

000824-ET

R. Earl Poucher

MR 9.15.03
DECLASSIFIED
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(PART 1 OF 3)
DOCUMENT NUMBER-DATE

02100 FEB 21 88

FPSC-COMMISSION CLERK

1 The attachment states, "Should these poles fail, they could cause outages, but the
2 most significant impact would be as a safety concern with the general public and
3 especially with FPC employees."
4

5 Mr. Habermeyer also mentioned the need to accelerate pole replacements and the
6 company has identified \$6 million worth of deteriorating pole replacements that
7 have already been identified as being unsafe to climb and in need of replacement.
8

9 FPC witness Rogers states on Pg. 5 of her testimony that "Florida Power's
10 transmission system was installed in the 1950s, 1960s and 1970s, and it is now
11 showing signs of age." She further states that the company is "committed to
12 accomplish needed repairs and replacement of equipment over a three-year time
13 horizon." She further states, "Stretching the process out over any longer period of
14 time would expose our customers to risk of system failures, and invite complications
15 if we experience severe storms in the interim." (Pg. 5, L16- Pg. 6-L14)
16

17 The needed transmission improvement initiatives identified by witness Rogers
18 amount to \$29 million in O&M expense and \$38 million in capital expense over the
19 three year period.
20

21 Florida Power's own testimony supports the position that much of its plant is
22 antiquated, in need of repair and replacement, and that the failure of the company to
23 keep up with the deterioration of its facilities in the past is the reason for much of the
24 customer criticism that the company is experiencing today. Florida Power will gain
25 [BEGIN CONFIDENTIAL] \$128 million [BEGIN CONFIDENTIAL] in

Exhibit REP-2
Docket 000824-EI

PSC LOGGED CUSTOMER COMPLAINTS

FPSC LOGGED CUSTOMER COMPLAINTS 11/99-12/99

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Case No.	Date Recd	Date Due	Ext. Date	Date Sent	Complain Number	Inquiry Referral Letter	Account Number Complainant's Name	Type	Service of Billing	Ruling	Replied By	Area of Responsibility	Avoid?	FPSC Reply Recd?
1	11/01/99	11/16/99		11/23/99	223-287376	E	Yeates, Kevin 21878-08244	23	Billing	N	Credit		U	
2	11/02/99	11/16/99	12/08/99	12/08/99	224-287494	E	Warren, Carolyn 48643-54070	13	Billing	N	Credit		U	
3	11/02/99	11/16/99		11/15/99	225-287679	C	Milillo, Mitchell 81828-33172	15	Service	N	Credit		U	
4	11/04/99	11/18/99	12/10/99	12/10/99	226-287991	E	Deneen, Darrell P 84481-80898	2	Service	N	E&O Ocala		U	Yes
5	11/05/99	11/22/99		11/10/99	228-288297	C	Stiles, Lisa 37512-71461	15	Service	N	Consumer Affairs		U	
6	11/10/99	11/24/99	12/13/99	12/13/99	229-289209	E	Schweer, Rebecca 60766-13339	2	Service		E&O St. Pete		U	
7	11/01/99			11/01/99	230-285197	E	Marion County Schools	99-14	GI	N	Consumer Affairs/ Pricing		U	
8	11/10/99	11/29/99	**Repeat Customer	12/16/99	231-289382	E	Vazquez, Eduardo 02415-26545	2	Service	N	E&O Ocala		U	Yes
9	11/12/99	11/26/99		12/09/99	232-289393	E	Howden-Ohlson, Michelle 26175-68306	16	Billing	N	Credit E&O		U	
10	11/15/99	12/02/99		12/08/99	233-289703	E	Chalcraft, Holly 54920-52413	2	Service	N	Walsingham		U	Yes
11	11/16/99	12/02/99	12/17/99	12/16/99	234-290115	E	Hughey, Anthony 98220-33259	16	Billing	N	Credit		U	
12	11/17/99	12/01/99		12/06/99	235-289418	E	DiBartolomeo, John 07531-58860	99-2	GI	N	Claims		U	

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FPSC LOGGED CUSTOMER COMPLAINTS 11/99-12/99

Case No.	Date Rec'd	Date Due	Ext. Date	Date Sent	Complaint Number	Inquiry Referral Letter	Account Number / Complainant's Name	Type	Service or Billing	Rule No.	Replied By	Area of Responsibility	Final Reply Avoided	FPSC Reply Rec'd
13	11/19/99	12/07/99	12/23/99	12/23/99	236-291243	E	Daniels Manufacturing 95418-77300	2	Service	N	E&O Buena Vista		A	Yes
14	11/22/99	12/07/99		12/13/99	237-291707	E	Hirnelson, Richard 23757-92191	23	Service	N	E&O Lake Wales		U	
15	11/22/99	12/07/99		12/15/99	238-291872	E	Wright, Morgan 58467-82354	4	Service		E&O Apopka	Tree Trimming	A	
16	11/22/99	12/08/99		12/13/99	239-291578	E	Lynn, Rodney 73877-89350	1	Service	N	E&O Buena Vista		U	
17	11/23/99	12/10/99		12/13/99	240-292027	E	Whigham, Susan 75456-56770	3	Service	N	E&O Jamestown		U	
18	11/30/99	12/14/99		12/21/99	241-293035	E	Moentman, Dean 14734-75125	99-14	GI	N	Energy Mgmt		U	Yes
1	12/01/99	12/15/99		12/22/99	242-293356	E	Chand, Clation 01649-24109	99-2	GI	N	Claims		U	Yes
2	12/02/99	12/16/99		12/23/99	243-293411	E	Pelican Point Seafood 54063-22946	99-2	GI	N	Claims		A	Yes
3	12/02/99	12/17/99		12/15/99	244-293402	C	Bass, Jelani 80922-23542	19	Billing	N	Credit		U	
4	12/10/99	12/28/99		12/31/99	245-295207	E	Bieloh, Robert 73154-39187	99-2	GI	N	Claims		U	Yes
5	12/14/99	12/29/99		12/31/99	246-295725	E	Alexander, Robert 81578-53068	7	Billing	N	Credit		U	
6	12/14/99	12/29/99		01/06/00	247-295833	E	McKelvahn, Damon 57572-31199	16	Billing	N	Billing		U	

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FPSC LOGGED CUSTOMER COMPLAINTS 11/99-12/99

# Per Month	Date Rcvd	Date Due	Ext. Date	Date Sent	Complaints Number	Indiv. Referral Letter	Account Number Complainant's Name	TVMS	Service Category Billing	Billing	Replied By	Area of Respons. Billing	Void?	FPSC Reply Ret'd?
7	12/14/99	12/29/99		12/17/99	248-295867	E	Molano, Monica 76491-52319	3	GI	N	Credit			U
8	12/20/99	01/04/00		01/12/00	249-296643	E	Helmick, Edward 26552-75588	24	Billing	N	Credit			U
9	12/22/99	01/06/00		01/14/00	250-297225	E	Macht, Bernard 70450-06216	13	Billing	N	Resl Field Services			U
10	12/23/99	01/07/00		01/12/00	251-296677	E	Pfeiffer, John 34138-98506	13	Billing	N	Billing			U
11	12/28/99	01/12/00		01/18/00	252-297686	E	Olson, Phillip	21	Billing	N	Billing			U
12	12/28/99	01/13/00	01/28/00	01/28/00	253-297745	E	Riddle, Robyn 57526-99634	2	Billing	N	Meter Reading			A
13	12/28/99	01/13/00		01/18/00	254-297797	E	Bogadi, Charlotte 87865-01333	11	Billing	N	Billing	Meter Reading		A
14	12/28/99	01/13/00		01/19/00	255-297688	E	Bredthauer, Reimer 06449-74710	99-2	GI	N	Claims			U Yes
15	12/30/99			12/30/99	256-298190	C	Farrell, James 25439-81211	3	GI	N	Consumer Affairs			U
16	12/30/99	01/17/00		01/21/00	257-298271	E	Bains, Diane 90004-08265	7	Billing	N	Solution Stores			U

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FPSC LOGGED CUSTOMER COMPLAINTS 2000

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Case No.	Date Rcvd	Date Due	Exp. Date	Date Sent	Complaint Number	Category	Account Number Complainant's Name	Type	Service of Billing	Rule No.	Replied By	Agent Responsibility	Avoided	Previous Courtesy	Priority Day	Escalated
1	01/03/00	01/17/00		01/21/00	1-298411	E	Hughes, Frank A 63663-23673	8	Service	N	E&O Apopka		U			
2	01/04/00	01/19/00		01/26/00	2-298867	E	Gross, Christa 30135-81375	16	Billing	Y-25- 6.104	Credit	Credit	A			
3	01/05/00	01/21/00		01/26/00	3-298971	E	James, Susan 53307-69095	13	Billing	N	Resi Field Services		U			
4	01/06/00	01/21/00	02/04/00	02/04/00	4-299161	E	Billings, Justin 77295-90182	13	Billing	N	Consumer Affairs	Meter Dept.	A			
5	01/07/00	01/21/99	02/04/00	02/04/00	5-297623	E	Skldmore, Kenneth 02312-09653	2	Service	N	E&O Clearwater		U			Yes
6	01/10/00	01/24/00		02/01/00	6-299631	E	Faust, Hans 03206-39861	2	Service	N	E&O Clearwater		U			Yes
7	01/12/00	01/26/00		02/01/00	7-299931	C	Languirand, M. (Shady Oaks) 44350-26149	1	Billing	N	Billing		U			
8	01/13/00	01/28/00		01/20/00	8-300472	E	Davis, Virginia 62168-98267	99-2	GI	N	Claims		U			Yes
9	01/14/00	01/28/00		02/04/00	9-300554	E	Bradley, George 87805-75160	99	GI		Power Quality		U			
10	01/19/00	02/02/00		02/08/00	10-301094	E	Demirdjian, Marle 93144-66324	8	Service	N	E&O Buena Vista		U			Yes
11	01/03/00	01/14/00	01/21/00	01/19/00	11-298299	C	Wilcox, Phyllis 54517-94465	3	GI	N	Credit		U			
12	01/24/00	02/08/00	02/18/00	02/18/00	12-302082	E	Levy, Barry 84963-57298	13	Billing	N	Resi Field Services		U	Yes		
13	01/03/00	01/17/00		01/25/00	13-298473	E	McCarthy, Michael 67697-67237	99-2	GI	N	Consumer Affairs		U			
14	01/25/00	02/09/00		02/15/00	14-302623	E	Young, Lisa 22400-72997	2	Service	N	E&O Jamestown		U			Yes
15	01/27/00	02/10/00		02/17/00	15-303074	E	Stapleton, Wayne 42064-83458	2	Service	N	E&O Lake Wales		U			Yes
16	01/27/00	02/10/00		02/17/00	16-303111	E	Terrell, Grady 96893-35232	23	Billing	N	Credit		U	Yes		

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FPSC LOGGED CUSTOMER COMPLAINTS 2000

Pa Mo	Date Rcvd	Date Due	Exr Date	Date Sent	Complain Number	(E) (C)	Account Number Complainant's Name	Type	Service or Billing	Rating	Replied By	Area of Responsibility	Avblty	Previous Courtesy Call	Prbr nd Day	Psc Close Call Rel
17	01/28/00	02/14/00		02/18/00	17-303217	E	Kilpo, Edward 44579-65163	2	Service	N	E&O Ocala		U			Yes
1	02/01/00	02/15/00	03/03/00	03/03/00	18-303601	E	Specialty Claim Svc 08782-90012	1	Billing	N	Small Business		U			
2	02/01/00	02/15/00		02/21/00	19-303760	E	Drake, Theresa 59587-42736	16	Billing	N	Billing		U			
3	02/04/00	02/18/00		03/03/00	20-304501	E	Johnson, Alexander 26464-54375	13	Billing	N	Resi Field Services		U			
4	02/08/00	02/22/00		02/22/00	21-304674	E	Christianson, John 26127-55578	99-2	GI	N	Claims		U			Yes
5	02/11/00	02/25/00		03/01/00	22-305074	C	Farley, David	99	GI	N	Consumer Affairs		U			
6	02/14/00	02/29/00		03/03/00	23-305593	E	Hensch, Richard 41705-81445	2	Service		E&O Apopka		U			
7	02/15/00	03/01/00		03/07/00	24-306014	E	Benjamin, Nancy 33551-51426	13	Billing	N	Resi Field Services		U			
8	02/16/00	03/01/00		03/08/00	25-306129	E	Acker, Robert 29348-34207	4	Service	N	Tree Trimming		U			
9	02/18/00	03/03/00		03/09/00	26-306241	E	Sterling Park Housing	99-2	GI	N	E&O Jamestown		U			
10	02/18/00	03/03/00		03/10/00	27-306547	E	Argall, Roger 24318-40338	12	Service	N	E&O Buena Vista		U			
11	02/23/00	03/08/00	03/24/00	03/24/00	28-307133	E	Wright, Eric 48197-78520	23	Billing	N	Credit		U	Yes		
12	02/23/00	03/09/00		03/15/00	29-307172	E	Sergeon, Danny 88118-52345	13	Billing	N	Resi Field Services		U			
13	02/25/00	03/10/00		03/17/00	30-307521	E	Walker, Bernard 98091-38359	23	Billing	N	Credit		U			
14	02/29/00	03/14/00		03/20/00	31-307815	E	Richards, George 49671-22518	7	Service	N	E&O Buena Vista		U			
1	03/03/00	03/17/00		03/24/00	32-308457	E	Pirker, Arthur 80784-17613	99-2	GI	N	Consumer Affairs		U			

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FPSC LOGGED CUSTOMER COMPLAINTS 2000

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Par Mos	Date Rcvd	Date Due	Exc Date	Date Sent	Complaint Number	Case (#)	Account Number Complainant's Name	Type	Service or Billing	Ruling	Replied By	Area of Responsibility	Avoid?	Previous Courtesy Call?	Encl Day	FPSC Close Out Letter Recd?
2	03/07/00	03/21/00		03/28/00	33-308927	E	Huggins, Gary 34947-13346	99-2	GI		Claims		U			Yes
3	03/07/00	03/21/00		03/28/00	34-308956	E	Keaton, Blanchie 28863-00001	99-23	GI	N	Consumer Affairs		U	Yes		
4	03/09/00	03/23/00		03/29/00	35-309042	E	Creedon, Catherine 19199-65102	19	Billing		Credit		A			
5	03/09/00	03/23/00		03/28/00	36-309265	E	Weiser, Richard 34689-02019	16	Billing	N	Billing		U			
6	03/09/00	03/23/00	04/07/00	04/07/00	37-309137	E	Wilson, Eric 95671-33483	13	Billing	N	Resi Field Services		U			Yes
7	03/10/00	03/24/00		03/28/00	38-309412	E	Brasseur, David 49713-15576	3	Service	N	E&O Clearwater		A			
8	03/13/00	03/27/00	04/14/00	04/13/00	39-309639	E	Heritate Homes 59768-54417	12	Service	N	E&O Ocala		U			
9	03/13/00	03/27/00		03/31/00	40-309881	E	Sheeley, Vanessa 60767-07498	13	Billing	N	Resi Field Services		U			
10	03/14/00	03/29/00		04/03/00	41-308495	E	Kessler, William 76154-47229	4	Service	N	Tree Trimming		U			
11	03/14/00	03/29/00		04/04/00	42-308074	E	Clemmons, Daniel 10652-18252	13	Billing	N	Resi Field Services		U	Yes		
12	03/14/00	03/29/00		04/04/00	43-310266	E	Todhunter, Terry 79964-32400	99-2	GI	N	Claims		U			Yes
13	03/15/00	03/29/00	04/14/00	04/14/00	44-310233	E	Phillip Roy, Inc. 57890-36241	2	Service	N	Claims		U			Yes
14	03/17/00	04/03/00		04/07/00	45-310858	E	Duke, Nadine 21089-56012	25	Service	N	Billing		U			
15	03/21/00	04/07/00		04/10/00	46-311182	E	Isaacson, Arlette 73028-74467	99-2	GI	N	Claims		U			Yes
16	03/23/00	04/07/00		04/12/00	47-311626	E	Jenkins, Donald 46947-59221	13	Billing	N	Resi Field Services		U			
17	03/27/00	04/11/00		04/14/00	48-312102	E	Rametta, Don 34062-87011	2	Service	N	E&O Clearwater		U			Yes
18	03/27/00	04/11/00	04/28/00	04/28/00	49-312104	E	Milstead, James 75794-22966	16	Billing	N	Billing		U			Yes

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FPSC LOGGED CUSTOMER COMPLAINTS 2000

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#	Date Rcvd	Date Due	Ext Date	Date Sent	Complain Number	(E) (C)	Account Number Complainant's Name	Type	Service of Billing	Ruling	Replied By	Area of Responsibility	Avoid	Previous Courtesy	Prior 30 Day	FPSC Close Out Letter Rec'd
19	03/28/00	04/11/00		04/14/00	50-312191	E	Papkrasas, C J 76957-47835	2	Service	N	E&O Seven Springs		U			Yes
20	03/28/00	04/11/00		04/12/00	51-312211	E	March, Connie 61064-39174	2	Service		E&O Jamestown		U			
21	03/29/00	04/13/00	04/28/00	04/26/00	52-312435	E	Creamer, Stacy 91751-29020	13	Billing	N	Resi Field Services		U			Yes
22	03/28/00	04/13/00		04/14/00	53-312316	E	Scott, Ted 41164-36254	2	Service	N	E&O Ocala		U			Yes
23	03/31/00	04/14/00		04/20/00	54-312763	E	Clemente, Joe 31798-38739	16	Billing	N	Billing		U			
1	04/04/00	04/18/00		04/24/00	55-313070	E	Lynn, Jacquelyn 70335-51082	99-2	GI	N	Claims		U			Yes
2	04/04/00	04/18/00		04/25/00	56-313188	E	Gagliano, Anthony 55455-06380	8	Service	N	Claims		U			
3	04/06/00	04/20/00		04/25/00	57-313434	E	Bowden, William 73691-88060	19	Billing	N	Credit		U			
4	04/07/00	04/24/00		04/27/00	58-313516	E	Chappell, Dale 74569-60069	2	Service		E&O Seven Springs		A			
5	04/12/00	04/26/00		05/02/00	59-313957	E	Burdeaux, Thomas S 84357-26188	16	Billing	N	Billing		U			
6	04/12/00	04/26/00		05/03/00	60-313973	E	Seaman, Allison 78585-33040	99-2	GI	N	Claims		U			Yes
7	04/12/00	04/26/00		04/27/00	61-314013	E	Borle, James 09970-90043	13	Billing	N	Resi Field Services		U			
8	04/13/00	04/28/00		05/04/00	62-314329	E	Owens, James 18436-01526	13	Billing	N	Resi Field Services		U			
9	04/19/00	05/03/00		05/09/00	63-315043	E	Penn, Alvin S. Jr. 40407-79474	99-2	GI	N	Claims		U			Yes
10	04/24/00	05/08/00		05/11/00	64-315245	C	Wade, V. 36680-92021	99	GI	N	Power Quality		U			
11	04/25/00	05/09/00		05/15/00	65-315550	E	Wilkes, Marsh 71614-27217	2	Service	N	E&O Monticello		U			

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FPSC LOGGED CUSTOMER COMPLAINTS 2000

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Pat. No.	Date Recd.	Date Due	Ext. Date	Date Sent	Complaint Number	Compl. (C)	Account Number/Complainant's Name	Type	Service Billing	Rating	Replied By	Responsibility	Avoid?	Previous Courtesy	Prior 30 Day	PSO Closure/Referral
12	04/25/00	05/09/00		05/16/00	66-315615	E	Faircloth, Beth n/a	13	Service	N	E&O Highlands		U			
13	04/25/00	05/09/00	05/19/00	05/18/00	67-315602	E	Kansol, Harvey DDS 62548-27299	5	Service	N	E&O Apopka					
14	04/27/00	05/11/00		05/18/00	68-315893	E	Goodwin, George 61482-27254	99-2	GI		Claims		U			Yes
15	04/28/00	05/15/00		05/18/00	69-316142	E	Tilman, Robert 53495-20177	99-2	GI	N	Claims		U			
1	05/01/00	05/15/00		05/22/00	70-316251	E	Betts, Silvia 59959-65168	2	Service	N	E&O Apopka		U			Yes
2	05/03/00	05/17/00	06/02/00	06/02/00	71-316620	E	Hunter, Robert 75749-83400	99-2	GI	N	Claims		U			Yes
3	05/05/00	05/19/00		05/24/00	72-316703	E	Heaney, John 94412-05008	2	Service	N	E&O Lake Wales		U			Yes
4	05/08/00	05/26/00		05/30/00	73-317183	E	Broeker, Rudolph 44344-33426	8	Service	N	E&O Apopka		U			
5	05/11/00	05/25/00		06/01/00	74-317494	E	Johnson, Awilda 72623-92411	13	Billing	N	Resi Field Services		U			
6	05/11/00	05/25/00		05/31/00	75-317634	C	McBride, Ginger 66290-44039	3	GI	N	Consumer Affairs		U			
7	05/15/00	05/29/00		06/06/00	76-317807	E	Grice, Jean 49172-40650	25	Service	N	E&O Apopka		U			Yes
8	05/15/00	05/29/00		06/06/00	77-317819	E	Knauff, James 45846-46439	13	Service	N	E&O Highlands		U			
9	05/16/00	05/30/00		06/05/00	78-317710	E	Monroe, Dan 63741-09025	5	Service	N	E&O Apopka		U			Yes
10	05/18/00	06/02/00		06/09/00	79-318306	E	Corbin, Pamela 67256-52957	2	Billing	N	Meter Reading		U			
11	05/19/00	06/02/00		06/12/00	80-318546	E	Shellrown, Duane 30574-95514	7	Service	Y-25- 6.046	E&O Ocala		U			
12	05/22/00	06/06/00		06/13/00	81-318665	E	Henner, Abe 12953-12990	13	Billing	N	Resi Field Services		U			
13	05/23/00	06/06/00		06/14/00	82-318798	E	Bennett, Ron 99593-45011	7	Service	N	E&O Ocala		U	Yes		

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FPSC LOGGED CUSTOMER COMPLAINTS 2000

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File No.	Date Rcvd	Date Due	Ext. Date	Date Sent	Complaint Number	Category	Account Number Complainant's Name	Type	Service or Billing	Rating	Replied By	Area of Responsibility	Avoid?	Previous Courtesy Call?	Prior 30 Day?	Escalated to Higher Level?
14	05/25/00	06/09/00		06/14/00	83-319101	E	Bowen, Christina 32511-53075	2	Service	N	E&O Ocala		U			Yes
15	05/25/00	06/09/00	06/30/00	06/28/00	84-319124	E	Watts, James 31474-12158	4	Service	N	Tree Trimming		U			
16	05/25/00	06/09/00	06/23/00	06/23/00	85-319142	E	Matthew, Arthur 08035-89513	12	Service	N	E&O Ocala		A			
17	05/26/00	06/09/00	**Prior complaint 12/98	06/19/00	86-319251	E	Perkins, Nicholas 78083-31014	2	Service	N	E&O Jamestown		U			
18	05/31/00	06/15/00		06/21/00	87-319547	E	Street, April 85152-70058	99-2	GI	N	Claims		U			Yes
19	05/31/00	06/15/00		06/21/00	88-319558	E	Levine, Soulie 94401-30084	99-2	GI	N	Claims		U			Yes
20	05/31/00	06/15/00		06/21/00	89-319606	E	Brown, Chris 62345-57090	1	Service	N	Tree Trimming		A			
1	06/01/00	06/15/00	07/07/00	07/07/00	90-319763	E	Guckenberger, Liz 30043-23187	2	Service	N	E&O Apopka		U			
2	06/02/00	06/19/00		06/22/00	91-319840	E	Tenorio, Lucille 36010-57106	2	Service	N	E&O Jamestown		U			
3	06/02/00	06/19/00	**2 prior complaints- 95&97	06/23/00	92-319868	E	Frazer, Charles 18841-23792	3	Service	N	E&O Ocala		U			
4	06/02/00	06/19/00		06/21/00	93-319503	E	Kautz, Fred 62368-36923	13	Billing	N	Resl Field Services		A			
5	06/05/00	06/19/00		06/26/00	94-319936	E	Lynn, David 01618-10297	2	Service	N	E&O Deland		U			
6	06/05/00	06/19/00		06/23/00	95-319952	E	Buckridge, Wanda 14888-18918	2	Service	N	E&O Jamestown		U			Yes
7	06/05/00	06/19/00	07/10/00	07/10/00	96-319963	E	Fornes, Randy 51350-95523	17	Service	N	E&O Jamestown		U			
8	06/06/00	06/20/00		06/27/00	97-320085	E	Heathrow Land Co. 70137-19042	99	GI	N	E&O Apopka		U			
9	06/09/00	06/26/00		06/28/00	98-320615	E	Denunzio, Melody 86395-98466	3	GI	N	Credit		U			

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File No.	Date Rcvd	Date Due	Ext. Date	Date Sett	Complain Number	(B) (C)	Account Number Complainant's Name	Type	Service for Billing	Routing	Replied By	Area of Responsibility	Avoid?	Previous Courtesy Call?	End of Day	PSG Closed/Reopen
10	06/12/00	06/26/00	07/07/00	07/07/00	99-320661	E	Brown, Richard 79838-46561	4	Service		Tree Trimming		U			
11	06/12/00	06/26/00		06/28/00	00-320781	E	Warner, Brian 30591-69535	99	GI	N	Solution Center		U			
12	06/13/00	06/27/00		07/05/00	01-320851	E	Capler, James 13882-42967	2	Service	N	E&O Ocala		A			
13	06/20/00	07/05/00		07/11/00	02-321479	E	Rutigliano, Nick 25225-93140	99-2	GI		Claims		U			
14	06/27/00	07/12/00		07/19/00	03-322219	E	Jarrell, Michael 26276-22577	24	Billing	N	Credit		U			
1	07/05/00	07/19/00	08/02/00	08/02/00	04-323003	E	Faust, Hans 03206-39861	2	Service	N	E&O Clearwater		U			
2	07/06/00	07/20/00		07/26/00	05-323191	E	Rauch, Geri 40934-84269	99-2	GI	N	Claims		U			
3	07/10/00	07/24/00		07/31/00	06-323396	E	Stearns, Patricia 50087-90060	13	Billing	N	Resi Field Services		U			
4	07/14/00	07/28/00		08/04/00	07-324144	E	Pohlman, Robert 97063-13269	2	Service	N	E&O Ocala		U			
5	07/18/00	08/01/00		08/08/00	08-324802	E	Turk, Isabelle 44753-52691	13	Billing	N	Resi Field Services		U			Yes
6	07/21/00	08/04/00		08/11/00	09-325690	E	Johnson, Awilda 72623-92411	13	Billing	N	Resi Field Services		U			
7	07/31/00	08/14/00	08/28/00	08/28/00	10-327417	E	Stuart, James 30188-23298	1	Service	N	E&O St. Pete		U			
1	08/03/00	08/14/00	08/31/00	08/31/00	11-327417	E	Hughes, John 41678-15183	99-2	GI	N	Claims		U			
2	08/07/00	08/21/00		08/28/00	12-329073	E	LeVasseur, Anne 32080-29488	99-2	GI	N	Claims		U			
3	08/09/00	08/23/00		08/30/00	13-329694	E	Linebaugh, Robert 49920-92498	2	Service	N	E&O Ocala		U			
4	08/10/00	08/24/00		08/31/00	14-329830	E	Pavluvick, Hope 86813-95799	99-2	GI	N	Claims		U			Yes
5	08/14/00	08/28/00		09/05/00	15-330267	E	Epel, Arnold 57100-72679	99-2	GI	N	Claims		U			

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FPSC LOGGED CUSTOMER COMPLAINTS 2000

Case No.	Date Rcvd.	Date Due	Exp. Date	Date Sent	Complaint Number	Category	Account Number	Complainant's Name	Type	Service or Billing	Ruling	Replied By	Area of Responsibility	Avoid?	Previous Courtesy Call?	Prior Day?	FPSC Closed Out of Lib?
6	08/15/00	08/29/00		09/05/00	16-330239	E	Frankenberg, Hazel 29024-79423		13	Billing	N	Resi Field Services		U			
7	08/16/00	08/30/00		09/07/00	17-330848	E	Barnard, Debbie 39636-79211		99-2	GI	N	Claims		U			
8	08/18/00	09/01/00		09/08/00	18-331207	E	Peltinato, Pamela 73152-20268		7	Service		E&O Clearwater		U	Y		
9	08/18/00	09/01/00		09/11/00	19-331225	E	Benjamin, Nancy 33551-51426		13	Billing	N	Resi Field Services		U			Yes
10	08/22/00	09/06/00		09/13/00	20-331782	E	DelaRoche, James 70596-77429		2	Service	N	E&O Apopka		U		Yes	
11	08/23/00	09/07/00		09/14/00	21-332014	E	Noelle, Brynn 04355-85167		12	Service	N	E&O St. Pete		U			
12	08/24/00	09/08/00		09/15/00	22-332185	E	Edgar, Frank 96290-03282		2	Service	N	E&O St. Pete		U			
13	08/25/00	09/09/00	09/19/00	09/19/00	123-332545	E	Morales, Joseph 35494-04518		24	Billing	Y-25-6.105	Claims	Solutions Center	U			Yes
14	08/28/00	09/12/00		09/19/00	24-332750	E	Bernard, Robert 07965-33321		99-15	GI	N	Billing		U			
1	09/01/00	09/18/00		09/25/00	25-333822	E	Neitzel, Robert 88424-80271		17	Service	N	E&O Ocala		U			
2	09/06/00	09/20/00		09/27/00	26-334327	E	Wharton, Dennis 73077-92013		2	Service	N	E&O Ocala		U			
3	09/07/00	09/21/00		09/26/00	27-334507	E	Blemiller, Lee 17542-83747		5	Service	N	E&O St. Pete		U			
4	09/13/00	09/27/00		10/04/00	28-335475	E	Harmon, Joanne 20702-67599		16	Billing	N	Billing		A			
5	09/14/00	09/28/00		10/05/00	29-335687	E	Aschacher, Paul 78045-52041		5	Service	N	E&O Buena Vista		U			
6	09/19/00	10/03/00		10/09/00	30-336523	E	Reighard, Donna 88971-84224		16	Billing	N	Billing		U			Yes
7	09/20/00	10/04/00		10/11/00	31-336935	E	Jacobs, James 20966-39031		2	Service	N	E&O Deland		U			
8	09/26/00	10/10/00		10/11/00	32-337774	E	Morgan, David 75231-93783		99-2	GI	N	Claims		U			

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#	Date Rcvd	Date Due	Excl. Date	Date Sent	Complaint Number	Complaint (E/O)	Account Number Complainant's Name	Type	Service Billing	Ruling	Replied By	Responsibility Avoid?	Previous Courtesy Call?	Prior 30 Days	FPSC Close Out Ref'd?
1	10/06/00	10/20/00		10/27/00	33-339801	E	Elliot, Robert 24867-47159	25	Service	N	Consumer Affairs	U			
2	10/13/00	10/27/00		11/03/00	34-340841	E	Kemp, Brenda 85757-81483	13	Billing	N	Meter Reading	U			
3	10/18/00	11/01/00		11/08/00	35-338694	E	Farley, Paul 06429-88476	2	Service	N	E&O Clearwater	U			
4	10/31/00	11/14/00		11/21/00	36-343710	E	Johnston, Jeff 39270-26269	2	Service	N	E&O Walsingham	U			
5	10/31/00	11/14/00	12/01/00	12/01/00	37-343817	E	Hernandez, Ernesto 49704-58134	4	Service	N	Tree Trimming	U			
1	11/01/00	11/15/00		11/21/00	38-344013	E	Parsons, Dennis 63571-74886	2	Service	N	E&O Clearwater	U			
2	11/03/00	11/17/00		11/29/00	39-344281	E	Valente, Mary 41796-56649	99-8	GI	N	Meter Reading	U			
3	11/21/00	12/07/00		12/14/00	40-346713	E	Paprocki, Paul 24696-58368	1	Service	N	E&O Apopka	U		Yes	
4	11/27/00	12/11/00		12/18/00	41-347117	E	Elias, Arlene 12623-43010	99-2	GI	N	Claims	U			
5	11/27/00	12/11/00		12/18/00	42-347199	E	Centex Homes/ Blalock - N/A	8	Service	N	E&O St. Pete	U			
6	11/30/00	12/14/00		12/21/00	43-347804	E	Hurst, Mark 12495-16195	24	Billing	N	Resi Field Services	A			
7	11/30/00	12/14/00		12/21/00	44-347805	E	Rodman/Lake Howell Laundry 55871-77745	2	Service	N	E&O Jamestown	U			
1	12/11/00	12/27/00		01/03/01	45-349671	E	Tunstill, Jack 55165-34110	3	Service	N	E&O Walsingham	U			
2	12/11/00	12/27/00		01/05/01	46-350069	E	Williams, Steve 02468-06333	7	Service	N	E&O Apopka	U			
3	12/12/00	12/28/00		01/04/01	47-349889	E	Kusche, Karl 59654-53306	7	Service	N	Consumer Affairs	U		Yes	

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File No.	Date Rec'd	Date Due	Ext. Date	Date Sett.	Complaint Number	(E) (C)	Account Number Complainant's Name	Type	Service of Billing	Ruling	Replied By	Area of Responsibility	Avoid?	Previous Courtesy Call?	Prior 3 Day	PSC Class. or Later Rec'd?
4	12/12/00	12/28/00		01/04/01	48-349711	E	St. Matthew Catholic Church 84518-87011	99-2	GI	N	Claims		U			
5	12/15/00	01/03/01		01/09/01	49-350635	E	Cook, Sonia 75622-00334	13	Service		E&O Clearwater		U			
6	12/22/00	01/09/01		01/17/01	50-351970	E	McAuliffe, Charles 99996-22382	99-2	GI	N	Claims		U			

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Case No.	Date Recd.	Date Due	File Date	Date Sent	Complaint Number	Category	Account Number	Complainant Name	Type	Service of Billing	Routing	Replied By	Location	Region	Priority	Previous Courtesy Call	File Day	Escalated
1	1/2/01	1/16/01		1/24/01	1-353060	E	Knapp, Eric 29414-26028		8	Service	N	E&O Apopka	Apopka	S Central	U			
2	1/5/01	1/19/01		1/29/01	2-354016	E	Smith, Barry 82820-91274		3	Service	N	E&O Walsingham	Walsingham	Suncoast	U			
3	1/8/01	1/22/01		1/30/01	3-354431	E	Wofford, Van 21928-29406		13	Billing	N	Customer Solution Center			U		Yes	
4	1/22/01	2/5/01		2/12/01	4-356978	E	Christofides, Chris 57011-32368		1	Service		E&O Seven Spgs	Seven Spgs	Suncoast	U			
5	1/26/01	2/9/01		2/16/01	5-358319	E	Gale, Michelle 36504-32039		13	Billing	N	Customer Solution Center			U			
6	1/29/01	2/12/01		2/19/01	6-358478	E	Manoochehri, Debbie 76283-60482		19	Billing	N	CAO			U			
1	2/1/01	2/15/01		2/22/01	7-359634	E	Martin, Raymond 69395-97561		99-2	GI	N	Claims			U			
2	2/2/01	2/16/01		2/23/01	8-359945	E	Kunnen, Frank 69717-00764		25	Service	N	E&O Clearwater	Clearwater	Suncoast	U	Yes		
3	2/2/01	2/16/01		2/23/01	9-359850	E	Johnston, Charlene 41354-86523		99-2	GI	N	Claims			U			
4	2/5/01	2/19/01		2/26/01	10-360201	E	Edwards, Johnny 01458-82140		13	Billing	N	Customer Solution Center			U			
5	2/6/01	2/20/01		2/27/01	11-260549	E	Gavin, Carl 19997-26501		13	Billing	N	Customer Solution Center			U			
6	2/8/01	2/22/01		2/28/01	12-361042	E	Lane, Robert 48691-63079		19	Billing	N	CAO			U			
7	2/9/01	2/23/01		3/2/01	13-361441	E	Harris, Valerie 60270-94584		99-2	GI	N	Claims			U			
8	2/16/01	3/2/01		3/9/01	14-362918	E	Mears, Randy 54970-14557		1	Service	N	E&O St. Pete	St. Petersburg	Suncoast	A			
9	2/20/01	3/6/01		3/13/01	15-363246	E	Humphries, Betty 68983-46413		13	Billing		Customer Solution Center			U			
1	3/1/01	3/15/01		3/22/01	16-362850	E	Avirell, Richard 00054-98065		99-2	GI	N	Claims	5/10/01		U		Yes	
2	3/7/01	3/21/01		3/28/01	17-366663	E	Accaria, Susan 53670-57122		99-2	GI	N	Claims	5/10/01		U			

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Case #	Date Rcvd	Date Due	Exp. Date	Date Sent	Complaint Number	(E) (O)	Account Number Complainant's Name	Type	Service or Billing	Ruling	Replied By	Operating Company	Region	Avoid?	Previous Courtesy Call?	Prod. Day	Escalated
3	3/12/01	3/26/01		3/15/01	18-367359	E	Nicholas, Dee 81735-59047	19	Billing	N	CAO	5/10/01		U	Yes		
4	3/14/01	3/28/01		4/4/01	19-367375	E	Duckett, Heather 20427-99228	19	Billing	N	CAO	5/10/01		U			
5	3/16/01	4/6/01		4/6/01	20-368760	E	Gray, Donald 18888-73248	7	Service	N	Claims			U		Yes	
6	3/15/01	3/29/01		4/5/01	21-368457	E	LeMaire, Sharon 46353-87150	13	Billing	N	Customer Solution Center	5/10/01		U			
7	3/20/01	4/3/01		4/10/01	22-369352	E	Gress, Lauren 92948-35518	13	Billing	N	Customer Solution Center	5/10/01		U	Yes	Yes	
8	3/22/01	4/5/01		4/12/01	23-369895	E	Wilson, Phyllis 01547-53796	13	Billing		Customer Solution Center	5/10/01		U			
9	3/23/01	4/6/01		4/12/01	24-370133	E	Dave Konkol Homes 11760-12160	99-2	GI		Claims	5/10/01		U			
10	3/23/01	4/6/01		4/12/01	25-370149	E	Industrial Tech & Fab 64109-05436	12	Service		E&O Clearwater	Clearwater	Suncoast	U			
11	3/26/01	4/9/01		4/16/01	26-370497	E	Knerr, Antoinette 46328-03559	14	Service	N	CAO	5/10/01		U			
12	3/27/01	4/10/01		4/17/01	27-370922	E	Godshall, David 05974-36434	99-2	GI	N	Claims	5/10/01		A			
13	3/27/01	4/10/01		4/17/01	28-370867	E	Pressley, Steven 19662-32227	13	Billing	N	Customer Solution Center	5/10/01		U			
1	4/4/01	4/18/01		4/25/01	29-372509	E	Decker, R H 60432-34435	25	Service	N	Customer Solution Center	5/10/01		U			
2	4/5/01	4/19/01		4/26/01	30-372754	E	Jensen, Susan 83079-77866	1	Billing	N	CAO	5/10/01		U			
3	4/6/01	4/20/01		4/27/01	31-372931	E	Ekberg, Neil 08650-65514	13	Billing	Call Brian Burek w/ ruling	Customer Solution Center	5/10/01		U			
4	4/9/01	5/3/01		5/9/01	32-373174	E	Kovel, Marvin 30031-27583	2	Service		E&O Jamestown	Jamestown	S Central	U			
1	5/7/01	5/21/01		5/28/01	33-378523	E	Bryant, Dorothy 17326-16966	99-2	GI	N	Claims	5/10/01					

