanted to offer a free home energy survey and other FPL programs that may benefit him. On July 7, 2009, the Advocate mailed Mr. Otero a letter requesting contact, along with a Customer Assistance Options package (see Exhibit C). To date there has been no response from Mr. Otero.</p>
180 **	Herbert Simpson **	The customer expressed a desire for the lights to stay on when a storm comes through his neighborhood.
Status: Pending Response From Customer		<p>History: The customer has not contacted FPL regarding service interruptions during the past year. There is one interruption on record from January 1, 2008, through July 7, 2009, that occurred on February 11, 2008. The outage lasted one minute, and was taken to remove a hazard. There have been 8 momentary power interruptions (MPI's) during the past year.</p> <p>Resolution: Our efforts to contact Mr. Simpson by telephone have been unsuccessful. A letter was mailed to the customer on July 8, 2009, asking the customer to contact us to discuss his concerns further.</p> <p>** FPSC transcript reflects speaker as Barry Silver, however, FPL was unable to confirm that Barry Silver spoke at hearings.</p>
190	Paul Renneisen	The customer expressed concern about a transformer that was leaking oil in his area, stating he had advised a crew working in the area, but they indicated they couldn't do anything about it.
Status: Complete		<p>History: There is no record to indicate the leaking transformer was reported to FPL by either Mr. Renneisen, or an unknown crew he stated he reported it to.</p> <p>Resolution: On June 25, 2009, an FPL representative at the FPSC hearing spoke with the customer and assured him that his concerns about the leaking transformer would be investigated and resolved. That same day, a crew was dispatched to the location, and the transformer was replaced. An environmental crew was also on site to clean up the spill. On June 30, 2009, FPL confirmed that Mr. Renneisen was satisfied with the work that was completed on June 25, 2009.</p>

SOUTH MIAMI

2009 Quality of Service Hearings

South Miami Summary: The South Miami hearing was held at 4 p.m. on Thursday, June 25, 2009, in the Miami Science Museum. Fifty-six customers spoke, including five elected officials, Rep. Garcia, Rep. Canterra, City Commisisoner Sorenson, Town of Cutler Bay Councilman Sochin, and Village of Pinecrest Councilman Ross. Thirty-three customers (59 percent) made positive statements about FPL's quality of service and 10 customers (18 percent) discussed a service issue, eight of which were actionable. The remaining 13 customers (23 percent) made no mention of FPL's quality of service.

Customer Service Concerns:

Since the service hearing, the company has worked with all of the customers who appeared and expressed service-related concerns in South Miami. Attached is a detailed list, by transcript page number and name, with additional information regarding the concerns raised by the customer and the actions taken by FPL.

Exhibit A outlines all customers who spoke in South Miami.

SOUTH MIAMI

2009 Quality of Service Hearings

Transcript Page No.	Customer	Customer Comments
61	Patricia Schmidt	The speaker stated she represented a disabled person on fixed income who received a deposit adjustment and could not afford it.
Status: Complete		History: On June 5, 2009, the customer, Bobby Hogan, received an adjusted deposit in the amount of \$82. The deposit was adjusted from \$120 to \$202 due to a slow payment record. The service was started on January 8, 2009 and during the six month history the account was paid late four times and was issued four final notices. All bills and final notices prior to the deposit adjustment included a notice about late payment and deposit adjustments. Also on June 5, 2009, the customer received an offer to enroll on Automatic Bill Payment in lieu of paying the deposit, however, the offer was not accepted. On June 19, 2009 FPL enrolled the account on the 62Plus Program, providing 31 days to pay the bill each month.
		Resolution: On June 25, 2009, as a courtesy, the adjusted deposit was cancelled, credited, and applied to the account's balance. In addition a \$1.49 late payment charge was removed. The FPL Advocate provided the customer with a referral for financial assistance.
		A free Home Energy Survey was offered and accepted by the customer. The customer was provided a Customer Assistance Options packet (Exhibit C), which includes energy conservation tips. An Energy Management Consultant (EMC) visited the location on June 26, 2009 and completed an energy survey. No problems were detected with the meter. The customer indicated they requested the survey for information on insulation; however, the location did not have an attic and the EMC was unable to provide an incentive rebate for insulation. The EMC discussed FPL's Budget Billing Program with the customer and enrolled the account in the program, with the customer's agreement.
		On July 1, 2009, a financial commitment was received from an agency in the amount of \$200.62. The Advocate followed-up with Ms. Schmidt, who indicated she was satisfied with the help FPL has provided.

SOUTH MIAMI

2009 Quality of Service Hearings

Transcript Page No.	Customer	Customer Comments
83	Isabel Ramos	The customer stated FPL did not previously respond to her multiple requests for On Call and missed an appointment.
Status: Complete		<p>History: FPL records do not reflect any previous customer requests for OnCall Program or any scheduled or missed appointments.</p> <p>Resolution: On June 25, 2009, a free Home Energy Survey was offered and accepted by the customer. In addition, the customer was advised an appointment would be scheduled with a contractor to have OnCall installed.</p> <p>On July 1, 2009, an Energy Management Consultant (EMC) visited the location and performed an Energy Survey. No problems were detected with the meter; however, it was determined that there was a leak in the air conditioner and a recommendation was made to have a digital thermostat installed to better track the temperature in the home. In addition, the EMC reduced the temperature on the water heater. On June 29, 2009 FPL installed the On Call equipment, which will provide an annual credit of \$101. On July 7, 2009, FPL followed up with Ms. Ramos and confirmed she was satisfied with the field visit and the installation of the On Call device at her home. FPL also provided Ms. Ramos financial assistance referral information on July 13, 2009. A \$182.21 Assist commitment was received on July 21, 2009.</p>
102	Charles Ebert	The customer discussed FPL's air conditioning energy conservation recommendations. He also stated a tree was in the lines, and instead of FPL coming out to trim the trees, it resulted in a tree crew and a repair crew, which was at a higher cost.
Status: Customer Agreed Upon Plan of Action		<p>History: FPL records do not reflect any energy survey request or customer inquiry. However, FPL paid \$293 toward a high energy efficiency air conditioning on December 9, 2004. FPL records also reflect Mr. Ebert is enrolled in FPL's Budget Billing Program.</p> <p>FPL records also reflect the customer contacted FPL on August 21, 2008, to request line clearance. At the time, the FPL arborist determined that no clearance was necessary. An outage occurred on October 28, 2008, and "hot spot" trimming was completed at that time. On May 26, 2009, another outage occurred due to a wire down caused by trees.</p> <p>Resolution: On July 9, 2009 an FPL Customer Advocate contacted Mr. Ebert and discussed his energy efficiency concerns. The Advocate reviewed FPL's recommendations regarding using less air conditioning, as follows: thermostats may be adjusted to 78-80 degrees while home during the day and 80-82 degrees while sleeping. The Advocate clarified that FPL has never provided recommendations to cool at 70 degrees, day or night. The Advocate offered a free home energy survey, however, Mr. Ebert declined.</p> <p>FPL also followed-up with Mr. Ebert regarding his line clearing concerns. Mr. Ebert confirmed that the trees were cleared in May 2009, but he expressed a concern about some branches touching the neutral line. The representative agreed to further investigate to determine if any further action is needed. Mr. Ebert was satisfied, and will be notified of the results of the investigation scheduled for completion by July 24, 2009, barring any unforeseen circumstances.</p>
105	Councilman Bob Ross	The Councilman expressed concern over the routing of the new transmission lines in his area, and the effect it would have on the trees planted by the Village of Pinecrest and/or volunteers.
Status: Complete		<p>History: FPL's External Affairs, and Governmental Account Manager, have provided information to Councilman Ross on numerous occasions regarding the new transmission line route. Councilman Ross has also attended FPL "Open House" sessions that were held regarding this matter.</p> <p>Resolution: The Governmental Account Manager and External Affairs Manager will continue to address any concerns raised by Councilman Ross and/or the citizens of the Village of Pinecrest.</p>