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Ref. No.	Date Recd.	Date Due	Exp. Date	Date Sht.	Complaint Number	(E) (C)	Account Number Complainant's Name	Type	Service or Billing	Routing	Replied By	Operating Area	Region	Void	Previous Category	Prior 30 Day	ESC Closed or Not
2	5/11/01	5/25/01		5/30/01	34-379294	E	Kilroy, Robert 27905-54220	12	Service	N	Customer Solution Store	6/5/01		U			
3	5/11/01	5/25/01		5/30/01	35-379383	E	Williams, Chuck/Gibson 34038-15595	13	Billing		Customer Solution Center						
4	5/14/01	5/29/01		5/31/01	36-379555	E	Willard, Bonnie	13	Billing	N	Meter Services						
5	5/31/01	6/14/01		6/14/01	37-382093	E	Montanino, Anthony	8	Service	N	E&O Lake Wales	Lake Wales	N Central	U			
6	5/23/01	6/26/01		6/26/01	38-381128	E	Susor, John multiple accounts	19	Billing	N	Customer Solution Center			U			
1	6/7/01	6/22/01		6/22/01	39-383622	E	Linebaugh, Robert 49920-92498	2	Service		E&O Ocala	Ocala	N Suncoast				
2	6/11/01	6/25/01		7/2/01	40-384037	E	Israel, Michael 65807-69497	13	Billing		Customer Solution Store			U			
3	6/15/01	6/29/01		6/26/01	41-385086	E	Foss, Raymond 26521-26275	8	Billing		Customer Solution Store			U			
4	6/18/01	6/21/01		7/5/01	42-385222	E	McKeeby, James 00653-61462	12	Service	N	Customer Solution Store			U			
5	6/19/01	7/3/01		7/5/01	43-385549	E	Kochen, Albert 19889-98288	2	Service		E&O Ocala	Ocala	N Suncoast	U			
6	6/20/01	7/5/01		7/12/01	44-385995	E	Strickland, Robert/Bender, Shella 80704-50974	13	Billing		Customer Solution Store			U			
7	6/20/01	7/5/01		7/9/01	45-385849	E	Nielson, Mary 37884-60205	4	Service		E&O St. Pete	St. Petersburg	Suncoast	U			
8	6/21/01	7/5/01		7/13/01	46-386244	E	Hoover, Teddy 05959-52097	15	Service		E&O Walsingham	Walsingham	Suncoast	U			
9	6/21/01	7/6/01		7/13/01	47-386020	E	Wright, Thomas 19928-86559	7	Service		E&O Ocala	Ocala	N Suncoast	U			
10	6/25/01	7/9/01		7/17/01	48-386669	E	McGarry, Richard 27609-31111	19	Service	N	E&O Highlands	Highlands	N Central	U			
11	6/26/01	7/11/01		7/13/01	49-386782	E	Wilcox, Robert 70280-63075	8	Service		E&O Clearwater	Clearwater	Suncoast	U			
12	6/27/01	7/11/01		7/19/01	50-386961	E	Tyree, Laurie 52691-00606	2	Service	N	E&O Seven Spgs	Seven Spgs	Suncoast	U			
1	7/3/01	7/19/01		7/25/01	51-388558	E	Ferko, Darren 66476-81012	99-2	Claims	N	Claims			U			

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Per Mo	Date Rcvd	Date Dua	Ex Date	Date Sant	Complaint Number	Ext To	Account Number Complainant's Name	Type	Service or Billing	Rating	Replied By	Operating Center	Region	Avail	Previous Courtesy Call	Prior Day	Out Letter Recd
2	7/3/01	7/19/01		7/24/01	52-388238	E	Edwards, Wilson 87768-31386	2	Service	N	E&O St. Pete	St. Petersburg	Suncoast	U			
3	7/6/01	7/20/01		7/27/01	53-38877	E	Seslar, Robert 48897-78263	2	Service		E&O Seven Spgs	Seven Spgs	Suncoast	U			
4	7/11/01	7/25/01		8/1/01	54-390086	E	Zilavetz, Gary 93440-45262	13	Billing		Customer Solution Center			U			
5	7/11/01	7/25/01		8/1/01	55-390279	E	Wofford, Van 21928-29406	13	Billing		Customer Solution Center			U			
6	7/12/01	7/26/01		8/2/01	56-390663	E	Benjamin, Nancy 33551-51426	13	Billing	N	Customer Solution Center			U			
7	7/12/01	7/26/01		8/2/01	57-390668	E	Benjamin, Ronald 09868-19390	13	Billing		Customer Solution Center			U			
8	7/13/01	7/27/01		8/6/01	58-387544	E	Michaelson-Muir, Mary 52456-97399	16	Billing		Customer Solution Center			U			
9	7/13/01	7/27/01		8/3/01	59-391035	E	Furry, Traci 10783-65591	19	Billing		CAO			U			
10	7/13/01	7/27/01		8/3/01	60-390853	E	Kasper, William 19839-79694	1	Billing	N	CAO			U			
11	7/16/01	7/30/01		8/6/01	61-391275	E	Minecke, Richard 86030-23443	2	Service		E&O Clearwater	Clearwater	Suncoast	U			
12	7/16/01	7/30/01		8/6/01	62-391394	E	Weaver, Bruce 95549-05064	99-2	GI		Claims			U			
13	7/18/01	8/1/01		8/8/01	63-391949	E	Osterhoudt, Maria 93528-85207	13	Billing		Customer Solution Center			U			
14	7/18/01	8/1/01		8/8/01	64-392149	E	Hogan, Thomas 40080-42166	2	Service		E&O Ocala	Ocala	N Suncoast	U			
15	7/19/01	8/2/01		8/9/01	65-392381	E	Hamilton, Barbara 17871-21038	7	Billing		CAO			U			
16	7/20/01	8/3/01		8/10/01	66-392688	E	Carreno, Ricardo 74387-60249	13	Billing	N	Customer Solution Center			U			
17	7/24/01	8/7/01		8/14/01	67-393243	E	Dupree, Connie 50412-33260	16	Billing		CAO			U			

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# of Mths	Date Rcvd	Date Dup	Ex Date	Date Sent	Complain Number	Ex Cl (G)	Account Number Complainant's Name	#Type	Service or Billing	Rolling	Replied By	Operating Center	Region	Avoid	Previous Counses Taken	P/O Days	FPSC Close Out Letter Rec'd
18	7/31/01	8/14/01		8/21/01	68-394785	E	Dorland, Beverly 15667-92471	13	Billing		Customer Solution Center			U			
1	8/1/01	8/15/01		8/22/01	69-395183	E	Cleary, Meg 09316-55104	2	Billing		Meter Services	St. Petersburg	N Suncoast	A			
2	8/13/01	8/27/01		9/4/01	70-397596	E	Rasquero, Marcia 72009-97232	99-14	GI		Load Management	Clearwater	Suncoast	U			
3	8/14/01	8/31/01		9/10/01	71-397860	E	Dufort, Marie 80606-62417	13	Billing		Customer Solution Center	St. Petersburg	Suncoast	U		Yes	
4	8/17/01	8/31/01		9/10/01	72-398723	E	Foley, Edward 13594-56359	16	Billing		CAO	Deland	S Central	U			
5	8/17/01	8/31/01		9/10/01	73-398789	E	Burlingham, Diane 20560-28214	2	Billing		Meter Services	Deland	S Central	U			
6	8/22/01	9/5/01		9/13/01	74-399788	E	Mattar, Eleanor 76139-08532	11	Billing		Customer Solution Center	Ocala	N Suncoast	U	Yes		
7	8/27/01	9/11/01		9/18/01	75-400736	E	Rodman, Gary (Lake Howell Laundry) 55871-77745	2	Service		E&O Jamestown	Jamestown	S Central	U			
8	8/28/01	9/12/01		9/19/01	76-401017	E	Kunnen, Frank 69717-00764	2	Service		E&O Clearwater	Clearwater	Suncoast	U			
9	8/29/01	9/10/01		9/17/01	77-398945	E	Stang, Brad 74324-15021	13	Billing		Customer Solution Center	St. Petersburg	Suncoast	U		Yes	
10	8/29/01	9/12/01		9/20/01	78-401287	E	Ross, Gilbert 45057-74018	12	Billing		Meter Services	Clearwater	Suncoast	U			
1	9/4/01	9/18/01		9/25/01	79-402027	E	Rodriguez, Santiago 64120-14161	16	Billing		CAO	Clearwater	Suncoast	U			
2	9/4/01	9/18/01		9/25/01	80-401974	E	Jackson, Delores 22597-94059	13	Billing	N	Customer Solution Center	St. Petersburg	Suncoast	U			
3	9/5/01	9/19/01		9/26/01	81-402359	E	Wallace, Gene 24326-63380	99-2	GI		Claims	Seven Spgs	Suncoast	U			
4	9/5/01	9/19/01		9/26/01	82-402348	E	McLemore, Betty 45452-67485	2	Service		E&O Jamestown	Jamestown	S Central	U			
5	9/6/01	9/20/01		9/27/01	83-402635	E	DiStephano, Peter 17555-58074	2	Service		E&O Ocala	Ocala	N Suncoast	U			
6	9/7/01	9/21/01		9/28/01	84-403194	E	Corriveau, Russell 9744-74531	99-2	GI		Claims	Jamestown	S Central	U			

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Case No.	Date Rcvd	Date Due	Ex. Date	Date Sent	Complaint Number	File #	Account Number	Complainant's Name	Type	Service or Billing	Routing	Replied By	Original Center	Reason	Avail	Previous Courtesy	Prior	File	Close
7	9/10/01	9/24/01		10/1/01	85-403296	E	98572-50893	Tlevel, Joseph	2	Service		E&O St. Pete	St. Petersburg	Suncoast	U				
8	9/14/01	9/25/01		10/2/01	86-388788	E	54810-28189	Goldin, Janet	1	Service		E&O Walsingham	Walsingham	Suncoast	U				
9	9/12/01	9/26/01		10/2/01	87-404036	E	21456-78595	Bevilacqua, Salvadore	2	Service		E&O Ocala	Ocala	N Suncoast	U				
10	9/17/01	10/1/01		10/8/01	88-405071	E	67860-60997	Cutliff, Martha	2	Service		E&O St. Pete	St. Petersburg	Suncoast	U				
11	9/17/01	10/1/01		10/8/01	89-404875	E	21753-44655	Greenway, Alonzo	2	Service		E&O St. Pete	St. Petersburg	Suncoast	U				
12	9/18/01	10/2/01		10/9/01	90-405308	E	43393-41976	Barrens, James	5	Service		E&O St. Pete	St. Petersburg	Suncoast	U				
13	9/18/01	10/2/01		10/9/01	91-405333	E	87943-8937	Algiers, Angelo	5	Service		E&O Ocala	Ocala	N Suncoast	U				
14	9/18/01	10/2/01		10/9/01	92-405345	E	96728-49356	James, Donald	5	Service		E&O Walsingham	Walsingham	Suncoast	U				
15	9/18/01	10/2/01		10/9/01	93-405367	E	99426-98472	Cole, Chad	5	Service		E&O St. Pete	St. Petersburg	Suncoast	U				
16	9/18/01	10/2/01		10/9/01	94-405369	E	71526-56059	Samarco, Joseph	3	Service		E&O St. Pete	St. Petersburg	Suncoast	U				
17	9/18/01	10/2/01		10/9/01	95-405371	E	10138-30415	Averbeck, Lisa	5	Service		E&O St. Pete	St. Petersburg	Suncoast	U				
18	9/18/01	10/2/01		10/9/01	96-405394	E	14790-83283	Strawn, Janice	2	Service		E&O St. Pete	St. Petersburg	Suncoast	U				
19	9/18/01	10/2/01		10/9/01	97-405458	E	53862-18421	Campolo, Rachel	2	Service		E&O Walsingham	Walsingham	Suncoast	U				
20	9/18/01	10/2/01		10/9/01	98-405491	E	62723-37430	Pelosi, Jim	5	Service		E&O St. Pete	St. Petersburg	Suncoast	U				
21	9/18/01	10/2/01		10/9/01	99-405529	E	62178-99080	Ciskoski, Brett	5	Service		E&O Clearwater	Clearwater	Suncoast	U				
22	9/18/01	10/2/01		10/9/01	100-405633	E	15608-22005	Garton, Bob	5	Service		E&O St. Pete	St. Petersburg	Suncoast	U				
23	9/18/01	10/2/01		10/9/01	101-405638	E	49704-59079	Zinzow, Bill	5	Service		E&O Clearwater	Clearwater	Suncoast	U				
24	9/19/01	10/3/01		10/10/01	102-405714	E	97126-49510	Green, Gil	5	Service		E&O St. Pete	St. Petersburg	Suncoast	U				
25	9/19/01	10/3/01		10/10/01	103-405756	E	42805-25317	Updegraff, Steven	5	Service		E&O St. Pete	St. Petersburg	Suncoast	U				
26	9/19/01	10/3/01		10/10/01	104-405762	E	53993-26352	Schillo, Marybeth	5	Service		E&O St. Pete	St. Petersburg	Suncoast	U				

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Case #	Date Received	Date Due	File #	Date Sent	Complainant Number	Category	Account Number	Complainant's Name	Type	Service or Billing	Routing	Replied By	Operating Division	Region	AVOID	Previous Courtesy	Priority	Escalated	Closed
27	9/19/01	10/3/01		10/10/01	105-405848	E	73108-59358	Anderson, Penelope	5	Service		E&O St. Pete	St. Petersburg	Suncoast	U				
28	9/19/01	10/3/01		10/10/01	106-405886	E	23092-75163	Johnson, Betty	13	Billing		Customer Solution Center	St. Petersburg	Suncoast	U				
29	9/19/01	10/3/01		10/10/01	107-406038	E	36552-07250	Lembke, Gerald	5	Service		E&O St. Pete	St. Petersburg	Suncoast	U				
30	9/20/01	10/4/01		10/11/01	108-406066	E	58262-64416	Muschong, Joyce	5	Service		E&O St. Pete	St. Petersburg	Suncoast	U				
31	9/20/01	10/4/01		10/11/01	109-406099	E	06844-41209	Maday, Judy	5	Service		E&O Clearwater	Clearwater	Suncoast	U				
32	9/20/01	10/4/01		10/11/01	110-406120	E	58274-16496	Willcox, Brian	5	Service		E&O St. Pete	St. Petersburg	Suncoast	U				
33	9/21/01	10/5/01		10/12/01	111-406409	E	19070-34834	Janowski, James	5	Service		E&O Walsingham	Walsingham	Suncoast	U				
34	9/21/01	10/5/01		10/12/01	112-406529	E	47600-14377	Pepitone, Leejoy	5	Service		E&O St. Pete	St. Petersburg	Suncoast	U				
35	9/21/01	10/5/01		10/12/01	113-406625	E	18273-51218	Fox, Melvin	5	Service		E&O St. Pete	St. Petersburg	Suncoast	U				
36	9/21/01	10/5/01		10/12/01	114-406654	E	17787-43668	Davis, Doyle	5	Service		E&O Ocala	Ocala	N Suncoast	U				
37	9/24/01	10/8/01		10/15/01	115-407056	E	42764-09604	Carter, Louis	5	Service		E&O St. Pete	St. Petersburg	Suncoast	U				
38	9/24/01	10/8/01		10/15/01	116-407047	E	24474-79201	Drew, Michael	25	Service		Consumer Affairs	Jamestown	S Central	U				
39	9/25/01	10/9/01		10/16/01	117-407353	E	15565-14492	Bingel, Tom	5	Service		E&O Walsingham	Walsingham	Suncoast	U				
40	9/26/01	10/10/01		10/17/01	118-407509	E	40939-97010	Pfennig, Steven	13	Billing		Customer Solution Center	Seven Spgs	Suncoast	U				
41	9/26/01	10/10/01		10/17/01	119-407549	E	76286-25433	MacKay, Robert	13	Billing		Customer Solution Center	Clearwater	Suncoast	U				
42	9/26/01	10/10/01		10/17/01	120-407612	E	78985-46549	Matrix Orthopedic	24	Billing		Consumer Affairs	Buena Vista	N Central	U				
43	9/26/01	10/10/01		10/17/01	121-407782	E	82303-03561	Del Frisco's Steak Hse	1	Billing		Small Business	Apopka	S Central	U				
44	9/27/01	10/11/01		10/18/01	122-407885	E	19019-84200	Filerino, John	2	Service		E&O Clearwater	Clearwater	Suncoast	U				

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Case No.	Date Rec'd	Date Due	Exit Date	Date Sent	Complaint Number	Category	Account Number	Complainant's Name	Type	Service or Billing	Ruling	Replied By	Operating Agency	Region	Avoid?	Previous Call?	Close Days	FPSC Closed
1	10/1/01	10/15/01		10/22/01	123-408514	E	Alexander, Ina 36734-46531		13	Billing		Customer Solution Center	Clearwater	Suncoast	U			
2	10/1/01	10/15/01		10/22/01	124-408605	E	Hansen, Chris 31101-20327		25	Service		Transmission	Buena Vista	N Central	U			
3	10/2/01	10/16/01		10/23/01	125-408806	E	Bergwerff, Tama 32663-45227		13	Billing		Customer Solution Center	Seven Spgs	Suncoast	U			
4	10/3/01	10/17/01		10/24/01	126-409164	E	Ackley, Quinn 54367-52578		2	Service		E&O Walsingham	Walsingham	Suncoast	U			
5	10/2/01	10/22/01		10/29/01	127-408933	E	Bayyat, Ziad 37710-54180		13	Billing		Customer Solution Center	Clearwater	Suncoast	U		Yes	
6	10/10/01	10/24/01		10/31/01	128-410934	E	Nader, Darlene 09499-33493		13	Billing		Customer Solution Center	Jamestown	S Central	U	Y		
7	10/12/01	10/26/01		11/2/01	129-411431	E	Patrick, Basil 20803-26274		23	Billing		CAO	Jamestown	S Central	U			
8	10/16/01	10/30/01		11/6/01	130-412188	E	Wallen, Karen 58405-09298		14	Service	**Follow up on medical sticker when ruling rec'd (see complaint)	CAO	Jamestown	S Central				
9	10/16/01	10/30/01		11/6/01	131-412195	E	Wright, Charles 78248-69479		99-5	GI		Customer Solution Center	Clearwater	Suncoast	U			
10	10/18/01	11/1/01		11/8/01	132-412690	E	Martin, Rila 45274-73430		2	Billing		Meter Services	St. Petersburg	Suncoast	U	Y		
11	10/22/01	11/1/01		11/6/01	133-408900	E	Gillette, Eric 15365-16454		7	Service		E&O Apopka	Apopka	S Central	U		Yes	
12	10/23/01	11/7/01		11/12/01	134-413526	E	Martin, Richard 81576-31428		4	Service		E&O St. Pete	St. Petersburg	Suncoast	A			
13	10/23/01	11/7/01		11/14/01	135-413519	E	Sklar, Amelia 59541-26567		2	Service		E&O Clearwater	Clearwater	Suncoast	U			
14	10/24/01	11/8/01		11/14/01	136-414042	E	Sullivan, Selby 66153-91212		14	Service		CAO	Jamestown	S Central	U			
15	10/25/01	11/9/01		11/19/01	137-414211	E	McCall, Peartie 48469-96418		13	Billing		Customer Solution Center	St. Petersburg	Suncoast				

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File No.	Date Rcvd	Date Due	Ex Date	Date Sent	Complaint Number	Encl (E)	Account Number Complainant's Name	# Type	Service on Billing	Ruling	Replied By	Operating Center	Region	Avoid	Pravus Courtesy Call	Prior Day	PSC Closure Letter Rec'd
1	11/2/01	11/16/01		11/15/01	138-415992	E	Allen, Preston 22640-47469	13	Billing		Customer Solution Center	Ocala	N Suncoast	U			
2	11/14/01	12/5/01			139-418323	E	Davis, Valerie 37659-20280	2	Billing		Meter Services	St. Petersburg	Suncoast				
3	11/15/01	11/30/01			140-418576	E	City of Ocoee/Gleason 69817-13611	17	Service		Transmission	Apopka	S Central				
4	11/15/01	11/30/01			141-418718	E	Sendall, Richard 36251-23125	99-2	GI		Claims	Clearwater	Suncoast				
5	11/16/01	12/4/01			142-418995	E	Caudell, Carlon 81248-37367	12	Service		E&O Ocala	Ocala	N Suncoast				
6	11/20/01	12/7/01			143-419731	E	Robbinson, Judy 03616-75523	2	Service		E&O St. Pete	St. Petersburg	Suncoast				
7	11/20/01	12/7/01			144-419706	E	Zurman, Randall 59158-40224	24	Billing		CAO	St. Petersburg	Suncoast				

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WARM TRANSFERS

WARM TRANSFERS NOV-DEC 1999

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Date Rcvd	Date Closed	PSC Courtesy Call Executive Call Misc. Call Exec. Call	Call Source	Account Number	Customer's Name	Type	Service or Billing	Enter Sub Type	Handled By (CA Rep)	Concern Met	Prior Contact	Area of Concern	Avoid?
11/1/99		Courtesy Call	Stanley	23259-60103	Winn, Michael	99	GI	9	Carol	Yes	Yes	Credit	
11/2/99		Courtesy Call	PSC	25045-66350	Denunzio, Joseph	23	Billing		Kimberly	No	Yes	Billing	
11/2/99		Courtesy Call	PSC	40378-88014	Solis, Viviana	3	GI		Kim	Yes	Yes	Credit	
11/2/99		Courtesy Call	Randy	73696-08709	McDonnell, Richard	4	Service		Dawn	Yes	Yes	service	
11/2/99		Courtesy Call	Corini	86535-09274	Baley, Susan	3	GI		Dawn			Credit	
11/2/99		Courtesy Call	Theresa	68345-70602	Couter, Louise	3	GI		Dawn			Credit	
11/2/99		Courtesy Call	Bruce	48643-54070	Warren, Carolyn	3	GI		Dawn			Credit	
11/3/99		Courtesy Call	Heidy	07811-28292	Dilulio, Julie	3	GI		Kim	Yes	Yes	Credit	
11/4/99		Courtesy Call	Karisa	60673-37157	Johnson, Kelly	99	GI	3	Rita	Yes	Yes	Credit	
11/4/99		Courtesy Call	Sam		Todd, Lashawn	3	GI		Dawn			Credit	
11/5/99		Courtesy Call	FPSC	79091-87245	Douglas, Carmen	99	GI	13	Anne	Yes	Yes	Credit	
11/5/99		Courtesy Call	PSC	59150-75147	Tara Cay Sound North	3	Service		Rita	Yes	Yes	Street Lights	
11/5/99		Courtesy Call	Ruth	37512-71461	Stiles, Lisa	99	GI	5	Dawn			Credit	
11/8/99		Courtesy Call	PSC	14889-22293	Schneider, George	99	GI	5	Kimberly	No	n/a	Credit	
11/8/99		Courtesy Call	Bruce	68467-82354	Wright, Morgan	4	Service		Kim	Yes	Yes	Tree Trimming	
11/9/99		Courtesy Call	PSC	55604-41497	Cornhoff, Susan	25	Service		Kim	Yes	Yes	Credit	
11/9/99		Courtesy Call	Angie	61072-38804	Wonders, Sue	3	Service		Dawn	Yes	Yes	Service	
11/10/99		Courtesy Call	PSC	53953-53853	Cambell, Frederick	99	GI	5	Gracie	Yes	Yes	Credit	
11/10/99		Courtesy Call	Bruce	51335-46241	Campbell, Noel	3	Service		Kim	Yes	Yes	E&O/Street Lt	
11/10/99		Courtesy Call	Randy	23928-96358	Gorecki, Shirley	25	Service		Kim	Yes	Yes	Credit	
11/12/99		Courtesy Call	PSC	70955-84121	Sanduqa, Hanl	99	GI	3	Gracie	Yes	Yes	Credit	
11/12/99		Courtesy Call	PSC	70955-84121	Asandoka, Hanl	99	GI	5	Kimberly	No	Yes	Credit	
11/15/99		Courtesy Call	PSC	36695-27130	Reeves, James	8	Billing		Kimberly	Yes	n/a	Credit	
11/15/99		Courtesy Call	Stanley	42347-22862	Roark, Rosina	25	Service		Kim	Yes	Yes	Credit	
11/15/99		Courtesy Call	Ellen	38422-83062	Bullacavoli Mgmt	99	GI	3	Rita	Yes	Yes	Credit	
11/15/99		Courtesy Call	Randy	28684-68304	Seigel, Charlene	99	GI		Dawn	Yes	Yes	Credit	
11/15/99		Courtesy Call	Angie	76178-93336	Jenkins, Velda	3	GI		Dawn	Yes	Yes	Credit	
11/16/99		Courtesy Call	PSC	43834-06508									
11/16/99		Courtesy Call	PSC	76807-83338	Anna C. Arlene	99	GI	3	Gracie	Yes	Yes	Credit	
11/16/99		Courtesy Call	PSC	10961-79360	Notaro, Mr.	99	GI		Gracie	Yes	Yes	Billing	
11/16/99		Courtesy Call	Bruce	97499-63441	Butler, Idella	99	GI	5	Kim	Yes	Yes	Credit	
11/16/99		Courtesy Call	Nancy	27226-86562	Khouz, Darrel	99	GI		Dawn	Yes	Yes	Credit	
11/16/99		Courtesy Call	Stanley	88878-90386	Torregrosa, Susan	13	GI		Carol	Yes	Yes	Deposit	
11/17/99		Courtesy Call	PSC	21502-98330	Winters, Mrs.	99	GI		Gracie	Yes	Yes	R&D	
11/17/99		Courtesy Call	PSC	35939-14565	Goodwin, Mrs.	99	GI		Gracie	Yes	Yes	Credit	
11/17/99		Courtesy Call	Bruce	00756-78214	Holland, Jerome	99	GI	3	Carol	Yes	Yes	Credit	

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Date Rcvd	Date Closed	PSC/Courtesy Call Executive Call Mid Call Exec Call	Category	Account Number	Customer's Name	Type	Service or Billing	Enter Sub Type	Handled By (GA Rep)	Content Met	File Contact	Area of Concern	Avoid?
11/18/99		Courtesy Call	PSC	n/a	Campbell, Nick	99	GI		Gracie	Yes	Yes	New Service	
11/18/99		Courtesy Call	PSC	88514-29124	Garshelis, Nick	21	Billing		Kimberly	Yes	Yes	Billing	
11/18/99		Courtesy Call	Bruce	50564-13225	Bell, Dorothy	99	GI	5	Kim	Yes	Yes	Credit	
11/18/99		Courtesy Call	John	92802-02823	Weitzel, Mr.	12	Billing		Kim	Yes	Yes	Meter Rdg	
11/18/99		Courtesy Call	PSC	52844-31586	Horizon Homes	12	Service		Kim	Yes	Yes	E&O	
11/18/99		Courtesy Call	Bruce	04653-04634	Sunny Waterbeds	1	Billing		Kim	Yes	Yes	SBE	
11/19/99		Courtesy Call	PSC	60032-71496	Follett, James	99	GI	3	Gracie	Yes	Yes	Credit	
11/19/99		Courtesy Call	Ellen	30113-80049	Lieberum, Mary	7	Billing		Kim	Yes	Yes	Credit	
11/22/99		Courtesy Call	PSC	62422-08819	Inque, Shorchi	99	GI	3	Gracie	Yes	Yes	Credit	
11/22/99		Courtesy Call	PSC	n/a	DeFoe, Fabbian	99	GI		Gracie	Yes	Yes	BO&QA	
11/22/99		Courtesy Call	PSC/Tara	21322-85666	E. Goeck	99	GI	2	Anne		Yes	Claims	
11/22/99		Courtesy Call	PSC/Tara	86197-59516	Mudrich, Jack	4	Service		Anne				
11/22/99		Courtesy Call	PSC/Caris	51153-44016	Gates, Chester	20	Billing		Anne				
11/23/99		Courtesy Call	PSC/Stan	30603-43074	Holland, Edwin	12	Service		Anne				
11/23/99		Courtesy Call	Bruce	30989-82072	Melton, Paul	3	GI		Dawn	Yes	Yes	Credit	
11/24/99		Courtesy Call	PSC	06052-36262	Belcher, Maggie	19	GI		Gracie	Yes	Yes	Billing	
11/24/99		Courtesy Call	Dorothy	54140-20755	Rodriquez, Ada	23	Billing		Kim	Yes	Yes	RPI	
11/24/99		Courtesy Call	Stanley	44624-59430	Alshawabkeh, Hasan	24	Billing		Kim	Yes	Yes	Meter Dept.	
11/29/99		Courtesy Call	Noelia	09966-48107	McKinney, Terrence	3	GI		Dawn	Yes	Yes	Credit	
11/29/99		Courtesy Call	Noelia	77335-98329	Cullen, Mrs.	3	GI		Dawn	Yes	Yes	Credit	
11/29/99		Courtesy Call	John	05827-63120	dejesus, monica	99	GI		Carol	Yes	Yes	late notice	
11/29/99		Courtesy Call	John	63823-44510	Joy, Radford	99	GI	3	Carol	Yes	Yes	Credit	
11/29/99		Courtesy Call	Careny	12603-58157	Nelson, Keila	3	GI		Kim	Yes	Yes	Credit	
12/1/99		Courtesy Call	PSC	01787-79132	Cruz, Lionel	25	Service		Kimberly	n/a	n/a	Credit	
12/1/99		Courtesy Call	Tara	34316-65167	Crafts, Kerri	99	GI	13	Dawn	Yes	Yes	Deposit	
12/2/99		Courtesy Call	PSC	01001-51504	Mansour, Kimberly	99	GI	5	Kimberly	No	Yes	Credit	
12/2/99		Courtesy Call	PSC	12996-45285	Oliver, Nilda	3	GI		Rita	Yes	n/a	CEX	
12/2/99		Courtesy Call	PSC	81907-45412	Norman, Robert	8	Billing		Kim	Yes	n/a	\$ Not Posted	
12/2/99		Courtesy Call	PSC	32461-90039	Polite, Draja	99	GI	8	Anne	Yes	yes	Stores	
12/2/99		Courtesy Call	Corini	07589-47312	Rimes, Tracy	3	GI		Dawn	Yes	Yes	Credit	
12/6/99		Courtesy Call	Operator	26969-45116	Muscato, Marion	13	Billing		Carol	Yes	Yes	Billing	
12/6/99		Courtesy Call	PSC	72592-62379	Simon, Linda	3	GI		Kim	Yes	n/a	CEX	
12/6/99		Courtesy Call	PSC	44391-04153	Civil, Rony	99	GI	5	Kim	Yes	n/a	CONP	
12/7/99		Courtesy Call	PSC	07806-71212	Watson, James	99	GI		Carol	Yes	Yes	Other	
12/7/99		Courtesy Call	PSC	07012-32144	Johnson, Ronald	99	GI	5	Rita	Yes	n/a	CONP	
12/7/99		Courtesy Call	Corini	25356-33064	Salgado, Maria	3	GI		Dawn	Yes	Yes	Credit	

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Date Rcvd	Date Closed	PSC Courtesy Call Exec. Call Misc. Call Ext. Call	Call Type	Account Number	Customer's Name	# Type	Service on Billing	Enter Sub # Type #	Handled By (OA Rep)	Concern Met	Prior Contact	Area of Concern	Avoid?
12/7/99		Courtesy Call	Corini	97519-27508	Dominquez, Zoraya	3	GI		Dawn	Yes	Yes	Credit	
12/8/99		Courtesy Call	PSC	97768-58102	Mrs. Edwin Brook	99	GI		Gracie	Yes	Yes	Credit	
12/8/99		Courtesy Call	PSC	20078-76406	Pressley, Luz	25	Service		Kimberly	Yes	n/a	Credit	
12/8/99		Courtesy Call	PSC	23497-65093	n/a	3	GI		Rita	Yes	n/a	CEX	
12/8/99		Courtesy Call	PSC	23854-79570	n/a	3	GI		Rita	Yes	n/a	CEX	
12/8/99		Courtesy Call	PSC	23801-51200	n/a	3	GI		Rita	Yes	n/a	CEX	
12/8/99		Courtesy Call	Operator	24616-57092	Daies, Diane	3	GI		Rita	Yes	n/a	CEX	
12/8/99		Courtesy Call	PSC	72813-82006	Carlson, Vickie	3	GI		Kim	Yes	n/a	CEX	
12/8/99		Courtesy Call	PSC	10416-98543	Restrepo, Robrigo	3	GI		Kim	Yes	n/a	CEX	
12/8/99		Courtesy Call	Noelia	11599-43595	Figueroa, Julia	3	GI		Dawn	Yes	Yes	Credit	
12/8/99		Courtesy Call	Corini	30707-87953	Alamin, Khosrow Mrs	99	GI		Dawn	Yes	Yes	Credit	
12/8/99		Courtesy Call	PSC	72872-67553	Debra	99	GI		Carol	n/a	n/a	Service	
12/9/99		Courtesy Call	PSC	n/a	Rivers, Bonita	3	GI		Rita	Yes	n/a	CEX	
12/9/99		Courtesy Call	Operator	04058-20199	Sweet, Lenore	3	GI		Rita	Yes	n/a	CEX	
12/9/99		Courtesy Call	PSC	69528-21024	Laboy, Josephine	5	Service		Kim	Yes	n/a	Outage	
12/9/99		Courtesy Call	PSC	74024-24245	Villot, Carmen	99	GI	5	Anne	No		Credit	
12/10/99		Courtesy Call	PSC	47397-76191	Kennedy, Rose	3	GI		Kimberly	Yes	n/a	Billing	
12/10/99		Courtesy Call	PSC	05871-98430	Payne, Ernest	3	GI		Kim	Yes	n/a	CEX	
12/10/99		Courtesy Call	PSC	60812-23105	Caraballo, Oscar	99	GI		Kim	Yes	n/a	Other	
12/10/99		Courtesy Call	PSC	33396-44499	Sweeney, Robert	99	GI		Anne	No		Credit	
12/10/99		Courtesy Call	Noelia	785574654	Stanland, Sheila	3	GI		Dawn	Yes	Yes	Credit	
12/13/99		Courtesy Call	PSC	91907-59168	Buese, Virginia	16	Billing		Kimberly	No	Yes	Billing	
12/13/99		Courtesy Call	PSC	83333-61521	Sullivan, Sean	99	GI		Gracie	Yes	Yes	Billing	
12/13/99		Courtesy Call	Operator	60021-01328	n/a	99	GI		Rita	Yes	n/a	Other	
12/13/99		Courtesy Call	PSC	30136-35574	Kilbreth, Carol	99	GI		Anne	Yes	n/a	Billing	
12/13/99		Courtesy Call	Bruce	18489-06624	Young, Aaron	3	GI		Dawn	Yes	Yes	Credit	
12/13/99		Courtesy Call	Noelia	62388-71199	Pond, Dien	3	GI		Dawn	Yes	Yes	Credit	
12/14/99		Courtesy Call	PSC	11261-90851	Crawford, Mr.	99	GI		Gracie	Yes	Yes	Billing	
12/14/99		Courtesy Call	PSC	02787-22071	Jones, Howard	99	GI		Gracie	Yes	Yes	Billing	
12/14/99		Courtesy Call	PSC	12436-78687	Smith, Robert	3	GI		Kim	Yes	n/a	CEX	
12/14/99		Courtesy Call	PSC	57672-31199	Mrs. McKelvain	99	GI	17	Kim	Yes	n/a	Medical	
12/14/99		Courtesy Call	PSC	87516-66465	Brathwaite, Oscar	99	GI	5	Kim	Yes	n/a	CONP	
12/14/99		Courtesy Call	Tara	06600-58097	Iglesias, Eliezen	3	GI		Dawn	Yes	Yes	Credit	
12/14/99		Courtesy Call	Bruce	48979-97718	Maneer, Mrs	99	GI		Dawn	Yes	Yes	Credit	
12/15/99		Courtesy Call	PSC	40967-31498	Loffler, Jo Ann	99	GI	2	Carol	Yes	Yes	Claims	
12/15/99		Courtesy Call	PSC	67522-47159	Nasworth, Jason	99	GI		Kimberly	Yes	n/a	Other	

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Date Rcvd	Date Closed	PSC Courtesy Call Executive Call Misc. Call or Exec Letter	Call Source	Account Number	Customer's Name	#	Type	Service or Billing	Enter Sub Type #	Handled By (CA Rep)	Concern Met	Prior Contact	Area of Concern	Avoid?
12/15/99		Courtesy Call	PSC	30785-85416	Sipovic, Marc	99	GI			Kim	Yes	n/a	Other	
12/15/99		Courtesy Call	Nancy	89731-67474	Bower, Leona	3	GI			Dawn	Yes	Yes	Credit	
12/16/99		Courtesy Call	PSC	03942-08381	Maffei, Mr.	99	GI			Gracie	Yes	Yes	Exec Office	
12/16/99		Courtesy Call	PSC	45074-67534	Ublies, Kathleen	3	GI			Carol	Yes	Yes	CEX	
12/16/99		Courtesy Call	Operator	48734-43348	Asermley, Charles	3	GI			Rita	Yes	n/a	CEX	
12/16/99		Courtesy Call	PSC	23749-42517	Gibson, Tammy	3	GI			Kim	Yes	n/a	CEX	
12/16/99		Courtesy Call	Corini	9710-06249	Esquenazi, Arnold	99	GI			Dawn	Yes	Yes	Credit	
12/17/99		Courtesy Call	Operator	11061-68326	Adams, Brenda	3	GI			Rita	Yes	n/a	CEX	
12/17/99		Courtesy Call	PSC	95286-83462	Alfonso, Paul	3	GI			Kim	Yes	n/a	CEX	
12/17/99		Courtesy Call	PSC	20093-79857	Butterick, Debra	99	GI			Carol	n/a	n/a	Credit	
12/18/99		Courtesy Call	Sandy	11212-41013	Baillargeon, Amy	99	GI			Carol	n/a	n/a	Credit	
12/20/99		Courtesy Call	PSC	02633-68243	Lopez, Jose	25	Service			Kimberly	Yes	n/a	Credit	
12/20/99		Courtesy Call	Operator	06980-16483	Lawler, Richard	3	GI			Rita	Yes	n/a	CEX	
12/20/99		Courtesy Call	PSC	n/a	Glendenning	3	GI			Kim	Yes	n/a	CEX	
12/20/99		Courtesy Call	PSC	94430-39388	Merrill, Brian	3	GI			Kim	Yes	n/a	CEX	
12/20/99		Courtesy Call	PSC	24417-15093	Garces, Jalme	3	GI			Kim	Yes	n/a	CEX	
12/20/99		Courtesy Call	Noelia	72700-14211	Borl, Edith	99	GI			Dawn	Yes	Yes	Credit	
12/20/99		Courtesy Call	Corini	91214-16509	Kline, Rulh	99	GI		3	Dawn	Yes	Yes	Credit	
12/20/99		Courtesy Call	Kate	n/a	Smith, Kate	25	Service			Rita	Yes	Yes	General Info	
12/21/99		Courtesy Call	PSC	16600-60196	Mr. Sanders	3	GI			Kim	Yes	n/a	CEX	
12/21/99		Courtesy Call	PSC	50367-68229	Meadows, Roscoe	99	GI		5	Anne	Yes	n/a	Credit	
12/21/99		Courtesy Call	PSC	23442-90108	Filho, Orlando	99	GI		3	Anne	Yes	n/a	Credit	
12/21/99		Courtesy Call	CSR	62129-99469	Moreno, Rebecca	99	GI			Carol	n/a	n/a	Credit	
12/22/99		Courtesy Call	PSC	86159-95534	Lachance, Kay	19	Billing			Kimberly	Yes	Yes	Credit	
12/22/99		Courtesy Call	PSC	83432-32037	Bud's Bargain	99	GI		5	Kimberly	Yes	n/a	Credit	
12/22/99		Courtesy Call	PSC	54072-67499	Burton, Michael	19	Billing			Kimberly	n/a	Yes	Credit	
12/22/99		Courtesy Call	Tara	85548-98465	Smith, James	99	GI		2	Dawn	Yes	Yes	Claims	
12/23/99		Courtesy Call	Bruce	62100-65308	Maldonado, Pedro	3	GI			Dawn	Yes	Yes	Cex	
12/23/99		Courtesy Call	PSC	82956-47495	Detterline, Debbie	11	Billing			Rita	Yes	Yes	Billing	
12/27/99		Courtesy Call	Bruce	62296-79516	Coryell, Lee	3	GI			Kim	Yes	Yes	Credit	
12/29/99		Courtesy Call	Bruce	n/a	Ramos	99	GI			Gracie	Yes	No	Other	
12/29/99		Courtesy Call	PSC	37571-33488	Welch, Ana	99	GI		5	Carol	n/a	n/a	CONP	
12/28/00		Courtesy Call	PSC	30062-11493	Rose Marie	99	GI			Carol	n/a	n/a	Credit	

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Date/Rev'd	Date Closed (Excl. Rev'd)	Service Call	Call Source	Account Number	Customer's Name	LT Type	Service on Billing	Ent. Sub. Type	Handled By (CA Rep)	Concern Mktg	Prod. Contact	Functional Area
1/3/00		Courtesy Call	Bruce	65865-36572	Duffy, Tara	99	GI	2	Kimberly	Yes	Yes	Claims
1/3/00		Courtesy Call	Nancy	97914-62276	Galensen, Joline	12	Service		Dawn	Yes	Yes	Service
1/4/00		Courtesy Call	PSC	65924-47086	Faria, N.	99	Billing		Gracie	Yes	Yes	Credit
1/4/00		Courtesy Call	Operator	38645-95409	Villalobos, Mario	3	GI		Carol	Yes	n/a	CEX
1/4/00		Courtesy Call	Elsie	30441-23536	Mobray, Scott	3	GI		Kimberly	no	n/a	Credit
1/4/00		Courtesy Call	Noelia	23542-16570	Sanchez, Maria	99	GI		Kimberly	n/a	n/a	Billing
1/4/00		Courtesy Call	John		Mrs. Perry	99	GI		Carol	Yes	Yes	Budget bill
1/4/00		Courtesy Call	Noelia	38645-95409	lobos, mario	99	GI	3	Carol	Yes	Yes	Cex
1/5/00		Courtesy Call	PSC	93521-49500	Johnson, Carle	3	GI		Carol	Yes	n/a	CEX
1/5/00		Courtesy Call	Nancy	99600-38367	Raffield, Melissa	3	GI		Kimberly	Yes	Yes	Credit
1/5/00		Courtesy Call	angela	93521-49500	Johnson, Carrie	99	GI	3	Carol	Yes	Yes	Cex
1/5/00		Courtesy Call	Noelia	85547-63323	Turner, Vivian	99	GI		Kim	Yes	No	Cex
1/5/00		Courtesy Call	Noelia	88882-97441	Rivera, Carlos	99	GI		Kim	Yes	No	Cex
1/5/00		Courtesy Call	PSC	76720-29709	Pump, Joseph	99	GI		Gracie	Yes	Yes	Meter Dept.
1/6/00		Courtesy Call	Noelia	75086-68430	Beckman, Ruth	99	GI		Kim	Yes	No	Cex
1/6/00		Courtesy Call	Elsie	77589-75082	Paul, Mrs.	99	GI		Kim	Yes	No	Cex
1/6/00		Courtesy Call	Corina	58925-80072	Mund, Robert	99	GI		Dawn	Yes	Yes	Credit
1/7/00		Courtesy Call	Carol	44288-48279	Sheppard, Leslie	7	Billing		Kim	Yes	Yes	Credit
1/7/00		Courtesy Call	Nancy	62373-52211	Montez, Lucy	99	GI		Dawn	Yes	Yes	Credit
1/7/00		Courtesy Call	Noelia	66668-52317	Curtis, Darlene	12	Service		Dawn	Yes	Yes	Service
1/10/00		Courtesy Call	PSC	19517-10572	Buker, Mrs.	99	Billing		Gracie	Yes	Yes	Billing
1/10/00		Courtesy Call	Elsa	18489-06624	Young, Arron	99	GI	3	Carol	Yes	Yes	Cex
1/10/00		Courtesy Call	Carol	72166-53054	Whitehouse, John	99	GI		Kim	Yes	Yes	Cex
1/10/00		Courtesy Call	Noelia	74182-91065	Aviles, Monica	99	GI		Kim	Yes	Yes	Cex
1/10/00		Courtesy Call	Nancy	04888-90231	Flores, Domingo	99	GI	3	Rita	y	y	Credit
1/10/00		Courtesy Call	PSC	93127-89584	Stillwagon, Michael	99	GI	3	Gracie	Yes	Yes	Credit

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Date Rcvd	Date Closed (Exec Ltr Only)	Call Type Exec Call Mid Call or Exec Letter	Call Source	Account Number	Customer's Name	# Type	Service or Billing	Enter Sub Type	Handled BY (CA Rep)	Concern Met	Final Contact	Functional Area
1/10/00		Courtesy Call	PSC	03141-59414	Switak, George	99	GI		Gracie	Yes	Yes	E&O
1/10/00		Courtesy Call	Tara	83902-40336	Deaton, Mau	99	GI		Carol	Yes	Yes	Pmt Rcvd
1/10/00		Courtesy Call	Carol	77909-82032	Shojgreen, Yolanda	99	GI		Carol	Yes	Yes	Pmt Rcvd
1/10/00		Courtesy Call	Noelia	08319-56079	Jackson, Earl	1	Service		Kim	Yes	Yes	Service
1/11/00		Courtesy Call	Noelia	93986-16468	Bartley, Glenn	99	GI	3	Rita	y	y	Credit
1/11/00		Courtesy Call	Noelia	16351-71215	Fleming, Mrs.	99	GI	3	Rita	y	y	Credit/Return Item
1/12/00		Courtesy Call	Theresa	74476-72369	Ramson, Kim	99	Billing		Anne	Yes	Yes	Credit
1/12/00		Courtesy Call	Angie	56739-90269	Hamblen, George	99	GI		Kim	Yes	Yes	Cex
1/12/00		Courtesy Call	Nancy	81666-57510	Vance, marvin	99	GI	5	Carol	Yes	Yes	comp
1/12/00		Courtesy Call	PSC	88437-68309	Ballinger, Mr.	99	GI		Gracie	Yes	Yes	Credit
1/12/00		Courtesy Call	Corina	20861-17993	Summerville, Elizab	3	Service		Dawn	Yes	Yes	Service
1/13/00		Courtesy Call	Careny	00375-51410	Reed, Sylvester	13	Billing		Kim	Yes	Yes	Resl Field Svc
1/13/00		Courtesy Call	Angie	71110-56302	Smith, Frederick	99	GI		Kim	Yes	Yes	Cex
1/13/00		Courtesy Call	Noelia	90627-23209	Davis, Kenny	99	GI	3	Rita	y	y	Credit
1/13/00		Courtesy Call	PSC	41216-71283	Post, Imogene	99	GI	3	Gracie	Yes	Yes	Credit
1/13/00		Courtesy Call	PSC	16533-19371	Miller, Randy	99	GI	3	Gracie	Yes	Yes	Credit
1/13/00		Courtesy Call	PSC	26552-75588	Helmick, Edward	25	Service		Kimberly	Yes	Yes	Credit
1/13/00		Courtesy Call	PSC	59311-63044	Moran, Warren	25	Service		Rita	y	y	General Info
1/14/00		Courtesy Call	Nancy	78718-92060	Daquisto, Caroline	18	Billing		Dawn	Yes	Yes	Disconnection
1/14/00		Courtesy Call	PSC	61606-33050	Jacobs, Laura	99	GI	3	Gracie	Yes	Yes	Credit
1/14/00		Courtesy Call	Corina	76971-55291	Rahling, Patty	99	GI		Dawn	Yes	Yes	Credit
1/14/00		Courtesy Call	Corina	49924-01282	Hendricks, Carroll	99	GI		Dawn	Yes	Yes	Credit
1/14/00		Courtesy Call	Corina	67676-63503	Coll, Norman	99	GI	7	Dawn	Yes	Yes	eft
1/14/00		Courtesy Call	Noelia	10478-06218	Hinson, Al	4	Service		Carol	Yes	Yes	Tree Trim
1/17/00		Courtesy Call	Corina	79545-04232	Kriloff, Donna	99	GI		Dawn	Yes	Yes	Credit

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Date Rcvd	Date Closed (Excl. Only)	PSC Courtesy Call Enter in Call Mail Bag of Exec. Letter	Call Source	Account Number	Customer's Name	#Type	Service or Billing	Enter/ Sub Type	Handled By (CA Rep)	Concern Mail	Pror. Contact	Functional Area
1/18/00		Courtesy Call	Angle	41161-80597	Ramey, Cuba	7	Billing		Anne	Yes	Yes	Credit
1/18/00		Courtesy Call	PSC	85456-13187	Venant, Luis	99	GI	3	Gracie	Yes	Yes	Billing
1/18/00		Courtesy Call	Carol	48037-38136	Whartenby, William	99	GI		Kim	Yes	Yes	Cex
1/18/00		Courtesy Call	Angie	73514-41683	Bodiman, Jeanne	99	GI		Dawn	Yes	Yes	Credit
1/18/00		Courtesy Call	Carissa	31939-84354	McKenby, Jim	8	Service		Dawn	Yes	Yes	Service
1/19/00		Courtesy Call	Brian	84963-57298	Levy, Mr.	16	Billing		Rita	y	y	Billing
1/19/00		Courtesy Call	Bruce	54266-54494	Canon, Audrey	21	Billing		Kim	Yes	Yes	Credit
1/19/00		Courtesy Call	Angie	63511-51165	Hoffschneider, Gary	99	GI		Kim	Yes	Yes	Cex
1/19/00		Courtesy Call	John	33103-09224	Schwab, Dana	99	GI		Kim	Yes	Yes	Cex
1/19/00		Courtesy Call	Tarrah	89417-60012	Rosado, Angel	99	GI		Kim	Yes	Yes	Cex
1/19/00		Courtesy Call	Caressa	74699-94257	Cremeans, Rodney	99	GI	5	Kim	Yes	Yes	Credit
1/20/00		Courtesy Call	Tara	new acct	Ward, Marion T	23	Billing		Rita	yes	yes	Rev. Protection
1/20/00		Courtesy Call	Bruce	92948-35518	Gress, Lauren	99	GI		Kim	Yes	Yes	Cex
1/20/00		Courtesy Call	Bruce	28245-30852	Stoyakevitch, Greg	99	GI	2	Kim	Yes	Yes	Claims
1/20/00		Courtesy Call	PSC	22461-48061	Ferrari, Cheryl L	99	GI	13	Kimberly	Yes	Yes	Credit
1/20/00		Courtesy Call	Ryan	74699-94257	Cremeans, Rodney	99	GI	5	Kim	Yes	Yes	Credit
1/21/00		Courtesy Call	PSC	60570-47164	Stanhope, Arthur	99	GI	3	Gracie	No	Yes	Credit
1/24/00		Courtesy Call	Theresa	19414-31466	Michelli, Yvonne	19	Billing		Rita	Yes	Yes	Billing
1/24/00		Courtesy Call	Bruce	19865-36664	Newland, Mr.	99	GI	3	Rita	Yes	Yes	Credit
1/24/00		Courtesy Call	Tara	91531-32005	Perez, Felix	99	GI	3	Rita	Yes	Yes	Credit
1/24/00		Courtesy Call	Tara	266-566-045	Scott, Mattie	99	GI	3	Rita	Yes	yes	Credit
1/24/00		Courtesy Call	Bruce	52058-39360	Stanford, Allan	99	GI	3	Gracie	No	Yes	Credit
1/24/00		Courtesy Call	Corrina	44132-81815	Ly, Thuan M.	99	GI	3	Gracie	No	Yes	Credit
1/24/00		Courtesy Call	Caressa	25045-66350	Denunzio, Mrs.	99	GI	3	Carol	Yes	Yes	Credit
1/24/00		Courtesy Call	Angie	35794-13885	FPL Customer	25	Service		Rita	Yes	Yes	FPL Customer
1/25/00		Courtesy Call	Bruce	73474-61408	Coleman, Harry	3	GI		Kimberly	Yes	n/a	Credit
1/25/00		Courtesy Call	Corina	52840-02352	Veloza, Luis	3	GI		Dawn	Yes	Yes	Credit
1/25/00		Courtesy Call	Careny	31770-45576	Cofield, Ozie	99	GI		Kim	Yes	Yes	Cex

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Date Rcvd	Date Closed (Excl. Lit Only)	ISO Courtesy Call Exec. Call Misc. Call of Exec. Call	Call Source	Account Number	Customer Name	#Type	Service or Billing	Enter Sub Type	Handled By (CA Rep)	Concern Mail	Prior Contact	Functional Area
1/25/00		Courtesy Call	Bruce	16295-81961	Bertone, Marco	99	GI	2	Kim	Yes	Yes	Claims
1/25/00		Courtesy Call	Corini	37911-70336	Viera, Laura	99	GI	3	Dawn	Yes	Yes	Credit
1/25/00		Courtesy Call	Bruce	59220-07373	McDonell, Jeffrey	99			Dawn	Yes	Yes	Credit
1/26/00		Courtesy Call	Elsie	n/a	Terrell, Grady	23	Billing		Kim	Yes	Yes	Rev. Protection
1/27/00		Courtesy Call	Angie	79747-36150	Artzner, David	99	Billing		Anne	Yes	Yes	Credit
1/27/00		Courtesy Call	Corini	46028-91158	Gentry, Linda	99	GI	3	Dawn	Yes	Yes	Credit
1/27/00		Courtesy Call	Operator	69784-36598	Gussler, Jack	99	GI	3	Gracie	No	Yes	credit
1/27/00		Courtesy Call	Bruce	03592-02574	Lentrol, Frank	99	GI		Gracie	Yes	Yes	Outages
1/27/00		Courtesy Call	Angie	68923-62137	Hart, Gaylord	2	Service		Kimberly	No	Yes	E&O
1/28/00		Courtesy Call	Ryan	24234-11163	King, Giorida	99	GI		Kim	Yes	Yes	Cex
1/28/00		Courtesy Call	Tarraah	26969-45116	Muscato, Marion	99	GI	5	Kim	Yes	Yes	Credit
1/28/00		Courtesy Call	Bruce	77982-69572	Plummer, Jarree	25	Service		Kimberly	Yes	Yes	Credit
1/31/00		Courtesy Call	Bruce	53523-26558	Clay, Corine	7	Billing		Kim	Yes	Yes	Credit
1/31/00		Courtesy Call	Corrina	45426-73212	Phillips, Rocina	99	GI	3	Gracie	Yes	Yes	Credit
1/31/00		Courtesy Call	Corrina	49328-41055	Putzkey, Trisha	99	GI	13	Carol	Yes	Yes	Deposit
1/31/00		Courtesy Call	Bruce	37491-22499	Johnson, Craig	1	Service		Kim	Yes	Yes	Service
2/1/00		Courtesy Call	Noelia	2649167235	Stiles, Robert	99	GI	3	Gracie	Yes	Yes	Credit
2/1/00		Courtesy Call	Bruce	08820-46246	Lynn, Mrs. Wm.	99	GI	3	Gracie	Yes	Yes	Credit
2/1/00		Courtesy Call	Angie	36262-23642	Welch, Elizabeth	99	GI		Gracie	Yes	Yes	E&O
2/1/00		Courtesy Call	Noelia	56930-25094	Smith, Karen Marie		GI	3	Kim	Yes	Yes	Credit/Rev Protection
2/2/00		Courtesy Call	Nancy	87144-09497	Standridge, Janice	99	GI	13	Carol	Yes	Yes	Deposits
2/2/00		Courtesy Call	Caressa	56142-51629	Wood, Robert	25	Service		Kimberly	Yes	Yes	Credit
2/3/00		Courtesy Call	Bruce	48197-78520	Wright, Eric	23	Billing		Kimberly	Yes	Yes	Claims
2/3/00		Courtesy Call	Angie	02444-64337	Crosby, Mr.	99	GI	3	Carol	Yes	Yes	Credit/Rev Protection
2/3/00		Courtesy Call	Careny	50652-06416	Bargy, Ken		GI	3	Kim	Yes	Yes	Resi Field Services
2/4/00		Courtesy Call	Caressa	14149-02490	Choser, Robert		Billing	16	Kim	Yes	Yes	Billing
2/4/00		Courtesy Call	Careny	05159-89447	Santana, Michael	99	GI		Carol	Yes	Yes	Credit/Rev Protection
2/4/00		Courtesy Call	n/a	14996-23032	Morriss, Lynn (Dawn)	99	GI		Gracie	Yes	Yes	SMN

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2/4/00		Courtesy Call	Noelia	10521-56010	Allen, Ryan	25	Service		Kimberly	Yes	n/a	Corporate Relations
2/7/00		Courtesy Call	Careeny	69955-48131	Chambers, Elizabeth	19	Billing		Dawn	Yes	Yes	IOD
2/7/00		Courtesy Call	Noelia	49779-14279	Pridgen, Theresa	99	GI	3	Gracie	Yes	Yes	Credit
2/7/00		Courtesy Call	Elsie	05715-93489	Delgado	99	GI		Gracie	Yes	No	Credit
2/8/00		Courtesy Call	Victor	80176-85244	Hodges, Jr.	99	GI	3	Gracie	Yes	No	Credit
2/9/00		Courtesy Call	Noelia	48238-47038	Henningsen, Todd	99	GI	5	Anne	Yes	Yes	Credit
2/9/00		Courtesy Call	Caressa	88869-99335	Santiago, Jesus	99	GI	5	Anne	Yes	Yes	Credit
2/9/00		Courtesy Call	Carmen	33518-77269	Collado, Elmer	99	GI	3	Rita	Yes	Yes	Credit/Rev Protection
2/9/00		Courtesy Call	Noelia	44614-52339	Bellars, Stephanie	99	GI		Anne	Yes	No	N/A - routine reco.
2/10/00		Courtesy Call	Bev	25045-66350	Denunzio, Melody	99	GI	5	Kimberly	No	Yes	Credit
2/14/00		Courtesy Call	Caressa	12317-46018	Szczepanik, Edward	99	GI		Gracie	Yes	No	Credit
2/14/00		Courtesy Call	Shirley	06798-33446	Caranchini, Est. of	99	GI	3	Gracie	Yes	No	Credit
2/15/00		Courtesy Call	Noelia	37379-15519	Meehan, Shawn		GI	3	Kim	Yes	Yes	Credit/Rev Protection
2/15/00		Courtesy Call	Careny	44474-14757	Christians, Williams	8	Service		Gracie	Yes	Yes	E&O Issues
2/16/00		Courtesy Call	Angie	23900-55251	Clozeville, Lavita	99	GI	3	Rita	Yes	Yes	Credit/Rev Protection
2/16/00		Courtesy Call	Careny	74230-39504	Blougoras, K.	99	GI		Gracie	Yes	Yes	Miscellaneous
2/16/00		Courtesy Call	Angie	70107-07264	Burton, Grant	99	GI		Gracie	Yes	Yes	Miscellaneous
2/17/00		Courtesy Call	Elsie	36135-51146	Riley, Calvin	13	Billing		Carol	Yes	Yes	Billing
2/17/00		Courtesy Call	Kate	65075-17415	Baden, Frank	99	GI	5	Carol	Yes	Yes	CNP
2/17/00		Courtesy Call	Kate	58405-09298	Wallen, Karen	99	GI		Carol	Yes	Yes	Credit/Rev Protection
2/18/00		Courtesy Call	Carinl	14887-54544	Arthurs, William	99	GI		Anne	Yes	No	Change address
2/18/00		Courtesy Call	Dick	41716-14345	Cusworth, George		GI	3	Kim	Yes	Yes	Credit/Rev Protection
2/21/00		Courtesy Call	Noelia	95657-24271	Lepsin, Candide	13	Billing		Kimberly	Yes	Yes	Billing
2/21/00		Courtesy Call	PSC	92568-16233	Abell, Mr.	99	GI	3	Rita	Yes	Yes	General Info

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2/21/00		Courtesy Call	Angie	41951-46031	Leonard, Wayne	3	Service		Kimberly	No	Yes	E&O
2/22/00		Courtesy Call	Careny	00295-37317	Banks, Stacy Lee	7	Billing		Kim	Yes	Yes	Credit/Rev Protection
2/22/00		Courtesy Call	Caressa	48197-78520	Wright, Eric	23	Billing		Kim	Yes	Yes	Credit/Rev Protection
2/22/00		Courtesy Call	kate	74711-71246	Teate, Chad	3	GI		Dawn	Yes	Yes	Credit
2/22/00		Courtesy Call		73420-65677	Bennett, Melvin	99	GI		Dawn	Yes	Yes	Credit
2/22/00		Courtesy Call	Ellen	31994-21525	Brown, Catherine		GI	3	Kim	Yes	Yes	Credit/Rev Protection
2/23/00		Courtesy Call	Ellen	577-04-5212	Jackson, Tamika	20	Billing		Rita	Yes	Yes	Deposits
2/23/00		Courtesy Call	Elsie	29361-71249		3	Service		Rita	Yes	Yes	E&O Issues
2/24/00		Courtesy Call	Noelia	10652-18252	Clemmons, Daniel	13	Billing		Kimberly	Yes	Yes	Marketing/Research
2/24/00		Courtesy Call	Angie	22865-15055	Hudson, Larry	25	Service		Kimberly	Yes	No	Billing
2/25/00		Courtesy Call	Ellen	8896494909	Rhodes, Al	3	GI		Kimberly	Yes	n/a	Credit/Rev Protection
2/25/00		Courtesy Call	Noelia	13514-96388	Butcher, Patricia	99	GI	3	Gracie	Yes	Yes	Credit/Rev Protection
2/28/00		Courtesy Call	Angie	97994-05547	Stoufflet, Susan	99	GI	13	Carol	Yes	Yes	Deposits
2/29/00		Courtesy Call	Noelia	07486-70224	Cawley, Donald	1	Billing		Kim	Yes	Yes	Billing
2/29/00		Courtesy Call	Carol	54441-42219	Sotolongo, Carlos	99	GI		Carol	Yes	Yes	Billing
2/29/00		Courtesy Call	Noelia	10203-78377	Fitzgerald, Joseph		GI	3	Kim	Yes	Yes	Credit/Rev Protection
3/1/00		Courtesy Call	PSC	07486-70224	Cawley, Donald	1	Billing		Kim	yes	yes	Billing
3/1/00		Courtesy Call	Tarrah	31669-64873	Pace, Christine F.	3	GI		Gracie	yes	Yes	Credit
3/1/00		Courtesy Call	PSC	18489-06624	Young, Catherine	99	GI	5	Kimberly	No	Yes	Credit
3/2/00		Courtesy Call	PSC	54071-36220	Mosley, Andrea	99	GI	5	Kim	yes	yes	Credit
3/3/00		Courtesy Call	PSC	64805-06327	Wearer, Roberts	25	Service		Kimberly	Yes	Yes	E&O -
3/7/00		Courtesy Call	Corinni	34934-47496	Bellamy, Jesse	3	GI		Gracie	yes	yes	Credit
3/7/00		Courtesy Call	Ellen	38272-42207	Ricco, Richard	3	GI		Gracie	yes	yes	Credit
3/7/00		Courtesy Call	Victor	33419-57072	Johnson, Sonja	3	GI		Gracie	yes	yes	Credit
3/7/00		Courtesy Call	PSC	20855-41959	Edwards, Rogers	3	Service		Kimberly	No	Yes	E&O -
3/7/00		Courtesy Call	PSC	14877-50506	1st Comm Bank	8	Service		Kim	yes	yes	E&O
3/8/00		Courtesy Call	PSC	96723-53140	Johnson, Richard	25	Service		Kimberly	Yes	No	Credit

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Date Rec'd	Date Closed (Excl. Call Only)	PSC Courtesy Call Exec. Resp. Call Misc. Call or Exec. Letter	Call Source	Account Number	Customer's Name	Type	Service or Billing	Enter Sub Type	Handled By (CA Rep)	Concern Met	Priority Contact	Functional Area
3/9/00		Courtsey Call	Ellen	00513-72613		99	GI	3	Rita	yes	yes	Credit
3/9/00		Courtsey Call	Ray	63518-11148	Citrus Cardiology	99	GI		Gracie	yes	yes	E&O
3/13/00		Courtsey Call	PSC	41333-94228	Lee, Robert	13	Billing		Kim	yes	yes	High Bill
3/13/00		Courtsey Call	Victor	46729-55372	Brundage, Buford	99	GI		F...	yes	yes	Credit Card Payment
3/14/00		Courtsey Call	Corini	74195-47253	Freeman, Mrs	99	GI		Dawn	yes	yes	Credit
3/16/00		Courtsey Call	Noelia	17400-59395	Simpson, Pearlle	3	GI		Kim	yes	yes	Credit
3/16/00		Courtsey Call	Noelia	08715-13325	Salerno, Theresa	8	Service		Kim	yes	yes	E&O
3/17/00		Courtsey Call	Ellen	32775-86314	Baker, Clara	3	GI		Kim	yes	yes	Credit
3/17/00		Courtsey Call	Noelia	39094-35153	Trinidad, Alberto	3	GI		Kim	yes	yes	Credit
3/17/00		Courtsey Call	Corini	38344-26599	Miner, m Boonsom	3	GI		Dawn	yes	yes	Credit
3/20/00		Courtsey Call	PSC	67339-85590	Capri, Angelicia	3	GI		Kimberly	Yes	No	Credit
3/20/00		Courtsey Call	Ellen	47455-08421	Kissoonnaugh, D	3	GI		Kim	yes	yes	Credit
3/20/00		Courtsey Call	Victor	83102-30194	Maclennan, Margaret	99	GI	3	Rita	yes	yes	Credit
3/21/00		Courtsey Call	Ray	99496-32169	Sterling Fine Art	3	GI		Kim	yes	yes	Credit
3/21/00		Courtsey Call	Ray	61147-59961	Wilson, E.B.	3	GI		Gracie	yes	yes	Credit
3/21/00		Courtsey Call	Viola	19667-96413	Dykes, Dudley	3	GI		Gracie	yes	yes	Credit
3/21/00		Courtsey Call	Angie	57966-89145	Oyarce, Christian	99	GI		Kim	yes	yes	Misc.
3/21/00		Courtsey Call	Neolia	n/a	Lajes, Gladys	8	Service		Dawn	yes	yes	Service
3/21/00		Courtsey Call	Tara	24823-53517	Hunt, Bula	12	Service		Dawn	yes	yes	Service
3/21/00		Courtsey Call	Corini	33530-69318	Queen, Michael	99			Dawn	yes	yes	Credit/Call Center
3/22/00		Courtsey Call	Ellen	05640-83432	Torres, Mrs.	3	GI		Kim	yes	yes	Credit
3/23/00		Courtsey Call	Ray	93780-97029	Heath, Royd A.	99	GI		Gracie	yes	Yes	Billing
3/23/00		Courtsey Call	Ray	50533-10915	Smith, James	99	GI	3	Rita	yes	yes	Credit
3/23/00		Courtsey Call	Corini	44349-18522		99	GI	3	Rita	yes	yes	Credit Card Payment
3/23/00		Courtsey Call	Ellen	46947-59221	Jenkins, Donald	25	Service		Rita	yes	yes	Payment Received
3/23/00		FPSC	Ellen	88145-90128	Lay, Dean	9	Billing		Anne G	n/a		Billing
3/23/00		FPSC	John Plesko	39647-05549	Harris, Thearsea	3	Service		Anne G	n/a	no	E&O -
3/27/00		Courtsey Call	PSC	n/a	Bartholemew, Phil	25	Service		Kimberly	No	Yes	Billing
3/28/00		Courtsey Call	PSC	75944-25525	Cambensy, Daniel	99	GI	5	Kimberly	Yes	n/a	Credit
3/28/00		Courtsey Call	Angie	80933-15923	Ebanks, Cosmo	99	GI	5	Carol	yes	yes	credit

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3/29/00		Courtesy Call	Tara	65286-84331	Zabka, Robert	3	GI		Dawn	yes	yes	Credit
3/31/00		Courtesy Call	PSC	21610-27025	Bronson, Joseph	8	Billing		Kimberly	No	Yes	Billing
3/31/00		Courtesy Call	PSC	81595-20446	Wilson, Angela	3	GI		Anne G	Yes	No	Credit
3/31/00		Courtesy Call	PSC	45179-34506	Williams, Margaret	3	GI		Anne G	Yes	No	Credit
3/31/00		Courtesy Call	Ray	21971-93223	Cortes, Raymond	3	GI		Kim	yes	yes	Credit
3/31/00		Courtesy Call	Angie	57058-82378	Mears, Tina	13	Service		Kim	yes	yes	R&D
04/01/00		Courtesy Call	Niki	n/a	Scott, Steve	99	GI		Carol	yes	yes	Miscellaneous
04/03/00		Courtesy Call	Corinni	64927-69512	Emerson Intl.	99	GI	3	Anne	yes	n/a	
04/04/00		Courtesy Call	Ellen	22793-08442	Handrigan, Pauline	25	Service		Kimberly	yes	n/a	Credit/Rev Protection
04/04/00		Courtesy Call	ellen	32471-42037	Grenier, JeanPaul	99	GI		Carol	yes	yes	Miscellaneous
04/05/00		Courtesy Call	Ray	94939-80554	Bogumil, Christina	4	Billing		Kimberly	yes	no	Credit/Rev Protection
04/05/00		Courtesy Call	Ray	47509-47396	Michalsen, Thomas	3	GI		Kim	yes	yes	Credit/Rev Protection
04/05/00		Courtesy Call	Ray	77993-42230	Montford, Rosa	25	Service		Kim	yes	yes	General Info
04/05/00		Courtesy Call	Niki	10705-77526	Inca Beach Inc.	99	GI	3	Anne	Yes	n/a	
04/06/00		Courtesy Call	noella	94203-02799	Steplight, Steven	99	GI	3	Carol	yes	yes	Credit/Rev Protection
04/06/00		Courtesy Call	Ray	99814-79117	Perry, John B.	3	GI		Gracie	yes	yes	Credit/Rev Protection
04/06/00		Courtesy Call	Ellen	56687-72008	Rathbun, Dave	3	GI		Gracie	yes	yes	Credit/Rev Protection
04/06/00		Courtesy Call	Noelia	95860-40449	Smith, Gregory W.	3	GI		Gracie	yes	yes	Credit/Rev Protection
04/07/00		Courtesy Call	Tara	08332-17584	Gandy, Gloria	25	Service		Kimberly	yes	n/a	Billing
04/07/00		Courtesy Call	Ray	06778-73502	Lupo, Richard	25	Service		Kimberly	yes	no	Billing
04/07/00		Courtesy Call	Ray	17999-43222	Vera, Margarita	25	Service		Kimberly	yes	no	Credit/Rev Protection
04/07/00		Courtesy Call	Ray	56337-32318	Cornell, Linda	99	GI	3	Rita	yes	yes	Credit/Rev Protection
04/07/00		Courtesy Call	Careny	40591-90098	Dziegelewski, Mary	4	Service		Kimberly	yes	no	Tree Trimming
04/10/00		Courtesy Call	Angie	80561-51349	Edwardson, Charles	1	Billing		Kim	yes	yes	billing
04/10/00		Courtesy Call	Angie	85869-91164	Kumria, Tiffany	7	Billing		Kim	yes	yes	Credit/Rev Protection
04/10/00		Courtesy Call	Ray	82864-69150	Outdoor Systems Inc	7	Billing		Kim	yes	yes	Credit/Rev Protection
04/11/00		Courtesy Call	Corinni	60274-13749	Satterly, Joseph	3	GI		Gracie	no	yes	Consumer Affairs
04/11/00		Courtesy Call	Corinni	94665-84402	Jenkins, Johnny	3	GI		Gracie	yes	yes	Credit/Rev Protection
04/11/00		Courtesy Call	Angie	92833-60162	Planning Tours Inc	3	GI		Kim	yes	yes	General Info
04/11/00		Courtesy Call	Angie	87726-46301	Gallagher, Helen	3	GI		Kim	yes	yes	General Info

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04/12/00		Courtesy Call	Niki	19055-94739	Presti, Sal	99	GI	3	Carol	yes	yes	Credit/Rev Protection
04/12/00		Courtesy Call	Noelia	27787-23276	Sweeney, James	7	Billing		Kim	yes	yes	Credit/Rev Protection
04/12/00		Courtesy Call	Ellen	75565-11924	Troselh, Marie	4	Service		Gracie	yes	yes	Tree Trimming
04/13/00		Courtesy Call	Elsie	6399255251	Diprima, Charlie	8	Billing		Kimberly	yes	no	Billing
04/13/00		Courtesy Call	Nicki	85569-19323	Hughley, Ivera	3	GI		Gracie	yes	yes	Credit/Rev Protection
04/13/00		Courtesy Call	Robert	97052-20014	McDaniel, Ernest	25	GI		Kim	yes	yes	E&O Issues
04/14/00		Courtesy Call	Niki	41999-26277	Borrego, Teresa	25	Service		Kimberly	n/a	n/a	Credit/Rev Protection
04/14/00		Courtesy Call	Niki	01926-12285	Baush, Marie	3	GI		Carol	yes	yes	Credit/Rev Protection
04/14/00		Courtesy Call	Nikki	03798-83271	Fisher, Mrs.	25	Service		Kim	yes	yes	General Info
04/17/00		Courtesy Call	Joy	99961-96456	Rodriquez, Saul, Mrs.	3	GI		Gracie	yes	yes	Credit/Rev Protection
04/17/00		Courtesy Call	Ralph	30063-17561	Broderick, Wm	2	Service		Rita	yes	yes	E&O Issues
04/18/00		Courtesy Call	Victor	21673-27079	Hennegar, Robert	3	GI		Gracie	yes	yes	Credit/Rev Protection
04/18/00		Courtesy Call	Ray	65313-75501	Perez, Nelson	12	Service		Kimberly	yes	n/a	
04/19/00		Courtesy Call	Niki	73852-46290	Menard, Garrett	2	Service		Debble	yes	yes	
04/19/00		Courtesy Call	Ray	66910-43460	Pucino, David	99	GI	5	Kimberly	n/a	yes	
04/20/00		Courtesy Call	Noelia	45401-80563	Diaz, Elba	4	Billing		Kim	yes	yes	billing
04/20/00		Courtesy Call	Joy	39933-41202	Waldo, Francis	3	GI		Gracie	yes	yes	Credit/Rev Protection
04/20/00		Courtesy Call	Joy	68443-12443	Morgan Svces	3	GI		Gracie	yes	yes	Credit/Rev Protection
04/20/00		Courtesy Call	Joy	21593-81309	Lariviere, Richard	3	GI		Gracie	no	yes	Credit/Rev Protection
04/20/00		Courtesy Call	PSC	62549-71309	Kansol, Dr. Martin A.	5	Service		Gracie	no	yes	E&O Issues
04/20/00		Courtesy Call	Joy	54199-43244	Slue, Joyce	25	Service		Kim	yes	yes	General Info
04/24/00		Courtesy Call	Angle	57697-33356	Gill, Charles	25	Service		Kim	yes	yes	General Info
04/24/00		Courtesy Call	noelia	48507-15207	Dejesus, Daniel	99	GI		Anne	yes	n/a	
04/25/00		Courtesy Call	Careny	26126-43359	Winkle, Kim	3	GI		Kim	yes	yes	Credit/Rev Protection
04/25/00		Courtesy Call	Angie	60510-80147	Cressy, Mrs. Dale	1	Service		Kim	yes	yes	E&O Issues

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Date Rcvd	Date Closed (Est. Tr. Day)	PSC Courtesy Call Exclusive Call Misc Call or Excl Letter	Call Source	Account Number	Customer's Name	Type	Service or Billing	Enter Sub Type	Handled By (CA Rep)	Concern Mtd	Prior Concltd	Functional Area
04/25/00		Courtesy Call	Joy	45009-04463	Adams, Rodney	13	Service		Kim	yes	yes	General Info
04/25/00		Courtesy Call	Niki	20553-16126	Smith, Rhonda	3	GI		Kimberly	yes	yes	
04/26/00		Courtesy Call	Robert	87008-17954	Mello, Patricia	16	Billing		Kim	yes	yes	Credit/Rev Protection
04/26/00		Courtesy Call	Nancy	74293-80180	Pace, Ray Charles	3	GI		Carol	yes	yes	Credit/Rev Protection
04/26/00		Courtesy Call	Angie	00626-09269	Millender, Glenda	3	GI		Kimberly	yes	yes	
04/26/00		Courtesy Call	Ray	33908-79190	Hamme, Kimberly (Mr)	99	GI	5	Kimberly	no	yes	
04/27/00		Courtesy Call	Angie	58926-99567	Franks, Mrs. James	3	GI		Kim	yes	yes	Credit/Rev Protection
04/27/00		Courtesy Call	Joy	32234-28594	Smith, Leslie	3	GI		Carol	yes	yes	Credit/Rev Protection
04/27/00		Courtesy Call	Ellen	00538-27062	Williams, Mary	3	GI		Gracie	yes	yes	Credit/Rev Protection
04/28/00		Courtesy Call	Robert	05927-07394	Martinez, Jose (Ms.)	25	Service		Kimberly	yes	n/a	Credit/Rev Protection
05/01/00		Courtesy Call	Nicky	53630-67024	Marpole, Thomas	99	GI	3	Gracie	yes	yes	E&O Issues
05/01/00		Courtesy Call	David	65357-71616	Vasquez, Paul	99	GI		Gracie	yes	yes	E&O Issues
05/01/00		Courtesy Call	Ellen	n/a	Pharis, Tamela	99	GI		Gracie	yes	yes	Miscellaneous
05/01/00		Courtesy Call	Dan	72868-64558	Harris, Bradley	13	Billing		Rita	yes	yes	Resi Field Services
05/02/00		Courtesy Call	Joy	94284-33335	Mr. Dotson	3	GI		Gracie	yes	yes	Credit/Rev Protection
05/03/00		Courtesy Call	Joy	26953-37316	Mottram, Dan	3	GI		Kim	yes	yes	Credit/Rev Protection
05/04/00		Courtesy Call	Victor	18436-01526	Owen, James	25	Service		Kimberly	yes	n/a	Credit/Rev Protection
05/04/00		Courtesy Call	Nicky	99021-52287	Traenkle, Ronald	3	GI		Kim	yes	yes	Credit/Rev Protection
05/05/00		Courtesy Call	Joy	29617-40207	Ratka, Gary (Mrs.)	25	Service		Kimberly	yes	no	Billing
05/05/00		Courtesy Call	Joy	45274-53152	Shioi, Takashi	3	GI		Kimberly	yes	no	Credit/Rev Protection
05/05/00		Courtesy Call	Robert	39147-76287	Coataldo, Lorraine	3	GI		Kim	yes	yes	Credit/Rev Protection
05/08/00		Courtesy Call	Dan	95214-75275	Jibrael, Linda	99	GI	5	Kimberly	no	yes	Credit/Rev Protection
05/08/00		Courtesy Call	Telsula	47262-48179	Lala, Gina	23	Billing		Kim	yes	yes	Credit/Rev Protection
05/08/00		Courtesy Call	Vickie	77550-00042	Yukum, Julie	20	Billing		Rita	yes	yes	Credit/Rev Protection