SOUTH MIAMI		2009 Quality of Service Hearings
Transcript Page No.	Customer	Customer Comments
108	Council-member Nancy Harter	Ms. Harter stated she previously had an energy survey at her home but her bill did not reflect any reductions.
Status: Complete		<p>History: FPL records reflect a free home energy survey was conducted at Ms. Harter's residence on July 27, 1999. At that time, three air conditioning incentive rebates were issued. On November 16, 1999, FPL paid \$992 toward the customer's new energy efficient air conditioners. FPL provided further help when \$120 was paid on February 5, 2004 toward another energy efficient air conditioner. FPL records do not reflect any recent inquiries from Ms. Harter regarding energy conservation or the amount of her bills.</p> <p>Resolution: On June 25, 2009 FPL Customer Advocate Supervisor approached Ms. Harter and asked if she would like another energy survey for her home and/or business. She said she has a home that was built in the 1950s with three air conditioners. The way the home is set up it is very difficult to install any energy conservation measures. There is no ceiling insulation and it cannot be installed in the home, however, insulation has been installed under the roof tiles as a remedy. Ms. Harter declined another home energy survey, but will contact the supervisor later should she decide to have one completed for her home and/or business. The supervisor provided Ms. Harter with her business card and direct telephone number.</p>
156	Judy Hesskowitz	The customer stated she had a pole with a wire that prevents her from driving into her driveway.
Status: In-Progress		<p>History: There is no record of any prior contact from the customer regarding this matter.</p> <p>Resolution: The customer spoke with an FPL representative that was on-site at the South Miami FPSC hearing. The representative assured the customer that her concerns regarding the guy wire would be investigated, and she would be contacted with the results. FPL's field investigation revealed that the guy wire is located in the right-of-way, not on the customer's property. The guy wire would not interfere with entering the customer's driveway as it is located a minimum of 15 to 20 feet from her driveway. On July 16, 2009, an FPL representative contacted the customer and advised her of the results of our investigation. The customer questioned what alternative she would have should she want to install a circular driveway. The representative advised the customer that he would have the Service Center further investigate available alternatives, and get back with her.</p>
162	Kathy Emery	The customer was concerned that on June 23, 2009, she experienced an outage and property damage. When she contacted FPL about the problem, her account was "inactive". She was also concerned about backbilling at that address as well as another address.
Status: Complete		<p>History: FPL records indicate the account at 1051 N.E. 90 Street was in the name of Alvin Combs and was disconnected for non-payment of \$2,088.06 on March 11, 2009. At that time, Ms. Emery requested the account be established in her name. However, the final bill was unpaid (the property is jointly owned) and the order was cancelled, thus resulting in an "inactive" account. On June 23, 2009 FPL disconnected the meter for unauthorized usage. On June 24, 2009 Ms. Emery spoke to FPL and an account was established in her name; the meter was reconnected the same day.</p> <p>At the same address, the disconnection on March 11, 2009 was the result of non payment of a backbilling issued for a defective meter which also had evidence of prior meter tampering. On August 25, 2008 the account was backbilled \$3,387.87 for the billing period ending August 20, 2007-July 21, 2008. As a courtesy, payment arrangements were established twice, each for 24 months. Both arrangements defaulted due to late payment, resulting in the disconnection. FPL records also reflect on August 28, 2008 the customer stated a concern with the amount of the backbilling since the property was vacant for part of the 12-month period. FPL requested water bills to reflect the time the house was vacant, however, the bills were not provided.</p> <p>FPL records also reflect that an account in the name of Alvin Combs at 1260 N.E. 91 Street was backbilled \$1,070.81 on December 9, 2008 due to a defective meter. Based on information provided by the customer, as a courtesy, the backbilling was cancelled on March 13, 2009.</p> <p>Resolution: On July 2, 2009 Ms. Emery explained she found a tripped breaker and re-checked her appliances. There was no damage and no need to file any property damage claim. As a courtesy, on June 26, 2009 FPL agreed to remove six months of the backbilling for 1051 N.E. 90 Street, resulting in an adjustment of \$1,974.24, reducing the back billed amount to \$1,413.63. FPL also confirmed with the customer the backbilling issued at 1260 N.E. 91 Street had been removed in March. Ms. Emery stated she was pleased with FPL's response and is satisfied.</p>

Transcript Page No.	Customer	Customer Comments
180	Edward Suddrell	The customer stated he had a concern with FPL's billing practices or double billing practices.
Status: Pending Response from Customer		<p>History: FPL records show in the past FPL has provided energy efficiency assistance to the entire building Mr. Suddrell lives in by installing ceiling insulation and testing the air conditioning duct system. Mr. Suddrell is enrolled in FPL's Budget Billing and 62Plus Programs. FPL records also reflect on December 18, 2008, the customer contacted FPL with a high bill concern. A phone energy survey was completed and the customer was satisfied at that time. On May 15, 2009 Mr. Suddrell contacted FPL again about the amount of his bill. The customer indicated he felt someone was tapping into his meter. Mr. Suddrell spoke with an FPL Account Supervisor, who assisted the customer perform a breaker test. The test confirmed the meter was only registering his usage and no one else's. In addition, on May 15, 2009, FPL provided a financial assistance referral to Mr. Suddrell so he could receive help with his electric bill.</p> <p>Resolution: From June 25 through June 29, 2009, several unsuccessful attempts were made to contact the customer. On June 29, 2009, a letter mailed via overnight delivery requested contact with an FPL Advocate and offered a Home Energy Survey. As a courtesy, a payment extension was also established. To date, the customer has not responded.</p>

MIAMI GARDENS
2009 Quality of Service Hearings

Miami Gardens Summary: The Miami Gardens hearing was held at 10:30 a.m. on Friday, June 26, 2009, in the North Dade Regional Library. Thirty-five customers spoke, including one elected official, Rep. Bush. Eighteen customers (51 percent) made positive statements about FPL's quality of service and five customers (14 percent) discussed a service issue. The remaining 12 customers (34 percent) made no mention of FPL's quality of service.

Customer Service Concerns:

Since the service hearing, the company has worked with all of the customers who appeared and expressed service-related concerns in Miami Gardens. Attached is a detailed list, by transcript page number and name, with additional information regarding the concerns raised by the customer and the actions taken by FPL.

Exhibit A outlines all customers who spoke in Miami Gardens.

MIAMI GARDENS
2009 Quality of Service Hearings

Transcript Page No.	Customer	Customer Comments
98	Linda Eaford	While the customer made positive comments about FPL's service, she expressed an interest in knowing how many Miami-Dade county residents are employed by FPL. In addition, the customer inquired about how much money FPL has collected from customers who have contributed to FPL via a separate section on their electric bill.
Status: Complete		History: FPL currently employs approximately 3,983 individuals in Miami-Dade County.
		While there is no option on the bill statement to provide monetary gifts to FPL, FPL's Care to Share program is located on the bill statement. This allows customers to make donations to others who are in a crisis situation.
Status: Complete		Care To Share was created in 1994 to provide emergency assistance to customers in crisis who are unable to pay their electric bills. Since that time, the program has helped approximately 55,000 Florida families. Voluntary contributions have totaled more than \$11.4 million through 2008. These funds come from FPL customers, FPL employees and FPL corporate contributions. In 2009, for the fourth straight year, FPL Group's shareholders are contributing \$1 million to Care To Share. All contributions are used to help families in need, and are administered through nonprofit organizations.
		Resolution: Several telephone calls and voice mail messages were left for the customer, as well as a letter sent requesting contact and providing the FPL Advocate's name and direct telephone number. On July 14, 2009 an FPL Advocate spoke with Ms. Eaford and discussed the bill statement and FPL's Care to Share Program. Ms. Eaford was pleased to learn about the many families who have been helped as a result of this program. A 2008 Customer Assistance Annual Report (Exhibit D) was also mailed to Ms. Eaford, as well as a Customer Assistance Options packet (see Exhibit C). Ms. Eaford will contact the Advocate should she wish to enroll in any FPL programs.
109	Richard Mason	The customer expressed a concern that in Miami Shores, a community located in the central area of northeast Miami-Dade County, calls were made to trim trees before the hurricane, but the trees were not trimmed.
Status: Complete		History: FPL records do not reflect any prior contact from the customer regarding tree trimming.
		Resolution: On July 1, 2009, an FPL representative contacted Mr. Mason, at which time he informed the representative that he did not express any concerns regarding line clearance. No further action required.

MIAMI GARDENS

2009 Quality of Service Hearings

Transcript Page No.	Customer	Customer Comments
117	Wendell James	The customer was concerned with street lights, and trees growing into the transformers.
Status: Complete		<p>History: The customer did not contact FPL regarding these issues.</p> <p>Resolution: On June 29, 2009, a Production Lead spoke with Mr. James regarding his street light concern. The light was operative, but was being fed from a temporary source. The Lead advised the customer that the street light repairs would be completed by July 13, 2009, barring any unforeseen circumstances. The work was completed on July 10, 2009. On June 30, 2009, an FPL arborist contacted the customer to discuss his line clearance concerns. The customer was advised that the trees had been inspected, and line clearance would be completed by July 31, 2009. On July 16, 2009, the tree trimming was completed. An FPL arborist advised Mr. James, and confirmed he is satisfied.</p>
130	Pat Lightfoot	The customer states she was concerned with outages, deposits, and high bills.
Status: Complete		<p>History: During the past 12 months, the customer has experienced one sustained service interruption, and 12 momentary power interruptions (MPIs). The outage occurred on October 31, 2008, due to a wire down. Service was restored within four hours and 13 minutes after tree trimming was completed. FPL records also reflect that a Thermovision inspection and line clearance was completed on the main lines serving the customer's area.</p> <p>FPL records also reflect on April 30, 2008 the customer's deposit was adjusted to \$271 after several late payments had been received on the account. At that time, the customer was offered a deposit waiver if the account was enrolled in Automatic Bill Payment (ABP). All bills and final notices prior to the deposit adjustment included a notice about late payment and deposit adjustments. On June 6, 2008, Ms. Lightfoot contacted the FPSC regarding the adjusted deposit and complaint 781495E was filed. Also on that day, Ms. Lightfoot enrolled in FPL's ABP program and the deposit was cancelled. The matter was resolved in three days under the Customer Complaints rule.</p> <p>On May 14, 2007 a free home energy survey was completed and a ceiling insulation Watt Saver certificate was issued. On May 30, 2007 FPL paid \$300 toward the customer's ceiling insulation. Prior to that, in 1998 FPL paid a total of \$302 toward duct repairs and ceiling insulation. Ms. Lightfoot's account is currently enrolled in On Call; to date she has saved \$482. The monthly electric bills over the past 12 months have ranged from \$256 to \$513; the average bill amount was \$359.</p> <p>Resolution: On June 26, 2009, FPL spoke with the customer about line clearance in her area. On June 30, 2009, an FPL arborist advised the customer that the trees had been inspected, and line clearance in the rear of her residence would be completed by the end of July 2009. On July 16, 2009, the tree trimming was completed. An FPL arborist advised the customer, and confirmed that the customer is satisfied.</p> <p>Also on June 26, 2009, the customer was offered the option of having the ABP discontinued without having to pay the deposit. However, the customer indicated she wanted to remain on ABP. In addition, a High Bill Investigation (HBI) was offered and accepted by the customer.</p> <p>On July 1, 2009, an Energy Management Consultant (EMC) visited the location and completed a home energy survey and HBI. No problems were found with the meter; however, the customer indicated they have the air conditioner set at 74 degrees all day and a spa which runs continuously. The EMC provided tips on the air conditioner thermostat setting and recommended turning off the spa when not in use. A meter test was offered and declined by the customer. Energy conservation tips were discussed and the customer appreciated FPL's help.</p>