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WARM TRANSFERS
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Date Rcvd	Date Closed (Excl. Lit. Only)	PSO Courtesy Call Extended Call Misc Call or Excl. Call	Call Source	Account Number	Customer's Name	# Type	Service or Billing	Enter Sub- Type	Handled By (GA Rep)	Concarn Mell	Phone Contact	Functional Area
05/08/00		Courtesy Call	PSC	22192-50158	Livia, Libia	20	Billing		Rita	yes	yes	Credit/Rev Protection
05/10/00		Courtesy Call	Dan	52142-58488	Sastre, Ana	8	Billing		Rita	yes	yes	Billing
05/10/00		Courtesy Call	Telsula/FPSC	08449-92249	Heard, Gerald W. Jr.	99	GI		Debbie	yes	no	Consumer Affairs
05/10/00		Courtesy Call	Robert	68421-88298	Feria, Thais	3	GI		Gracie	yes	yes	Credit/Rev Protection
05/11/00		Courtesy Call	Dan/FPSC	81149-25056	Jibrael, Linda B.	99	GI	13	Debbie	yes	no	Billing
05/11/00		Courtesy Call	Ray	66290-44039	McBride, Ginger	99	GI	5	Kimberly	no	yes	Credit/Rev Protection
05/11/00		Courtesy Call	Ray	57755-54521	Lugo, Donald	3	GI		Kim	yes	yes	Credit/Rev Protection
05/12/00		Courtesy Call	Carlos	n/a	Haas, Natalie	99	GI	3	Rita	yes	yes	Credit/Rev Protection
05/15/00		Courtesy Call	Robert	89571-45254	Kehn, Lorraine	3	GI		Kim	yes	yes	Credit/Rev Protection
05/15/00		Courtesy Call	Joy	26969-45116	Muscato, Marion	24	Billing		Kim	yes	yes	Credit/Rev Protection
05/15/00		Courtesy Call	Nicky	06323-96528	Halsey, Mr.	4	Service		Rita	yes	yes	Tree Trimming
05/16/00		Courtesy Call	Dan	36769-50470	Hartman, Melissa	13	Billing		Rita	yes	yes	Billing
05/16/00		Courtesy Call	Nicky	04683-44087	Adaire, Rick	99	GI	5	Kim	yes	yes	Credit/Rev Protection
05/17/00		Courtesy Call	Robert	14407-63094	Manpower Inc	3	GI		Kim	yes	yes	Credit/Rev Protection
05/17/00		Courtesy Call	Ellen/FPSC	30030-18203	Goldman, Lillian P.	99	GI	3	Debbie	yes	no	Credit/Rev Protection
05/17/00		Courtesy Call	John Plesgow	50775-09495	Lyens, Chris	12	Service		Gracie	n/a	yes	E&O Issues
05/17/00		Courtesy Call	Kate	28295-07219	Mowery, Fred	99	GI		Carol	yes	yes	Fuel Increase
05/18/00		Courtesy Call	Telsula	63729-08431	Giarratano, Marie	3	GI		Kim	yes	yes	Credit/Rev Protection
05/19/00		Courtesy Call	angle	73644-16032	Lugo, Frank	99	GI		Carol	yes	yes	Billing
05/19/00		Courtesy Call	Robert	7563160713	Belcher, Ed	99	GI		Anne	Yes	Yes	Credit/Rev Protection
05/19/00		Courtesy Call	Robert	91654-88450	Spires, Ronnie	99	GI	3	Rita	yes	yes	Credit/Rev Protection
05/19/00		Courtesy Call	Dan		Baudy, Robert	33	GI	3	Rita	yes	yes	Credit/Rev Protection

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Date Rcvd	Date Closed (Exp. Ltr. Only)	FCG Courtesy Call Exec Ltr. Call Miss Call or Exec Letter	Call Source	Account Number	Customer's Name	Type	Service or Billing	Enter Sub- st Type	Handled By (CA Rep)	Concern Met	Prior Contact	Functional Area
05/22/00		Courtesy Call	Nicky	93062-03546	Tapp, Greg	19	Billing		Kim	yes	yes	Credit/Rev Protection
05/22/00		Courtesy Call	Kimberly	99593-45011	Bennett, Ron	99	GI		Gracie	n/a	yes	E&O Issues
05/23/00		Courtesy Call	Dan	n/a	Heckman, George	13	Service		Kim	yes	yes	Credit/Rev Protection
05/25/00		Courtesy Call	Joy	49063-22187	Rosas, Joe	99	GI	5	Kimberly	yes	yes	Credit/Rev Protection
05/25/00		Courtesy Call	Joy	65733-40491	Belanger, Marci	13	Billing		Kimberly	yes	yes	Credit/Rev Protection
05/25/00		Courtesy Call	Kimberly	32511-53075	Bowen, Christine L.	2	Service		Gracie	yes	yes	E&O Issues
05/25/00		Courtesy Call	Ray	47937-88275	Cidlowski, Stan	12	Service		Kimberly	yes	yes	E&O Issues
05/26/00		Courtesy Call	Robert	37716-32246	Santana, Mario	99	GI		Carol	yes	yes	Billing
05/26/00		Courtesy Call	John		Calusen, Sarah	99	GI	12	Rita	yes	yes	Surveys
05/30/00		Courtesy Call	Nicky	56503-03302	cornwell, doris	12	Service		Carol	yes	yes	new service
05/31/00		Courtesy Call	Joy	20494-93167	Daum, Susan	99	GI		Carol	yes	yes	Credit/Rev Protection
05/31/00		Courtesy Call	Nicky	51335-46241	Campbell, Noel	99	GI		Gracie	yes	yes	E&O Issues

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Date	Letters (Date Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	OT Type	Functional Area	Handled By	Complainant Addressed	Phone Contact	Avoidable?
6/2/00		Courtesy Call	Ray	42984-39339	Adams	Willonese			99-2 Claims	Claims	Kim	Yes	Yes	No
6/5/00		Courtesy Call	Kimberly	20861-31340	Castle	Joel		23-Improper Billing for Fraud Or Current Diverslon		Credit	Kim	Yes	Yes	No
6/5/00		Courtesy Call	PSC	20861-31340	White	Jodi	12-Delay In Connecting Initial Service			Credit	Kim	Yes	Yes	No
6/6/00		Courtesy Call	Joy	44979-04555	Tlms	Frank			99-14 Load Mgmt	Energy Management	Kimberly	Yes	No	No
6/6/00		Courtesy Call	Robert	95050-70598	Kondos	Daniel				Energy Delivery	Kimberly	Yes	Yes	no
6/7/00		Courtesy Call	Kimberly	10310-50166	Coleman	Charlie			03-Payment Arrangements	Credit	Gracie	Yes	Yes	No
6/7/00		Courtesy Call	Joy	56137-25353	Allums, Sr.	Richard		11-Budget Billing Error		Billing	Gracie	Yes	Yes	No
6/8/00		Courtesy Call	Robert	08654-06337	Turner	Alice			03-Payment Arrangements	Credit	Rita	Yes	No	No
6/8/00		Courtesy Call	Joy	32868-32187	Rainbow Supermarket			13-(High Bill) Meter Not Recording Within Standards		Resl Field Services	Kim	Yes	Yes	no
6/8/00		Courtesy Call	Kimberly		Yates	Kathy	17-Easement Problem			Energy Delivery	Rita	Yes	Yes	No
6/8/00		Courtesy Call	Telsula	09698-50397	Shutz	Mike		23-Improper Billing for Fraud Or Current Diverslon		Credit	Kim	Yes	Yes	No
6/9/00		Courtesy Call	Kimberly	19019-84200	Fillerino	John			99-7 EFT	Miscellaneous	Gracie	Yes	Yes	No
6/12/00		Courtesy Call	Kimberly	09871-41368	Rooney	William			03-Payment Arrangements	Credit	Kimberly	Yes	Yes	No
6/12/00		Courtesy Call	NICKI	13882-42967	CABLER	JAMES	02-Frequent Outages			Energy Delivery	Kimberly	Yes	Yes	No
6/14/00		Courtesy Call	RANDY	00388-47504	MARTIN	BETTY JEAN	04-Inadequate Tree Trimming			Tree Trimming	Kimberly	Yes	Yes	No
6/15/00		Courtesy Call	Operator		Pleskow	John			99 - Other	Consumer Affairs	Gracie	Yes	Yes	no
6/15/00		Courtesy Call	psc		McCarthy	Bobbie	04-Inadequate Tree Trimming			Energy Delivery	Carol	Yes	No	no
6/16/00		Courtesy Call	psc	97894-05547	STOUFFLET	Susan			99-13 Deposits	Credit	Carol	Yes	Yes	No
6/16/00		Courtesy Call	PSC	36653-01087	KOOKEN	L. Lee			99 - Other	Billing	Gracie	Yes	Yes	no
6/19/00		Courtesy Call	JOY	95174-40399	ROWE	CHARLES	03-Street Light/Outdoor Lighting Outages			Energy Delivery	Kimberly	Yes	Yes	no
6/19/00		Courtesy Call	Kimberly	62873-73555	Brackins	Brenda			99-2 Claims	Claims	Kim	Yes	Yes	No
6/20/00		Courtesy Call	PSC - Randy		Palmer	Rodney			99 - Other	Energy Delivery	Gracie	Yes	Yes	no
6/20/00		Courtesy Call	PSC-Robert	44307-02242	Ortiz	Jessica			03-Payment Arrangements	Credit	Gracie	Yes	Yes	No

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Date	Callers (Call Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	GI Type	Functional Area	Handled By	Concern Addressed	Prior Contact	Avoidable?
6/20/00		Courtesy Call	Joy	89022-98826	Mitchelltree	Barbara			99-2 Claims	Claims	Kim	Yes	Yes	No
6/20/00		Courtesy Call	Nikki	53230-12590	Soloman	Naomi			03-Payment Arrangements	Credit	Kim	Yes	Yes	No
6/20/00		Courtesy Call	NICKI	36769-50470	HARTMAN	MELISSA			03-Payment Arrangements	Credit	Kimberly	Yes	Yes	No
6/20/00		Courtesy Call	Robert	14598-68539	Amor	Alfred			99 - Other	Meter Reading	Kim	Yes	No	No
6/21/00		Courtesy Call	psc-dan		Vincent	Mark			99 - Other	Energy Delivery	Carol	Yes	Yes	No
6/22/00		Courtesy Call	PSC - Nicky	38293-28493	Crofull	Jamie	02-Frequent Outages			Energy Delivery	Gracie	Yes	Yes	No
6/22/00		Courtesy Call	psc - niki	87918-59472	TOLLIVER SR	Jason	02-Frequent Outages			Energy Delivery	Carol	Yes	No	No
6/23/00		Courtesy Call	PSC - Ray	96432-26161	Woodruff	Dale	25-Info To Customer		99 - Other	Credit	Gracie	Yes	Yes	No
6/23/00		Courtesy Call	Noella	71562-54006	Rangel	Marlo			03-Payment Arrangements	Credit	Kim	Yes	No	No
6/23/00		Courtesy Call	psc - angle	97121-15484	Boertman	Joseph			99-5 CONP	Miscellaneous	Carol	Yes	No	No
6/26/00		Courtesy Call	Nikki	39521-40030	Daye	Durwood, Mrs.	05-Outage/Delay In Restoring Service			Energy Delivery	Kim	Yes	Yes	No
6/27/00		Courtesy Call	Kimberly		Evans	Rob			99-2 Claims	Claims	Kim	Yes	No	No
6/27/00		Courtesy Call	Telsula		Tomlinson	Rhonda	25-Info To Customer			Energy Delivery	Kim	Yes	Yes	No
6/27/00		Courtesy Call	Robert		Miller	James	25-Info To Customer			Consumer Affairs	Kim	Yes	No	No
6/28/00		Courtesy Call	CARNEY	74614-55011	GARDIN	REYNALDO			03-Payment Arrangements	Credit	Kimberly	Yes	No	no
6/28/00		Courtesy Call	PSC-Telsela		Evans	Robert			99-2 Claims	Energy Delivery	Gracie	Yes	Yes	No
6/28/00		Courtesy Call	PSC-Ruth		Uptlgrove	Robert			03-Payment Arrangements	Credit	Gracie	Yes	Yes	No
6/30/00		Courtesy Call	JOY	01403-71982	SANDERS	MARY	25-Info To Customer	12-Inaccurate Meter Readings		Meter Reading	Kimberly	Yes	Yes	No
7/5/00		Courtesy Call	psc - lara	32486-41486	Doran	Richard			99-13 Deposits	Credit	Carol	Yes	Yes	No
7/5/00		Courtesy Call	psc - joy	79220-46258	hollard	Garrett			18-Not Disconnected On Request	Miscellaneous	Carol	Yes	Yes	no
7/6/00		Courtesy Call	Kimberly	64017-98110	McElroy	Raymond	08-Failure To Respond To Customer Inquiries			Energy Delivery	Kim	Yes	Yes	No
7/6/00		Courtesy Call	Kimberly	32486-41486	Doran	Richard			19-Excessive Deposit Requested (IOD)	Credit	Kim	Yes	Yes	no
7/10/00		Courtesy Call	psc - Robert	37071-63595	Chavis	Julie			99-5 CONP	Credit	Carol	Yes	Yes	No
7/11/00		Courtesy Call	Randy	34174-60419	Karlo	David	25-Info To Customer			Credit	Debbie	Yes	No	no

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Date	Callers (Date Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	Err. Cnt Type	Functional Area	Handled By	Concern Addressed	Prior Contact	Resolvable?
7/11/00		Courtesy Call	NIKI	44464-39321	CROCENZI	JOHN		20-No Notice for Additional Or New Deposit		Billing	Kimberly	Yes	Yes	No
7/12/00		Courtesy Call	KIMBERLY		HALL		15-Delay in reconnecting After Cut			Energy Delivery	Kimberly	Yes	Yes	No
7/12/00		Courtesy Call	PSC-Nicky	74766-79452	Rippolone	Angela			99 - Other	Credit	Gracie	Yes	Yes	No
7/12/00		Courtesy Call	Dan	13247-88062	Levy	Steve		04-Not Receiving Monthly Bills		Credit	Kim	Yes	Yes	No
7/13/00		Courtesy Call	Robert	20798-19204	Moore	Janel			99-2 Claims	Claims	Kim	Yes	Yes	No
7/13/00		Courtesy Call	FPSC - Robert	90805-58246	Denmark	Pamela			03-Payment Arrangements	Consumer Affairs	Debble	Yes	No	No
7/13/00		Courtesy Call	FPSC-Joy		Gordon	Steven	12-Delay in Connecting Initial Service			Energy Delivery	Debble	Yes	No	No
7/14/00		Courtesy Call	Robert	45163-83498	Cook	Bobby			03-Payment Arrangements	Credit	Rita	Yes	Yes	No
7/17/00		Courtesy Call	DAN	06853-53342	WAITE	THOMAS	25-Info To Customer			Billing	Kimberly	Yes	No	No
7/17/00		Courtesy Call	JOY	90805-58246	DENMARK	PAMELA	25-Info To Customer			Billing	Kimberly	Yes	Yes	No
7/17/00		Courtesy Call	Nikki	87611-48492	Fredericks	Keith	25-Info To Customer			Solution Centers	Kim	Yes	Yes	no
7/17/00		Courtesy Call	DAN	67862-05003	MAYS	CYNTHIA		13-(High Bill) Meter Not Recording Within Standards		Small Enterprise Markets	Kimberly	Yes	Yes	No
7/18/00		Courtesy Call	Niki	73494-69260	Shaver 7 Assoc. DBA WEB 2010	Donna			03-Payment Arrangements	Credit	Anne	Yes	No	No
7/18/00		Courtesy Call	Robert - FPSC	38647-05549	Harris	Treasea			03-Payment Arrangements	Consumer Affairs	Debble	Yes	No	No
7/18/00	07/18/00	Courtesy Call	Telsula	57626-94374	Hall Bldrs. For cust.	J. Stoltz	12-Delay in Connecting Initial Service			Energy Delivery	Anne	Yes	Yes	No
7/18/00		Courtesy Call	PSC		Williams	Bentley			99 - Other	Consumer Affairs	Rita	Yes	No	No
7/18/00		Courtesy Call	Nikki	88302-36174	DePietro	Mrs.	01-Safety Problems			Energy Delivery	Kim	Yes	No	No
7/18/00		Courtesy Call	CARLOS	78083-31014	PERKINS	NICHOLAS	20-Meter Test Results Not Provided Upon Request			Energy Delivery	Kimberly	Yes	Yes	No
7/19/00		Courtesy Call	ROBERT	61799-41378	DOVGIN	GEORGE	25-Info To Customer			Credit	Kimberly	Yes	No	no
7/19/00		Courtesy Call	Ray	29975-41583	Roche	Jose			03-Payment Arrangements	Credit	Kim	Yes	No	No

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Date	Letters (Date Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	GL Type	Functional Area	Handled By	Concern Addressed	Prior Contact	Avoidable?
7/20/00		Courtesy Call	Nikki	59517-47313	Fairman	Jeannie			99-14 Load Mgmt	Energy Management	Rita	Yes	Yes	No
7/20/00		Courtesy Call	Nikki	91592-87081	Wyckoff	George			99-14 Load Mgmt	load mgmt	Kim	Yes	Yes	No
7/20/00		Courtesy Call	Ray	03799-88106	Williams	Monica			03-Payment Arrangements	Credit	Rita	Yes	Yes	No
7/20/00		Courtesy Call	TELSULA	31427-71198	JOHNSTON	LE	01-Safety Problems		99-14 Load Mgmt	Energy Delivery	Kimberly	Yes	Yes	no
7/20/00		Courtesy Call	ROBERT	08392-31328	LAXEN	HERMAN			99-12 Surveys	Consumer Affairs	Kimberly	Yes	No	No
7/20/00		Courtesy Call	ROBERT	08251-15419	NGUIEN	PAT		08-Payment Not Posted		Billing	Kimberly	Yes	No	No
7/20/00		Courtesy Call	Nikki	56291-03845	Huck	Kathleen			99-14 Load Mgmt	Energy Management	Rita	Yes	Yes	No
7/21/00		Courtesy Call	CARENY	38204-83022	HORN	GORDON	25-Info To Customer			Consumer Affairs	Kimberly	Yes	Yes	no
7/21/00		Courtesy Call	PSC-Kimberly	04418-36504	Ravels	Dale A.		16-Improper Backbilling	99 - Other	Billing	Gracie	Yes	Yes	No
7/21/00		Courtesy Call	psc-dan	12904-49027	Buleau	Robert			99 - Other	Energy Delivery	Other	Yes	Yes	No
7/21/00		Courtesy Call	psc-john	60234-24988	brandl	Joanne		07-Improper Or No Delinquent Notice		Credit	Carol	Yes	No	No
7/24/00		Courtesy Call	Nikki	11552-87050	Knatz	Donna		18-Not Disconnected On Request	99-5 CONP	Credit	Rita	Yes	No	No
7/24/00		Courtesy Call	Robert	03232-45496	Carlo	Esteban			03-Payment Arrangements	Credit	Rita	Yes	No	No
7/24/00		Courtesy Call	Robert	34374-07347	Petersen	Robert	02-Frequent Outages			Energy Delivery	Rita	Yes	Yes	No
7/24/00		Courtesy Call	Kimberly	25607-85839	KRAVAKO	Mrs.	05-Outage/Delay In Restoring Service			Energy Delivery	Rita	Yes	Yes	No
7/25/00		Courtesy Call	Joy	57781-53115	NAOSEN	VIRGINIA K			03-Payment Arrangements	Credit	Rita	Yes	Yes	No
7/26/00		Courtesy Call	psc-angle	82396-95364	YAWORSKI	John			99-5 CONP	Credit	Carol	Yes	Yes	no
7/26/00		Courtesy Call	Nikki	09241-63413	Malorana	Agustus		07-Improper Or No Delinquent Notice		Credit	Kim	Yes	No	no
7/26/00		Courtesy Call	Nikki	47532-91999	Harris	Mr			99-2 Claims	Claims	Rita	Yes	Yes	No
7/26/00		Courtesy Call	psc-robert	00772-35146	Campbell	Camille			99 - Other	Credit	Carol	Yes	Yes	no
7/27/00		Courtesy Call	Ray - FPSC	63776-80376	Radonski	David			03-Payment Arrangements	Consumer Affairs	Debbie	Yes	Yes	No
7/27/00		Courtesy Call	Angle - FPSC	57348-17269	Milner	Stacy			03-Payment Arrangements	Consumer Affairs	Debbie	Yes	Yes	no
7/27/00		Courtesy Call	Robert	14337-80110	Maxwell	Mr.			03-Payment Arrangements	Credit	Rita	Yes	Yes	No
7/28/00		Courtesy Call	psc-niki	93825-89512	martin	mrs.			99 - Other	Billing	Carol	Yes	Yes	no

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Date	Letter (Data Closed)	Type of Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	GI Type	Functional Area	Handled By	Concern Addressed	Priority Contact	Resolvable?	
7/31/00		Courtesy Call	Nikki	02588-59577	Manoville	Mr.	08-Failure To Respond To Customer Inquiries			Energy Delivery	Kim	Yes	Yes	No	
7/31/00		Courtesy Call	FPSC	03053-81364	King/Lyons	Joyce		02-Improper Reading Estimates		Billing	Anne	Yes	Yes	No	
7/31/00		Courtesy Call	JOY	49005-48945	BUCKINGHAM	RONALD	08-Failure To Respond To Customer Inquiries			Claims	Kimberly	Yes	Yes	No	
7/31/00		Courtesy Call	psc-joy	03053-81364	King	Joyce		06-Improper Billing Proration(Not Initial)		Billing	Carol	Yes	No	No	
7/31/00		Courtesy Call	Joy	25056-16297	Ericson	Mrs.	04-Inadequate Tree Trimming			Tree Trimming	Kim	Yes	Yes	No	
7/31/00		Courtesy Call	Telsula	80151-18491	Collier	Mr.	03-Street Light/Outdoor Lighting Outages			Energy Delivery	Kim	Yes	Yes	No	
8/1/00		Courtesy Call	PSC-Telsula	07440-51027	Galluci	Robert			99-2 Claims	Claims	Gracie	Yes	Yes	No	
8/1/00		Courtesy Call	ANGIE	88813-95789	PAVLUVCIK	THOMAS			99-2 Claims	Claims	Kimberly	Yes	Yes	No	
8/2/00		Courtesy Call	Nikki		Elzle	Gillian				19-Excessive Deposit Requested (IOD)	Credit	Rita	Yes	Yes	No
8/2/00		Courtesy Call	Niki - FPSC	44464-39321	Crocenzi	John			99 - Other	Consumer Affairs	Debbie	Yes	Yes	No	
8/2/00		Courtesy Call	Kimberly	65252-25438	Kugler	Robin	25-Info To Customer			Meter Reading	Rita	Yes	No	No	
8/3/00		Courtesy Call	Robert	64887-33586	Rogers	Mrs.	25-Info To Customer			Energy Delivery	Kim	Yes	No	no	
8/3/00		Courtesy Call	Robert	64887-33586	8/3/00	Mrs.	25-Info To Customer			Energy Delivery	Kim	Yes	No	No	
8/3/00		Courtesy Call	Joy		Griffin	Christine			99 - Other	Miscellaneous	Rita	Yes	No	No	
8/3/00		Courtesy Call	Robert	64887-33586	Rogers	Mrs.	25-Info To Customer			Energy Delivery	Kim	Yes	No	No	
8/3/00		Courtesy Call	Robert	64887-33586	Rogers	Mrs.	25-Info To Customer			Energy Delivery	Kim	Yes	Yes	No	
8/4/00		Courtesy Call	Nekey	24388-06790	Davis	Peggy	02-Frequent Outages			Energy Delivery	Kim	Yes	Yes	No	
8/4/00		Courtesy Call	Ray	37716-32246	Santana	Mario			03-Payment Arrangements	Credit	Kim	Yes	Yes	No	
8/4/00		Courtesy Call	PSC-Robert	77398-80175	Mariani	Mrs. Ann	02-Frequent Outages			Tree Trimming	Gracie	Yes	Yes	no	
8/4/00		Courtesy Call	Ray	37716-32246	Santana	Mario			03-Payment Arrangements	Credit	Kim	Yes	Yes	No	

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Date	Letter(s) (Date Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	GL Type	Functional Area	Handled By	Contact Addressed	Prior Contact	Avoidable?
8/4/00		Courtesy Call	Nikki	24388-06790	Luby	Peggy	02-Frequent Outages			Energy Delivery	Kim	Yes	Yes	No
8/7/00		Courtesy Call	FPSC - Telsa	66106-89459	Burnett	Carlise			03-Payment Arrangements	Consumer Affairs	Debble	Yes	No	No
8/8/00		Courtesy Call	NICKI	32860-50505	WILSON-LAYNE	JUDITH		16-Improper Backbilling		Billing	Kimberly	Yes	Yes	No
8/8/00		Courtesy Call	PSC - Nickl	32297-88482	Wilson	Alma L.			99 - Other	Miscellaneous	Gracie	Yes	Yes	no
8/8/00		Courtesy Call	psc - tesula	01669-80409	overstreet	Jackie		07-Improper Or No Delinquent Notice		Credit	Carol	Yes	Yes	No
8/9/00		Courtesy Call	psc- reobert	52551-86107	leysenaar	liffany			03-Payment Arrangements	Credit	Carol	Yes	Yes	No
8/9/00		Courtesy Call	psc - niki	75119-71884	meunier	Joseph	04-Inadequate Tree Trimming			Energy Delivery	Carol	Yes	Yes	No
8/9/00		Courtesy Call	psc-victor	55736-25550	childers	Jackson	12-Delay In Connecting Initial Service			Energy Delivery	Carol	Yes	Yes	No
8/10/00		Courtesy Call	Nekey	24294-46142	McCleary	Mr.	04-Inadequate Tree Trimming			Tree Trimming	Kim	Yes	Yes	No
8/10/00		Courtesy Call	VICTOR	45143-81549	SHIVEY	ANDREA	04-Inadequate Tree Trimming			Energy Delivery	Kimberly	Yes	Yes	No
8/10/00		Courtesy Call	Joy	58843-43967	Howland	Kurt			99-5 COMP	Credit	Rita	Yes	Yes	No
8/11/00		Courtesy Call	PSC-Robert	71791-81588	Cloohy	Amy			99 - Other	Miscellaneous	Gracie	No	No	No
8/11/00		Courtesy Call	NOELIA		HOULIAS	MICHAEL	02-Frequent Outages			Energy Delivery	Kimberly	Yes	Yes	No
8/11/00		Courtesy Call	ROBERT	04355-85167	NOELLE	BRYNN	12-Delay In Connecting Initial Service			Energy Delivery	Kimberly	Yes	Yes	no
8/14/00		Courtesy Call	psc - robert	18157-49299	Stiebritz	Alice			03-Payment Arrangements	Credit	Carol	Yes	Yes	no
8/14/00		Courtesy Call	angle	24066-49529	bartel	robert		08-Payment Not Posted		Credit	Capri	Yes	No	No
8/15/00		Courtesy Call	Robert	72701-57104	Gaskins	Theresa			03-Payment Arrangements	Credit	Rita	Yes	Yes	no
8/15/00		Courtesy Call	Telsula					07-Improper Or No Delinquent Notice		Credit	Kim	Yes	Yes	No
8/15/00		Courtesy Call	Victor	07956-52470	Norris	Ms.		13-(High Bill) Meter Not Recording Within Standards		Credit	Kim	Yes	Yes	No
8/15/00		Courtesy Call	Robert	54241-83287	Hubbard	Donna			99-1 Braille Bills	Miscellaneous	Kim	Yes	No	no
8/16/00		Courtesy Call	Angle	24066-49529	Galloway	Mr.			03-Payment Arrangements	Credit	Rita	Yes	No	No
8/16/00		Courtesy Call	PSC-Plescow		Williams	Eric			99 - Other	Consumer Affairs	Gracie	Yes	Yes	No

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Date	Letter's Date Closed	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	IGI Type	Functional Area	Handled By	Concern Addressed	Prior Contact	Avoidable?
8/16/00		Courtesy Call	Robert	63544-87000	Kirkpatrick	Jim	03-Street Light/Outdoor Lighting Outages			Energy Delivery	Capri	Yes	No	No
8/16/00		Courtesy Call	FPSC/Durban		Ciccarello	Salvatore	14-Service Improperly Disconnected			Miscellaneous	Anna	Yes	Yes	no
8/17/00		Courtesy Call	Telsula	94908-24111	Gonzalez	Rebecca	13-(High Bill) Meter Not Recording Within Standards			Resl Field Services	Kim	Yes	Yes	no
8/17/00		Courtesy Call	Joy	56773-16303	Tomlin	Leatrice	13-(High Bill) Meter Not Recording Within Standards			Resl Field Services	Kim	Yes	Yes	no
8/17/00		Courtesy Call	TELSULA	37272-39360	HOSTETLER	ANDREW			03-Payment Arrangements	Credit	Kimberly	Yes	No	No
8/17/00		Courtesy Call	TELSULA	20702-67599	HARMON	JOANNE			99-5 COMP	Credit	Kimberly	Yes	Yes	No
8/21/00		Courtesy Call	psc-dan	52151-87317	petersen	walter	02-Frequent Outages			Energy Delivery	Carol	Yes	No	No
8/21/00		Courtesy Call	Kate	40934-84269	Rauch				99-2 Claims	Claims	Rita	Yes	Yes	No
8/21/00		Courtesy Call	TESULA	84024-07478	JACKSON	EDITH	04-Inadequate Tree Trimming			Energy Delivery	Kimberly	Yes	Yes	No
8/21/00		Courtesy Call	TESULA	60098-75287	MATEO	ROBERT	12-Delay In Connecting Initial Service			Energy Delivery	Kimberly	Yes	Yes	No
8/22/00		Courtesy Call	Robert	92888-44001	Jagwandari	Mooldeo			03-Payment Arrangements	Credit	Kim	Yes	Yes	No
8/23/00		Courtesy Call	PSC - Kate	81870-57305	Brown	Diana			03-Payment Arrangements	Credit	Gracie	Yes	Yes	No
8/23/00		Courtesy Call	FPSC - Telsa	01122-11122	Rhymes	Arthur		16-Improper Backbilling		Consumer Affairs	Debbie	No	Yes	No
8/25/00		Courtesy Call		89616-52708	morgan	John	02-Frequent Outages			Energy Delivery	Anne	No	Yes	no
8/25/00		Courtesy Call	PSC - Joy	89616-52708	Morgan	John Henry			99 - Other	Claims	Gracie	No	Yes	No
8/28/00		Courtesy Call	Telsula	16654-21180	Barrett	Maureen	02-Frequent Outages			Energy Delivery	Kim	Yes	Yes	no
8/28/00		Courtesy Call	Telsula	80197-76391	Davis	Dennis			99-2 Claims	Claims	Kim	Yes	Yes	no
8/28/00		Courtesy Call	Robert	31155-47264	Harris	Jolynn			03-Payment Arrangements	Credit	Kim	Yes	Yes	no
8/30/00		Courtesy Call	psc - noelia	84895-49311	Linneman	Timothy			99 - Other	Credit	Carol	Yes	No	no
8/30/00		Courtesy Call		74622-28894	Hart	Earl	04-Inadequate Tree Trimming			Tree Trimming	Kim	Yes	Yes	no
8/31/00		Courtesy Call	PSC-Victor	24890-10597	Legge	Robin	02-Frequent Outages			Claims	Gracie	No	Yes	No
9/5/00		Courtesy Call	victor	74965-39315	millar	sheree			99 - Other	Consumer Affairs	Capri	Yes	No	no

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Date	Callers (Date Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	Bill Type	Functional Area	Handled By	Complaint Addressed	Priority Contact	Avoidable?
9/6/00		Courtesy Call	Nancy		Pirala	Mrs.			99-8 Employee Complaint	Miscellaneous	Kim	Yes	No	No
9/7/00		Courtesy Call	telsula	90664-81104	kenney	thomas			99 - Other	Miscellaneous	Capri	Yes	No	no
9/8/00		Courtesy Call	Dick	19554-22199		youree			99 - Other	Miscellaneous	Capri	Yes	No	no
9/8/00		Courtesy Call	psc-robert	05589-75152	Stadler	Mrs.			99 - Other	Credit	Carol	Yes	No	No
9/8/00		Courtesy Call		19554-22199	snell	youree			99 - Other	Miscellaneous	Capri	Yes	No	No
9/13/00		Courtesy Call	Nekey	90188-57521	Oneal	Dondi			99-5 CONP	Credit	Kim	Yes	Yes	No
9/13/00		Courtesy Call	Victor	44929-32791	Bush	Mrs. Hubert		13-(High Bill) Meter Not Recording Within Standards		Resi Field Services	Kim	Yes	No	no
9/13/00		Courtesy Call	TUSELA	42612-77672	DENSING	JUNE	25-Info To Customer			Energy Delivery	Kimberly	Yes	Yes	No
9/14/00		Courtesy Call	Robert	68343-66546	Serlin	Mark			03-Payment Arrangements	Credit	Kim	Yes	Yes	No
9/14/00		Courtesy Call	ROBERT	36642-23164	FISKE	JOHN			03-Payment Arrangements	Billing	Kimberly	Yes	No	No
9/14/00		Courtesy Call	Nekey	78792-40906	Stone	Mrs.	25-Info To Customer			Meter Reading	Kim	Yes	No	No
9/15/00		Courtesy Call	Robert	79863-84255	LR Nelson Corp	Bernice			99-3 Complaint Avoidance	Credit	Kim	Yes	No	No
9/18/00		Courtesy Call	vicky	48082-01054	gibson	Joan			99-13 Deposits	Credit	Capri	Yes	No	No
9/18/00		Courtesy Call	PSC-Telsula	82863-57559	Jabrael	Mr.	05-Outage/Delay In Restoring Service			Energy Delivery	Gracie	Yes	Yes	No
9/18/00		Courtesy Call	PSC-Robert	99769-03435	Baker	Stephen	05-Outage/Delay In Restoring Service		99 - Other	Energy Delivery	Gracie	Yes	Yes	No
9/18/00		Courtesy Call	PSC-Robert	59684-71075	Escobar	Janet			03-Payment Arrangements	Credit	Gracie	Yes	Yes	no
9/18/00		Courtesy Call	PSC-Robert	97146-84124	Hissom	Charles	07-Voltage Standards Not Met		99 - Other	Energy Delivery	Gracie	Yes	Yes	no
9/18/00		Courtesy Call	PSC-Victor	48390-89222	Allen	Thomas S.	05-Outage/Delay In Restoring Service		99 - Other	Energy Delivery	Gracie	Yes	Yes	no
9/18/00		Courtesy Call	PSC - robert	91795-28058	Crockett	James			03-Payment Arrangements	Credit	Carol	Yes	Yes	No
9/19/00		Courtesy Call	PSC - Dan	07051-18338	Ramos	Georgina		13-(High Bill) Meter Not Recording Within Standards		Billing	Gracie	Yes	Yes	No
9/19/00		Courtesy Call	PSC - Tulsa		Jackson	Art	17-Easement Problem			Miscellaneous	Carol	Yes	No	No

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9/20/00		Courtesy Call	ray	17053-99070	kunkle	harold	08-Failure To Respond To Customer Inquiries			Energy Delivery	Capri	Yes	No	no
9/20/00		Courtesy Call	NIKKI	89184-47139	GIDARO	DOMENICO			99-15 Service Charge	Billing	Capri	Yes	No	no
9/20/00		Courtesy Call	Telsula	90796-53196	Schreiber	Vincent	02-Frequent Outages			Energy Delivery	Kim	Yes	Yes	No
9/20/00		Courtesy Call	TELSULA	96281-63421	STALEY	CLAIRE	04-Inadequate Tree Trimming			Energy Delivery	Kimberly	Yes	Yes	No
9/20/00		Courtesy Call	ROBERT	37788-18849	HARBISON	KATHY	04-Inadequate Tree Trimming			Energy Delivery	Kimberly	Yes	Yes	no
9/21/00		Courtesy Call	Telsula	79312-98286	Purgal	Mrs.	13-(High Bill) Meter Not Recording Within Standards			Rest Field Services	Kim	Yes	Yes	no
9/25/00		Courtesy Call	Robert	15665-07258	Manzone	James	01-Improper Rates Applied			Billing	Kim	Yes	No	No
9/25/00		Courtesy Call	psc- niki	14469-75516	harris	joyce	12-Inaccurate Meter Readings			Energy Delivery	Carol	Yes	Yes	No
9/25/00		Courtesy Call	PSC - Angle	77007-39445	Johnson	Russell				Credit	Gracie	Yes	Yes	No
9/25/00		Courtesy Call	VICTOR	76580-60488	HANLEY	BRETT			99-5 CONP	Credit	Kimberly	Yes	Yes	No
9/28/00		Courtesy Call	Robert	83571-74886	Parsaris	Robert	02-Frequent Outages			Energy Delivery	Kim	Yes	Yes	No
9/26/00		Courtesy Call	nekkey	20830-35529	Treadway	Mr.	12-Delay In Connecting Initial Service			Energy Delivery	Kim	Yes	Yes	No
9/26/00		Courtesy Call	Nekkey	42704-12429	Ishaq	Muhammad			99-5 CONP	Credit	Kim	Yes	Yes	No
9/28/00		Courtesy Call	PSC-Telsula	02719-29303	Meadow	Sandra	13-(High Bill) Meter Not Recording Within Standards			Meter Reading	Gracie	Yes	Yes	No
9/26/00		Courtesy Call	Robert	38241-92120	Brooks	Gary	02-Frequent Outages			Energy Delivery	Kim	Yes	Yes	No
9/27/00		Courtesy Call	PSC - Robert		Freeman					Energy Delivery	Gracie	Yes	Yes	No
9/28/00		Courtesy Call	ray	27212-03356	beebe	stevb			99-13 Deposits	Billing	Capri	Yes	No	no
9/29/00		Courtesy Call	angle	99545-97015	arroyo	erik			99-13 Deposits	Credit	Capri	Yes	No	No
9/29/00		Courtesy Call	joy	22319-47258	lilly	tom	08-Failure To Respond To Customer Inquiries	08-Payment Not Posted		Energy Delivery	Capri	Yes	No	No
9/29/00		Courtesy Call	PSC Nickl	56286-95068	drake	Christine				Meter Reading	Gracie	Yes	Yes	No
10/2/00		Courtesy Call	psc-Joy	88210-39359	Bloom	Samual			99-7 EFT	Billing	Carol	Yes	Yes	No
10/3/00		Courtesy Call	PSC - Angle	25227-34598	Williams	Ernestine			03-Payment Arrangements	Credit	Gracie	Yes	Yes	No
10/5/00		Courtesy Call	PSC - Kate	12397-00050	Smith, Jr.	Carey J.				Miscellaneous	Gracie	Yes	No	No
10/5/00		Courtesy Call	JOHN	18083-08104	MOSELLE	MARGOT			99-5 CONP	Credit	Kimberly	Yes	No	No

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Date	Callers (Date Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	CH Type	Functional Area	Handled By	Concern Addressed	Priority Contact	Avoidable?
10/6/00		Courtesy Call	PSC-NIKI	05487-31513	Montanez	Samuel			03-Payment Arrangements	Credit	Carol	Yes	Yes	No
10/6/00		Courtesy Call	Joy	09106-51400	williams	delmar	04-Inadequate Tree Trimming			Energy Delivery	Capri	Yes	No	No
10/9/00		Courtesy Call	Victor		Stephens	Gerald	04-Inadequate Tree Trimming			Tree Trimming	Rita	Yes	Yes	no
10/9/00		Courtesy Call	robert	24374-56303	wenzel	gunther			99 - Other	Billing	Capri	Yes	No	No
10/10/00		Courtesy Call	Dan	05970-92307	Torrasa	Fernando	23-Improper Billing for Fraud Or Current Diversion			Credit	Rita	Yes	Yes	No
10/10/00		Courtesy Call	Nikki	13201-25390	Gravaes	Gerry	19-Excessive Deposit Requested (IOD)			Credit	Rita	Yes	Yes	no
10/11/00		Courtesy Call	NIKI	73852-08478	BARNETT	JASON	16-Improper Backbilling			Billing	Kimberly	Yes	Yes	No
10/11/00		Courtesy Call	vicky	22341-79467	arasmio	laura	04-Inadequate Tree Trimming			Energy Delivery	Capri	Yes	No	No
10/12/00		Courtesy Call	nicki	81710-36443	smith	charles			03-Payment Arrangements	Billing	Capri	Yes	No	No
10/12/00		Courtesy Call	psc - joy	28411-58112	Pierce	Ann	03-Bills Not Marked Estimated			Meter Reading	Carol	Yes	Yes	no
10/12/00		Courtesy Call	psc - robert	66571-84137	Hampton	Mrs.			99 - Other	Billing	Carol	Yes	Yes	no
10/13/00		Courtesy Call	ROBERT	37394-96802	COLE	DOUGLAS	25-Info To Customer			Energy Delivery	Kimberly	Yes	Yes	No
10/16/00		Courtesy Call	TELSULA	70149-14649	smith	ema	04-Not Receiving Monthly Bills			Billing	Kimberly	Yes	Yes	No
10/16/00		Courtesy Call	psc-robert	00925-76022	Bakko	Alan			03-Payment Arrangements	Credit	Carol	Yes	No	No
10/16/00		Courtesy Call	psc - robert	87066-31449	Davis	Ruth			03-Payment Arrangements	Credit	Carol	Yes	Yes	No
10/16/00		Courtesy Call	JOY	41798-56649	VALENTE	MARY	25-Info To Customer			Energy Delivery	Kimberly	Yes	Yes	No
10/17/00		Courtesy Call	Joy	29084-13063	griffin	mrs			99-2 Claims	Claims	Capri	Yes	No	no
10/17/00		Courtesy Call	NIKI	89501-37154	DEMETRIO	CHRISTIAN			99-5 CONP	Credit	Kimberly	Yes	No	No
10/17/00		Courtesy Call	ROBERT		VEGA	ALFREDO	25-Info To Customer			Consumer Affairs	Kimberly	Yes	No	No
10/18/00		Courtesy Call	Joy	44761-92171	Teresi	August			99-2 Claims	Claims	Kim	Yes	Yes	No
10/18/00		Courtesy Call	PSC - Nikki	99978-95074	Howard	Sandra				Credit	Gracie	Yes	Yes	No
10/18/00		Courtesy Call	PSC	29615-31557	Marlette	Richard, Mrs.				Energy Delivery	Gracie	Yes	Yes	No
10/18/00		Courtesy Call	Ray - PSC	96260-14354	Burlingame	Harold				Energy Delivery	Gracie	Yes	Yes	No
10/18/00		Courtesy Call	psc - kate	48606-99121	Wells	Eric			99 - Other	Miscellaneous	Carol	Yes	Yes	No
10/18/00		Courtesy Call	Dan	42426-10255	Darrough	Elton	21-Energy Audit Not Conducted			Res Field Services	Kim	Yes	Yes	No

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Date	Callers (Date Closed)	Type/Call	Call Source	Account # Number	Last Name	First Name	Service Type	Billing Type	GL Type	Functional Area	Handled By	Concern Addressed	Prior Contact	Avoidable?
10/19/00		Courtesy Call	Nekey	96260-14354	Thomas	Bobby	12-Delay In Connecting Initial Service			Energy Delivery	Kim	Yes	Yes	No
10/19/00		Courtesy Call	Joy	70526-29425	Lowry	Clee	17-Easement Problem			Energy Delivery	Kim	Yes	Yes	No
10/19/00		Courtesy Call	PSC - Angle	76546-68584	Schnepf	James L.				Credit	Gracie	Yes	Yes	No
10/20/00		Courtesy Call	ROBERT	79892-61973	BJORKQUIST	RICHARD	03-Street Light/Outdoor Lighting Outages			Energy Delivery	Kimberly	Yes	Yes	no
10/20/00		Courtesy Call	JOY	05617-47468	RHYMES	RONALD	23-Error In Meter Records			Energy Delivery	Kimberly	Yes	Yes	No
10/20/00		Courtesy Call	psc - robert	28876-82119	Carden	Jean			03-Payment Arrangements	Credit	Carol	Yes	No	No
10/20/00		Courtesy Call	psc - robert	68542-34376	Nalhe	Susan			99-5 CONP	Credit	Carol	Yes	No	No
10/23/00		Courtesy Call	psc - John	23997-14804	Townsend	MInerva			03-Payment Arrangements	Credit	Carol	Yes	Yes	No
10/23/00		Courtesy Call		94371-18758	raulerson	brlney			03-Payment Arrangements	Credit	Capri	Yes	No	No
10/23/00		Courtesy Call		07601-38458	welch	phllip	02-1 Momentaries			Energy Delivery	Capri	Yes	Yes	no
10/23/00		Courtesy Call		91598-30448	o'hern	Thomas			03-Payment Arrangements	Credit	Capri	Yes	No	No
10/24/00		Courtesy Call	VICTOR	51750-22540	HURLBURT	RICHARD	24-Error In Service Application Record			Energy Delivery	Kimberly	Yes	Yes	no
10/24/00		Courtesy Call	VICTOR	36509-06329	CZYSZ	MICHAEL	02-1 Momentaries			Energy Delivery	Kimberly	Yes	Yes	no
10/24/00		Courtesy Call		55338-61438	estinoza	awilda			03-Payment Arrangements	Credit	Capri	Yes	No	No
10/24/00		Courtesy Call		38494-66225	redford	mlchael	02-1 Momentaries			Energy Delivery	Capri	Yes	No	No
10/24/00		Courtesy Call	Victor		Santoro	Anthony	25-Info To Customer			Energy Delivery	Kim	Yes	Yes	No
10/24/00		Courtesy Call		15201-39254	Jimenez	maria			99 - Other	Credit	Capri	Yes	No	No
10/25/00		Courtesy Call	psc - randy	08395-02555	England	Steve			03-Payment Arrangements	Credit	Carol	Yes	Yes	No
10/25/00		Courtesy Call	psc - John	58508-74502	Padilla	Susana			99 - Other	Credit	Carol	Yes	Yes	no
10/25/00		Courtesy Call	PSC - Victor	85127-96375						Credit	Gracie	Yes	Yes	No
10/25/00		Courtesy Call	TELSULA	08570-91448	CANTINE	WALTER	12-Delay In Connecting Initial Service			Energy Delivery	Kimberly	Yes	Yes	No
10/26/00		Courtesy Call	PSC - Robert	34565-25468	Tamburro	Louls, Mrs.				Claims	Gracie	Yes	Yes	No
10/26/00		Courtesy Call			lest	lest	02-Frequent Outages			Energy Delivery	Kim	Yes	Yes	No
10/26/00		Courtesy Call	Joy	46957-92408	Mitchell	Angela	25-Info To Customer			Energy Delivery	Kim	Yes	Yes	No

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Date	Letters (Date Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	GI Type	Functional Area	Handled By	Concern Addressed	Plot Contact	Avoidable?
10/26/00		Courtesy Call	Telsula	21904-90032	Hoover	Kenneth	13-(High Bill) Meter Not Recording Within Standards			Resl Field Services	Klm	Yes	Yes	No
10/26/00		Courtesy Call	Nekey	64143-74375	Prlvk	Richard	05-Improper Proration of Initial Bill			Billing	Klm	Yes	Yes	No
10/26/00		Courtesy Call	Robert	39018-99431	Thompson	Anna	14-Service Improperly Disconnected			Credit	Klm	Yes	Yes	No
10/26/00		Courtesy Call	Joanne - PSC	62563-67070	Coppola	Denise				Meter Reading	Gracie	Yes	Yes	No
10/30/00		Courtesy Call	Robert	11138-29012	MCCLYMONT	Robert			03-Payment Arrangements	Credit	Klm	Yes	No	No
10/31/00		Courtesy Call	PSC - Victor	19876-01580	Miller	Michael				Credit	Gracie	Yes	Yes	no
10/31/00		Courtesy Call	psc - ray	49704-58134	Hernandez	Ernesto	04-Inadequate Tree Trimming			Energy Delivery	Carol	Yes	Yes	No
10/31/00		Courtesy Call	PSC - Nikki	31846-86489						Credit	Gracie	Yes	Yes	no
11/1/00		Courtesy Call	JOY	51488-24181	LARKIN	KYLE			03-Payment Arrangements	Credit	Kimberly	Yes	No	no
11/2/00	11/12/00	Courtesy Call	US Mail		Evanglist	Frank	04-Inadequate Tree Trimming			Tree Trimming	Capri	Yes	Yes	No
11/3/00		Courtesy Call		39411-76088	Johnson	mrs	02-Frequent Outages			Energy Delivery	Capri	Yes	No	No
11/3/00		Courtesy Call	NIKI	58303-40214	SAN FILIPPO	JOSEPH	04-Inadequate Tree Trimming			Energy Delivery	Kimberly	Yes	No	no
11/6/00		Courtesy Call	psc - noella	93380-47143	Evans	Sally			03-Payment Arrangements	Credit	Carol	Yes	Yes	no
11/6/00		Courtesy Call		27599-06586	Jewls	paul			03-Payment Arrangements	Credit	Capri	Yes	No	no
11/7/00		Courtesy Call		75195-56156	brown	eddia			03-Payment Arrangements	Credit	Capri	Yes	No	No
11/8/00		Courtesy Call	Pam	83086-97910	Scott	Tina		01-Improper Rates Applied		Billing	Klm	Yes	Yes	No
11/8/00		Courtesy Call	ANGIE	96099-74842	WHITE	GEORGE	25-Info To Customer			Credit	Kimberly	Yes	No	No
11/8/00		Courtesy Call	Telsula	87277-45251	Schrader	Lorraine			99-2 Claims	Claims	Kim	Yes	Yes	No
11/8/00		Courtesy Call	Robert	46197-40326	Leo	Mr.	03-Street Light/Outdoor Lighting Outages			Energy Delivery	Kim	Yes	Yes	No
11/9/00		Courtesy Call	JOHN	60959-92542	NAIL	JODY			99-13 Deposits	Credit	Kimberly	Yes	Yes	No
11/9/00		Courtesy Call	Robert	70008-61331	Leja	Tom			99-5 CONP	Credit	Klm	Yes	Yes	No
11/9/00		Courtesy Call	pam	02333-17970	swain	james		02-Improper Reading Estimates		Meter Reading	Capri	Yes	No	No
11/13/00		Courtesy Call	PSC	15224-98363	Young	Laura	15-Delay In reconnecting After Cut			Energy Delivery	Carol	Yes	Yes	No

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Date	Callers Date Closed	Type Call	Call Source	Account Number	Alias Name	First Name	Service Type	Billing Type	LOI Type	Functional Area	Handled By	Don Cam Addressed	Prior Contact	Avordable?
11/14/00		Courtesy Call	John	61811-89369	Johnson		25-Info To Customer			Consumer Affairs	Rita	Yes	No	no
11/14/00		Courtesy Call	PSC - Robert	04722-76369	Spence-O'Brien	Mrs. Cherise				Credit	Gracie	Yes	No	no
11/14/00		Courtesy Call	PSC - Joy	12623-43010	Elias	Arlene				Tree Trimming	Gracie	Yes	Yes	no
11/14/00		Courtesy Call	Iarrah	30591-69535	warner	brian		08-Payment Not Posted		Credit	Capri	Yes	Yes	no
11/14/00		Courtesy Call	PSC - J.Plescow	51811-84191	Johnson	Edward L.				Credit	Gracie	Yes	Yes	No
11/14/00		Courtesy Call	Joy	61964-81488	esta	thomas			99-8 Employee Complaint	Solution Stores	Capri	Yes	No	no
11/14/00		Courtesy Call	PSC - J.Plescow	02249-98038	Hants	Rutha Mae				Credit	Gracie	No	Yes	No
11/14/00		Courtesy Call	PSC - Robert	04722-76369	Spence	Cherise				Credit	Gracie	Yes	No	No
11/15/00		Courtesy Call	Telsula	93327-65446	Conrad	Richard		19-Excessive Deposit Requested (IOD)		Miscellaneous	Kim	Yes	Yes	No
11/15/00		Courtesy Call	Telsa	90358-06975	Brantley	Ron		04-Inadequate Tree Trimming		Tree Trimming	Rita	Yes	Yes	No
11/15/00		Courtesy Call	Victor	18129-39335	Moye	Thomas		23-Improper Billing for Fraud Or Current Diversion		Credit	Kim	Yes	Yes	No
11/15/00		Courtesy Call	Joy	48643-54070	warner	carolyn			99-13 Deposits	Credit	Capri	Yes	No	No
11/15/00		Courtesy Call		83868-62708	carr	stormy			03-Payment Arrangements	Billing	Capri	Yes	No	No
11/16/00		Courtesy Call	PSC - Robert	79138-66008	Corouthers	Diane				Credit	Gracie	Yes	Yes	No
11/17/00		Courtesy Call	PSC - Stan	29479-90125	Ingram	Kenyatta		23-Improper Billing for Fraud Or Current Diversion		Credit	Gracie	Yes	Yes	No
11/17/00		Courtesy Call	PSC - Robert	67392-10157	Fritsch	Shena				Credit	Gracie	Yes	Yes	No
11/17/00		Courtesy Call	Nekey	40778-93400	Distel	Margaret			03-Payment Arrangements	Credit	Kim	Yes	No	No
11/20/00		Courtesy Call	Robert	12117-55119	Schultz	Mrs.			03-Payment Arrangements	Credit	Kim	Yes	No	No
11/20/00		Courtesy Call		94866-78067	EDWARDS	ELLEN			03-Payment Arrangements	Billing	Capri	Yes	No	No
11/22/00	11/22/00	Courtesy Call	psc - ruth	03068-17470	Kenny	Denis		19-Restore Area/Incomplete Outside work		Energy Delivery	Carol	Yes	Yes	No
11/22/00		Courtesy Call	psc - dick	15013-97487	Castro	Wilma			99 - Other	Credit	Carol	Yes	Yes	No
11/22/00		Courtesy Call	PSC - Kate	63391-82326	Rupp	Charity			03-Payment Arrangements	Credit	Carol	Yes	Yes	No
11/22/00		Courtesy Call	Nickl	62375-41254	elling	patricia		05-Outage/Delay In Restoring Service		Energy Delivery	Capri	Yes	No	no

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Date	Callers (Date Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	GL Type	Functional Area	Handled By	Conciliated	Prior Contact	Avoidable?
11/27/00		Courtesy Call		35661-71474	sager	leonard	03-Street Ligh/Outdoor Lighting Outages			Energy Delivery	Capri	Yes	Yes	No
11/27/00		Courtesy Call		19174-91485	deluca	anthony			99-15 Service Charge	Billing	Capri	Yes	No	No
11/27/00		Courtesy Call	ROBERT	97451-45830	SAMARI	MUSTAPHA			99 - Other	Billing	Kimberly	Yes	Yes	no
11/27/00		Courtesy Call	ROBERT	35630-39531	HORD	ANNE			99 - Other	Billing	Kimberly	Yes	Yes	No
11/28/00		Courtesy Call		54654-23488	youssef	evette			99-13 Deposits	Credit	Capri	Yes	No	No
11/29/00		Courtesy Call	Victor	94866-78067	Edwards	Ellen			03-Payment Arrangements	Credit	Kim	Yes	Yes	no
11/29/00		Courtesy Call	Tulsa	54256-18261	Austin	Gloria	12-Delay in Connecting Initial Service			Energy Delivery	Rita	No	Yes	no
11/29/00		Courtesy Call	Pam	29694-84242	Smith	Bonnie		19-Excessive Deposit Requested (IOD)		Credit	Kim	Yes	Yes	no
11/30/00		Courtesy Call	PSC		Lord	Sheryl			99-19 SMN	Miscellaneous	Carol	Yes	No	no
12/4/00		Courtesy Call	Victor	27655-89537	Crosby	Nancy			03-Payment Arrangements	Credit	Kim	Yes	Yes	no
12/4/00		Courtesy Call	Joy	53615-87667	Miles	Walter	13-(High Bill) Meter Not Recording Within Standards			Resl Field Services	Kim	Yes	Yes	no
12/4/00		Courtesy Call	dan	04184-23368	reiser	irene			99-15 Service Charge	Billing	Capri	Yes	No	No
12/5/00		Courtesy Call	Robert	23008-28122	Hohenberger	Gudelia			03-Payment Arrangements	Credit	Rita	Yes	Yes	No
12/5/00		Courtesy Call	Telsula	90690-61177	Linstroth	Mary			03-Payment Arrangements	Credit	Kim	Yes	Yes	No
12/5/00		Courtesy Call	Robert	98029-15116	Helmrlch	Laura			03-Payment Arrangements	Credit	Kim	Yes	No	No
12/5/00		Courtesy Call	Robert	95420-23182	Bradshaw	Elizabeth			03-Payment Arrangements	Credit	Kim	Yes	No	No
12/7/00		Courtesy Call	Pam	89712-11764	Kashdan	Audrey	23-Improper Billing for Fraud Or Current Diverslon			Credit	Kim	Yes	Yes	No
12/7/00		Courtesy Call	Robert	81785-04580	Starrett	Mrs			19-Excessive Deposit Requested (IOD)		Kim	Yes	No	No
12/8/00		Courtesy Call	Joy	33305-60429	Lewis	Mrs.	25-Info To Customer			Energy Delivery	Kim	Yes	Yes	No
12/8/00		Courtesy Call	Ray	56900-27489	VanTassell	Leonard			03-Payment Arrangements	Credit	Kim	Yes	No	No
12/8/00		Courtesy Call	robert	96528-28539	Judge-Rizos	Forneha			99-5 CONP	Credit	Capri	Yes	No	No

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Date	Letter Date Closed	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	OU Types	Functional Area	Handled by	Concern Addressed	Prior Contact	Can Avoid?
12/12/00		Courtesy Call	PSC - Robert	95232-89133	Boll	Mrs. John G.			03-Payment Arrangements	Credit	Gracie	Yes	Yes	No
12/12/00		Courtesy Call	PSC - Victor	59165-24340	Allen	Marissa				Miscellaneous	Gracie	Yes	No	No
12/12/00		Courtesy Call	PSC - Pam	18735-90518	Rice	Mattie C.				Credit	Gracie	Yes	Yes	No
12/12/00		Courtesy Call	Pam	59023-23456	Louche	Darek			99-5 CONP	Credit	Kim	Yes	Yes	No
12/13/00		Courtesy Call	Nikki	48773-46180	Crapps	Katina			03-Payment Arrangements	Credit	Rita	Yes	Yes	No
12/13/00		Courtesy Call	Robert	80993-62168	Henry	Donnell			99-15 Service Charge	Billing	Rita	Yes	No	No
12/13/00		Courtesy Call	Victor	21946-77197	Campbell	Scott			99-5 CONP	Credit	Kim	Yes	Yes	No
12/13/00		Courtesy Call	Joy	02468-06333	Williams	Stephen	02-1 Momentaries			Energy Delivery	Rita	Yes	Yes	No
12/14/00		Courtesy Call	ROBERT	72724-88353	HARRISON	ANITA JO			99-13 Deposits	Credit	Kimberly	Yes	Yes	No
12/14/00		Courtesy Call	Robert	90802-95068	Lopez	Mrs.			03-Payment Arrangements	Credit	Kim	Yes	No	No
12/15/00		Courtesy Call	Joy	24994-99064	Batista	Joseph			99-2 Claims	Claims	Kim	Yes	Yes	No
12/18/00		Courtesy Call	Robert	41482-48046	Dickerson	Jennifer	25-Info To Customer			Consumer Affairs	Kim	Yes	No	No
12/19/00		Courtesy Call	robert	46428-60655	shaw	mary			99-15 Service Charge	Billing	Capri	Yes	No	No
12/19/00		Courtesy Call	Robert	07721-88440	HAYNES	EOLA			03-Payment Arrangements	Credit	Rita	Yes	No	No
12/20/00		Courtesy Call	TELSULA	45139-23043	BEACH	CLAUDE			99-2 Claims	Claims	Kimberly	Yes	Yes	Yes
12/20/00		Courtesy Call		06321-51163	blnghan	mrs		13-(High Bill) Meter Not Recording Within Standards		Meter Reading	Capri	Yes	No	No
12/20/00		Courtesy Call	Nickle	60506-42876	donohue	john			99-14 Load Mgmt	Energy Delivery	Capri	Yes	No	Yes
12/21/00		Courtesy Call	nickle	61095-08372	webster	mrs			99-5 CONP	Credit	Capri	Yes	No	No
12/21/00		Courtesy Call	Pam	54952-84284	Freeman	Mrs.			99-14 Load Mgmt	Energy Management	Kim	Yes	Yes	No
12/22/00		Courtesy Call	Telsula	86828-40131	O'Donnell	Michael	02-Frequent Outages			Energy Delivery	Kim	Yes	Yes	No
12/27/00		Courtesy Call	JOY	22875-24221	DOWD	THOMAS		23-Improper Billing for Fraud Or Current Diversion		Credit	Kimberly	Yes	Yes	No
12/27/00		Courtesy Call	PSC - Randy	97232-96463	Denning	Melinda				Credit	Gracie	Yes	Yes	No
12/28/00		Courtesy Call	Robert	53316-66128	Pozo	Padro			03-Payment Arrangements	Credit	Kim	Yes	No	No

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Date	Call Date Closed	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	GI Type	Functional Area	Handled By	Concern Addressed	Priority Contact	Available
1/1/01		Courtesy Call	PSC	37058-12445	CARINI	Marie			03-Payment Arrangements	Credit	Rita	Yes	Yes	No
1/2/01		Courtesy Call	Robert	34665-78006	snyder	tammie	14-Service Improperly Disconnected			Miscellaneous	Capri	Yes	No	No
1/2/01		Courtesy Call	NIKI	94337-50263	KIRBY	MICHELLE	15-Delay In reconnecting After Cut			Energy Delivery	Kimberly	Yes	Yes	No
1/2/01		Courtesy Call	Robert	31758-74300	Carlson	Mrs.			99-14 Load Mgmt	Energy Management	Klm	Yes	No	No
1/3/01		Courtesy Call	VICTOR	36177-53315	CROWELL	THOMAS	02-Frequent Outages			Energy Delivery	Kimberly	Yes	No	Yes
1/3/01		Courtesy Call	ROBERT	20297-46023	GEDENO	SYLVETTE		08-Payment Not Posted		Billing	Kimberly	Yes	No	No
1/3/01		Courtesy Call	ROBERT	11761-99206	WHITEHEAD	LENNIE		08-Payment Not Posted		Billing	Kimberly	Yes	No	No
1/3/01		Courtesy Call	psc - John	31299-56871	Caldwell	Jimmie			99 - Other	Billing	Carol	Yes	No	No
1/3/01		Courtesy Call	Robert	47035-51262	Donoher	Mrs.			03-Payment Arrangements	Credit	Klm	Yes	No	No
1/4/01		Courtesy Call	Robert	53279-71081	gerrick	robert			03-Payment Arrangements	Credit	Capri	Yes	No	Yes
1/4/01		Courtesy Call	PSC - Robert	77562-12402	King	Cindy				Credit	Gracie	Yes	No	No
1/4/01		Courtesy Call	PSC - Robert	87710-51317	Alava	John				Credit	Gracie	Yes	No	No
1/4/01		Courtesy Call	TELSULA	32242-78365	BALL	DALE	02-Frequent Outages			Energy Delivery	Kimberly	Yes	Yes	No
1/5/01		Courtesy Call	Telsula	39411-76088	Johnson	Mrs. Larry	02-Frequent Outages			Energy Delivery	Kim	Yes	Yes	No
1/5/01		Courtesy Call	Telsula	51625-81218	Lawlor	Frank	02-Frequent Outages			Energy Delivery	Kim	Yes	Yes	No
1/8/01		Courtesy Call	PSC	71984-37283	Taylor	Elizabeth			03-Payment Arrangements	Credit	Rita	Yes	Yes	No
1/9/01		Courtesy Call	Telsula	07559-30262	Woods	Cheryl	02-Frequent Outages			Energy Delivery	Kim	Yes	Yes	No
1/9/01		Courtesy Call	Victor	10336-03307	Olson	Mrs.		21-Deposit Not Refunded		Credit	Kim	Yes	Yes	No
1/10/01		Courtesy Call	VICTOR	34223-59889	PRUITT	BETTY		13-(High Bill) Meter Not Recording Within Standards		Meter Reading	Kimberly	Yes	Yes	Yes
1/10/01		Courtesy Call	PSC - Rob	11760-33356	Kirk	Jeff				Credit	Gracie	Yes	Yes	No
1/10/01		Courtesy Call	PSC - Rob	78554-11305	Toler	Christopher				Miscellaneous	Gracie	Yes	No	No
1/10/01		Courtesy Call	PAM	98783-21306	ANTHONY	JAMES	02-Frequent Outages			Energy Delivery	Kimberly	Yes	No	No
1/10/01		Courtesy Call	Victor	12036-69337	Hawkes	Mrs.	02-Frequent Outages			Energy Delivery	Kim	Yes	Yes	No
1/10/01		Courtesy Call	ROBERT	81735-59047	NICHOLAS	DEE			99-13 Deposits	Billing	Kimberly	Yes	Yes	Yes
1/10/01		Courtesy Call	Victor	80088-80508	Sparks	Lawrence	02-Frequent Outages			Energy Delivery	Kim	Yes	Yes	No

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Date	Letter (Date Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	GL Type	Functional Area	Handled By	Concern Addressed	Priority Contact	Avoidable
1/11/01		Courtesy Call	Victor	82282-77827	Lindell	Lester	02-Frequent Outages			Energy Delivery	Kim	Yes	Yes	No
1/11/01		Courtesy Call	Angle	44243-48821	Mills	James			99-5 CONP	Credit	Kim	Yes	No	No
1/11/01		Courtesy Call	Ray	04330-79237	Shelton	Rhonda	25-Info To Customer			Credit	Kim	Yes	No	No
1/11/01		Courtesy Call	PSC	60833-48598	Dessart	Margaret	13-(High Bill) Meter Not Recording Within Standards			Credit	Carol	Yes	Yes	No
1/12/01		Courtesy Call	NIKKI	65424-27525	BUBECK	DAVID			99-14 Load Mgmt	Energy Management	Kimberly	Yes	Yes	No
1/12/01		Courtesy Call	nckle	78845-84380	williamsen	gabriel	02-Improper Reading Estimates			Meter Reading	Capri	Yes	No	No
1/16/01		Courtesy Call	Robert	42550-61391	Compucom				03-Payment Arrangements	Credit	Kim	Yes	No	No
1/16/01		Courtesy Call	ROBERT	85937-94193	COUCH	VIOLA	08-Payment Not Posted			Billing	Kimberly	Yes	No	No
1/17/01		Courtesy Call	Victor			Diane	02-Frequent Outages			Energy Delivery	Kim	Yes	Yes	No
1/17/01		Courtesy Call	PSC - Telsula	18171-91200	Morio	Tina M.				Credit	Gracie	Yes	Yes	No
1/18/01		Courtesy Call	Robert	73490-11451	Gleason	Ann			03-Payment Arrangements	Credit	Kim	Yes	No	No
1/18/01	10/18/01	Courtesy Call	pam-psc	29933-52491	Castro	Carmen			99-5 CONP	Credit	Kiki	Yes	Yes	No
1/18/01		Courtesy Call	PSC - Pam	83660-95192	Pankuch	Betty				Meter Reading	Gracie	Yes	Yes	No
1/18/01		Courtesy Call	Pam	18657-25721	Post	Mrs	03-Bills Not Marked Estimated			Meter Reading	Kim	Yes	Yes	No
1/19/01		Courtesy Call	Robert		Falor	Mr.	25-Info To Customer			Claims	Kim	Yes	Yes	No
1/19/01		Courtesy Call	Nekey	42665-98149	Bullington	Phillip			03-Payment Arrangements	Credit	Kim	Yes	Yes	No
1/19/01		Courtesy Call	PAM	42665-98149	BULLINGTON	PHILLIP			03-Payment Arrangements	Credit	Kimberly	Yes	Yes	No
1/19/01		Courtesy Call	ROBERT	06105-36082	INOCENCIO	RUTH	02-Frequent Outages			Energy Delivery	Kimberly	Yes	No	No
1/21/01		Courtesy Call		28135-99541	evans	Illie	13-(High Bill) Meter Not Recording Within Standards			Billing	Capri	Yes	No	No
1/22/01		Courtesy Call	ROBERT	05233-16458	ADDEO	DEBBIE	25-Info To Customer			Billing	Kimberly	Yes	No	No
1/22/01		Courtesy Call		29852-15943	anneke	marcia	13-(High Bill) Meter Not Recording Within Standards			Billing	Capri	Yes	No	No
1/23/01		Courtesy Call	PSC - Victor	55624-26550	Tremeur	Richard W.				Credit	Gracie	Yes	Yes	No
1/23/01		Courtesy Call	PSC - Victor		Nelson	Mrs. Robert D.				Miscellaneous	Gracie	Yes	Yes	Yes

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Date	Letter Date (Date Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	AGI Type	Functional Area	Handled By	Concern Addressed	Prior Contact	Avoidable?
1/23/01		Courtesy Call	PSC - Nicky	98438-58298	Hudgins	Emma L.		13-(High Bill) Meter Not Recording Within Standards		Credit	Gracie	Yes	Yes	No
1/23/01		Courtesy Call	PSC Ruth	78587-64134	Neal	Sheila				Credit	Gracie	Yes	Yes	No
1/23/01		Courtesy Call	PSC - Robert	38120-03398	Shepard	Phillip(727) 712 8561			99 - Other	Energy Delivery	Gracie	Yes	No	No
1/23/01		Courtesy Call		00307-21030	royal	mr	12-Delay In Connecting Initial Service			Credit	Capri	Yes	No	No
1/24/01		Courtesy Call	PSC - Rob	93881-04522	Rivera	Carmen M.				Credit	Gracie	Yes	No	No
1/24/01		Courtesy Call	robert	06049-58122	gantner	donna			03-Payment Arrangements	Billing	Capri	Yes	No	No
1/24/01		Courtesy Call	ROBERT	98524-07249	BUSH	JEREMY		13-(High Bill) Meter Not Recording Within Standards		Meter Reading	Kimberly	Yes	Yes	No
1/24/01		Courtesy Call	Robert	38135-51146	Riley	Mrs.		13-(High Bill) Meter Not Recording Within Standards		Solution Centers	Kim	Yes	Yes	No
1/24/01		Courtesy Call	ROBERT	91036-81008	PHILIPPE	WADNER			99-5 CONP	Credit	Kimberly	Yes	No	No
1/24/01		Courtesy Call	Pam	30147-54121	Fumero	Mrs.		13-(High Bill) Meter Not Recording Within Standards		Solution Centers	Kim	Yes	Yes	No
1/24/01		Courtesy Call	Pam	39475-33087	Overton	Mrs.			99-5 CONP	Credit	Kim	Yes	Yes	No
1/25/01		Courtesy Call	robert	19130-63083	rollins	wayne		08-Payment Not Posted		Billing	Capri	Yes	No	No
1/25/01		Courtesy Call	ANGIE	39643-36091	MAYSONET	SYLVIA			03-Payment Arrangements	Billing	Kimberly	Yes	No	No
1/25/01		Courtesy Call	robert	92411-87218	duncan	arvilla			03-Payment Arrangements	Credit	Capri	Yes	No	No
1/25/01		Courtesy Call	PSC - Nicki	18341-33131	Bloise	Sherry M.		13-(High Bill) Meter Not Recording Within Standards		Billing	Gracie	Yes	Yes	No
1/26/01		Courtesy Call	Robert	04928-52409	Mala	Cynthia	25-Info To Customer			Credit	Kim	Yes	No	No
1/28/01		Courtesy Call	PSC - pam	88772-77326	Bolduc	Jacqueline		24-Billing Wrong Customer (Mixed)		Credit	Carol	Yes	Yes	No
1/29/01		Courtesy Call	Nekey	79722-27845	Cayer	Mrs.		08-Payment Not Posted		Credit	Kim	Yes	Yes	No

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Date	Letters (Date Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	USG Type	Functional Area	Handled by	Contract Addressed	Prior Contact	Available?
1/29/01		Courtesy Call	Nekey	76139-43353	Hutchins	Mrs.	25-Info To Customer			Billing	Klm	Yes	No	No
							13-(High Bill) Meter Not Recording Within Standards			Solustlon Centers	Klm	Yes	Yes	No
1/30/01		Courtesy Call	Nekey	69964-24416	Kamlrsky	Larry								
1/30/01		Courtesy Call	Robert	38579-85475	Hamilton	Randy			03-Payment Arrangements	Credit	Rlta	Yes	Yes	No
1/30/01		Courtesy Call	PAM	33528-20308	DERICHO	EVELYN			03-Payment Arrangements	Credit	Kimberly	Yes	No	No
1/31/01		Courtesy Call	psc- nkl	57107-66112	Wilson	Debra			99 - Other	Billing	Carol	Yes	Yes	No
2/1/01		Courtesy Call	Nekey	42208-21745	Willingham	Jean			03-Payment Arrangements	Credit	Klm	Yes	Yes	No
2/1/01		Courtesy Call	Nekey	07965-33321	Bernard	Robert			03-Payment Arrangements	Credit	Kim	Yes	Yes	No
2/1/01		Courtesy Call	PAM	48773-46180	CRAPPS	KATINA			03-Payment Arrangements	Consumer Affairs	Kimberly	Yes	Yes	No
2/1/01		Courtesy Call	JOY	00000-00000	KUNNEN	FRANK	25-Info To Customer			Energy Delivery	Kimberly	Yes	Yes	No
2/2/01		Courtesy Call	PSC - Nikki	02251-44132						Tree Trimming	Gracie	Yes	Yes	No
							13-(High Bill) Meter Not Recording Within Standards							
2/2/01		Courtesy Call		16483-06148	martin	clifford				Billing	Capri	Yes	No	No
2/2/01		Courtesy Call		54922-31838	swan	john	04-Inadequate Tree Trimming			Tree Trimming	Capri	Yes	No	No
2/2/01		Courtesy Call	PSC - Joy	24489-07491	Cladakis	Bill				Consumer Affairs	Gracie	Yes	Yes	No
							03-Street Light/Outdoor Lighting Outages							
2/5/01		Courtesy Call	Pam	83145-69687	Smith	Ken				Energy Delivery	Klm	Yes	Yes	Yes
2/5/01		Courtesy Call	PSC - Angle	78863-58404	Harnell	Mary L.				Billing	Gracie	Yes	Yes	No
							13-(High Bill) Meter Not Recording Within Standards							
2/6/01		Courtesy Call	John P	24599-05083	Wilson	Pauline				Billing	Rlta	Yes	Yes	Yes
							04-Not Receiving Monthly Bills							
2/8/01		Courtesy Call	VICTOR	95988-22068	NELSON					Billing	Kimberly	Yes	Yes	No
							08-Payment Not Posted							
2/12/01		Courtesy Call	ROBERT	50860-18201	THOMAS	TAMLA				Billing	Kimberly	Yes	No	No
							13-(High Bill) Meter Not Recording Within Standards							
2/13/01		Courtesy Call	Robert	21928-29406	Wofford	Van				Solustlon Centers	Klm	Yes	Yes	No
2/16/01		Courtesy Call	PSC - Robert	02170-29206	Serafina	Valerie				Credit	Gracie	Yes	No	No

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Date	Callers (Date Closed)	Type/Call	Call Source	Account Number	Last Name	First Name	Service type	Billing type	GI Type	Functional Area	Handled By	Concern Addressed	Prd. Contact	Avoidable?
2/16/01		Courtesy Call	NIKI	26117-84566	TIFFANY	FRANK		13-(High Bill) Meter Not Recording Within Standards		Billing	Kimberly	Yes	No	No
2/16/01		Courtesy Call	ROBERT	64979-20113	DAVIS	APRIL			03-Payment Arrangements	Credit	Kimberly	Yes	No	No
2/16/01		Courtesy Call	PSC - Pam	50433-73525	Lockhart	Jerry				Credit	Gracie	Yes	Yes	No
2/16/01		Courtesy Call	PSC - Robert		Howard	Norman	14-Service Improperly Disconnected			Energy Delivery	Gracie	Yes	Yes	No
2/20/01		Courtesy Call	PSC - Nikki	61907-75481	Cava	Frank				Billing	Gracie	Yes	Yes	No
2/20/01		Courtesy Call	PSC - Pam	83070-39174	Fowler	Rita				Credit	Gracie	Yes	Yes	No
2/20/01		Courtesy Call	Robert	48544-87508	Izzo	silvio			03-Payment Arrangements	Credit	Capri	Yes	No	No
2/22/01		Courtesy Call	JOHN	56308-89518	LEISON	MARTIN		07-Improper Or No Delinquent		Billing	Kimberly	Yes	No	No
2/23/01		Courtesy Call	nlckl	63112-74349	spence	nir	12-Delay In Connecting Initial Service			Energy Delivery	Capri	Yes	No	No
2/26/01		Courtesy Call	PSC - Pam	77740-03143	Powell, Jr.	Mrs. Jack				Credit	Gracie	Yes	Yes	No
2/28/01		Courtesy Call	VICTOR	87242-48068	BAGLEY	MARY			03-Payment Arrangements	Credit	Kimberly	Yes	No	No
3/1/01		Courtesy Call	joy	99999-99999					09 - Other	Miscellaneous	Capri	Yes	No	No
3/2/01		Courtesy Call	VICTOR	95816-75237	GRENDZINSKI	ARLENE	25-Info To Customer			Consumer Affairs	Kimberly	Yes	No	No
3/2/01		Courtesy Call	dlck	13633-29230	gustafson	frances		13-(High Bill) Meter Not Recording Within Standards		Solution Centers	Capri	Yes	No	No
3/6/01		Courtesy Call	Robert	08395-02555	England	Steve			99-5 CONP	Credit	Kim	Yes	Yes	No
3/6/01		Courtesy Call	ROBERT	04164-23366	REISER	IRENE			03-Payment Arrangements	Credit	Capri	Yes	No	No
3/6/01		Courtesy Call	Pam	68158-17108	hobson	harold	07-Voltage Standards Not Met			Energy Delivery	Capri	Yes	No	No
3/8/01		Courtesy Call	PSC - Robert	61236-76064	Castle	Joel				Energy Delivery	Gracie	Yes	Yes	No
3/8/01		Courtesy Call	ANGIE	70919-86263	PEARCE	RICHARD	03-Street Light/Outdoor Lighting Outages			Resl Field Services	Capri	Yes	No	No
3/9/01		Courtesy Call	PSC - Victor	17028-74432	Rafina	Uhla				Meter Reading	Gracie	Yes	Yes	No
3/12/01		Courtesy Call	Pam	81735-59047	Nichols	Dee		18-Excessive Deposit Requested (IOD)		Credit	Kim	Yes	Yes	No
3/12/01		Courtesy Call	robert	19704-44495	corona	dominic	21-Energy Audit Not Conducted			Miscellaneous	Capri	Yes	No	No