MIAMI GARDENS
2009 Quality of Service Hearings

Transcript Page No.	Customer	Customer Comments
135	Peggy Finley	The customer was concerned with poles, momentary power interruptions, and trees interfering with the lines.
Status: Customer Agreed Upon Plan of Action		<p>History: FPL records do not reflect contact from the customer regarding tree trimming or service reliability in her area. In addition, FPL records do not reflect any sustained outages during the past 12 months. There were five momentary power interruptions (MPIs) within the last 12 months, one of which was caused by lightning.</p> <p>Resolution: An FPL representative at the Miami Gardens hearing spoke with the customer on site. She was concerned with MPIs which she felt were being caused by trees, and one pole in her area, stating facilities needed to be transferred to a new pole so the old pole could be removed. On July 8, 2009, an FPL arborist met with the customer and conducted a visual inspection of the tree conditions in the area. The customer was advised tree trimming along the power lines has been scheduled to be completed by July 17, 2009, barring any unforeseen circumstances.</p> <p>On July 10, 2009, an FPL representative contacted the customer and advised her that an inspection of the pole in question has been scheduled to be completed by July 15, 2009. The customer is satisfied with FPL's response and the action plan provided.</p>
137	Gladys Maloy Galimore	The customer was concerned about outages, a solar water heating system she previously had at her home, and energy efficiency.
Status: Customer Agreed Upon Plan of Action		<p>History: FPL's records reflect seven sustained outages within the last 12 months. The first outage occurred on August 15, 2008, due to an animal making contact with the line. The power was restored by refusing the lateral in one hour and 25 minutes. The second, third and fourth outages occurred on August 15, August 16 and August 23, 2008, and those outages were restored when the lateral line was refused. The power was out for a total of six hours and nine minutes. The fifth outage occurred on January 21, 2009, and was restored four hours and 21 minutes later by replacing a damaged jumper. The sixth outage occurred on May 23, 2009, and was restored in 53 minutes after the lateral was refused. The seventh outage occurred on June 23, 2009, was restored in 41 minutes after a branch was cleared from the feeder.</p> <p>FPL records do not reflect any previous contact regarding energy efficiency or a request for a home energy survey. However, the account is enrolled in FPL's Budget Billing program and the customer's current average bill is \$249.</p> <p>Resolution: The customer's feeder is scheduled for trimming by year-end 2009, barring any unforeseen circumstances. In July 2009, a patrol of the customer's lateral was completed. The lines were clear of vegetation, and no equipment deficiencies were identified. The customer resides at the end of a long lateral line, and in an effort to lessen the interruptions she experiences and eliminate future fuse sizing issues, a work order has been generated to shift the load of three transformers at the beginning of the lateral to an alternate phase on the feeder. This work is scheduled to be completed by September 25, 2009, barring any unforeseen circumstances. On July 13, 2009, the customer was advised of FPL's action plan, and she is satisfied.</p> <p>On June 26, 2009 the customer advised FPL the solar water panels did not involve FPL and was done independently and she had no further need to discuss the matter. A free home energy survey was offered and an appointment was arranged. On July 8, 2009 an Energy Management Consultant (EMC) visited the location and performed an energy survey. A load test was conducted and no problems were found with the meter or the customer's equipment. However, it was determined that the customer had no insulation in the attic and a rebate incentive was issued for \$300, along with a list of Participating Contractors. On July 13, 2009 the FPL Advocate left a message for the customer to follow-up on the insulation and confirm her satisfaction.</p>

Exhibit A

2009 Quality of Service Hearings - SARASOTA			
Order #	First Name	Last Name	Tone on Quality of Service
1	Doug	Holder	No comment
2	Keith	Fitzgerald	No comment
3	Commissioner	Thaxton	No comment
4	Dick	Clapp	No comment
5	Sheila	Jerrom	Positive
6	Helen	Keller	Positive
7	Steven	Block	Positive
8	Mara	Routh	Positive
9	John	Roseboom	Positive
10	Monica	Kennedy	No comment
11	Jim	Johnson	Positive
12	Doug	Heinlen	Positive
13	Carol	Lang	Positive
14	Gayle	Reynolds	No comment
15	George	McGonagill	Positive
16	Jim	Lampl	No comment
17	Val	Gratias	Negative
18	Daniel	Blankenship	Positive
19	Erin	McLeod	No comment
20	Wayne	Sallade	Positive
21	Kelly	Kirschner	Positive
22	Max	Clark	Positive
23	Gary	Nelson	No comment
24	Tom	Houser	No comment
25	Mel	Klein	Positive
26	Ann	Willcox	Positive
27	Dave	Rossin	Positive
28	David	Bailey	Positive
29	Mel	Thomas	Positive
30	William	Christie	Positive
31	Dan	Logan	Positive
32	Leanne	Chung	Positive
33	Ella	Kennedy	Negative
34	Charles	Looney	No comment
35	Bryan	St. Laurent	Positive
36	Paul	Hartman	Positive
37	Mike	Evans	Positive
38	Sam	Horton	Negative
*39	Russ	Martin	No comment
40	John	Hendricks	No comment
41	Mary	Sheppard	No comment
42	Jerry	Koontz	Positive
43	Mitch	Mallett	Negative
44	Mandy	Hines	Positive
45	Marsha	Oldinski	No comment
46	Brian	Hall	Positive
47	Cecy	Glenn	Positive
48	Betsy	Banak	Positive

2009 Quality of Service Hearings - FT. MYERS			
Order #	First Name	Last Name	Tone on Quality of Service
1	Dan	Bergstresser	Positive
2	John	Keifer	Positive
3	Bobbi	Stage	Positive
4	Jim	Delony	No comment
5	Molly	Bundy	Positive
6	Karen	Childress	Positive
7	Frank and Don	Balogh and Morgan	No comment
8	Tracy	Whirls	No comment
9	Wendell	Taylor	Positive
10	Mat / Steve	Holiday / Nice	Positive
11	Mel	Fisher	Positive
12	Myra	Walters	No comment
13	Lou	Pontius	Positive
14	Clark	Hill	Positive
15	Andrea	Rousseau	Positive
16	Susan	Mcmanus	No comment
17	Jim	Collier	Positive
18	Cheryl	Anderson	No comment
19	Martha	Kebhart	Positive
20	Jack	Pointer	Positive
21	Peter	Dys	Positive
22	Jeffrey	Holbrook	Positive
23	George	Brondsema	Positive
24	Clark	Dahlgren	No comment
*25	Jack	Wilson	No comment
26	Reggie	Snell	Positive
27	Terry	Elder	No comment
28	Carol	Dunekirchen	No comment
29	Erik	Leitzes	Positive
30	Steve	Tirey	Positive
31	Francine	Stevens	Negative
32	Jim	Stevens	No comment
33	Joyce	Gardener	No comment
34	Dorlene	Little	Positive
35	Paul	Andresen	Negative
36	Bob	Krasowski	No comment
37	Jane	Krasowski	Negative
38	Helen	Hicks - Wiley	Positive
39	Richard	Purcell	Negative
40	Victor Anthony	Luna	No comment
41	Elizabeth	Tetreault	Positive