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Date	Letter (Date Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	City	Functional Area	Handled By	Concern Addressed	Prior Contact	Avoidable?
3/12/01		Courtesy Call	VICTOR	74577-83488	PACECCA	MELANIE		02-Improper Reading Estimates		Meter Reading	Kimberly	Yes	Yes	No
3/13/01		Courtesy Call	Pam - PSC	25056-16297	Ericson	Mrs. Bernard				Billing	Gracie	Yes	Yes	No
3/14/01		Courtesy Call	pam	99685-56059	gause	Joseph		23-Improper Billing for Fraud Or Current		Miscellaneous	Capri	Yes	No	No
3/15/01		Courtesy Call	Nekey	30547-81459	White	John			03-Payment Arrangements	Credit	Kim	Yes	No	No
3/16/01		Courtesy Call	PAM	89518-49146	ODOM	ELTON	25-Info To Customer			Credit	Kimberly	Yes	Yes	No
3/19/01		Courtesy Call	PAM	69003-91484	SENCHOWAY	GENEVA	02-Frequent Outages			Energy Delivery	Kimberly	Yes	Yes	No
3/19/01		Courtesy Call	PSC - Robert	38309-38445	Masry	Wilson E.				Energy Delivery	Gracie	Yes	Yes	No
3/20/01		Courtesy Call	ROBERT	81545-91052	POWELL	ROBERT		16-Improper Backbilling		Credit	Kimberly	Yes	Yes	No
3/20/01		Courtesy Call	TELSULA	44874-47285	FEE	BETTY	25-Info To Customer			Credit	Kimberly	Yes	No	No
3/22/01		Courtesy Call	Pam	21620-48402	Argabright	Mrs.		23-Improper Billing for Fraud Or Current		Credit	Kim	Yes	Yes	No
3/23/01		Courtesy Call	victor	85757-81483	kemp	brenda			03-Payment Arrangements	Credit	Capri	Yes	No	No
3/26/01		Courtesy Call	NIKI	49156-37351	PATCH	MRS		08-Payment Not Posted		Billing	Kimberly	Yes	Yes	No
3/26/01		Courtesy Call	psc- courtesy call	47093-48296	Armstrong	Sandra		08-Payment Not Posted		Solution Stores	Carol	Yes	Yes	Yes
3/28/01		Courtesy Call	Pam	30058-29008	Hollins	Mrs.			99-2 Claims	Claims	Kim	Yes	Yes	No
3/28/01		Courtesy Call	Victor	38514-80408	Valtos	Yvonne		19-Excessive Deposit Requested (IOD)		Credit	Kim	Yes	Yes	No
3/29/01		Courtesy Call	VICTOR	27698-01098	ROMAN	DORIS	02-Frequent Outages			Energy Delivery	Kimberly	Yes	Yes	No
3/29/01		Courtesy Call	Robert	50522-32420	Joiner	Bobby	05-Outage/Delay In Restoring Service			Energy Delivery	Kim	Yes	Yes	No
4/2/01		Courtesy Call	PSC - Rob	80931-16555	Knotek	Carol				Credit	Gracie	Yes	Yes	No
4/3/01		Courtesy Call	PSC - Pam	21567-07469	Fumish	Mr.				Credit	Gracie	Yes	Yes	No
4/5/01		Courtesy Call	Ellen	47054-96308	Johnson	Hugo			99-5 CONP	Credit	Kim	Yes	Yes	No
4/5/01		Courtesy Call	PSC	87512-74592	Pierre	Shirley			99-5 CONP	Credit	Kim	Yes	Yes	No
4/5/01		Courtesy Call	JOYCE	12203-56311	CASTRO	MRS		08-Payment Not Posted		Billing	Kimberly	Yes	No	No
4/6/01		Courtesy Call	NIKI	01572-87342	KILLGORE	SHAWN		23-Improper Billing for Fraud Or Current		Credit	Kimberly	Yes	Yes	No

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Date	Letters (Data Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	CD Type	Functional Area	Handled By	Concern Addressed	Prior Contact	Avoidable
4/6/01		Courtesy Call	NIKI	83848-18297	ROMEO	VICTOR		08-Payment Not Posted		Billing	Kimberly	Yes	Yes	No
4/10/01		Courtesy Call	PSC - Kim	12328-54082	Richardson	Lashawne				Credit	Gracie	Yes	Yes	No
4/10/01		Courtesy Call	PSC - Kim	34426-67864	Brammer	Charles				Claims	Gracie	Yes	Yes	No
4/10/01		Courtesy Call	Victor	01132-43708	McCarty	Paul			03-Payment Arrangements	Credit	Kim	Yes	Yes	No
4/10/01		Courtesy Call	PSC - Joy	48137-47058	Quest	Della				Credit	Gracie	Yes	Yes	No
4/16/01		Courtesy Call	robert	29628-02331	swelnam	scott			99-13 Deposits	Credit	Capri	Yes	No	No
4/16/01		Courtesy Call	Angela	91940-20060	Albano	Anthony	02-Frequent Outages			Energy Delivery	Kim	Yes	Yes	No
4/17/01		Courtesy Call	Nickle	79759-81480	overstreet	Mrs			03-Payment Arrangements	Credit	Capri	Yes	No	No
4/19/01		Courtesy Call	Nekey	62204-63227	Snyder	Richard			99-5 CONP	Credit	Kim	Yes	Yes	No
4/19/01		Courtesy Call	PAM	35117-28512	GRANDOFF	BETTY		24-Billing Wrong Customer (Mixed)		Billing	Kimberly	Yes	Yes	No
4/20/01		Courtesy Call	vckle	75320-47598	randall	donna			99-5 CONP	Credit	Capri	Yes	No	No
4/23/01		Courtesy Call	Robert	65191-81354	Flannigan	Phyllis		01-Improper Rates Applied		Billing	Kim	Yes	No	No
4/25/01		Courtesy Call	robert	57080-53968	tolas	charles	02-Frequent Outages			Energy Delivery	Capri	Yes	No	No
4/28/01		Courtesy Call		28024-44124	johnson	matthew			03-Payment Arrangements	Credit	Capri	Yes	No	No
4/26/01		Courtesy Call	robert	09328-82123	parker	carrie	15-Delay In reconnecting After Cut			Energy Delivery	Capri	Yes	No	No
4/26/01		Courtesy Call	PSC	67679-67560	Reld	Don	02-Frequent Outages			Energy Delivery	Monica	Yes	Yes	No
4/26/01	4/26/01	Courtesy Call	PSC	37888-04086	Blickley	Michael		24-Billing Wrong Customer (Mixed)		Billing	Monica	Yes	No	No
4/30/01		Courtesy Call	robert	52907-66189	fedor	emery			99-20 Stores Closing	Solution Stores	Capri	Yes	No	No
4/30/01		Courtesy Call	Robert	76003-94024	Lange	Kenneth		01-Improper Rates Applied		Billing	Kim	Yes	Yes	No
4/30/01		Courtesy Call	PSC - Kate	18115-20994	Williams	Geneva				Credit	Gracie	Yes	No	No
4/30/01		Courtesy Call	PSC -	40827-03431	Ornoski	Paul				Credit	Gracie	Yes	Yes	No
4/30/01		Courtesy Call	PSC Kate	18115-20994	Williams	Geneva				Credit	Gracie	Yes	Yes	No
5/1/01		Courtesy Call	psc	23090-56355	Weatherell	Becky		04-Not Receiving Monthly Bills		Billing	Carol	Yes	Yes	No
5/1/01		Courtesy Call		21107-87223	Irisick	anna			99-13 Deposits	Credit	Capri	Yes	Yes	No
5/2/01		Courtesy Call	Telsula	48780-15415	Naar	Ms			99-5 CONP	Credit	Kim	Yes	Yes	No
5/3/01		Courtesy Call	PSC	01907-56293	Cochran Ball	Jack			99-13 Deposits	Credit	Monica	Yes	No	Yes
5/7/01		Courtesy Call	PSC	61651-99437	Harris	Brian			99-13 Deposits	Credit	Monica	Yes	No	No
5/7/01		Courtesy Call	PSC - John	95064-00449	Thompson	Douglas			99 - Other	Billing	Carol	Yes	No	No
5/7/01		Courtesy Call	NIKKI	03625-46076	DASILVA	JORGE			99-5 CONP	Consumer Affairs	Kimberly	Yes	Yes	No

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Date	Letters (Date Closed)	Call Type	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	GI Type	Functional Area	Handled By	Concern Addressed	Prior Contact	Avoidable?
5/7/01		Courtesy Call	Pam	17326-16966	Bryant	Mrs.			99-2 Claims	Claims	Kim	Yes	Yes	No
5/15/01		Courtesy Call		39515-67251	busse	peggy	02-1 Momentaries			Energy Delivery	Capri	Yes	No	No
5/15/01		Courtesy Call	TELSULA	98374-49023	FLYNN	JOAN	14-Service Improperly Disconnected			Credit	Kimberly	Yes	Yes	No
5/15/01		Courtesy Call	pam	68783-17005	morlack	barb	25-Info To Customer			Energy Delivery	Capri	Yes	No	No
5/16/01		Courtesy Call	victor	84826-97403	boyca	ilmothy	13-(High Bill) Meter Not Recording Within Standards			Billing	Capri	Yes	No	No
5/16/01		Courtesy Call	psc - robert	83491-99933	Mulch	Michael			99-2 Claims	Energy Delivery	Carol	Yes	Yes	Yes
5/17/01		Courtesy Call	PSC	70306-36506	Gill	J			99-13 Deposits	Billing	Monica	Yes	No	No
5/17/01	5/17/01	Courtesy Call	PSC	31000-00292	Nylen	William	08-Payment Not Posted		99 - Other	Credit	Monica	Yes	No	No
5/17/01	5/17/01	Courtesy Call	PSC	87865-01333	Bogadi	Charlotte			99 - Other	Billing	Monica	Yes	Yes	No
5/18/01		Courtesy Call	PSC - Nikki	42046-55330	Choquette	Raymond				Energy Delivery	Gracie	Yes	Yes	No
5/21/01		Courtesy Call	PSC	80098-89194	Drummond	Thurston			99 - Other	Billing	Marilyn	Yes	No	No
5/21/01		Courtesy Call	Pam		Corsetto	Thomas	02-Improper Reading Estimates			Meter Reading	Marilyn	Yes	No	No
5/21/01		Courtesy Call	TELSULA		CRUMLEY	STEVEN			99-13 Deposits	Billing	Kimberly	Yes	Yes	No
5/22/01		Courtesy Call	VICTOR	58522-37501	PROGRESSIVE PLUMBING INC		25-Info To Customer			Consumer Affairs	Kimberly	Yes	Yes	No
5/22/01	5-22-01	Courtesy Call	PSC	90699-56537	Forrer	Carol	21-Deposit Not Refunded			Billing	Marilyn	Yes	No	No
5/22/01		Courtesy Call	PSC	75800-36136	Smith	Richard	13-(High Bill) Meter Not Recording Within Standards			Billing	Marilyn	Yes	No	No
5/22/01	5/22/01	Courtesy Call	PSC	93786-84460	Susor	John			99-13 Deposits	Billing	Monica	Yes	No	No
5/22/01		Courtesy Call	nickle	46546-76001	vaughn	dacquiri			03-Payment Arrangements	Credit	Capri	Yes	No	No
5/23/01	5-23-01	Courtesy Call	PSC	54761-10376	Peters	Edward			99-20 Stores Closing	Solution Stores	Marilyn	Yes	Yes	No
5/23/01		Courtesy Call	PAM	68517-83952	FLYOD	EPSEY	02-Improper Reading Estimates			Meter Reading	Kimberly	Yes	Yes	No
5/23/01		Courtesy Call	pam	43048-76251	lafrance	linda			99-5 COMP	Credit	Capri	Yes	No	No
5/24/01		Courtesy Call	PSC - Pam	12077-03214	Dean	Kerrl				Credit	Gracie	Yes	Yes	No
5/29/01		Courtesy Call	PSC	18171-91200	Morio	Tina	08-Payment Not Posted		99-11 Executive Calls	Credit	Monica	Yes	No	No
5/29/01	5/29/01	Courtesy Call	Robert	60772-00256	Ward	Frances			99-11 Executive Calls	Billing	Monica	Yes	No	No
5/30/01		Courtesy Call	TELSULA	26658-35578	VERNON	RUTH	17-Easement Problem			Energy Delivery	Kimberly	Yes	Yes	No

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Date	Letter Date Closed	Type Call	Call Source	Account Number	Last Name	First Name	Service type	Billing type	GI type	Functional Area	Handled By	Concern Addressed	Prior Contact	Avoidable?
5/30/01		Courtesy Call	ELLEN	62226-66379	ROLFE	ROLAND			03-Payment Arrangements	Billing	Kimberly	Yes	No	No
5/31/01		Courtesy Call	TELSULA	36691-89096	MARCUM	PAUL	25-Info To Customer			Billing	Kimberly	Yes	Yes	No
5/31/01		Courtesy Call		20484-14117	davalos	roger	03-Street Light/Outdoor Lighting Outages			Energy Delivery	Capri	Yes	No	No
5/31/01		Courtesy Call	PSC	22547-99447	Johnson	Jennifer		16-Improper Backbilling		Billing	Monica	Yes	No	No
6/1/01		Courtesy Call	ROBERT	74144-61507	ABRAMSON	HARRIETTE	07-Voltage Standards Not Met			Energy Delivery	Kimberly	Yes	Yes	No
6/4/01		Courtesy Call	psc - ellen	84219-72570	Avery	Carol			03-Payment Arrangements	Credit	Carol	Yes	Yes	No
6/4/01		Courtesy Call	PSC - Ellen	41983-12662	Nixon	Earl W.			99-11 Executive Calls	Miscellaneous	Gracie	Yes	Yes	No
6/5/01	06-05-01	Courtesy Call	PSC	19928-86559	WRIGHT	THOMAS	02-Frequent Outages		99-2/3 Outages	Claims	Marilyn	Yes	Yes	No
6/6/01		Courtesy Call	DICK	81400-54359	KITTERER	MURLIN	04-Inadequate Tree Trimming			Tree Trimming	Kimberly	Yes	Yes	No
6/6/01		Courtesy Call	PAM	81400-54359	KITTERER	MURLIN	04-Inadequate Tree Trimming			Tree Trimming	Kimberly	Yes	Yes	No
6/8/01		Courtesy Call	PSC - Pam		Govan	Donald T.			99-11 Executive Calls	Miscellaneous	Gracie	Yes	No	No
6/8/01		Courtesy Call	PSC - Tusela	70007-89101	Slover	Barbara				Credit	Gracie	Yes	Yes	No
6/11/01	6-11-01	Courtesy Call	PSC	33151-12383	GARGONE	ALLISON			99-11 Executive Calls	Billing	Marilyn	Yes	No	No
6/11/01		Courtesy Call	PSC - Pam	67414-87281	Sierra	Betsy H.		24-Billing Wrong Customer (Mixed)		Miscellaneous	Gracie	Yes	Yes	No
6/12/01		Courtesy Call	PSC	91195-91079	Larue	Wallace			99-2/8 Tree Trimming	Tree Trimming	Monica	Yes	No	No
6/12/01	06/13/01	Courtesy Call	PSC	01735-05187	Silver	Inca	04-Inadequate Tree Trimming		99-2/8 Tree Trimming	Tree Trimming	Monica	Yes	No	No
6/13/01		Courtesy Call	psc	39152-65309	Fuller	William		08-Payment Not Posted		Credit	Carol	Yes	Yes	No
6/15/01		Courtesy Call	psc - angela	92552-29192	tyler	Doris			03-Payment Arrangements	Credit	Carol	Yes	Yes	No
6/15/01	6/15/01	Courtesy Call	PSC	40940-19542	Girardi	Mr.			99-13 Deposits	Billing	Monica	Yes	No	No
6/18/01		Courtesy Call	PSC	00653-61462	McKeeby	James	12-Delay in Connecting Initial Service			Energy Delivery	Monica	Yes	No	No
6/18/01	6/18/01	Courtesy Call	PSC	95667-29583	Reno	Mrs			03-Payment Arrangements	Credit	Monica	Yes	No	No
6/19/01	6/19/01	Courtesy Call	PSC		Harrison	John			03-Payment Arrangements	Credit	Monica	No	No	No
6/19/01		Courtesy Call	Pam	09040-58279	NICHOLSON	Dana			99-8 Employee Complaint	Meter Reading	Marilyn	Yes	Yes	Yes

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Date	Letters (Date Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	GI Type	Functional Area	Handled By	Concern Addressed	Prior Contact	Avoidable?
6/20/01	6/20/01	Courtesy Call	PSC	45439-88490	Shriner	William	15-Delay In reconnecting After Cut			Energy Delivery	Carol	Yes	Yes	Yes
6/20/01		Courtesy Call	Susan	40188-67237	HODES	RC	05-Outage/Delay in Restoring Service		99-2/1 Open Neutral	Resl Field Services	Marilyn	Yes	Yes	No
6/20/01		Courtesy Call	PSC - Victor	45439-88490	Shriner	William	05-Outage/Delay In Restoring Service			Energy Delivery	Carol	Yes	Yes	Yes
6/20/01	6/20/01	Courtesy Call	PSC	41060-74546	Brlnson	Sarah		18-Not Disconnected On Request	99 - Other	Billing	Monica	Yes	No	No
6/21/01		Courtesy Call	PSC - Nikki	33565-11417	Ash	Phillip J.				Credit	Gracie	Yes	Yes	No
6/21/01	6/21/01	Courtesy Call	PSC	05959-52097	Hoover	Teddy	15-Delay In reconnecting After Cut			Energy Delivery	Monica	Yes	No	No
6/22/01		Courtesy Call	KMABO	01329-84340	JOYCE	RICHARD		19-Excessive Deposit Requested (IOD)		Billing	Kimberly	Yes	Yes	No
6/22/01	6/22/01	Courtesy Call	PSC	67410-43478	Wright	Mary			99-17 Guarantee Disputes	Credit	Monica	Yes	No	No
6/25/01	6/25/01	Courtesy Call	PSC	53333-42514	Anderson	Neva	08-Fallure To Respond To Customer Inquiries		99-3 Complaint Avoidance	Energy Delivery	Monica	Yes	No	No
6/27/01		Courtesy Call	Kaullis	40636-68373	Hartley	Jim		21-Deposit Not Refunded	99-11 Executive Calls	Credit	Marilyn	Yes	No	No
6/28/01		Courtesy Call	Victor	45274-73430	Martin	Rita	25-Info To Customer		99-17 Guarantee Disputes	Credit	Marilyn	Yes	Yes	No
6/28/01	6/28/01	Courtesy Call	PSC	67098-00122	Close	Boyd		08-Payment Not Posted	99-21 Fastrack	Billing	Monica	Yes	No	No
6/29/01	6/29/01	Courtesy Call	PCS	74292-64592	Collum	Ashley			99-3 Complaint Avoidance	Credit	Carol	Yes	No	No
6/29/01		Courtesy Call	Telsa	20560-28214	BURLINGHAM	R. Diane	12-Delay In Connecting Initial Service		99-2/9 Misc.	Resl Field Services	Marilyn	Yes	No	No
7/2/01		Courtesy Call	John	07572-36570	Davies	John	05-Outage/Delay in Restoring Service		99-2/3 Outages	Energy Delivery	Monica	Yes	No	No
7/5/01		Courtesy Call	Pam	27347-71678	MANNING	DOROTHY	25-Info To Customer	08-Payment Not Posted	99-2/9 Misc.	Billing	Marilyn	Yes	No	No
7/6/01		Courtesy Call	Telsa	00143-30011	BRAODOCK	MIKE-	05-Outage/Delay in Restoring Service		99-2/5 Single Phase	Claims	Marilyn	Yes	Yes	No

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Date	Letters (Data Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	CT Type	Functional Area	Handled by	Concern Addressed?	Prior Contact	Avoidable?
7/6/01		Courtesy Call	PSC - Angela	90853-73289	Paolillo	Robert				Credit	Gracie	Yes	No	No
7/6/01		Courtesy Call	PSC	65127-05687	Ollarzewski	Tom				Credit	Gracie	Yes	Yes	No
7/9/01	7/9/01	Courtesy Call	PSC	66918-21204	Peppler	Jeffrey			03-Payment Arrangements	Credit	Monica	Yes	No	No
7/10/01		Courtesy Call	PSC - Ellen	03054-33256	Billier	Nashawn				Credit	Gracie	Yes	No	No
7/10/01		Courtesy Call	PSC - Carla	78064-72567	Haley	Terry				Credit	Gracie	Yes	Yes	No
7/12/01	7/12/01	Courtesy Call	PSC	45028-56200	Artica	Mrs			03-Payment Arrangements	Credit	Monica	Yes	No	No
7/13/01	7/13/01	Courtesy Call	Theresa	79009-32164	Lesko	William			99-14 Load Mgmt	Energy Management	Monica	Yes	No	No
7/13/01	7/13/01	Courtesy Call	PSC	34398-30424	Fowles	Rylon			99-2/9 Misc.	Credit	Monica	Yes	No	No
7/16/01	07/16/01	Courtesy Call	PSC	73246-55822	Applebaum	Mrs	07-Voltage Standards Not Met		99-11 Executive Calls	Energy Delivery	Monica	Yes	No	No
7/18/01	7/18/01	Courtesy Call		39278-67199	Rooney	Willem			99-3 Complaint Avoidance	Credit	Carol	Yes	Yes	No
7/19/01	7/19/01	Courtesy Call	PSC	03583-49292	Schaub	Warren			03-Payment Arrangements	Billing	Carol	Yes	No	No
7/20/01		Courtesy Call	PSC	67268-39261	Patel	Nagim			99-18 Sales	Claims	Monica	Yes	No	No
7/20/01	7/20/01	Courtesy Call	PSC	25999-43381	Mikulski	Mrs			99-13 Deposits	Credit	Monica	Yes	No	No
7/23/01		Courtesy Call	Dan	23862-36293	Baumberger	Paula			03-Payment Arrangements	Credit	Klm	Yes	Yes	No
7/23/01		Courtesy Call	PAM	02239-85475	BRAYMAN	LINDA			03-Payment Arrangements	Credit	Kimberly	Yes	Yes	No
7/24/01		Courtesy Call	Angela - PSC	24553-35307	Ash	Donald	02-1 Momentaries			Energy Delivery	Gracie	Yes	Yes	No
7/24/01	7/24/01	Courtesy Call	PSC	48006-78455	Brown	Thomas			99-5 CONP	Credit	Monica	Yes	No	No
7/25/01		Courtesy Call	PSC - Dan	68300-33582	Ortiz	Princess				Credit	Gracie	Yes	Yes	No
7/25/01	7/25/01	Courtesy Call	PSC	19255-01132	Mendelson	Mrs	25-Info To Customer		99-2 Claims	Energy Delivery	Monica	Yes	No	No
7/25/01	7/25/01	Courtesy Call	PSC	83282-94157	Sobleraj	John			99-2/3 Outages	Energy Delivery	Monica	Yes	No	No
7/25/01	7/25/01	Courtesy Call	PSC	35257-77578	Kelly	Brian	25-Info To Customer		99-5 CONP	Credit	Monica	Yes	No	No
7/26/01	7/26/01	Courtesy Call	PSC	54231-91301	Totten	Steven			99-5 CONP	Credit	Monica	Yes	No	No
7/26/01		Courtesy Call	PSC - Robert	99020-33451	Lussier	Beverly				Credit	Gracie	Yes	No	No
7/30/01		Courtesy Call	PSC	55481-75843	Haber	Selma	07-Voltage Standards Not Met		99-2/6 Underground	Energy Delivery	Monica	Yes	No	No
7/31/01		Courtesy Call	PSC	55426-70267	Gallego	Jhoanna		24-Billing Wrong Customer (Mixed)		Billing	Monica	Yes	No	No
7/31/01		Courtesy Call	PSC - Kauls	46165-65367	Holliday	Ben				Credit	Carol	Yes	Yes	No
8/1/01		Courtesy Call	MS CAMPELL	76027-74342	PIERINI	EVELYN			99 - Other	Billing	Kimberly	Yes	No	No
8/1/01		Courtesy Call	PSC	34086-11211	Jones	Monica	12-Delay In Connecting Initial Service			Energy Delivery	Monica	Yes	No	No
8/1/01		Courtesy Call	PSC - Rob	14851-66211	Early	Mrs.				Energy Delivery	Gracie	Yes	Yes	No
8/1/01		Courtesy Call	PSC - Kambo	39998-07398	Bush	Rebecca				Credit	Gracie	Yes	Yes	No

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Date	Biller Date Closed	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	M/G Type	Functional Area	Handled By	Concern Addressed	Prior Contact	Avoidable?
8/3/01		Courtesy Call	Ms. Gamble	19997-26501	Gavin	Mr.	03-Street Light/Outdoor Lighting Outages			Energy Delivery	Kim	Yes	Yes	Yes
8/7/01		Courtesy Call	ROBERT	32971-60790	CAFFARELLA	THOMAS	08-Failure To Respond To Customer Inquiries			Energy Delivery	Kimberly	Yes	Yes	No
8/7/01		Courtesy Call	Dan - PSC	53632-17211	Young	Larry				Credit	Gracie	Yes	Yes	No
8/9/01		Courtesy Call	ELLEN	38627-12395	FANTOZZI	ANTHONY			99-8 Employee Complaint	Meter Reading	Kimberly	Yes	Yes	No
8/9/01		Courtesy Call	Dan		Wilson	Mr.			03-Payment Arrangements	Credit	Kim	Yes	Yes	No
8/9/01		Courtesy Call	ANGELA	23600-27329	MCLANE	REX		08-Payment Not Posted		Billing	Kimberly	Yes	No	No
8/13/01		Courtesy Call	PSC - Karlis	78700-49065	Scanland	Debra				Credit	Gracie	Yes	No	No
8/13/01		Courtesy Call	ANGELA	58297-17174	SANDOVAL	GEORGINA		08-Payment Not Posted		Billing	Kimberly	Yes	No	No
8/13/01		Courtesy Call	Robert	66828-73576	Snow	Karen			03-Payment Arrangements	Credit	Kim	Yes	Yes	No
8/13/01		Courtesy Call	Angela	92521-77842	Johnson	Doshla			03-Payment Arrangements	Credit	Kim	Yes	No	No
8/13/01	8/13/01	Courtesy Call	PSC	16927-15317	Oiken	Harriet		07-Improper Or No Delinquent		Credit	Monica	Yes	No	No
8/13/01		Courtesy Call	Angela	64163-32928	Muchmore	Raymond			03-Payment Arrangements	Credit	Kim	Yes	No	No
8/13/01		Courtesy Call	Angela			Hilda	04-Inadequate Tree Trimming			Tree Trimming	Kim	Yes	Yes	No
8/13/01		Courtesy Call	Kaullis	81725-23418	Carter	Clyde			03-Payment Arrangements	Credit	Kim	Yes	No	No
8/14/01		Courtesy Call	PAM	80806-62417	HOWELL	JOHN		13-(High Bill) Meter Not Recording Within Standards		Meter Reading	Kimberly	Yes	Yes	No
8/14/01		Courtesy Call	PSC	78293-09307	Wildman	Douglas				Energy Delivery	Gracie	Yes	Yes	No
8/15/01		Courtesy Call	MICHELLE	71467-73094	SCHOELZEL	LYNNETT		19-Excessive Deposit Requested (IOD)		Credit	Kimberly	Yes	Yes	No
8/15/01		Courtesy Call	ANGELA	38736-78911	MCCLURE	JAMES	01-Safety Problems			Energy Delivery	Kimberly	Yes	Yes	No
8/16/01		Courtesy Call	Angela	94766-28892	Kelly	Mrs.			99-2/9 Misc.	Claims	Kim	Yes	Yes	No
8/16/01		Courtesy Call	Pam	69948-34846	Smith	Edward			99-2/9 Misc.	Claims	Kim	Yes	Yes	No
8/16/01		Courtesy Call	DAN	65297-91139	CUMMINGS	KEECHIA		13-(High Bill) Meter Not Recording Within Standards		Meter Reading	Kimberly	Yes	Yes	No
8/17/01		Courtesy Call	PSC - Karlis	30793-24201	Wall	Kathy A				Credit	Gracie	Yes	No	No

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Date	Letters (Data Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	Err. Gl. Type	Functional Area	Handled By	Concern Addressed	Prior Contact	Avoidable?
8/17/01		Courtesy Call	Kaulis	43417-06450	Cooper	Brandon			03-Payment Arrangements	Credit	Kim	Yes	No	No
8/17/01		Courtesy Call	Angela	98853-83503	Andrews	Kashlena		23-Improper Billing for Fraud Or Current		Credit	Kim	Yes	Yes	No
8/20/01		Courtesy Call	Angie	31237-46237	Champion Self Storage		02-Frequent Outages			Energy Delivery	Kim	Yes	No	No
8/20/01		Courtesy Call	Michelle	04123-33281	Percoco	Lois			03-Payment Arrangements	Credit	Kim	Yes	No	No
8/22/01		Courtesy Call	Ms. Campbell	80150-12458	LEGIBLE LEFTOVERS INC	Linda		19-Excessive Deposit Requested (IOD)		Small Enterprise Markets	Kim	Yes	Yes	No
8/22/01		Courtesy Call	Michelle	76130-06532	Mattar	Mrs.		11-Budget Billing Error		Billing	Kim	Yes	Yes	No
8/23/01	8/23/01	Courtesy Call	PSC		Harceg	Charlene			99-13 Deposits	Credit	Monica	Yes	No	No
8/23/01		Courtesy Call	Ms. Campbell	20051-43397	Cagle	Crystal		24-Billing Wrong Customer (Mixed)		Solution Centers	Kim	Yes	Yes	No
8/24/01		Courtesy Call	Ellen	78527-19186	Nichols	Barbara		09-Incorrect Past Due Date On Bill		Credit	Kim	Yes	No	No
8/24/01		Courtesy Call	PSC - Campbell	99014-78303	Howard	Bobby Ray				Credit	Gracie	Yes	No	No
8/24/01		Courtesy Call	Angela	11647-23005	Woodhalk	Mrs.			99-5 CONP	Credit	Kim	Yes	No	No
8/27/01		Courtesy Call	Robert	26052-85230	Leak	Elizabeth			03-Payment Arrangements	Credit	Kim	Yes	No	No
8/27/01		Courtesy Call	Caulis	06771-89436	Hammell	Mrs.	02-Frequent Outages			Energy Delivery	Kim	Yes	Yes	No
8/27/01		Courtesy Call	Pam	06378-67031	Zonca	Henry		19-Excessive Deposit Requested (IOD)		Credit	Kim	Yes	Yes	No
8/27/01	08/27/01	Courtesy Call	PSC	08284-38102	Hill	Kenneth	07-Voltage Standards Not Met			Energy Delivery	Monica	Yes	No	No
8/28/01		Courtesy Call	Ms. Campbell	95006-79568	McDonough	Michael	01-Safety Problems			Energy Delivery	Kim	Yes	Yes	No
8/29/01		Courtesy Call	PSC - Tangela							Miscellaneous	Gracie	Yes	No	No
8/29/01		Courtesy Call	Pam	13893-14051	Gonzalez	Mr.		19-Excessive Deposit Requested (IOD)		Credit	Kim	Yes	Yes	No
8/31/01		Courtesy Call	Kaulis	71576-29034	Hughes	Nancy	12-Delay In Connecting Initial Service			Energy Delivery	Kim	Yes	Yes	No
8/31/01		Courtesy Call	Kaulis	91666-24394	Guy	Robert			03-Payment Arrangements	Credit	Kim	Yes	Yes	No
8/31/01		Courtesy Call	PSC - Noella							Credit	Gracie	Yes	No	No
8/31/01		Courtesy Call	PSC - Robert	78700-49065	Scantland	Debra				Credit	Gracie	Yes	Yes	No

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Date	Date Closed	Type Call	Call Source	Account Number	Last Name	First Name	Service type	Billing type	GI Type	Functional Area	Handled By	Complaint Addressed	Editor Contact	Avoidable?
8/31/01	8/31/01	Courtesy Call	psc	79501-68507	Leon	Mr.		13-(High Bill) Meter Not Recording Within Standards		Billing	Monica	Yes	No	No
9/4/01		Courtesy Call	Angle	69197-52093	Evans	Mrs.			03-Payment Arrangements	Credit	Klm	Yes	No	No
9/4/01	9/4/01	Courtesy Call	PP12	77312-93590	Vick	Jennifer		24-Billing Wrong Customer (Mixed)		Credit	Carol	Yes	No	No
9/4/01		Courtesy Call	Robert	17249-87161	Davila	ALCIVIADES			03-Payment Arrangements	Credit	Klm	Yes	Yes	No
9/4/01		Courtesy Call	Ellen	60009-51115	Henderson	Jane			03-Payment Arrangements	Credit	Klm	Yes	No	No
9/4/01		Courtesy Call	Angela	55393-31215	Centko	John		19-Excessive Deposit Requested (IOD)		Credit	Klm	Yes	Yes	No
9/4/01		Courtesy Call	Ellen	31536-91316	Rowley	Mary Lou			03-Payment Arrangements	Credit	Klm	Yes	No	No
9/4/01		Courtesy Call	PSC	87307-82917	Lattin	Mrs	04-Inadequate Tree Trimming			Tree Trimming	Monica	Yes	No	No
9/5/01		Courtesy Call	Angela	98488-60489	Caudill	Clarence			99 - Other	Solustion Centers	Klm	Yes	No	No
9/5/01		Courtesy Call	DAN	05304-51551	ARMSTRONG	CLARE	02-Frequent Outages			Energy Delivery	Kimberly	Yes	No	No
9/5/01		Courtesy Call	Telsula	30433-02417	Volpe	Dominick			03-Payment Arrangements	Credit	Klm	Yes	No	No
9/5/01		Courtesy Call	Angle	07975-81796	Bucy	Gene		16-Improper Backbilling		Billing	Klm	Yes	No	No
9/6/01		Courtesy Call	PSC - Angela	36089-77656	Bibb	Katherm				Credit	Gracie	Yes	No	No
9/8/01		Courtesy Call	PSC - Campbell	16065-37796	Burke	Donna E.				Credit	Gracie	Yes	Yes	No
9/7/01	9/7/01	Courtesy Call	PSC	61987-51184	Quintana	Christlan			99 - Other	Energy Delivery	Monica	Yes	No	No
9/7/01	9/7/01	Courtesy Call	PSC	17384-35090	Moralez	Kimberly			99-5 CONP	Credit	Monica	Yes	No	No
9/7/01		Courtesy Call	PSC	61984-51184	Quintana	Christlan			99-2/9 Misc.	Energy Delivery	Monica	Yes	No	No
9/10/01	9/10/01	Courtesy Call	PSC	33120-58159	Acevedo	Nilda		13-(High Bill) Meter Not Recording Within Standards		Billing	Monica	Yes	No	No
9/10/01		Courtesy Call	Ellen	70523-77079	Flanagan	Edward			03-Payment Arrangements	Solustion Centers	Klm	Yes	No	No
9/10/01		Courtesy Call	PSC - Robert	48469-96418	McCall	Pearlita		13-(High Bill) Meter Not Recording Within Standards		Billing	Gracie	No	Yes	No

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Date	Letters (Date Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	GL Type	Functional Area	Handled By	Concern Addressed	Prior Contact	Avoidable?
9/10/01	9/10/01	Courtesy Call	PSC	96430-30487	Hutchinson	Andrew		13-(High Bill) Meter Not Recording Within Standards		Billing	Monica	Yes	No	No
9/10/01	9/10/01	Courtesy Call	PSC	61345-28551	Reese	Bryan			03-Payment Arrangements	Credit	Monica	Yes	No	No
9/10/01	09/12/01	Courtesy Call	PSC	80370-08010	Goldberg	Mrs.	05- Outage/Delay in Restoring Service			Energy Delivery	Monica	Yes	No	No
9/10/01		Courtesy Call	TESULA	59487-91147	SOLAN	TERESA		13-(High Bill) Meter Not Recording Within Standards		Billing	Kimberly	Yes	No	No
9/10/01		Courtesy Call	NIKI	45666-55038	DAWKINS	LENNOX			03-Payment Arrangements	Credit	Kimberly	Yes	Yes	No
9/10/01		Courtesy Call	RICHARD	20837-09079	STANLEY	LATASHA			03-Payment Arrangements	Credit	Kimberly	Yes	No	No
9/10/01	9/10/01	Courtesy Call	PSC	50388-00284	Gallo	Ms.			99-13 Deposits	Billing	Monica	Yes	No	No
9/11/01		Courtesy Call	Angle	39102-13930	Carrasquillo	C		13-(High Bill) Meter Not Recording Within Standards		Solution Centers	Kim	Yes	No	No
9/11/01		Courtesy Call	Ellen	09039-50381	Johnson	Anna			03-Payment Arrangements	Solution Centers	Kim	Yes	No	No
9/11/01		Courtesy Call	Ellen	36528-96335	Pontius	Gall			03-Payment Arrangements	Solution Centers	Kim	Yes	No	No
9/12/01		Courtesy Call	Pam	68766-07364	Engleking	Raymond			99-8 Employee Complaint	Meter Reading	Kim	Yes	Yes	No
9/12/01		Courtesy Call	Angela	40942-44512	Orozco	Carlos			99-5 CONP	Credit	Kimberly	Yes	No	No
9/12/01		Courtesy Call	PSC - Angela	48921-80339	Cardwell	Jimmie Lee				Miscellaneous	Gracie	Yes	No	No
9/13/01	10/10/01	Courtesy Call	psc	18548-73172	Brown	Justin		13-(High Bill) Meter Not Recording Within Standards		Billing	Monica	Yes	No	No
9/13/01	9/13/01	Courtesy Call	PSC	27029-55120	Mbano	Agnes		13-(High Bill) Meter Not Recording Within Standards		Billing	Monica	Yes	No	No
9/13/01		Courtesy Call	KAMBLE	56057-72491	FEENEY	JAMES		13-(High Bill) Meter Not Recording Within Standards		Billing	Kimberly	Yes	No	No
9/13/01		Courtesy Call	PAM	98899-34524	ROBERTS	LEEANN			03-Payment Arrangements	Credit	Kimberly	Yes	Yes	No

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Date	Letter (Date Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	AG Type	Functional Area	Handled By	Concern Addressed?	Problem Contact	Avoidable?
9/13/01		Courtesy Call	ANGELA	18609-73398	EDWARDS	JESSIE		13-(High Bill) Meter Not Recording Within Standards		Billing	Kimberly	Yes	No	No
9/13/01		Courtesy Call	ANGELA	51718-14444	COX	KENNETH			99-5 CONP	Credit	Kimberly	Yes	No	No
9/13/01		Courtesy Call	KAULLIS	47716-05599	FRAPPIER	CHARLES			03-Payment Arrangements	Credit	Kimberly	Yes	No	No
9/14/01		Courtesy Call	PSC - Carlis	66146-45679	Brooks	Victoria		12-Inaccurate Meter	99 - Other	Meter Reading	Gracie	Yes	No	No
9/14/01		Courtesy Call	PSC - Pam	61921-66159	Tran	Minh			99 - Other	Credit	Gracie	Yes	No	No
9/14/01		Courtesy Call	PSC - Dan	22003-15351	Donofrio	Dorothy D		05-Outage/Delay In Restoring Service	99-2/3 Outages	Energy Delivery	Gracie	Yes	Yes	No
9/14/01		Courtesy Call	PSC - Rob	39795-04501	Lindsey	Tammy		13-(High Bill) Meter Not Recording Within Standards		Billing	Gracie	Yes	No	No
9/14/01		Courtesy Call	PSC - Nikki	31046-54634	Kramer	Mrs. Marlin S.		13-(High Bill) Meter Not Recording Within Standards		Billing	Gracie	Yes	No	No
9/14/01		Courtesy Call	PSC - Dan	73775-99675	Czyszczo	Ron		02-Frequent Outages	99-2/3 Outages	Energy Delivery	Gracie	Yes	Yes	No
9/14/01		Courtesy Call	PSC - Pam	99999-99999	Beaver	Randall				Miscellaneous	Gracie	Yes	No	No
9/14/01		Courtesy Call	Angela	52145-80350	Melan	Mary		05-Outage/Delay In Restoring Service		Energy Delivery	Kim	Yes	No	No
9/14/01		Courtesy Call	PSC - Rob	61649-34450	Pruitt	Nancy J.		13-(High Bill) Meter Not Recording Within Standards		Billing	Gracie	Yes	No	No
9/14/01		Courtesy Call	Angela	18552-57074	Hollingsworth	Leona			03-Payment Arrangements	Credit	Kim	Yes	No	No
9/14/01		Courtesy Call	Kaulls	30762-19383	Steverson	Julius		13-(High Bill) Meter Not Recording Within Standards		Solution Centers	Kim	Yes	No	No
9/14/01		Courtesy Call	Angela	02468-76675	Soto	Marie		25-Info To Customer		Consumer Affairs	Kim	Yes	No	No
9/14/01		Courtesy Call	Pam	46139-69014	Vitenbergs	Michelle			03-Payment Arrangements	Credit	Kim	Yes	No	No
9/14/01		Courtesy Call	Kaulls	07589-47312	Rinnes	Tracy			03-Payment Arrangements	Credit	Kim	Yes	No	No

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Date	Letter (Date Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	SI Type	Functional Area	Handled By	Concern Addressed	Prior Contact	Avoidable?
9/14/01		Courtesy Call	Kauls	69110-62403	Nash	Mrs.		13-(High Bill) Meter Not Recording Within Standards		Solution Centers	Kim	Yes	No	No
9/14/01		Courtesy Call	Kauls	83092-57107	Gulnn	Kenneth	08-Failure To Respond To Customer Inquiries			Energy Delivery	Kim	Yes	Yes	No
9/14/01	9/14/01	Courtesy Call	Diane	52145-80350	Melani	Mary			99-2/3 Outages	Energy Delivery	Kiki	Yes	No	No
9/14/01		Courtesy Call	Nekey	96601-88240	Bernardo	Marshall		07-Improper Or No Delinquent		Credit	Kim	Yes	No	No
9/14/01	9/14/01	Courtesy Call	Nikki	53662-13457	Depierre	Dottie	05-		99-2/3 Outages	Energy Delivery	Kiki	Yes	No	No
9/14/01	9/14/01	Courtesy Call	PSC	76616-99080	Felder	Joseph		13-(High Bill) Meter Not Recording Within Standards		Resl Field Services	Monica	Yes	No	No
9/14/01		Courtesy Call	Robert	66828-73576	Snow	Karen			03-Payment Arrangements	Credit	Kim	Yes	No	No
9/14/01		Courtesy Call	Pam	99221-08287	Serrano	Linda			99 - Other	Solution Centers	Kim	Yes	No	No
9/17/01		Courtesy Call	Pam	31320-58311	Nguyen	Rosalie	25-Info To Customer			Solution Centers	Kim	Yes	No	No
9/17/01		Courtesy Call	Anju	84702-87119	Conklin	Mr.	02-Frequent Outages			Energy Delivery	Kim	Yes	Yes	No
9/17/01		Courtesy Call	John	32280-60323	Moser	Joseph	05-Outage/Delay In Restoring Service			Energy Delivery	Kim	Yes	No	No
9/17/01		Courtesy Call	Nekey	38727-74361	Allen	Jesse	25-Info To Customer			Billing	Kim	Yes	No	No
9/17/01		Courtesy Call	Pam	50164-45058	Geathers	Paula		13-(High Bill) Meter Not Recording Within Standards		Solution Centers	Kim	Yes	No	No
9/17/01		Courtesy Call	Kauls	61819-03833	Ebrahimi	HAMIDEH			03-Payment Arrangements	Credit	Kim	Yes	No	No
9/17/01	9/17/01	Courtesy Call	psc	50506-18495	Fenelon	Wylene			99-13 Deposits	Billing	Monica	Yes	No	No
9/17/01		Courtesy Call	Anju	16951-63486	Smith	Raymond		02-Improper Reading Estimates		Meter Reading	Kim	Yes	No	No
9/17/01		Courtesy Call	NIKI	44842-91512	RYAN	MAKAYLA		13-(High Bill) Meter Not Recording Within Standards		Billing	Kimberly	Yes	Yes	No

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Date	Letters (Date Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	Call Type	Functional Area	Handled By	Concern Addressed	Prior Contact	Avoidable?
9/17/01	09/17/01	Courtesy Call	PSC	56257-51247	Cramer	Barbara		13-(High Bill) Meter Not Recording Within Standards		Billing	Monica	Yes	No	No
9/17/01		Courtesy Call	TESULA	81482-57432	WILLIAMS	CYNTHIA	05-Outage/Delay In Restoring Service			Energy Delivery	Kimberly	Yes	Yes	No
9/17/01		Courtesy Call	KAULLIS	68419-99288	VAZQUEZ	MAIRA			03-Payment Arrangements	Billing	Kimberly	Yes	No	No
9/17/01		Courtesy Call	KAULLIS	28131-72522	MILLUNZI	KATHY			03-Payment Arrangements	Credit	Kimberly	Yes	Yes	No
9/17/01		Courtesy Call	KAMBO	42850-84419	BANKS	JENNIFER	05-Outage/Delay In Restoring Service			Energy Delivery	Kimberly	Yes	Yes	No
9/17/01		Courtesy Call	ROBERT	40480-54177	MITCHELL	SABRINA	05-Outage/Delay In Restoring Service			Energy Delivery	Kimberly	Yes	Yes	No
9/17/01	9/17/01	Courtesy Call	PSC	55559-05813	Simpkins	Pearly			03-Payment Arrangements	Credit	Monica	Yes	No	No
9/17/01	9/17/01	Courtesy Call	PSC	22016-11441	Wilmoth	William		13-(High Bill) Meter Not Recording Within Standards		Billing	Monica	Yes	No	No
9/17/01	9/17/01	Courtesy Call	Dan	73417-06450	Cooper	Brandon		04-Not Receiving Monthly Bills		Billing	Kiki	Yes	Yes	No
9/18/01		Courtesy Call	PSC - Campbell	74728-09472	Sabin	Ellnora	05-Outage/Delay in Restoring Service		99-2/3 Outages	Energy Delivery	Gracie	Yes	Yes	No
9/18/01		Courtesy Call	PSC Angela	18127-21919	Bresler	Sophie			99-2/8 Tree Trimming	Tree Trimming	Gracie	Yes	Yes	No
9/18/01		Courtesy Call	PSC - Pam	41912-39062	McLaurin	Willie	05-Outage/Delay in Restoring Service	13-(High Bill) Meter Not Recording Within Standards	99-2/3 Outages	Energy Delivery	Gracie	Yes	Yes	No
9/18/01		Courtesy Call	PSC - Michelle		Quinn	James	05-Outage/Delay in Restoring Service		99-2/3 Outages	Energy Delivery	Gracie	Yes	Yes	No
9/18/01		Courtesy Call	PSC - Call disc'd	18552-34759	Reeves	Sylvester	05-Outage/Delay In Restoring Service		99-2/3 Outages	Energy Delivery	Gracie	Yes	Yes	No

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Date	Letter's (Date Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	GL Type	Functional Area	Handled By	Concern Addressed	Priority Contact	Available?	
9/18/01		Courtesy Call	PSC - Campbell	20420-50931	Thrun	Robert W.	05- Outage/Delay In Restoring Service			99-2/3 Outages	Energy Delivery	Gracia	Yes	Yes	No
9/18/01	9/18/01	Courtesy Call	psc	69932-13199	Laming	Mrs.				99-14 Load Mgmt	Billing	Monica	Yes	No	No
9/18/01	9/18/01	Courtesy Call	PSC	75373-06761	Barone	Maureen	05- Outage/Delay in Restoring Service				Energy Delivery	Monica	Yes	No	No
9/18/01		Courtesy Call	Michella	14861-73094	Ferree	John	23-Error In Meter Records				Meter Reading	Kim	Yes	No	No
9/18/01		Courtesy Call	NIKI	28552-34759	REEVES	SYLVESTER	05- Outage/Delay in Restoring Service				Energy Delivery	Kimberly	Yes	Yes	No
9/18/01	9/18/01	Courtesy Call	PSC	26870-09554	Cline	Harry		13-(High Bill) Meter Not Recording Within Standards			Billing	Monica	Yes	No	No
9/18/01		Courtesy Call	ANGELA	49650-55345	SANCHEZ	ROBERT	05- Outage/Delay in Restoring Service				Energy Delivery	Kimberly	Yes	Yes	No
9/18/01		Courtesy Call	Nekey	05573-27027	Kating	Charles		12-Inaccurate Meter			Meter Reading	Kim	Yes	No	No
9/18/01		Courtesy Call	ROBERT	73681-68608	BERNSTEIN	HAROLD	05- Outage/Delay In Restoring Service				Energy Delivery	Kimberly	Yes	Yes	No
9/18/01		Courtesy Call	Kaulls	23415-95008	Thrasher	Mrs.	05- Outage/Delay In Restoring Service				Energy Delivery	Kim	Yes	No	No
9/18/01		Courtesy Call	Anju	24715-43158	Green	Mrs.	05- Outage/Delay In Restoring Service				Energy Delivery	Kim	Yes	No	No
9/18/01		Courtesy Call	Ellen	61860-60931	Butera	James	05- Outage/Delay, In Restoring Service				Energy Delivery	Kim	Yes	No	No
9/18/01		Courtesy Call	ANGELA	13048-21468	KEEGAN	MEGHAN		26-Error In Deposit Records	03-Payment Arrangements		Billing	Kimberly	Yes	Yes	No
9/18/01		Courtesy Call	MICHELLE	74450-20296	PEQUENO	JOSE	05- Outage/Delay In Restoring Service				Energy Delivery	Kimberly	Yes	Yes	No

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Date	Letters (Date Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	SGI Type	Functional Area	Handled By	Concern Addressed	Prior Contact	Avoidable?
9/16/01		Courtesy Call	ROBERT	18649-73038	ONEAL	MARGIE	05- Outage/Delay in Restoring Service			Energy Delivery	Kimberly	Yes	Yes	No
9/18/01		Courtesy Call	ROBERT	52170-54473	SNOW	SHARON			99-18 Sales	Small Enterprise Markets	Kimberly	Yes	No	No
9/18/01		Courtesy Call	NIKI		BLAIR	VICTORIA			99-2/6 Underground	Energy Delivery	Kimberly	Yes	No	No
9/18/01		Courtesy Call	ROBERT	45907-29038	JONES	LAWRENCE	05- Outage/Delay in Restoring Service			Energy Delivery	Kimberly	Yes	Yes	No
9/18/01		Courtesy Call	Kauls	99073-40317	Moore	Valerie			03-Payment Arrangements	Credit	Kim	Yes	No	No
9/18/01		Courtesy Call	Pam	68569-28424	Connolly	Joseph		13-(High Bill) Meter Not Recording Within Standards		Solution Centers	Kim	Yes	No	No
9/18/01		Courtesy Call	NIKI	16951-50032	TOME	PAUL	05- Outage/Delay in Restoring Service			Energy Delivery	Kimberly	Yes	Yes	No
9/19/01		Courtesy Call	ROBERT	09972-69262	MCCABE	JOHN	05- Outage/Delay in Restoring Service			Energy Delivery	Kimberly	Yes	Yes	No
9/19/01		Courtesy Call	PSC - Angela	34620-87451	Bolden	Ann Marie			03-Payment Arrangements	Credit	Gracie	Yes	No	No
9/19/01		Courtesy Call	PSC - Angela	33155-31360	Morin	Gloria			03-Payment Arrangements	Credit	Gracie	Yes	No	No
9/19/01		Courtesy Call	PSC - Angela	25814-92017	Jazler	Pedro		13-(High Bill) Meter Not Recording Within Standards	99 - Other	Meter Reading	Gracie	Yes	Yes	No
9/19/01		Courtesy Call	PSC - Nikki	11081-46275	Carter	Sanny			99 - Other	Credit	Gracie	Yes	No	No
9/19/01	9/19/01	Courtesy Call	PSC	58027-88204	Ballard	Janel			99-5 CONP	Credit	Monica	Yes	No	No
9/19/01		Courtesy Call	NOELIA	56225-94375	NEGRON	CARMEN			03-Payment Arrangements	Credit	Kimberly	Yes	No	No
9/19/01		Courtesy Call	Telsula	19547-98550	Blair	Tony	04-Inadequate Tree Trimming			Tree Trimming	Kim	Yes	Yes	No
9/19/01		Courtesy Call	Pam	90485-45132	Wilson	WA			99-20 Stores Closing	Solution Stores	Kim	Yes	Yes	No
9/20/01		Courtesy Call	PSC - Angela	06272-56142	Noll	Courtney			99-5 CONP	Credit	Gracie	No	Yes	No
9/20/01	9/20/01	Courtesy Call	PSC	34978-51549	McIntyre	Mr.			03-Payment Arrangements	Credit	Monica	Yes	No	No
9/20/01	9/20/01	Courtesy Call	PSC-Angela	52493-44059	Santos	Clarebel			03-Payment Arrangements	Credit	Monica	Yes	No	No

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Date	Letters (Date Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	GI Type	Functional Area	Handled By	Concern Addressed	Prior Contact	Available?	
9/20/01		Courtesy Call	PSC - Pam	07262-58395	Emery	Ginger		19-Excessive Deposit Requested (IOD)							
9/20/01		Courtesy Call	Noella	16761-03522	Munoz	Lells			99-13 Deposits	Credit	Gracie	Yes	No	No	
9/20/01		Courtesy Call	Angela	68861-34494	Dies	Mary	25-Info To Customer			Solustion Centers	Kim	Yes	No	No	
9/20/01		Courtesy Call	Telsula	40728-79955	Nelson	Elmer			99 - Other	Billing	Kim	Yes	No	No	
9/20/01		Courtesy Call	PSC - Pam	17787-43688	Davis	Doyle	05-Outage/Delay In Restoring Service								
9/20/01		Courtesy Call	Robert	41541-68326	Atkinson	Deborah			99-2/3 Outages	Energy Dellvery	Gracie	Yes	No	No	
9/20/01		Courtesy Call	Telsula	11444-10178	Weeks	Susan			03-Payment Arrangements	Solustion Centers	Kim	Yes	No	No	
9/20/01		Courtesy Call	PSC - Angela	99306-04308	Corlino				03-Payment Arrangements	Credit	Kim	Yes	No	No	
9/21/01		Courtesy Call	ANGELA		TIEMENN	KAREN	12-Delay In Connecting Inital Service				Gracie	Yes	Yes	No	
9/21/01		Courtesy Call	Pam	65680-77472	EITNIEAR	Brian		13-(High Bill) Meter Not Recording Within Standards			Billing	Kimberly	Yes	Yes	No
9/21/01		Courtesy Call	Noella	57585-30394	Escalante	Melvin	25-Info To Customer			Solustion Centers	Kim	Yes	Yes	No	
9/21/01		Courtesy Call	KAMBO	09972-69262	MCCABE	JOHN	05-Outage/Delay In Restoring Service			Meter Reading	Kim	Yes	No	No	
9/21/01		Courtesy Call	KAULLIS	22262-92184	JENQUIN	MARGENE		13-(High Bill) Meter Not Recording Within Standards			Energy Dellvery	Kimberly	Yes	Yes	No
9/21/01		Courtesy Call	KAMBO	65680-77472	EITNIEAR	BRIAN		13-(High Bill) Meter Not Recording Within Standards			Billing	Kimberly	Yes	Yes	No
9/21/01		Courtesy Call	TESULA	53312-46577	CONIEL	EUNICE									
9/21/01		Courtesy Call	PSC - Carlis	56582-50522	Schrans	Benjamin			03-Payment Arrangements	Credit	Kimberly	Yes	No	No	
9/21/01		Courtesy Call	PSC - Angela		Tiemann	Karen			99 - Other	Credit	Gracie	Yes	Yes	No	
9/21/01		Courtesy Call	PSC - Angela		Zucker	Rose A.		13-(High Bill) Meter Not Recording Within Standards			99 - Other	Gracie	Yes	Yes	No

OPC9-000083

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Data	Letter (Date Obs'd)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	LTG Type	Functional Area	Handled By	Concern Addressed	Prior Contact	Avoidable?
9/21/01		Courtesy Call	KAMBO	15657-89514	PERSAUD	MARILYN		13-(High Bill) Meter Not Recording Within Standards		Billing	Kimberly	Yes	Yes	No
9/24/01		Courtesy Call	Pam	32049-13005	Lavigne	Mrs.		13-(High Bill) Meter Not Recording Within Standards		Solution Centers	Kim	Yes	No	No
9/24/01		Courtesy Call	Pam	02328-11291	Bagls	Jeff			03-Payment Arrangements	Credit	Kim	Yes	No	No
9/24/01		Courtesy Call	ANGELA	19209-95009	BLAKESLEE	PATRICIA		13-(High Bill) Meter Not Recording Within Standards		Billing	Kimberly	Yes	Yes	No
9/24/01		Courtesy Call	ANGELA	02777-57525	THOMPSON	ART			03-Payment Arrangements	Credit	Kimberly	Yes	No	No
9/24/01		Courtesy Call	PAM	80888-64069	MARSHALL	JOHNNY	25-Info To Customer			Billing	Kimberly	Yes	No	No
9/24/01		Courtesy Call	PAM	70093-27492	USHER	JOHN		13-(High Bill) Meter Not Recording Within Standards		Billing	Kimberly	Yes	No	No
9/24/01	9/24/01	Courtesy Call	PSC	65267-08114	Churchill	Sarah			99-5 CONP	Credit	Monica	Yes	No	No
9/24/01		Courtesy Call	Nekey	07324-38041	Poggonsee	Mrs.		13-(High Bill) Meter Not Recording Within Standards		Solution Centers	Kim	Yes	No	No
9/24/01		Courtesy Call	PSC - Pam	36546-42264	Ostrum	Joan			99-2/8 Tree Trimming	Tree Trimming	Gracie	Yes	Yes	No
9/24/01	9/24/01	Courtesy Call	PSC	19848-19428	Johnson	Carl			99-14 Load Mgmt	Energy Management	Monica	Yes	No	No
9/24/01		Courtesy Call	Pam	49717-55169	Cameron	Mrs	05-Outage/Delay In Restoring Service			Energy Delivery	Kim	Yes	No	No
9/24/01		Courtesy Call	PAM	10439-54357	DIVITO	PATRICIA		13-(High Bill) Meter Not Recording Within Standards		Billing	Kimberly	Yes	Yes	No
9/24/01	9/24/01	Courtesy Call	PSC-Angela	06276-03909	Vitt	Germani			99-2/9 Misc.	Billing	Monica	Yes	No	No
9/24/01		Courtesy Call	Pam	64853-30056	Hile	Sheila		13-(High Bill) Meter Not Recording Within Standards		Solution Centers	Kim	Yes	No	No

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Date	Letter (Date Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	Cl Type	Functional Area	Handled By	Concern Addressed	Prior Contact	Avoidable?		
9/24/01		Courtesy Call	PSC - Angela	25665-32207	Nunez	Teresa			03-Payment Arrangements	Credit	Gracie	Yes	Yes	No		
9/24/01		Courtesy Call	PSC - Nikki	52832-43144	Hulson	Bernice			03-Payment Arrangements	Credit	Gracie	Yes	Yes	No		
9/24/01	9/24/01	Courtesy Call	PSC - Angela	88225-38525	Wood	Kenneth			99-2/9 Misc.	Billing	Monica	Yes	No	No		
9/24/01		Courtesy Call	PSC - Pam	08570-14450	Thomas	Joan			99 - Other	Credit	Gracie	Yes	No	No		
9/24/01	9/24/01	Courtesy Call	PSC - Michelle	60894-58128	Mullan	Eugene			13-(High Bill) Meter Not Recording Within Standards		Billing	Monica	Yes	No	No	
9/24/01		Courtesy Call	PSC - Carlis	63827-58834	Cinquemani	Jeff			13-(High Bill) Meter Not Recording Within Standards		Billing	Gracie	Yes	Yes	No	
9/24/01		Courtesy Call	PSC - Michelle	27033-24334	Reese	Codde			03-Payment Arrangements	Credit	Gracie	Yes	Yes	No		
9/24/01		Courtesy Call	PSC - Carlis	00054-45572	Camille	Jean E			99-5 COMP	Credit	Gracie	Yes	Yes	No		
9/24/01		Courtesy Call	Nekey	55097-89552	Turner	Wayne	25-Info To Customer			Consumer Affairs	Klm	Yes	No	No		
9/24/01		Courtesy Call	PSC	31199-86241	Robledo	Leonor			13-(High Bill) Meter Not Recording Within Standards		Solution Centers	Carol	Yes	Yes	No	
9/24/01	9/24/01	Courtesy Call	PSC - Angela	51765-05468	Martinez	Loreta			13-(High Bill) Meter Not Recording Within Standards		Billing	Monica	Yes	No	No	
9/24/01		Courtesy Call	Angela	05062-41514	Mitchell	Theresa	02-Frequent Outages			Energy Delivery	Klm	Yes	No	No		
9/24/01		Courtesy Call	Robert	38860-74650	Talercio	Mrs.	03-Street Light/Outdoor Lighting Outages			Energy Delivery	Klm	Yes	No	No		
9/25/01		Courtesy Call	PSC - Carlis	56940-07018	Garcia-Carrion	Carmen			13-(High Bill) Meter Not Recording Within Standards		99 - Other	Credit	Gracie	Yes	Yes	No
9/25/01		Courtesy Call	PSC - Dan	53744-89107	Knight	Michelle	05-Outage/Delay In Restoring Service			99-2/3 Outages	Energy Delivery	Gracie	Yes	Yes	No	
9/25/01	9/25/01	Courtesy Call	Pam	60223-90590	Reason	Allen			13-(High Bill) Meter Not Recording Within Standards		Billing	kiki	Yes	No	No	

CONFIDENTIAL

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Date	Letters (Date Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Types	Billing Type	CG Type	Functional Area	Handled By	Concern Addressed	Phone Contact	AVoidable
9/25/01	9/25/01	Courtesy Call	angela	12810-74227	Vanvactor	Anthony			99-5 CONP	Credit	kiki	Yes	No	No
9/25/01		Courtesy Call	PAM	23285-19466	THOMAS	ANGELA			03-Payment Arrangements	Credit	Kimberly	Yes	No	No
9/25/01		Courtesy Call	KAULLIS	54633-40020	WOLFINBARG ER	OREN			13-(High Bill) Meter Not Recording Within Standards	Billing	Kimberly	Yes	Yes	No
9/25/01	9/25/01	Courtesy Call	PSC	60324-46036	Rulledge	Donald			99-5 CONP	Credit	Monlca	Yes	No	No
9/25/01		Courtesy Call	Angela	04635-32998	Phetan	Mae	25-Info To Customer			Solustion Centers	Klm	Yes	No	No
9/25/01		Courtesy Call	Pam	27679-92185	Mateo	Elmer	25-Info To Customer			Consumer Affairs	Klm	Yes	No	No
9/25/01		Courtesy Call	Anju	37133-69186	Hunt	Robert			13-(High Bill) Meter Not Recording Within Standards	Solustion Centers	Klm	Yes	No	No
9/25/01		Courtesy Call	Angela	05817-82578	BILANCIONE	Mille			13-(High Bill) Meter Not Recording Within Standards	Solustion Centers	Klm	Yes	No	No
9/25/01		Courtesy Call	Angela	21550-89199	Valle	Frank	25-Info To Customer			Consumer Affairs	Klm	Yes	No	No
9/25/01	9/25/01	Courtesy Call	PSC	70492-78405	Fletcher	Angela			13-(High Bill) Meter Not Recording Within Standards	Billing	Monlca	Yes	No	No
9/25/01	9/25/01	Courtesy Call	PSC	97402-37539	Goldman	Mark			99-13 Deposits	Billing	Monlca	Yes	No	No
9/25/01		Courtesy Call	Angela	94484-57251	Conger	Mrs.			99-5 CONP	Credit	Klm	Yes	Yes	No
9/25/01		Courtesy Call	NIKI	36878-99508	GRANGER	PATRICIA	25-Info To Customer			Billing	Kimberly	Yes	No	No
9/26/01		Courtesy Call	MICHELLE	31137-16389	GILL	NEMONA			19-Excessive Deposit Requested (IOD)	Credit	Kimberly	Yes	Yes	No
9/26/01		Courtesy Call	PAM	33825-75427	GRAY	SANDRA			03-Payment Arrangements	Credit	Kimberly	Yes	Yes	No
9/26/01		Courtesy Call	NIKI	70532-40491	GREEN	ROBERT			03-Payment Arrangements	Credit	Kimberly	No	No	No
9/26/01		Courtesy Call	Angela	81812-70822	Isaacs	Jerry			99-2/1 Open Neutral	Claims	Klm	Yes	Yes	No
9/26/01		Courtesy Call	Nekey	10179-77393	Borden	Jeffrey			03-Payment Arrangements	Credit	Klm	Yes	No	No
9/26/01		Courtesy Call	Malissa	39748-39214	Sims	Doris			13-(High Bill) Meter Not Recording Within Standards	Solustion Centers	Klm	Yes	No	No

98000-60C0

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Date	Letter (Date Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	GL Type	Functional Area	Handled By	Concern Addressed	Prior Contact	Avoidable
9/26/01		Courtesy Call	Nekey	58798-40299	Rudolph	Mrs.			03-Payment Arrangements	Credit	Klm	Yes	No	No
9/26/01		Courtesy Call	KAULLIS	65482-19214	NIMEH	LINDA			03-Payment Arrangements	Credit	Kimberly	Yes	No	No
9/26/01		Courtesy Call	Ellen	65497-23511	Connolly	Megan			03-Payment Arrangements	Credit	Klm	Yes	No	No
9/26/01	9/26/01	Courtesy Call	dan	17929-39122	Carey	Paul	12-Delay In Connecting Initial Service			Energy Delivery	kiki	Yes	Yes	No
9/26/01	9/26/01	Courtesy Call	angela	57270-18229	Phettaplace	Judy		13-(High Bill) Meter Not Recording Within Standards		Billing	kiki	Yes	No	No
9/26/01	9/26/01	Courtesy Call	kaullis	42447-43515	Cowen	Irv			99-2/9 Misc.	Billing	kiki	Yes	No	No
9/26/01	9/26/01	Courtesy Call	ellen	01995-45143	goetze	wilhelm			03-Payment Arrangements	Credit	kiki	Yes	No	No
9/26/01	9/26/01	Courtesy Call	angela	44399-91512	hanblidge	John		13-(High Bill) Meter Not Recording Within Standards		Meter Reading	kiki	Yes	Yes	Yes
9/26/01	9/26/01	Courtesy Call	PSC	28440-56475	Williams	Joseph		13-(High Bill) Meter Not Recording Within Standards		Billing	Monica	Yes	No	No
9/26/01	9/26/01	Courtesy Call	PSC	11068-25666	Ruocco	Jean		13-(High Bill) Meter Not Recording Within Standards		Billing	Monica	Yes	No	No
9/26/01		Courtesy Call	PSC -John Plescow	56482-86109	Sheffield	Ron			99-2/3 Outages	Credit	Gracie	Yes	No	No
9/26/01		Courtesy Call	psc	22236-99314	Mastrosimone	Phillip	12-Delay In Connecting Initial Service			Energy Delivery	Carol	Yes	No	No
9/26/01		Courtesy Call	PSC - Angela	32809-00328	Willen	Howard L.			99 - Other	Credit	Gracie	Yes	No	No
9/27/01		Courtesy Call	Angela	40524-89018	Andreant	Gerard			99-5 CONP	Credit	Klm	Yes	No	No
9/27/01	9/27/01	Courtesy Call	robert	88493-81268	kosalek	francis			13-(High Bill) Meter Not Recording Within Standards					
9/27/01		Courtesy Call	ANGELA	56208-26070	SCHMIDT	DON			03-Payment Arrangements	Credit	Kimberly	Yes	No	No
9/27/01	9/27/01	Courtesy Call	angela - PSC	98735-56687	allen	donna			03-Payment Arrangements	Credit	kiki	Yes	No	No
9/27/01	9/27/01	Courtesy Call	PSC-Angela	71311-52136	Watson	Leslie			99-2/9 Misc.	Billing	kiki	Yes	No	No

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Date	Letter (Data Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	Cl Type	Functional Area	Handled By	Concern / Add/assan	Priority Contact	Avoidable?
9/27/01		Courtesy Call	PSC - Carls	61382-66301	Cooper	Eileen		13-(High Bill) Meter Not Recording Within Standards	99 - Other	Billing	Gracie	Yes	No	No
9/27/01		Courtesy Call	PSC - Carls	40012-82653	Schortemeyer	Mrs. Clarence			99-2/9 Misc.	Credit	Gracie	Yes	No	No
9/27/01		Courtesy Call	Robert	22378-23248	Albaugh	Michelle			99-5 CONP	Credit	Kim	Yes	Yes	No
9/28/01	9/28/01	Courtesy Call	kaullis - psc						99-2/9 Misc.	Miscellaneous	kiki	Yes	No	No
9/28/01		Courtesy Call	Angela	09583-07483	Brandes	Julia			03-Payment Arrangements	Credit	Kim	Yes	No	No
9/28/01	9/28/01	Courtesy Call	angela - psc	31325-23420	McMillan	Ms.			99 - Other	Credit	kiki	Yes	No	No
9/28/01	9/28/01	Courtesy Call	kaullis - psc	50441-15189	Conklin	Scott			03-Payment Arrangements	Credit	kiki	Yes	No	No
9/28/01	9/28/01	Courtesy Call	angela psc	44391-15030	Olender	Ann Marie			99-2/9 Misc.	Billing	kiki	Yes	No	No
9/28/01		Courtesy Call	ANGELA	94498-33308	ALSTON	TOMMIE			03-Payment Arrangements	Credit	Kimberly	Yes	Yes	No
9/28/01		Courtesy Call	Nekey	57779-23140	Ram	Golab	25-Info To Customer			Solution Centers	Kim	Yes	No	No
9/28/01	9/28/01	Courtesy Call	Psc-Angela	06797-09249	Davis	Doris			99 - Other	Billing	Jennifer	Yes	No	No
9/28/01	9/20/01	Courtesy Call	PSC-Dan	55063-30075	Medina	Mrs. David			99-2/9 Misc.	Billing	Jennifer	Yes	No	No
9/28/01	9/28/01	Courtesy Call	PSC-Angela	42827-35160	Dudley	Marquita			99 - Other	Billing	Jennifer	Yes	No	No
9/28/01	9/28/01	Courtesy Call	PSC-Carls	42984-86650	Lewis	Todd			99-2/9 Misc.	Billing	Jennifer	Yes	No	No
9/28/01		Courtesy Call	PSC - Carls	28480-15381	Morley	Nora			03-Payment Arrangements	Credit	Gracie	Yes	Yes	No
9/28/01		Courtesy Call	Angela	29843-37333	Alexandre	Steven			03-Payment Arrangements	Solution Centers	Kim	Yes	No	No
9/28/01	9/28/01	Courtesy Call	PSC	33580-58413	Ahmed	Clara		13-(High Bill) Meter Not Recording Within Standards		Billing	Monica	Yes	No	No
9/28/01		Courtesy Call	Noella	92707-18252	Nieves	Carmen			03-Payment Arrangements	Credit	Kim	Yes	No	No
9/28/01	9/28/01	Courtesy Call		71631-12399	Winslett	Diane			99-21 Fastrack	Energy Management	Jennifer	Yes	No	No
9/28/01		Courtesy Call		28558-12398	Johnson	Bettie			99-2/7 Auto-Property Damage	Claims	Kim	Yes	Yes	No
10/1/01	10/01/01	Courtesy Call	PSC	00325-16359	Martin	Richard			99 - Other	Resi Field Services	Monica	Yes	No	No
10/1/01		Courtesy Call	PSC - Carls	68750-09337	Nguyen	Chi D			99-2/9 Misc.	Miscellaneous	Gracie	Yes	No	No
10/1/01		Courtesy Call	Pam	21150-92523	Blue	James	25-Info To Customer			Solution Centers	Kim	Yes	No	No
10/1/01		Courtesy Call	Telsula	37003-77914	Coburn	Florence	25-Info To Customer			Consumer Affairs	Kim	Yes	No	No
10/1/01		Courtesy Call	Telsula	35885-00308	Non	Mr.		13-(High Bill) Meter Not Recording Within Standards		Solution Centers	Kim	Yes	No	No

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Date	Letters (Date Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	GI Type	Functional Area	Handled By	Complain Addressed	Priority Contact	Avoidable
10/1/01		Courtesy Call	PSC - Carlls	55673-56197	Hancock	Mary		13-(High Bill) Meter Not Recording Within Standards		Billing	Gracie	Yes	No	No
10/1/01		Courtesy Call	Robert		Montilla	Dennys	25-Info To Customer			Solution Centers	Klm	Yes	No	No
10/1/01	10/01/01	Courtesy Call	PSC	45920-29264	Aggouras	Anthony			99-2/9 Misc.	Credit	Monica	Yes	No	No
10/1/01	10/01/01	Courtesy Call	PSC	24413-36234	Edwards	Precious			03-Payment Arrangements	Miscellaneous	Monica	Yes	No	No
10/1/01		Courtesy Call	Telsula	57459-09303	Bradham	Mary		13-(High Bill) Meter Not Recording Within Standards		Solution Centers	Klm	Yes	No	No
10/1/01		Courtesy Call	Kaulis	70651-73432	Carter	Theresa			03-Payment Arrangements	Credit	Klm	Yes	No	No
10/1/01		Courtesy Call	PSC - Michelle	70240-90183	Contols	Bessie			03-Payment Arrangements	Credit	Gracie	Yes	No	No
10/2/01	10/02/01	Courtesy Call	PSC	10031-35190	Scott	Clement		13-(High Bill) Meter Not Recording Within Standards		Billing	Monica	No	No	No
10/2/01	10/02/01	Courtesy Call	PSC	67581-74888	Woods	Mrs			03-Payment Arrangements	Credit	Monica	Yes	No	No
10/2/01	10/2/01	Courtesy Call	PSC	53969-70607	Leshore	Elizabeth			99-2/9 Misc.	Billing	Jennifer	Yes	No	No
10/2/01		Courtesy Call	Anju	01258-09163	Omel	Donald		13-(High Bill) Meter Not Recording Within Standards		Solution Centers	Klm	Yes	No	No
10/2/01		Courtesy Call	Kaulis	54006-59444	Swain	Michael			03-Payment Arrangements	Credit	Klm	Yes	No	No
10/2/01		Courtesy Call	Kaulis	36712-40353	Fetty	Elizabeth	22-Performance of the Energy Conservation			Res Field Services	Klm	Yes	No	No
10/2/01	10/2/01	Courtesy Call	PSC	56751-61444	Nuss	John			99 - Other	Miscellaneous	Jennifer	Yes	No	No
10/2/01	10/2/01	Courtesy Call	PSC	34040-35144	Johnson	Audrey		13-(High Bill) Meter Not Recording Within Standards		Billing	Jennifer	Yes	No	No
10/2/01		Courtesy Call	Anju Campbell	51567-61924	Botviniik	Mrs		13-(High Bill) Meter Not Recording Within Standards		Solution Centers	Klm	Yes	No	No
10/2/01		Courtesy Call	Kaulis	25724-35255	Sholunas	Alice	25-Info To Customer			Meter Reading	Klm	Yes	No	No

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Date	Letters (Date Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	GI Type	Functional Area	Handled By	Job Card Addressed	Prior Contact	Avoidable?	
10/2/01		Courtesy Call	PSC - Carlis	19554-22199	Snell	Youree P.				03-Payment Arrangements	Credit	Gracie	Yes	No	No
10/2/01		Courtesy Call	PSC - Nikki	69861-33104	Guennoun	All				99 - Other	Credit	Gracie	Yes	No	No
10/2/01	10/02/01	Courtesy Call	psc	03957-48277	McDonough	Leo				99-13 Deposits	Miscellaneous	Monica	Yes	No	No
10/2/01		Courtesy Call	PSC	63941-60428	Gibbs	Michael				03-Payment Arrangements	Credit	Monica	Yes	No	No
10/3/01		Courtesy Call	KAULLIS	79460-94414	FALLON	ELLEN		24-Billing Wrong Customer (Mixed)		Meter Reading	Kimberly	Yes	Yes	No	
10/3/01	10/3/01	Courtesy Call	PSC	67155-59501	Bourdon	Donald				99-2/9 Misc.	Credit	Jennifer	Yes	No	Yes
10/3/01	10/2/02	Courtesy Call	kaullis - psc	74831-73269	Downing	Doris				03-Payment Arrangements	Credit	Kiki	Yes	No	No
10/3/01		Courtesy Call	ELLEN	46381-50379	LEE	JERRY				03-Payment Arrangements	Credit	Kimberly	Yes	No	No
10/3/01	10/3/01	Courtesy Call	PSC	45458-97090	Gallagher	Mrs. Charles				99-2/9 Misc.	Credit	Jennifer	Yes	No	Yes
10/3/01	10/3/01	Courtesy Call	PSC	24730-35507	Moore	Carleton				99-2/9 Misc.	Miscellaneous	Jennifer	Yes	No	No
10/3/01	10/3/01	Courtesy Call	kaullis - psc	57972-52133	Carolyn	Raymond				03-Payment Arrangements	Credit	Kiki	Yes	No	No
10/4/01	10/4/01	Courtesy Call	robert - psc	26106-42274	Nasr	Akram				99 - Other	Billing	Kiki	Yes	No	No
10/4/01	10/4/01	Courtesy Call	PSC	58762-78359	Clayton	Robert				99-2/9 Misc.	Credit	Jennifer	Yes	No	Yes
10/4/01	10/4/01	Courtesy Call	psc - anjana	10987-02296	Montalvo	Mrs.		13-(High Bill) Meter Not Recording Within Standards		Billing	Kiki	Yes	No	No	
10/4/01	10/04/01	Courtesy Call	PSC	37291-37298	Garcia	Terry		13-(High Bill) Meter Not Recording Within Standards		Billing	Monica	Yes	No	No	
10/4/01	10/4/01	Courtesy Call	pam-psc	73267-23430	Baleman	Jewell				99-5 CONP	Energy Delivery	Kiki	Yes	Yes	No
10/5/01		Courtesy Call	PSC - Tulsala	70847-11014	Karsten	Karsten				03-Payment Arrangements	Credit	Gracie	Yes	No	No
10/5/01		Courtesy Call	PSC - Pam	89715-33489	Osborne	Kevin				03-Payment Arrangements	Credit	Gracie	Yes	No	No
10/5/01		Courtesy Call	PSC - Carlis	45274-73430	Marlin	Rita B.		13-(High Bill) Meter Not Recording Within Standards		Meter Reading	Gracie	Yes	Yes	No	
10/5/01	10/5/01	Courtesy Call	pam-psc	86164-06330	David	Miesse		08-Failure To Respond To Customer Inquiries		Resl Field Services	Kiki	Yes	Yes	No	
10/5/01	10/5/01	Courtesy Call	PSC	61856-91370	Strickland	Margie				99-2/9 Misc.	Credit	Jennifer	Yes	No	Yes
10/8/01	10/08/01	Courtesy Call	PSC	35728-50333	Morris	Gussle				03-Payment Arrangements	Credit	Monica	Yes	No	No
10/8/01	10/8/01	Courtesy Call	PSC	32490-65042	Larence	Alvin				99-2/9 Misc.	Resl Field Services	Jennifer	Yes	No	Yes