2009 Quality of Service Hearings - DAYTONA BEACH			
Order #	First Name	Last Name	Tone on Quality of Service
1	Joseph	Yarbrough	No comment
2	John J.	Nicholson	No comment
3	Lowell H.	Wynn	Positive
4	Colette	Valles	Positive
5	Doug	Littleton	No comment
6	Gregory	Taylor	Negative
7	Karen	Card	Positive
8	Sue	Thompson	Positive
9	Geneva	Wynter	Negative
10	Thomas	Brown	No comment
11	Frank	Spalla	No comment
12	Harley	Hoffman	No comment
13	Tony	Welch	Positive
14	Liz	Taylor	Positive
15	Bill	Ternent	Positive
16	Ron	Nowviskie	Positive
17	Nick	Sacia	Positive
18	Shannon	Hay	Positive
19	Bernard	McRay	No comment
20	Robert	Rickets	No comment
21	Betty	Browning	No comment
22	Charlie	Craig	Positive
23	Kevin	Kilian	Positive
24	Jane	Fifer	Positive
25	Karen	Jans	Positive
26	Nadine	Anderson	Positive
27	Jim	Tobin	Positive
28	Betty	Powers	No comment
29	Jim	Petrock	Positive
30	Sherry	Hudson	Positive
31	Norma Jean	Guida	No comment
32	Gwen	Azama-Edwards	Positive
33	Ben	Meek	No comment

2009 Quality of Service Hearings - Melbourne			
Order #	First Name	Last Name	Tone - Service Quality
1	Russ	Foster	Positive
2	Mary	Keating	Positive
3	Phil	Koechlein	Positive
4	Randall	Hunt	Positive
5	Abby	Walters	Positive
6	Ed	Moran	Positive
7	Walter C.	Shepard Jr.	Positive
8	Pat	O'Neil	Positive
9	Jackie	Burns	Positive
*10	Marcus	Romero	Negative
*11	John	Schantzen	No comment
12	Tony	Farace	Negative
13	James	Lefevre	Positive
14	Paul	Batick	Positive
15	Larry	Webber	Positive
16	Howard	Herrick	no comment
17	James	Eubanks	no comment
18	Robert	Scorah	Negative
19	Neal	Johnson	no comment
20	Keith	Houston	Positive
21	Keith	Winsten	Positive
22	Jack	Smink	Positive
23	Kris	Rauha	Positive
24	Jim / Mary	Evans	Positive
25	Nancy	Jepsen	no comment
*26	Larry	Bryan	Negative
27	Mark	Sailer	no comment
28	Bill	Cunningham	Positive
*29	Ed	Aubrey	Negative
30	Ron	Thorstad	No comment
31	Marlene	Abbot	Positive
32	Hugh	Muller	Positive
33	Eugene	Hajdaj	Positive
34	Suzanne	Sparling	Positive
35	Peter	Lewis	Negative
36	Edward	Lanni	Positive
37	Jose	Farina	Positive
38	Randy	Rodriguez	Positive
39	Neta	Harris	Positive
40	Janey	Monder	Positive
41	Betty	Moore	Negative
42	Shay	Baranowski	Positive
43	Robert	Reager	Negative
44	JB	Kump	Positive
45	Doris	Jaggart	no comment
46	Victor	Johnson	Negative
47	Thomas	Swindal	Negative
48	Valeria	Dietrich	Negative
49	Trudy	Infantini	no comment
50	Alfred	Daking	no comment
51	Frank	Montelione	Negative
52	Richard	Dutchik	Negative

2009 Quality of Service Hearings - West Palm Beach

Order #	First Name	Last Name	Tone - Service Quality
1	Vincent	Bonvento	Positive
2	Daniel	Comerford	Positive
3	Charles	Falcone	Negative
4	Gary	Hines	Positive
5	Steve	Berk	Positive
6	David	Trimble	Positive
7	Alice	Thompson	Positive
8	Joe	Hancock	no comment
9	Reginald	Cox	Positive
10	Seabron	Smith	Positive
11	Harold	Kleiner	Positive
12	Mark	Holmes	Positive
13	Leslie	Telford	no comment
14	Willie	Dublin	Positive
15	Michael	Weeks	Positive
16	Nicole	Christian	Positive
17	Pam	Calzadilla	Positive
18	Sherri	Scarborough	Positive
19	Lew	Doctor	Positive
20	Michael	Watt	Positive
21	Francis	Chicoine	no comment
22	Carol	Chouinard	no comment
23	Stephanie	Abbonizio	no comment
24	Sally	Erkel	no comment
25	Aaron	Ewerdt	Positive
26	Sean	Mitchell	Positive
27	Dr. David	Paulson	Positive
28	Robert	Davis	Positive
29	Shannon	Farrell	Positive
30	Edward	Wiley	Positive
31	Diane	Huff	Positive
32	Bill	Marcacci	Positive
33	Derek (Jie)	Ji	Positive
34	Sherry	Albury	Positive
35	Connie	Wang	Positive
36	Alexander	Prisant	Negative
37	Tom	Platania	Positive
38	Riley	Campbell	Positive
39	Alan	Sullivan	Positive
*40	Thomas	Saporito	Negative
41	William	Andrews	Negative
42	Walter	Feuchs	no comment
43	Russell	Noyes	Positive
44	Shawn	Whisenant	Positive
45	Laura	McLeod	Positive
46	Kyle	Hatakeyama	Positive
47	Alexandria	Larson	no comment
48	Sharon	Waite	no comment
49	David	Nickerson	Positive
50	Barry	Carson	no comment
51	Chet	Lloyd	no comment
52	Pat	Emmert	no comment
53	David	Gaidry	no comment
54	Patricia	Curry	no comment
55	Bill	Stradling	Positive
56	Gara	Jennings	no comment
57	Allyson	VonHolten	Positive
58	William	Vanrijn	no comment
59	Frank	Bautz	Positive
60	Patrick	Wilson	no comment

*See Background Section

2009 Quality of Service Hearings - Ft. Lauderdale			
Order #	First Name	Last Name	Tone - Service Quality
1	Franklin	Sands	No comment
2	Joy	Cooper	No comment
3	Clark	Reed	Positive
4	Donald	Rosen	No comment
5	Ken	Winter	No comment
6	Ken	Reinhardt	No comment
7	Melissa	Aiello	No comment
8	Gloria	Reinhardt	No comment
9	Cindy	Burkett	Positive
10	Tom	Kennedy	Positive
11	Sunitha	Desroches	Positive
12	Mark	Huard	Positive
13	Alyce	Ritter	Positive
14	Joan	Goodrich	No comment
15	Steve	Carbone	Negative
16	Mike	Moore	Positive
17	Denis	Myers	No comment
18	Gil	Lugo	Positive
19	Reed	Smith	No comment
20	Don	Prince	Positive
21	Steven	Hickman	Positive
22	Samuel	Ringel	Positive
23	Frances	Lewis	Positive
24	Georgi	Celusnek	Positive
25	Joe	Roberto	Negative
26	Ray	Dettmann	No comment
27	Lee	Rickles	No comment
28	Joyce	Salomon	No comment
29	Peg	Buchan	Positive
30	Deborah	Jones	No comment
31	George	Danz	Positive
32	JP	Newell	No comment
33	Gary	Hecker	No comment
34	Sharon	Leslie-Clark	No comment
35	Joe	Schwartz	No comment
36	Deborah	Schwartz	No comment
37	Cara	Campbell	No comment
38	Bunny	Brenneman	Negative
39	Chris	Chiari	Negative
40	Celeste	Ellich	Positive
41	Roger	Messenger	No comment
42	Dodie	Keith	Positive
43	Sam	Fields	Positive
44	Donny	Carter	No comment
45	Joshua	Otero	Negative
46	Herbert	Simpson	Negative
47	Mara	Slatnam	No comment
48	Maurice	Lord	Positive
49	David	Camp	No comment
50	Paul	Renneisen	Negative
51	Nadine	Floyd	Positive
52	Mason	Jackson	Positive
53	Pedro	Moterra	No comment
54	Jennifer	Flannery Anderson	Positive

Exhibit A - Summary of Speakers at the Hearings

2009 Quality of Service Hearings - South Miami			
Order #	First Name	Last Name	Tone - Service Quality
1	Representative	Garcia	No Comment
2	Lopez	Canterra	No Comment
3	Bernie	Sochin	Negative
4	Fausto	Alvarez	Positive
5	Hector	Seeley	Positive
6	Katy	Sorrenson	Negative
7	Leo	Roy	No Comment
8	Patricia	Schmidt	Negative
9	Raul	Eglicias	Positive
10	Chris	Summers	Positive
11	Jose	Fundora	Positive
12	William	Alexander	Positive
13	Holly	Wiedman	Positive
14	Ana	Martinez	No Comment
15	Alex	Dominguez	Positive
16	Monica	Calonge	Positive
17	Robert	Delgado	Positive
18	Delfin	Pernas	Positive
19	Curtis		No Comment
20	Peter	England	Positive
21	Kim	Woods	Positive
22	Isabel	Ramos	Negative
23	Gerardo	Fernandez	Positive
24	Mark	Oncavage	No Comment
25	Burt	Leon	Positive
26	Nestor	Vega	Positive
27	Armando	Suarez	Positive
28	Barry	Johnson	Positive
29	Charles	Ebert	Negative
30	Bob	Ross	Negative
31	Nancy	Harter	Negative
32	Linda	Grosz	Positive
33	Philip	Stoddard	No Comment
34	Bob	Welsh	No Comment
35	Angela	Pickett	Positive
36	Liz	Nolan	No Comment
37	Mario	Hernandez-Fumero	Positive
38	Amado	Costa	Positive
39	John	Breeder	Positive
40	Eliu	Moliner	Positive
41	Barbara	Rodriquez	Positive
42	Josie	Hernandez	Positive
43	Alfredo	Sotolongo	Positive
44	Alex	Lopez	Positive
45	Carlos	Trueba	No Comment
46	Ray	Melendi	Positive
47	Jason	Killins	Positive
48	Robert	Maland	No Comment
49	Judy	Hesskowitz	Negative
50	Kathy	Emery	Negative
51	Eric	Pantaleon	Positive
52	Mariano	Cruz	Positive
53	Joe	Beasley	Positive
54	Luis	Carbonell	No Comment
55	Elio	Rojas	No Comment
56	Edward	Suddrell	Negative

2009 Quality of Service Hearings - Miami Gardens			
Order #	First Name	Last Name	Tone - Service Quality
1	James	Bush	No Comment
2	Dorothy	Bendross-Mindingall	No Comment
3	Bobby	Rosenthal	Positive
4	Rita	Pierre	No Comment
5	Caesar	Seijas	Positive
6	David	Morales	Positive
7	Alan	Rigerman	Positive
8	Al	Christie	In complete
9	Lincoln	Young	Positive
10	Chris	Burns	Positive
11	Joe	Chi	Positive
12	Juanita	Bolton	Positive
13	William	Ruiz	Positive
14	Tomas	Curbelo	Positive
15	Linda	Eaford	Positive
16	Jose	Rocca	Positive
17	Richard	Mialy	Positive
18	Richard	Mason	Negative
19	Wendell	James	Negative
20	Jeff	Hunt	Positive
21	MYrna	Hernandez	No Comment
22	Francisco	Miranda	No Comment
23	Pat	Lightfoot	Negative
24	Peggy	Findley	Negative
25	Gladys	Galimore	Negative
26	Ramiro	Moreno	Positive
27	Gorgina	Hernandez	No Comment
28	Larry	Willcox	No Comment
29	Ivonne	Fernandez	No Comment
30	Daniel	Fernandez	Positive
31	Naomi	Wright	Positive
32	Virginia	McBee	No Comment
33	John	Rile	No Comment
34	AJ	Gonzales	Positive
35	H.	Soberon-Ferrer	Positive

2009 Quality of Service Hearings - Plantation			
Order #	First Name	Last Name	Tone - Service Quality
*1	Franklin	Sands *(second testimony)	no comment
2	Richard	Kaplin	Negative
3	Howard	Berger	Positive
4	Joe	Curtis	Positive
5	Flora	Almany	Positive
6	Joel	Slotnick	Negative
7	Diana	Castillo	no comment
8	Richard	Clark	Positive
9	John	Brown	Positive
*10	Tim	Haynick	no comment
11	June	Wolf	Positive
12	Henry	Salomon	no comment
13	Ida	Pamenta	no comment
14	Gloria	Flightman	Positive
15	Dolores	Pamenta	Positive
16	Henry	Cepeda	Positive
17	Michael	Melendez	Positive
18	Vilma	Labellero	Positive
19	Carol	Smith	Positive
20	Jackie	Nelly	Positive
21	Shane	Le Mar	Positive
22	Jack	Kubasek	Positive
23	Wanda	Bartley	Positive
24	Godwin	Graham	Negative
25	John	Baston	Positive
26	Don	Maines	Positive
27	Joe	Schwartz (second testimony)	Negative
28	Stephanie	Nagel	Negative
29	Kelly	Costa	Positive
30	Michael	Liberatore	no comment
31	Wesley	Noll	Negative
32	Margie Sue	Oates	no comment
33	Linda	Grant	Negative
34	Phyllis	Phynni Loconto	Positive
35	Adelle	Berger	Positive
36	Sophie	Bock	Positive
37	Anita	Steinburg	Positive
38	Arlene	Fischer	Positive
39	Alana	Mersinger	Positive
40	Ronda	Roth	no comment
41	Robert	Wilson	Positive
42	Michael	Barbere	no comment
43	Jim	Dunmire	Positive
44	Yolanda	Rodriguez	Positive
45	Mike	McNeal	no comment
46	Jean	Hansen	Negative
47	Don	Foster	Negative
48	Alana	Garey	Positive
49	Ira	Cor	Positive
*50	Bunnie	Brenneman (*2nd Testimony)	Negative

Exhibit B

Exhibit B - List of Elected Officials Who Attended the Service Hearings

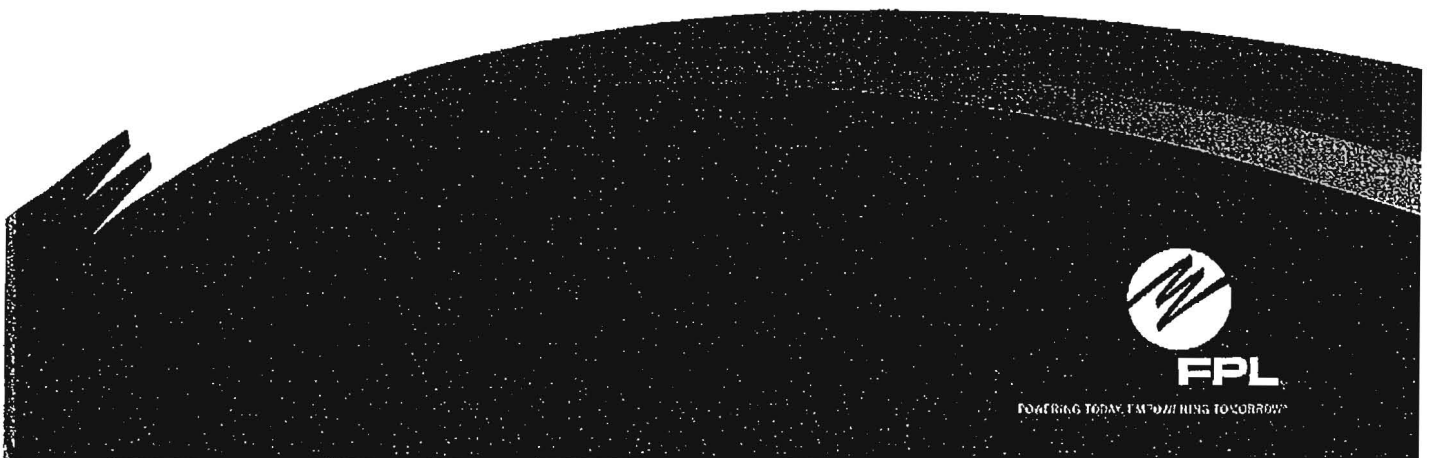
Name	Title	Governing Body	Address/Phone Number
Doug Holder	Representative	Florida House of Representatives	8486 S. Tamiami Trail Sarasota, FL 34238 941-918-4028
Keith Fitzgerald	Representative	Florida House of Representatives	1660 Ringling Blvd., Suite 310 Sarasota, FL 34236 941-955-8077
Jon Thaxton	Chairman	Sarasota County Commission	1660 Ringling Blvd Sarasota, FL 34236 941-861-5344
Dick Clapp	Mayor	City of Sarasota	1565 1 st Street, Rm 101 Sarasota, FL 34236 941-954-4115
Kelly Kirschner	Vice Mayor	City of Sarasota	1565 1 st Street, Rm 101 Sarasota, FL 34236 941-954-4115
Dwayne Taylor	Representative	Florida House of Representatives	732 Orange Avenue Daytona Beach, FL 32114 (386) 239-6202
Evelyn Lynn	Senator	Florida Senate	536 N. Halifax Ave., Suite 101 Daytona Beach, FL 32118 (386) 238-3180
Edith Miller	On behalf of Representative Dorothy Hukill	Florida House of Representatives	1398 Dunlawton Ave., Suite 1-A Port Orange, FL 32127 (386) 322-5111
Daniel Comerford	Vice Mayor	Town of Jupiter Inlet Colony	1 Colony Rd. Jupiter Inlet Colony, FL 33469 561-746-3787
Charles Falcone	Mayor	Town of Jupiter Island	2 SE Bridge Rd. Hobe Sound, FL 33455 772-545-0100
Franklin Sands	Representative	Florida House of Representatives	IMACS Office Center 7487 NW 4 th St. Plantation, FL 33317 (954) 424-6800
Gwendolyn Clarke Reed	Representative	Florida House of Representatives	Pompano Beach City Hall 100 W. Atlantic Blvd. Pompano Beach, FL 33060-6099 954-786-4848
Joy Cooper	Mayor	City of Hallandale Beach	400 S. Federal Highway Hallandale Beach, FL 33009 954-457-1318
Donald Rosen	Deputy Mayor	City of Sunrise	10770 W. Oakland Park Blvd. Sunrise, FL 33351 954-746-3250

Exhibit B - List of Elected Officials Who Attended the Service Hearings

Name	Title	Governing Body	Address/Phone Number
Carlos Lopez-Cantera	Representative	Florida House of Representatives	2300 Coral Way Suite 111 Miami, FL 33145 305-442-6877
Ernest Sochin	Councilmember	Town of Cutler Bay	10720 Caribbean Blvd. Suite 105 Cutler Bay, FL 33189 305-234-4262
Katy Sorenson	County Commissioner	Miami-Dade County	Stephen P. Clark Center 111 N.W. 1st Street, Suite 220 Miami, Florida 33128 (305) 375-5218
Bob Ross	Councilman	Pinecrest Village	12645 Pinecrest Parkway Pinecrest, FL 33156 305-234-2121
James Bush	Representative	Florida House of Representatives	Regions Bank Bldg. 3550 Biscayne Blvd. Suite 309 Miami, FL 33137 305-571-2100
Richard Kaplan	Mayor	City of Lauderhill	City Hall 3800 Inverrary Blvd., #301 Lauderhill, FL 33319 954-730-3016
Howard Berger	City Commissioner	City of Lauderhill	City Hall 3800 Inverrary Blvd. Lauderhill, FL 33319 954-730-2976

Exhibit C

Customer Assistance Options



Simple Ways To Reduce Energy Consumption



To maximize control over your electric bill, follow the tips in **bold**. These are especially useful when summer heat arrives, because air conditioning usage is a large part of what drives up your bill. Because every little bit helps, other useful tips are provided that can also help you reduce your energy usage.

To use less air conditioning

- **Adjust your thermostat:**
 - Set the thermostat at 78°- 80° while you are home.
 - Set the thermostat to 80°- 82° while you are sleeping.
- If you have a central air conditioner, use a programmable thermostat to adjust temperature automatically and maximize your energy savings.
- Turn off your air conditioner:
 - When you leave your home for the entire day.
 - When a fan is enough to make you comfortable.
 - On a cool day when you can open the windows.
- Perform basic maintenance:
 - Clean or replace air conditioning filters monthly.
 - Clean the coil on an outdoor air conditioning unit every year.
 - Caulk, weatherstrip or block gaps around doors and windows to stop air leaks.

Other major energy savers

- Turn fans off whenever you leave a room or when you are not home.
- Clean the lint filter on your dryer before every load.
- Use the auto sensor function on your dryer, if it has one, to avoid over-drying your clothes.
- If you have a pool, limit the time you run your pool pump:
 - Summer: no more than six hours a day.
 - Winter: no more than four hours a day.
- Shut down your computer and turn off the monitor when your session is over.
- Use vent fans in your kitchen and bathroom only when necessary.
- Fill open space in freezer with water jugs or bags of ice, so the refrigerator doesn't have to work as hard.

- Many electronic devices continue to draw power even when they are not in use. So, consider either plugging these devices into a power strip with an on/off button, or unplugging items when not in use. This includes:
 - TVs (Larger and plasma TVs use more electricity and produce more heat, which makes your A/C operate more.)
 - Stereos
 - DVD and DVR systems
 - Chargers for cell phones and portable electronics

Caution: shutting some items off may require reprogramming.

To use less hot water

- Do not pre-rinse dishes before you place them in the dishwasher.
- Wash laundry in cold water and adjust the water level to match the size of the load.
- Take short showers rather than baths.
- Fix any leaky faucets.
- Reduce the temperature on your water heater to 120°.

To reduce lighting costs

- Replace old light bulbs in your home which burn out most frequently with screw-in compact fluorescent bulbs.
- Turn lights out whenever you leave a room.

To reduce cooking costs

- Use a microwave, toaster oven or barbecue grill instead of a regular oven when possible. They use less electricity and add less heat to your kitchen, which reduces the impact on your A/C.
- Cover the pot when you boil water; it will boil more quickly.
- Use your oven's self-cleaning cycle only for major cleaning. Start the cleaning cycle immediately after cooking, while the oven is still hot.

Visit www.FPL.com/SavingsToolkit to take a free Online Home Energy Survey and to learn about more programs and tools to help manage energy use.

Partner With FPL For Energy Savings

Bill Amount Depends On:

- The weather. That's because heating and cooling your home takes more electricity than anything else.
- The size, age and type of your home.
- The number of people that live in your home.
- The number of appliances and electronic devices you have.

Home Energy Survey

- Whether you rent or own, the Home Energy Survey is an easy and convenient way to get expert analysis of your home's energy use along with specific ways to save.
- Call 1-800-342-5375 to schedule a free home energy survey.
- Additional survey options include:
 - Phone Energy Survey, call 1-800-347-3132
 - Online Home Energy Survey (in English and Spanish) at FPL.com/ohes.
- Call 1-800-342-5375 to schedule a free home energy survey.



Duct System Test And Repair

- Two-thirds of all homes have leaky ducts.
- Leaky ducts can cause your electric bill to go up.
- An FPL representative can visit your home and test for leaky ducts:
 - For single family detached homes, the diagnostic test costs \$30
 - For attached, manufactured and mobile homes, the visual test is free.
- FPL offers a rebate to help cover the cost of repairs:
 - For single family detached homes, each unit can qualify for up to a \$154 incentive
 - For attached, manufactured and mobile homes, each unit can qualify for up to a \$60 incentive.

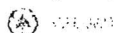
Air Conditioning

- FPL provides \$25 (administered through social service agencies) toward the purchase of a high-efficiency room air conditioner.
- If you need to replace your central air conditioning unit, FPL offers an incentive for the installation of energy-efficient units. For smaller units, the incentive may range from \$125 to \$545. The contractor will automatically deduct the incentive from the final cost of the air conditioning unit.
- For the installation, FPL provides a list of FPL participating independent contractors who have received good reviews from our customers.

Ceiling Insulation

- Adding insulation to your home can reduce heating and cooling costs, especially if your home was built before 1982.
- When you upgrade to R-19 insulation, FPL provides up to a \$300 incentive.
- Call 1-800-342-5375 for more information.

*The incentive is only available to customers who have a FPL service connection and who are not currently receiving any other incentives for the same project.



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Understanding Your FPL Bill

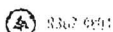
Understanding Your Bill

- FPL reads your meter every month.
- If FPL can't access your meter, FPL issues an estimated bill. The next time FPL obtains an actual meter reading, the bill is adjusted either up or down.
- FPL bills you for the amount of electricity you use, generally over a 30-day period.
- You have 21 days, or three weeks, to pay your bill, unless you're on the FPL 62Plus program.
- If the bill is not paid by the due date, FPL mails you a final notice with at least seven additional days to pay.

Did you know? Customers receive a 20 percent savings on their first 1,000 kilowatt-hours of electricity used. This rewards customers with smaller households and also those who conserve energy.



These programs are subject to modification or cancellation at any time without notice. For eligibility requirements, see guidelines in the program standards.



Understanding Your Deposit

- Because electricity is used before customers pay for it, Florida law states that utilities can assess a two-month deposit.
- Deposits are similar to a security deposit for rental housing.
- If bills are not paid on time, customers may be billed an additional deposit.
- Utilities may charge additional deposits when:
 - The customer's bill payment is late and
 - The customer's deposit is less than the average two months usage based on their own energy consumption.

Did you know? Deposits are returned in full along with 6 percent interest after 23 months of prompt payment.

Guarantee/Guarantor Program

- The Guarantee/Guarantor Program is available as an alternative to a cash deposit.
- A customer requesting this deposit alternative is referred to as the guarantee.
- To ensure deposit coverage, the guarantee may enlist a family member or friend known as the guarantor, someone who agrees to provide payment security if the guarantee should default in payment.
- The guarantor must meet certain criteria, including signing a contract along with the guarantee.
- Contact FPL Customer Care Center at 1-800-226-3545 to learn more about the Guarantee/Guarantor Program.

Did you know? Over 450,000 FPL customers now receive their bills online. If you have an active e-mail address you can make the switch too by enrolling in FPL E-Mail Bill®. You get the same bill detail and monthly newsletter you now receive by mail. Plus, you will receive e-mail due date reminders and have 24/7 access to your account. To learn more and enroll today, visit FPL.com/ebill



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Ways To Pay Your FPL Bill

If you need to pay your FPL bill right away choose:

FPL Pay By Phone®

- When you pay your bill by phone, there is no charge and you can rest assured that the payment from your checking account is processed on time through our secure connection.
- To use this free service, call in your FPL payment 24-hours a day for instant posting to your FPL account. Call 1-800-226-5885.

FPL Pay Online®

- When you pay your bill online, there is no charge and you can rest assured that the payment from your checking account is processed on time through our secure connection.
- For more information, visit FPL.com/payment.

Credit/Debit Card Payment

- Pay your bill with a credit card or debit card by using Western Union® Speedpay®.
- Your payment will be posted within minutes, confirmation is immediate and all of your personal information is safe and secure.
- Call Western Union toll-free at 1-800-979-3967 or visit FPL.com/paycard.
- A fee will apply.

Pay In Person

- To locate the nearest pay agent, call 1-800-226-5885.
- A fee may apply.



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FPL offers many other convenient ways to pay your bill:

FPL Automatic Bill Pay®

- Your electric bill is paid automatically every month; that's because your payment is withdrawn on time from your bank account according to the schedule you select.
- You still receive a monthly statement for review and record keeping.
- You save time, postage and check writing.
- For more information, visit FPL.com/autopay or call 1-800-226-5885.

Mail

- You can mail a check or money order. Please include your FPL account number.
- Mail your payment to:
FPL
General Mail Facility
Miami, FL 33188-0001
- Please allow time for postal delivery by the due date.



POWER NG TODAY EMPOWERING TOMORROW®

Let FPL Help You Manage Your Bill

FPL On Call[®]

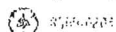
- On Call is an easy way to lower your electric bill.
- By going "On Call," you let FPL occasionally cycle off select major appliances for short periods of time, only when absolutely necessary.
- You receive a credit on your electric bill every month (save more than \$100 a year) even if the program is never activated.
- To find out more, call 1-800-342-5375.

FPL Budget Billing[®]

- Most of us use more energy to keep cool in the summer and that impacts your bill.
- To prevent large month-to-month fluctuations in your bill, you can sign up for the FPL Budget Billing[®] program.
- Budget Billing evens out your energy costs throughout the year, so you pay about the same amount each month.
- While it is not a savings plan, Budget Billing makes it easier to manage your monthly expenses because you'll have a steady bill payment year-round.
- For more information, visit FPL.com/resbb, or call 1-800-342-5375.



These programs are subject to budget shortfalls and other factors. FPL will not guarantee that other rate components are consistent with budgeted standards.



FPL 62Plus

- FPL 62Plus is for residential customers receiving Social Security, disability or government payments and receipt of these payments doesn't line up with the FPL bill due date.
- FPL 62Plus allows one full month to pay after the bill is issued, regardless of when the benefit check is received.
- For more information, visit FPL.com/62plus, or call 1-800-342-5375.

FPL Friendly Reminder[®]

- FPL Friendly Reminder is a free service for customers who live alone or have a language or reading difficulty.
- FPL Friendly Reminder creates a buddy system to help remind a customer that their electric bill payment is past due.
- The customer's buddy can be a relative, friend, caregiver, neighbor, clergyman, social worker or trustee.
- The customer can designate the buddy to receive notification of any final notices that result from past due bills.
- The buddy is not responsible for paying the bill, just for reminding you to pay your bill.
- For more information, visit FPL.com/remind, or call 1-800-342-5375.



FPL.

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FPL Has Several Special Assistance Programs

FPL Care To Share®

- Helps customers in need avoid losing their electric service.
- Funds come from voluntary contributions from FPL customers, shareholders and employees as well as corporate contributions from FPL.
- One hundred percent of the funds collected are used by FPL partner agencies to provide energy assistance for customers in need.
- Provides assistance for electric service once in a 12-month period per household.
- Online, visit FPL.com/vc2s, then click on FPL partner agencies, or call the number on your electric bill.

ASSIST

- Offers emergency payment assistance to eligible customers from our agency partners, including state government, community action agencies, non-profits and other social service organizations.
- Customers receive assistance toward their electric bill if they meet qualifying criteria. Criteria may vary by agency and type of funding available.
- Call the number on your electric bill for more information.

Quick


Tip: Assistance resources may be limited, unavailable on occasion and vary from county to county. Agencies may require proof of income and other information.

AWARE (Always Watching for At-Risk Elders)

- If you or someone you know is an elder suffering from physical, emotional and mental distress, there is help.
- FPL has trained its field employees to identify elders showing signs of being at-risk.
- FPL field employees refer at-risk persons to human service agencies that may provide the help they need.



Electric assistance programs are subject to availability and are not intended to replace other utility services. Funds are provided by the utility and are not guaranteed.

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Helpful Programs From FPL

Medical Insurance Record Booklet

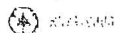
- Keep track of your medical bills and insurance payments with this handy booklet.
- Contains an easy-to-use worksheet to track:
 - Medical services and providers
 - Medicare/Medicaid claims or payments
 - Other insurance claims or payments.
- Call 1-800-342-5375 for your free copy.

Hurricane Guide For Seniors

- If you or a loved one is a senior citizen, this guide is a helpful tool to ensure successful planning, preparation and safety during this hurricane season.
- It provides helpful hints on caring for seniors with special needs, offers a hurricane planning checklist and more.
- Call 1-800-342-5375 or visit FPL.com/storm and click on "For your home."



** All programs are subject to budget and program funding. All programs are subject to change without notice. All programs are subject to change without notice.



Medical Essential Services Program

- If you have special medical needs and depend on electricity to prevent serious complications, FPL may be able to assist you.
- Qualifying customers receive:
 - Limited payment extensions
 - A notice from FPL before the scheduled loss of electric power
 - A referral to human service agencies for more assistance.
- For more information, visit FPL.com/mesp or call the number on your electric bill.

Quick

Tip: Every year, a doctor must certify that you qualify for this program.

Special Communications Services

- If you are hearing or speech impaired, call our (TTY-TDD) number: 1-800 432-6554 (toll-free in Florida).



POWERING TODAY. EMPOWERING TOMORROW.

Exhibit D

Exhibit D – Customer Assistance Annual Report

Providing special care for customers with special needs



Dear Valued Customer:

As part of our commitment to you and the communities we serve, Florida Power & Light Company strives to be a good neighbor and a caring corporate citizen. This is especially true when it comes to serving our most vulnerable customers — the elderly, low-income, unemployed and infirm.

As this report illustrates, our efforts on behalf of families and individuals in need are concentrated in three areas:

Advocacy: FPL continues to be a strong advocate for increasing financial assistance for at-risk customers. Working closely with partner agencies and other utilities, we have been successful in helping to increase federal and state support for customers who need help the most.

Financial Support: Together with our employees, FPL has contributed millions of dollars in financial support for customers in need, which is made available through organizations such as the United Way, The Salvation Army and community-based nonprofit agencies.

Energy Efficiency Solutions: FPL offers a wide variety of programs to help customers understand and gain more control over their energy usage so they can spend less to meet their energy needs.

We wish to recognize the many charitable organizations and government agencies who partner with us to support our customers in need of assistance. We appreciate their commitment and the extraordinary efforts they have devoted to at-risk Floridians.

Our goal is to make energy more affordable for customers with special needs who are experiencing difficulty paying their electric bills. We will continue to work for all of our customers and to identify multiple, sustainable and integrated solutions to help them.

Marlene Santos

Marlene Santos
Vice President, Customer Service
Florida Power & Light Company

Exhibit D – Customer Assistance Annual Report

Advocating for customers in need

FPL's advocacy efforts in 2008 resulted in more assistance funding for at-risk customers.

Coalition helps to increase LIHEAP funding

In 2008, FPL and other allies, including the Coalition for Affordable Energy for All, advocated to influence the federal government to allocate \$5.1 billion in 2009 for the Low Income Home Energy Assistance Program (LIHEAP), the federal government's primary program to help qualified low-income households and senior citizens pay their energy bills. This represents an increase of \$2.5 billion over 2008. As a result, Florida will receive nearly \$102 million in 2009, up from \$30 million in 2008¹.

For FPL customers, this translates into an increase of nearly 250 percent, from \$12 million in home energy assistance in 2008 to as much as \$40 million in 2009.

In 2008, the U.S. Department of Health and Human Services estimated that roughly 2 million Florida households were at or below 150 percent of the poverty level and therefore eligible for LIHEAP help in Florida.

Historically, Florida provides assistance to around 75-80,000 households per year. The number of Floridians receiving assistance is expected to increase because of the additional LIHEAP funding.

FPL and state agency help increase aid

Since 2006, FPL has worked closely with the Florida Department of Community Affairs on the Florida LIHEAP Leveraging Initiative, which helps to ensure that additional energy assistance reaches those in need.

Under this initiative, the federal government awards incentive funds to states that use their own or other non-federal resources to supplement – or “leverage” – federal LIHEAP dollars. Over the past three years, the initiative has provided Florida with an additional \$750,000, which helped approximately 3,500 more families.

Coalition promotes more statewide assistance

To help Florida families in need, FPL started the Florida Energy Affordability Coalition (FLEAC) in partnership with the Florida Department

▼ FPL Special Consumer Specialist Dave Lynn, second from right, was part of a team that met with legislators in Tallahassee, Fla., about the need to support programs for the elderly. Pictured with Dave are (from left) National Strategies Inc. President Robert Beck, Florida Association of Aging Services Providers President Terri Barton and Florida Rep. Juan Zapata.



¹Source: LIHEAP Clearinghouse

of Community Affairs, other state agencies, charitable organizations and other electric utilities in Florida.

Since its formation in 2006, FLEAC has searched to find new sources of assistance funding, advocated on behalf of increasing federal assistance dollars to Florida and worked to find other ways to make energy more affordable for low-income and senior households in Florida.

In 2008, FLEAC developed a series of recommendations on energy affordability. These recommendations were presented to the Governor's Energy Commission in January 2009.

Supporting customers in need

In 2008, FPL substantially increased financial assistance to low-income and elderly customers.

FPL donated \$1 million annually to FPL Care To ShareSM

FPL's Care To Share program provides emergency assistance funds to customers who are in a crisis situation and unable to pay their electric bills.

For three years in a row, FPL has donated \$1 million and will make another \$1 million contribution to Care To Share in 2009.

In 2008, more than 1,100 employees pledged nearly \$50,000 through FPL Care To Share program payroll deductions, more than doubling employee contributions made in 2007. FPL also started www.FPL.com/c2sdonate, a new donation channel for customers.

Contributions from the company as well as from FPL employees and customers reached the needy through FPL's partnerships with hundreds of human services agencies.

Since it was founded in 1994, Care To Share has raised more than \$11.4 million and has provided assistance to more than 55,000 families.

Partners support ASSIST program

FPL's ASSIST Program helps eligible customers by facilitating emergency payment assistance through state government agencies, community action agencies, nonprofits and social service organizations. FPL ASSIST works with a network of more than 700 low-income/elderly service organizations throughout Florida.

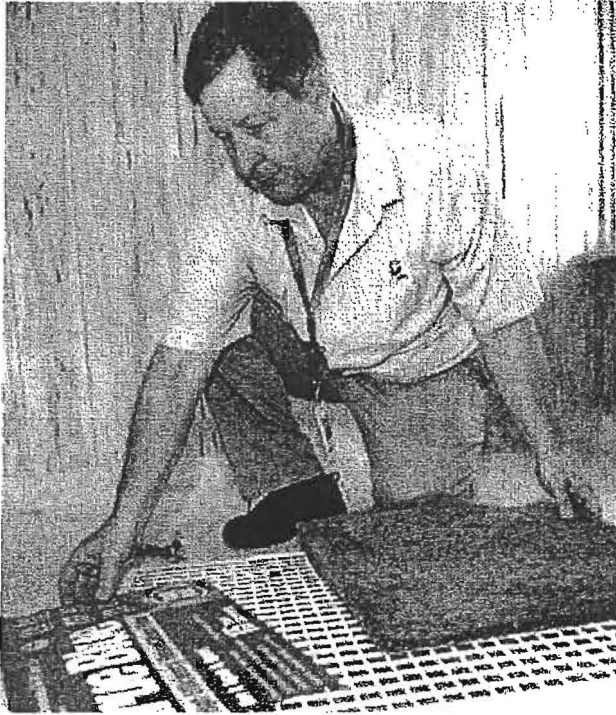
In 2008, FPL's ASSIST group, along with its payment processing center, processed more than 83,000 commitments from network partners, yielding nearly \$16 million for low-income families.

To qualify customers for assistance in a more efficient manner, FPL launched a web-based portal for the ASSIST program. More than 150 social service agencies use the portal – www.FPL.com/assist – to qualify customers more quickly. This web portal project was recognized as runner-up in the 2008 Chartwell, Inc. best practices competition for electric utilities.

FPL programs meet special energy needs

FPL programs address a variety of concerns about energy and other basic needs.

Exhibit D – Customer Assistance Annual Report



▲ FPL employee installs an air filter as part of a home energy makeover.

» FPL accommodates acute medical cases

FPL offers special assistance to customers who need an uninterrupted supply of electricity for medical reasons.

Under FPL's Medically Essential Service Program (MESP), eligible customers – residential customers whose electric service is deemed medically necessary by a licensed Florida physician – receive a limited extension of time to pay their bills, special notices before electrical service is disconnected for non-payment and referrals to social service agencies that provide financial assistance.

Because of this program, customers in special circumstances have time to secure funds or make other arrangements.

» Assistance available in storm emergencies

To supplement the Medically Essential Service Program, FPL has in place the EASE program, or Easing Assistance with Storm Emergencies Program. EASE provides pre- and post-storm support for MESP customers, including supplying them with "Storm Care Cooler Kits" containing emergency staples. The company also provides a \$100 rebate to MESP customers for emergency generators.

» Employees lead AWARE program

Under the AWARE program, FPL field employees have been specially-trained to identify and refer potentially at-risk elders to social service organizations. Since the AWARE program began, hundreds of seniors – who otherwise might have been missed – have received payment assistance and other human services from FPL's agency partners.

» FPL has extreme-temperature-no-shut-off policy

The company maintains an "extreme-temperature-no-shut-off" policy. In times of extremely high or low temperatures, FPL suspends service disconnection activity, providing relief for low-income and elderly customers who are most at risk.

Programs help customers manage energy bills

Besides offering special programs and services for low-income and at-risk customers, FPL has several ways for customers to better manage their electric bills:

- » FPL Budget Billing® – This program gives customers more predictable electric bills by smoothing out energy costs over the year so they pay about the same amount each month.
- » FPL Automatic Bill Pay® – This is an automatic bill payment method allowing customers to pay their bill on time every month using their bank account.
- » FPL 62 Plus – This program gives customers who rely on fixed-income payments one full month to make a payment after a bill is issued, regardless of when they receive their income.

Delivering energy-efficiency solutions for customers in need

Energy efficiency increases affordability

In 2008, FPL continued to offer energy-efficiency programs and initiatives for low-income and special needs customers. Specifically, FPL has:

- » Co-sponsored energy education seminars in Miami-Dade and Broward counties, in partnership with the Association of Community

▼ FPL employee installs energy-saving lights as part of a home energy makeover.



Exhibit D – Customer Assistance Annual Report

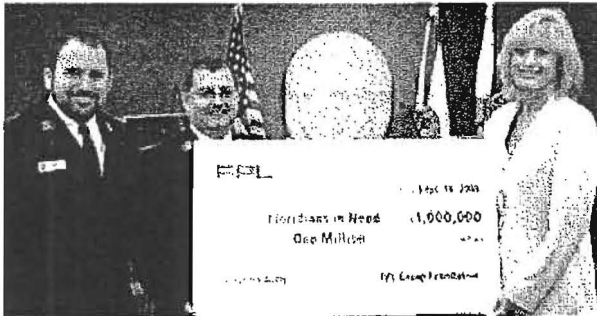
Organizations for Reform Now (ACORN) and other agencies, where interested parties learned about home energy efficiency and energy-saving products. They also could make appointments to determine if they qualify for energy payment assistance. In 2009, FPL plans to partner with other low-income advocacy agencies to deliver more energy education seminars to low-income and at-risk customers throughout the FPL service area.

- » Supported home energy makeovers in Miami and Ft. Pierce to install free energy-efficiency home improvements in low-income households. Since 2006 FPL has provided free energy-efficiency home improvements to more than 250 low-income households throughout our service territory.
- » Incorporated our BuildSmart® energy-efficiency features into 166 Habitat for Humanity homes, helping families in need save on their energy bills. FPL employees often volunteer to help construct these BuildSmart homes, working on the projects alongside the low-income homebuyers.
- » Continued to support incentive programs for low-income energy-efficiency installations for weatherization improvements, including air conditioning, weatherstripping and more.
- » Maintained a reduced energy rate of 20 percent for the first 1,000 kilowatt hours used.



▲ An FPL energy management consultant provides a customer with an evaluation of her home's energy usage.

FPL reaches out to community groups



▲ Patrick Richmond, Salvation Army West Palm Beach Area Commander Captain, Major Fernando Martinez, Salvation Army Miami Area Commander and Pamela Rauch, Vice President of External Affairs for FPL.

In 2008, FPL contributed more than \$1 million to sponsor the Basic Needs Initiative in partnership with The Salvation Army. This program provides at-risk customers with financial or other non-energy assistance during a personal crisis.

The company also partnered with the Florida Council on Aging and AARP to help the two groups with their advocacy efforts on behalf of Community Care for the Elderly (CCE) programs. CCE provides community-based services to assist qualifying seniors age 60 and over to remain in their homes or the home of a caregiver rather than relocating them to assisted living facilities.

FPL's community support in 2008 extended to many other groups, including:

- » 211 Information and Referral Services
- » Alzheimer's Associations
- » Meals on Wheels
- » Coalitions for the Homeless
- » Senior Resource Alliance
- » Area Agencies on Aging
- » Community Action Agencies

In addition, FPL in 2008 donated \$500,000 to Camillus House, a homeless shelter in Miami. The money is designated for a new welcome center that will serve as the access point for basic human and emergency services, including clothing, shelter and bus tokens.



▲ FPL executives present a \$500,000 check to Camillus House officials to help the homeless shelter build a welcome center.

Our Pledge

FPL will continue to work to identify, create and support viable solutions, programs, products and services that will enable our low-income customers to improve the quality and dignity of their lives through affordable and reliable energy.

▼ FPL employees volunteer to help build Habitat for Humanity homes that also include energy-saving features from FPL's BuildSmart program.



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Exhibit E

Exhibit E - Miami Gardens Reliability Data as Requested by Commissioner Skop

Below are the reliability data for Miami Gardens as requested by Commissioner Skop during the Miami Gardens Quality of Service Hearing.

Reliability Data	M. Gardens YE 2006	FPL YE 2006	M. Gardens YE 2007	FPL YE 2007	M. Gardens YE 2008	FPL YE 2008
SAIDI	142.7	74.3	82.8	73.2	88.2	67.2
SAIFI	1.84	1.29	0.92	1.21	1.09	1.07
CAIDI	77.7	57.8	90	60.3	81	62.9
MAIFle	13.9	11.1	13.3	11.4	10.1	10.5