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10/8/01	10/8/01	Courtesy Call	kaullis-psc	05790-38163	Denny	William			99-14 Load Mgmt	Miscellaneous	Kiki	Yes	No	No
10/8/01	10/08/01	Courtesy Call	PSC	32190-69014	Pickles	Donald			99 - Other	Tree Trimming	Monica	Yes	No	No
10/8/01		Courtesy Call	Nekey	14409-42264	Smock	Gary	25-Info To Customer			Solution Centers	Kim	Yes	No	No
10/8/01	10/08/01	Courtesy Call	PSC	07820-55181	Rosario	Mr.			03-Payment Arrangements	Credit	Monica	Yes	No	No
10/8/01		Courtesy Call	Kaulis	45691-36192	Baker	Mrs.			03-Payment Arrangements	Credit	Kim	Yes	No	No
10/8/01	10/8/01	Courtesy Call	psc	22236-99314	Mastrosimone	Phillip	12-Delay In Connecting Initial Service			Energy Delivery	Carol	Yes	Yes	No
10/8/01	10/8/01	Courtesy Call	PSC	30241-09521	Tomlinson	Edward	04-Inadequate Tree Trimming			Tree Trimming	Jennifer	Yes	No	No
10/9/01		Courtesy Call	Robert	44844-75081	Smith	Stephanie		13-(High Bill) Meter Not Recording Within Standards		Solution Centers	Kim	Yes	No	No
10/9/01	10/9/01	Courtesy Call	PSC	47477-73524	Turner	Alphonso			99 - Other	Credit	Jennifer	Yes	No	No
10/9/01		Courtesy Call	Pam	94869-46784	Crown	Tom	04-Inadequate Tree Trimming			Tree Trimming	Kim	Yes	No	No
10/9/01		Courtesy Call	Kaulis	69385-65092	Labrador	Mr & Mrs		13-(High Bill) Meter Not Recording Within Standards		Solution Centers	Kim	Yes	No	No
10/9/01	10/9/01	Courtesy Call	michelle - psc	36144-71272	Long	Myndi	12-Delay In Connecting Initial Service			Energy Delivery	Kiki	Yes	Yes	No
10/9/01		Courtesy Call	Pam	70314-54035	Gaines	Mrs.			03-Payment Arrangements	Solution Centers	Kim	Yes	No	No
10/9/01	10/9/01	Courtesy Call	psc	50346-98439	Hall	Eric	23-Error In Meter Records			Meter Reading	Carol	Yes	No	No
10/9/01	10/9/01	Courtesy Call	ellen-psc	05932-48465	Puffer	Nicole			99-5 CONP	Credit	Kiki	Yes	No	No
10/9/01	10/9/01	Courtesy Call	nicki - psc	10899-59410	Hills	Jennifer			03-Payment Arrangements	Credit	Kiki	Yes	Yes	No
#####		Courtesy Call	Kaulis	34059-20508	Youssef	Abdel			03-Payment Arrangements	Solution Centers	Kim	Yes	No	No
#####		Courtesy Call	Kaulis	21397-37029	Davis	Terrance			99-2/1 Open Neutral	Claims	Kim	Yes	Yes	No
#####	10/10/01	Courtesy Call	PSC	70847-11014	Karsten	Stephanie			03-Payment Arrangements	Credit	Monica	Yes	No	No
#####		Courtesy Call	Kaulis	69385-65092	Labrador	James		13-(High Bill) Meter Not Recording Within Standards		Solution Centers	Kim	Yes	No	No

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Date	Letter (Date Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	GI Type	Functional Area	Handled By	Concern Addressed	Prior Contact	Avoidable
#####		Courtesy Call	Kaulls	09499-33493	Nader	Darlene		13-(High Bill) Meter Not Recording Within Standards		Solution Centers	Kim	Yes	Yes	Yes
#####		Courtesy Call	PSC - Michelle	97253-94702	Karlofills	Mrs. Joseph		13-(High Bill) Meter Not Recording Within Standards		Meter Reading	Gracie	Yes	Yes	No
#####		Courtesy Call	PSC - Carlis	16508-60237	Goff	Pearl M.		11-Budget Billing Error		Billing	Gracie	Yes	No	No
#####	10/10/01	Courtesy Call	robert-psc	52460-47277	Bingham	James			99 - Other	Billing	Kiki	Yes	Yes	No
#####		Courtesy Call	Robert	66689-67204	Jordan	Mrs.			03-Payment Arrangements	Credit	Kim	Yes	No	No
#####		Courtesy Call	Robert	16854-97251	Rodriguez	Raul	25-Info To Customer			Solution Centers	Kim	Yes	No	No
#####		Courtesy Call	KAULLIS	17703-34329	SHUTT	MICHELLE			03-Payment Arrangements	Credit	Kimberly	Yes	No	No
#####		Courtesy Call	KAULLIS	81033-40072	FERGUSON	CHARLES			03-Payment Arrangements	Energy Management	Kimberly	Yes	No	No
#####		Courtesy Call	Robert	47329-01212	Cuevas	Myrna			03-Payment Arrangements	Solution Centers	Kim	Yes	No	No
#####	10/11/01	Courtesy Call	psc-kaulls	31738-58488	Herrera	Hermes			03-Payment Arrangements	Credit	Kiki	Yes	No	No
#####	10/11/01	Courtesy Call	robert-psc	25714-64118	Rodriguez	Cesar			99-5 CONP	Credit	Kiki	Yes	No	No
#####	10/11/01	Courtesy Call	PSC	23863-74118	Miller	Sandra			99-5 CONP	Energy Delivery	Jennifer	Yes	No	No
#####		Courtesy Call	PSC - Carlis	94171-80118	Slater	Robert L.			99 - Other	Credit	Gracie	Yes	No	No
#####		Courtesy Call	PSC - Dan	77409-05129	Davis	Wendy			03-Payment Arrangements	Credit	Gracie	Yes	Yes	No
#####		Courtesy Call	PSC - Rob	45819-63611	Slark	Gail		06-Improper Billing Proration(Not Initial)		Billing	Gracie	Yes	Yes	No
#####		Courtesy Call	KAULLIS	00828-37465	BOOKER	JENNIFER			99-5 CONP	Credit	Kimberly	Yes	Yes	No
#####		Courtesy Call	Kaulls	49246-63896	Paulk	Paula			03-Payment Arrangements	Solution Centers	Kim	Yes	No	No
#####		Courtesy Call	Kaulls	49958-37471	Kadlec	Brenda	25-Info To Customer			Billing	Kim	Yes	No	No
#####		Courtesy Call	Nekey	55422-77051	Coleman	Marvin	15-Delay in reconnecting After Cut			Meter Reading	Kim	Yes	Yes	No
#####	10/12/01	Courtesy Call	PSC	25923-87543	Ritchey	Kay	03-Street Light/Outdoor Lighting Outages			Miscellaneous	Jennifer	Yes	No	No
#####		Courtesy Call	PAM	21748-14112	JULIA	ANTONETTA			99-8 Employee Complaint	Meter Reading	Kimberly	Yes	Yes	Yes

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Date	Letters (Date Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	GI Type	Functional Area	Handled By	Complaint Addressed?	Prior Contact	Avoidable?
#####		Courtesy Call	PSC - Rob	45810-83611	Stark	Gail		13-(High Bill) Meter Not Recording Within Standards		Meter Reading	Gracie	Yes	Yes	No
#####		Courtesy Call	PSC	67051-73303	Herron	Grant	03-Street Light/Outdoor Lighting Outages			Energy Delivery	Monica	Yes	No	No
#####	10/15/01	Courtesy Call	PSC	50562-02535	McKenna	Laurie			03-Payment Arrangements	Credit	Jennifer	Yes	No	No
#####		Courtesy Call	psc	67051-73393	Herron	Grant	03-Street Light/Outdoor Lighting Outages			Energy Delivery	Monica	Yes	No	No
#####	10/15/01	Courtesy Call	PSC	05910-66889	Berry	Patricia			03-Payment Arrangements	Credit	Jennifer	Yes	No	No
#####		Courtesy Call	Ellen	61026-84511	Simpson	Mrs.			03-Payment Arrangements	Solution Centers	Kim	Yes	No	No
#####	10/15/01	Courtesy Call	PSc	07472-70435	Croes	Edwin			99 - Other	Miscellaneous	Monica	Yes	No	No
#####		Courtesy Call	PSC	38082-56585	Robinson	Margie			03-Payment Arrangements	Credit	Monica	Yes	No	No
#####	10/15/01	Courtesy Call	PSC	52500-84044	Callgirl	Russ			03-Payment Arrangements	Solution Centers	Jennifer	Yes	No	No
#####	10/16/01	Courtesy Call		05037-52047	Brown	Thomas	12-Delay In Connecting Initial Service			Credit	Kiki	Yes	Yes	No
#####	10/16/01	Courtesy Call	PSC	59402-46743	Hilde	Elmer			99-2/9 Misc.	Miscellaneous	Jennifer	Yes	No	No
#####	10/16/01	Courtesy Call		66185-22960	Vaulso	Donald			99-21 Fastrack	Tree Trimming	Jennifer	Yes	No	No
#####		Courtesy Call	ROBERT	53432-54870	BELL	CORA		08-Payment Not Posted		Billing	Kimberly	Yes	No	No
#####	10/16/01	Courtesy Call	PSC	72172-24182	Gordon	Scott			99 - Other	Miscellaneous	Monica	Yes	No	No
#####	10/16/01	Courtesy Call	PSC	99073-40317	Moore	Valerie			03-Payment Arrangements	Credit	Jennifer	Yes	No	No
#####	10/16/01	Courtesy Call	teroy-psc	14348-79205	Showalter	Ronald			03-Payment Arrangements	Credit	Kiki	Yes	No	No
#####	10/16/01	Courtesy Call	kaullis - psc	73851-71556	Griffin	Patsy		07-Improper Or No Delinquent		Billing	Kiki	Yes	No	No
#####	10/16/01	Courtesy Call	pam-psc	07573-92091	Bucco	Frank			99-5 CONP	Credit	Kiki	Yes	Yes	No
#####	10/17/01	Courtesy Call		58703-22192	Greenlight	Auto			99-21 Fastrack	Miscellaneous	Jennifer	Yes	No	No
#####	10/17/01	Courtesy Call		09340-60438	Lamas	Dennis			99-21 Fastrack	Billing	Jennifer	Yes	No	No
#####		Courtesy Call	PSC - Rob	64984-02483	Loehrer	John			99 - Other	Billing	Gracie	Yes	No	No
#####		Courtesy Call	Robert	17644-78230	Hennemann	Nimrod			99-2/9 Misc.	Claims	Kim	Yes	Yes	No
#####		Courtesy Call	Kaulls	22662-54246	Green	Willard			03-Payment Arrangements	Solution Centers	Kim	Yes	No	No
#####		Courtesy Call	Michelle	43464-37585	Gonzalez	Eva			99-5 CONP	Credit	Kim	Yes	No	No
#####		Courtesy Call	NIKI	60159-96000	FATIBENE	MARION	25-Info To Customer			Consumer Affairs	Kimberly	Yes	No	No
#####	10/17/01	Courtesy Call	PSC	33661-52542	Green	Shella			03-Payment Arrangements	Credit	Jennifer	Yes	No	No

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Date	Letters (Date Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	GI Type	Functional Area	Handled By	Concern Addressed	Prior Contact	Available
#####		Courtesy Call	ROBERT	91314-49332	CROSS	ERNEST			99-5 CONP	Credit	Kimberly	Yes	Yes	No
#####	10/17/01	Courtesy Call	pam - psc	77245-50080	Hedglin	Marlah	15-Delay In reconnecting After Cut			Credit	Kiki	Yes	Yes	No
#####	10/17/01	Courtesy Call	kaullis - psc	91314-49332	Cross	Ernest			99-5 CONP	Credit	Kiki	Yes	Yes	No
#####	10/17/01	Courtesy Call	PSC	70583-26932	Grier	William			99-2/9 Misc.	Miscellaneous	Jennifer	Yes	No	No
#####	10/17/2001	Courtesy Call		11744-25463	Baugh	Tanna			99-21 Fastrack	Energy Management	Jennifer	Yes	No	No
#####		Courtesy Call	Michelle	15139-75044	Freeman	George	21-Energy Audit Not Conducted			Resl Field Services	Kim	Yes	No	No
#####	10/18/01	Courtesy Call	PSC	60789-17492	Brock	Herman			99-2/8 Tree Trimming	Tree Trimming	Jennifer	Yes	No	No
#####		Courtesy Call	KAMBO	89671-03320	HEROD	KAY		13-(High Bill) Meter Not Recording Within Standards		Billing	Kimberly	Yes	Yes	No
#####	10/18/01	Courtesy Call	psc	70634-96049	Jenkins	Karrienne			99 - Other	Miscellaneous	Monica	Yes	No	No
#####	10/18/01	Courtesy Call	psc	27451-33253	Vollen	Greg			99-13 Deposits	Credit	Monica	Yes	No	No
#####	10/18/01	Courtesy Call	kaullis - psc	29933-52491	Castro	Carmen			99-5 CONP	Credit	Kiki	Yes	Yes	No
#####		Courtesy Call	ROBERT	70009-75741	PERRAS	CAROL			03-Payment Arrangements	Credit	Kimberly	Yes	No	No
#####		Courtesy Call	Robert			Karen	25-Info To Customer			Solution Centers	Kim	Yes	No	No
#####		Courtesy Call	Michelle	06731-89798	Hayes	Abner		08-Payment Not Posted		Solution Centers	Kim	Yes	No	No
#####		Courtesy Call	Robert	48312-82130	Beeco	Cynthia			03-Payment Arrangements	Solution Centers	Kim	Yes	No	No
#####	10/22/01	Courtesy Call	kaullis - psc	49328-18065	harris	norbie			99-2/9 Misc.	Billing	Kiki	Yes	No	No
#####	10/22/01	Courtesy Call	PSC	50142-96135	David	George			03-Payment Arrangements	Credit	Jennifer	Yes	No	No
#####	10/22/01	Courtesy Call	PSC	67986-41126	Leland	Marybeth			03-Payment Arrangements	Credit	Jennifer	Yes	No	No
#####	10/22/01	Courtesy Call	kaullis	49328-18065	Harris	Norbie			99-2/9 Misc.	Billing	Kiki	Yes	No	No
#####	10/22/01	Courtesy Call	psc	60774-03597	Nuese	Marvin			99 - Other	Credit	Monica	Yes	No	No
#####	10/22/01	Courtesy Call	kaullis - psc	99355-74323	Williams	Elisha	25-Info To Customer			Credit	Kiki	Yes	No	No
#####	10/22/01	Courtesy Call	nickl - psc	35020-62216	Tate	Andrew		13-(High Bill) Meter Not Recording Within Standards		Meter Reading	Kiki	Yes	No	No
#####	10/22/01	Courtesy Call	michelle - psc	10037-71007	Carney	Eleanor			99-2/9 Misc.	Billing	Kiki	Yes	No	No
#####	10/22/01	Courtesy Call		48312-82130	Beeco	Cynthia			03-Payment Arrangements	Credit	Kiki	Yes	No	No
#####	10/22/01	Courtesy Call	kaullis - psc		Harris	Norbie			99-2/9 Misc.	Billing	Kiki	Yes	No	No
#####		Courtesy Call	Kaullis	40264-05536	Ruecker	Mr.			03-Payment Arrangements	Solution Centers	Kim	Yes	No	No
#####		Courtesy Call	Pam	10037-71007	Carney	Mrs	25-Info To Customer			Solution Centers	Kim	Yes	No	No

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Date	Letters (Date Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	IGIT Type	Functional Area	Handled By	Concern Addressed	Prior Contact	Avoidable?
#####	10/22/01	Courtesy Call	PSC	79000-65355	LERSCH	HEATHER			99 - Other	Miscellaneous	Monica	Yes	No	No
#####		Courtesy Call	ROBERT	54551-78592	YU EE	PING			03-Payment Arrangements	Credit	Kimberly	No	No	No
#####		Courtesy Call	MICHELLE	49733-91430	CUNNINGHAM	PAUL			99-5 CONP	Credit	Kimberly	Yes	No	No
#####	10/23/01	Courtesy Call	PSC	11434-82938	Schemenauer	Jennifer	03-Street Light/Outdoor Lighting Outages			Energy Delivery	Jennifer	Yes	No	No
#####	10/23/01	Courtesy Call	PSC	98345-83022	Haley	Robert		02-Improper Reading Estimates		Billing	Jennifer	Yes	No	No
#####	10/23/01	Courtesy Call	PSC	21920-88469	Carlson	Frederick			99 - Other	Miscellaneous	Jennifer	Yes	No	Yes
#####		Courtesy Call	TESULA	80869-25080	KIRCHBERG	RICHARD			99-5 CONP	Credit	Kimberly	Yes	Yes	No
#####		Courtesy Call	Robert	41694-69107	Tak	Kellyn			03-Payment Arrangements	Solution Centers	Kim	Yes	No	No
#####	10/23/01	Courtesy Call	PSC	51569-71206	locke	donaId			99-5 CONP	Credit	Monica	Yes	No	No
#####	10/23/01	Courtesy Call		96038-89504	Robinson	Earl	12-Delay In Connecting Initial Service			Energy Delivery	Kiki	Yes	Yes	No
#####		Courtesy Call	Pam	96038-89504	Robinson	Sherandal	13-Service Refused			Credit	Kim	Yes	No	No
#####	10/24/01	Courtesy Call	PSC	02712-57884	Bayonne	Jean			03-Payment Arrangements	Credit	Jennifer	Yes	No	No
#####	10/24/01	Courtesy Call	psc	62723-06908	torres	harold		13-(High Bill) Meter Not Recording Within Standards		Billing	Monica	Yes	No	No
#####	10/24/01	Courtesy Call	PSC	97726-24465	Goulett	Mrs. RJ			99 - Other	Billing	Jennifer	Yes	No	No
#####		Courtesy Call	NIKI	22653-51220	RIVERA	JUAN			03-Payment Arrangements	Credit	Kimberly	Yes	No	No
#####		Courtesy Call	JOHN	90121-88018	HANRATTY	DAWN			99-5 CONP	Credit	Kimberly	No	No	No
#####		Courtesy Call	Kaulls	92452-06034	Wesley	Reginald			03-Payment Arrangements	Solution Centers	Kim	Yes	No	No
#####		Courtesy Call	Robert			Larry	25-Info To Customer			Consumer Affairs	Kim	Yes	No	No
#####	10/29/01	Courtesy Call	psc-michelle	52636-88147	boland	thomas			99 - Other	Miscellaneous	Kiki	Yes	No	Yes
#####	10/25/01	Courtesy Call	PSC	46113-68058	Reaves	Richard			03-Payment Arrangements	Credit	Jennifer	Yes	No	No
#####		Courtesy Call	psc	64375-96333	Hardison	Jeff		13-(High Bill) Meter Not Recording Within Standards		Billing	Monica	Yes	No	No
#####	10/25/01	Courtesy Call	psc	87740-01391	Heckathorn	Angellita	25-Info To Customer			Credit	Kiki	Yes	Yes	No
#####	10/28/01	Courtesy Call	PSC	02155-12568	Vazquez	Rita			99 - Other	Energy Delivery	Jennifer	Yes	No	No
#####		Courtesy Call	Pam	87604-36591	Silber	Arlene			03-Payment Arrangements	Solution Centers	Kim	Yes	No	No
#####		Courtesy Call	Ellen	26981-05085	Bavido	Barbara	25-Info To Customer			Solution Centers	Kim	Yes	No	No

WARM TRANSFERS JAN-NOV 2001

Date	Letter's (Date Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	GI Type	Functional Area	Handled By	Concern Addressed	Prior Contact	Avoidable?	
#####		Courtesy Call	Robert	21575-37450	Frank	Mark				03-Payment Arrangements	Solution Centers	Kim	Yes	No	No
#####		Courtesy Call	Kaulls	44497-77257	Farner	Mr.		19-Excessive Deposit Requested (IOD)		Credit	Kim	Yes	Yes	No	
#####	10/29/01	Courtesy Call	kaullis - psc	22792-39004	Jones	James				03-Payment Arrangements	Credit	Kiki	Yes	No	No
#####	10/26/01	Courtesy Call	PSC	46044-93454	Harvey	Robert		12-Inaccurate Meter		Meter Reading	Jennifer	Yes	No	No	
#####	10/29/01	Courtesy Call	PSC	22653-51220	Rivera	Mrs.				03-Payment Arrangements	Credit	Monica	Yes	No	No
#####		Courtesy Call	PSC	30900-44290	coleman	Ms	12-Delay In Connecting Initial Service			Energy Delivery	Monica	Yes	No	No	
#####	10/28/01	Courtesy Call	PSC	17154-73136	Wear	Marlynn		04-Not Receiving Monthly Bills		Billing	Monica	Yes	No	No	
#####	10/30/01	Courtesy Call	PSC	31602-22072	Henry	Joan				03-Payment Arrangements	Credit	Jennifer	Yes	No	No
#####	10/30/01	Courtesy Call	PSC	39679-04975	Weller	Kathleen	23-Error In Meter Records			Meter Reading	Jennifer	Yes	No	No	
#####		Courtesy Call	PSC - Carla	48233-44461	Vanevery	Mrs. Robert C.		04-Not Receiving Monthly Bills		Billing	Gracie	Yes	Yes	No	
#####		Courtesy Call	ELLEN	25149-67467	HUBBARD	JONATHAN		08-Payment Not Posted		Billing	Kimberly	Yes	No	No	
#####		Courtesy Call	MICHELLE	09152-52041	JACKSON	GLORIA		08-Payment Not Posted		Billing	Kimberly	Yes	No	No	
#####		Courtesy Call	KAULLIS	19753-17331	CHANCE	JAMES		08-Payment Not Posted		Billing	Kimberly	Yes	No	No	
#####	11/01/01	Courtesy Call	psc	64984-89568	Cappa	John	12-Delay in Connecting Initial Service			Energy Delivery	Monica	Yes	No	No	
#####		Courtesy Call	Michelle	99307-95591	costello	Paul		19-Excessive Deposit Requested (IOD)		Credit	Kim	Yes	Yes	No	
#####		Courtesy Call	PSC - Michelle	27091-37540	Williams	Robin				03-Payment Arrangements	Credit	Gracie	Yes	Yes	No
#####	11/01/01	Courtesy Call	psc	90111-92527	Helser	Mary	07-Voltage Standards Not Met			Energy Delivery	Monica	Yes	No	No	
#####		Courtesy Call	psc	10912-66073	Pichler	Ronald		01-Improper Rates Applied		Billing	Monica	Yes	No	No	
11/1/01		Courtesy Call	PSC - Rob	00612-04280	Duffy	Donald T.			99-2/3 Outages	Energy Delivery	Gracie	Yes	Yes	No	
11/1/01	11/1/01	Courtesy Call	PSC	01162-24054	Mendoza	Ana			99-2/9 Misc.	Miscellaneous	Jennifer	Yes	No	No	
11/1/01		Courtesy Call	MICHELLE	63295-40113	WYNTER	HYACINTH	25-Info To Customer	12-Inaccurate Meter		Meter Reading	Kimberly	Yes	Yes	No	

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WARM TRANSFERS JAN-NOV 2001

Date	Letters (Date Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	AGI Type	Functional Area	Handled By	Concern Addressed	Prior Contact	Avoidable?
11/1/01		Courtesy Call	ROBERT	94233-78455	SCOTTI	ROBERT	05- Outage/Delay In Restoring Service			Energy Delivery	Kimberly	Yes	No	No
11/2/01		Courtesy Call	PSC - Carls	04089-08243	Seeman	Carl		09-Incorrect Past Due Date On Bill		Credit	Gracie	Yes		No
11/2/01		Courtesy Call	JOY	86716-60083	WALTON	SYDNEY		13-(High Bill) Meter Not Recording Within Standards		Meter Reading	Kimberly	Yes	Yes	No
11/2/01	11/02/01	Courtesy Call	psc	47010-42360	Russert	Mr.			03-Payment Arrangements	Credit	Monica	Yes	No	No
11/2/01		Courtesy Call	Kaulis	18615-85445	Morand	Syltico		23-Improper Billing for Fraud Or Current		Credit	Kim	Yes	Yes	No
11/2/01	11/2/01	Courtesy Call	michelle	45657-41151	Brennick	Richard			99-13 Deposits	Credit	Kiki	Yes	No	No
11/2/01	11/02/01	Courtesy Call	psc	14444-02574	Gillian	Alex		13-(High Bill) Meter Not Recording Within Standards		Billing	Monica	Yes	No	No
11/5/01	11/07/01	Courtesy Call	psc	61960-71213	Troxell	Judith			99-2/8 Tree Trimming	Tree Trimming	Monica	Yes	No	No
11/5/01	11/06/01	Courtesy Call	PSC	27977-18311	Resta	Maureen			99 - Other	Energy Management	Jennifer	Yes	No	No
11/5/01		Courtesy Call	PSC - Sam	73389-81504	Gamble	Carolyn			99-13 Deposits	Credit	Gracie	Yes	Yes	No
11/5/01		Courtesy Call	PSC - Pam	07008-46117					03-Payment Arrangements	Credit	Gracie	Yes	No	No
11/5/01		Courtesy Call	PSC - Pam	07008-46117	Howell	Wendell Mrs.			2 - SpeedPay Fee Related Complaint	Credit	Gracie	Yes	No	No
11/6/01	11/6/01	Courtesy Call	PSC	23119-79523	Rickel	Theresa Marie			99-2/9 Misc.	Miscellaneous	Jennifer	Yes	No	No
11/6/01		Courtesy Call	PSC	74204-91066	Ethridge	Mr.		13-(High Bill) Meter Not Recording Within Standards		Billing	Monica	Yes	No	No
11/6/01		Courtesy Call	Robert	84286-45227	Lanes	Robert	04-Inadequate Tree Trimming			Tree Trimming	Kim	Yes	Yes	Yes
11/6/01	11/6/01	Courtesy Call	nikki psc	05932-48465	Puffer	Nicole		13-(High Bill) Meter Not Recording Within Standards		Credit	Kiki	Yes	No	No
11/8/01		Courtesy Call	PSC	45028-56200	Artica	Mrs.			03-Payment Arrangements	Credit	Monica	Yes	No	No
11/7/01		Courtesy Call	Michelle	23828-18324	Wolfson	Janel			99-5 CONP	Credit	Kim	Yes	Yes	No

WARM TRANSFERS JAN-NOV 2001

Date	Letters (Date Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	GT Type	Functional Area	Handled By	Concern Addressed	Priority Contact	Avoidable?
11/7/01	11/7/01	Courtesy Call	PSC	56568-38260	Upshaw	Andre			03-Payment Arrangements	Credit	Jennifer	Yes	No	No
11/7/01		Courtesy Call	MICHELLE		PREWITTE	SUNNIE			99-5 CONP	Credit	Kimberly	Yes	Yes	No
11/7/01	11/7/01	Courtesy Call	dan-psc	14452-82361	Jackson	charles			03-Payment Arrangements	Credit	Kiki	Yes	No	No
11/7/01	11/7/01	Courtesy Call	nikki-psc	00575-77116	flanagan	william	07-Voltage Standards Not Met			Energy Delivery	Kiki	Yes	No	No
11/7/01	11/07/01	Courtesy Call	psc	15834-41795	Patel	Karen			1-SpeedPay Complaint	Consumer Affairs	Monica	Yes	No	No
11/8/01	11/08/01	Courtesy Call	psc	21842-97605	Kidwell	Mrs.			99 - Other	Credit	Monica	Yes	No	No
11/8/01		Courtesy Call	PSC - Kate	45440-54457	Medeiros	Paula			03-Payment Arrangements	Credit	Gracie	Yes	Yes	No
11/8/01	11/8/01	Courtesy Call	PSC	26129-51507	Cogswell	George			99-2/9 Misc.	Miscellaneous	Jennifer	Yes	No	No
11/8/01		Courtesy Call	Kaulls	61752-46738	Greene	Gerald	25-Info To Customer			Consumer Affairs	Kim	Yes	No	No
11/8/01	11/8/01	Courtesy Call	psc-pam	13826-89126	bell	mary		24-Billing Wrong Customer (Mixed)		Billing	Kiki	No	No	No
11/9/01		Courtesy Call	NIKI	18883-47412	GARZA	ALBERT	07-Voltage Standards Not Met			Energy Delivery	Kimberly	Yes	Yes	No
11/9/01		Courtesy Call	NIKI	18883-47412	CARZA	ALBERT	07-Voltage Standards Not Met			Energy Delivery	Kimberly	Yes	Yes	No
11/9/01		Courtesy Call	Nekey	74435-10340	Avious	Carmen		23-Improper Billing for Fraud Or Current		Credit	Kim	Yes	Yes	No
11/9/01	11/9/01	Courtesy Call	michelle - psc	63387-44146	Dalley	Nielsen			99-2/9 Misc.	Miscellaneous	Kiki	No	No	No
11/9/01		Courtesy Call	Michelle	87162-15144	Hotaling	Wendy		23-Improper Billing for Fraud Or Current		Credit	Kim	Yes	Yes	No
11/9/01	11/9/2001	Courtesy Call	PSC	78691-92840	Hostetler	William			99 - Other	Miscellaneous	Jennifer	Yes	No	No
11/9/01	11/09/2001	Courtesy Call	PSC	66689-87204	Jordan	Terry		04-Not Receiving Monthly Bills		Billing	Jennifer	Yes	No	No
11/9/01		Courtesy Call	PSC - Tusula	95203-21198	Hall	Betty J.			03-Payment Arrangements	Credit	Gracie	Yes	Yes	No
11/9/01		Courtesy Call	Pam	69045-18122	Jones	Phillip			99-5 CONP	Credit	Kim	Yes	Yes	No
#####		Courtesy Call	Kaulls	34027-10493	Henry	Nancy	25-info To Customer			Energy Delivery	Kim	Yes	No	No
#####	11/13/01	Courtesy Call	PSC	24117-81158	Saroka	Kimberly			03-Payment Arrangements	Miscellaneous	Jennifer	Yes	No	No
#####	11/13/2001	Courtesy Call	PSC	65361-19576	Perfumo	Eddie		13-(High Bill) Meter Not Recording Within Standards		Billing	Jennifer	Yes	No	No

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WARM TRANSFERS JAN-NOV 2001

Data #	Callers (Date Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	CL Type	Functional Area	Handled By	Contact Addressed	Priority Contact	Avoidable?
#####	11/13/2001	Courtesy Call	PSC	99999-99999	Anderson	Joyce		19-Excessive Deposit Requested (IOD)		Billing	Jennifer	Yes	No	No
#####	11/13/2001	Courtesy Call	PSC	02798-65842	Peyser	Vincent			03-Payment Arrangements	Credit	Jennifer	Yes	No	No
#####		Courtesy Call	PSC - Nikki	54772-15530	Janosik	Melissa		13-(High Bill) Meter Not Recording Within Standards		Billing	Gracie	Yes	Yes	No
#####		Courtesy Call	PSC - Joy	37659-20280	Davis	Valerie			03-Payment Arrangements	Credit	Gracie	Yes	Yes	No
#####		Courtesy Call	psc	41299-73195	Bluma	Donna			99-17 Guarantee Disputes	Credit	Monica	Yes	No	No
#####		Courtesy Call	Robert	60439-52090	Glurbino	Kristen			03-Payment Arrangements	Credit	Kim	Yes	Yes	No
#####		Courtesy Call	Robert	24833-52283	Osborne	Susan	12-Delay in Connecting Initial Service			Energy Delivery	Kim	Yes	Yes	No
#####	11/13/01	Courtesy Call	robert	47541-03434	Giron	Honaldo			03-Payment Arrangements	Credit	Monica	Yes	No	No
#####	11/13/01	Courtesy Call		28500-71491	Hall	Carl	25-Info To Customer			Billing	Kiki	Yes	No	No
#####	11/13/01	Courtesy Call	kaullis	54588-25187	Brown	Dale	25-Info To Customer			Billing	KIKI	Yes	No	No
#####	11/13/01	Courtesy Call	kaullis	28500-71491	Kelly	Jim	08-Failure To Respond To Customer Inquiries			Energy Delivery	Kiki	Yes	No	No
#####	11/14/01	Courtesy Call	PSC	03800-85923	Calhoun	Albert			99-2/9 Misc.	Billing	Jennifer	Yes	No	No
#####		Courtesy Call	Robert	27303-44137	Tibolla	Louis		13-(High Bill) Meter Not Recording Within Standards		Solution Centers	Kim	Yes	Yes	No
#####	11/14/01	Courtesy Call	PSC	02798-65842	Peyser	Vincent			03-Payment Arrangements	Credit	Jennifer	Yes	Yes	Yes
#####	11/14/2001	Courtesy Call	PSC	34084-40258	Howe	Dorothy			03-Payment Arrangements	Credit	Jennifer	Yes	No	No
#####		Courtesy Call	PSC - Ruth	03957-48277	McDonough	Leo J.			99-13 Deposits	Credit	Gracie	Yes	Yes	No
#####	11/14/01	Courtesy Call	PSC	02798-65842	Peyser	Vincent			03-Payment Arrangements	Credit	Jennifer	Yes	No	No
#####		Courtesy Call	psc	42825-89426	Daniels	Robert			2 - SpeedPay Fee Related Complaint	Consumer Affairs	Monica	Yes	No	No
#####		Courtesy Call	PSC - Pam	26132-35545	Richardson	Margaret (Mr.)			03-Payment Arrangements	Credit	Gracie	Yes	No	No
#####	11/15/01	Courtesy Call	PSC	90219-55563	Gilano	Michael			99-2/9 Misc.	Billing	Jennifer	Yes	No	No

WARM TRANSFERS JAN-NOV 2001

Date	Letter Date Closed	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	City	Functional Area	Handled By	Concern Addressed	Priority Contact	Avoidable?	
#####		Courtesy Call	psc	94749-40290	Lundgren	Mrs				03-Payment Arrangements	Credit	Monica	Yes	No	No
#####	11/15/01	Courtesy Call	PSC	99131-11395	Harracksingh	Bebe				99-2/9 Misc.	Billing	Jennifer	Yes	No	No
#####		Courtesy Call	PSC - Ruth	99073-40317	Moore	Valerie T.				03-Payment Arrangements	Credit	Gracie	Yes	No	No
#####	11/16/01	Courtesy Call	PSC	02481-24101	Maruach	Sean			12-Inaccurate Meter		Billing	Jennifer	Yes	No	No
#####	11/16/01	Courtesy Call	PSC	78962-89569	Smith	Barbara			99-5 CONP	Energy Delivery	Jennifer	Yes	No	No	No
#####	11/16/01	Courtesy Call		91533-74503	Dekle	Keith			19-Excessive Deposit Requested (IOD)		Billing	Jennifer	Yes	No	No
#####	11/16/01	Courtesy Call	kaullis-psc	72796-94635	sallor	violet				03-Payment Arrangements	Billing	Kiki	Yes	No	No
#####	11/16/01	Courtesy Call		76636-00965	Lewis	Susan				2 - SpeedPay Fee Related Complaint	Miscellaneous	Jennifer	Yes	No	No
#####	11/16/01	Courtesy Call	PSC	99999-99999	Desapoit	Jan		12-Delay In Connecting Initial Service			Energy Delivery	Jennifer	Yes	No	No
#####	11/16/01	Courtesy Call	psc	26621-22789	Pawlowski	Mr.			99-5 CONP	Credit	Monica	Yes	No	No	No
#####	11/19/01	Courtesy Call	PSC	42762-18137	Rouzler	Pierre			13-(High Bill) Meter Not Recording Within Standards		Billing	Jennifer	Yes	No	No
#####		Courtesy Call	KAMBO	60665-51822	ESPINOLA	JOHN			21-Deposit Not Refunded		Billing	Kimberly	Yes	No	No
#####		Courtesy Call	PAM	01454-66137	PRINCILUS	DENNIS			99-5 CONP	Credit	Kimberly	Yes	Yes	No	No
#####	11/20/01	Courtesy Call		97155-37277	burgess	tommy			13-(High Bill) Meter Not Recording Within Standards		Billing	Kimberly	Yes	No	No
#####	11/20/01	Courtesy Call	PSC	09163-90040	Wilson	David			99 - Other	Miscellaneous	Monica	Yes	No	No	No
#####	11/20/01	Courtesy Call	PSC	40001-99159	Patrick	Jeffery			99-5 CONP	Credit	Monica	Yes	No	No	No
#####		Courtesy Call	MICHELLE	18060-83822	MCKEON-SMITH	EVA			18-Not Disconnected On Request		Credit	Kimberly	Yes	Yes	No
#####	11/21/01	Courtesy Call	kaullis -psc	13460-50218	Zudonyl	Lillian				03-Payment Arrangements	Credit	Kiki	Yes	No	No
#####	11/21/01	Courtesy Call	nickl - psc	03207-49442	Squires	Mrs.		07-Voltage Standards Not Met			Energy Delivery	Kiki	Yes	No	No
#####	11/26/01	Courtesy Call	PSC	70303-69464	Ferrier	Donald			99 - Other	Energy Delivery	Jennifer	Yes	No	No	No
#####		Courtesy Call	KAULLIS	19263-01154	BELDO	SCOTT			08-Payment Not Posted		Credit	Kimberly	Yes	No	No

WARM TRANSFERS JAN-NOV 2001

Date	Letter (Date Closed)	Type Call	Cal Source	Account Number	Last Name	First Name	Service Type	Billing Type	GI Type	Functional Area	Handled By	Concern Addressed	Prior Contact	Avoidable?
#####	11/26/01	Courtesy Call	PSC	19547-80441	Belanston	Marle		13-(High Bill) Meter Not Recording Within Standards		Billing	Jennifer	Yes	No	No
#####	11/26/01	Courtesy Call	psc	01404-54459	Walker	Russell		02-Improper Reading Estimates		Meter Reading	Jennifer	Yes	No	No
#####	11/26/01	Courtesy Call	psc	54944-16200	Andrade	Edward			03-Payment Arrangements	Credit	Monica	Yes	No	No
#####	11/26/01	Courtesy Call	kaullis-psc	62539-28377	Lucas	Carol			03-Payment Arrangements	Credit	Kiki	Yes	No	No
#####	11/26/01	Courtesy Call	PSC	49889-80216	Childers	Barbara			03-Payment Arrangements	Credit	Jennifer	Yes	No	Yes
#####	11/26/01	Courtesy Call	PSC	22977-05476	Gray	Leo			99 - Other	Miscellaneous	Jennifer	Yes	No	Yes
#####		Courtesy Call	Pam	61058-94146	Snyder	Robin			99-5 CONP	Credit	Kim	Yes	No	No
#####		Courtesy Call	KAULLIS	02798-85842	PEYSER	VINCENT			99-17 Guarantee Disputes	Credit	Kimberly	Yes	No	No
#####		Courtesy Call	NIKI	78530-70066	MCNEILL	KIM			03-Payment Arrangements	Credit	Kimberly	Yes	Yes	No
#####		Courtesy Call	psc	41819-89042	Maciel	Manuel			99 - Other	Miscellaneous	Monica	Yes	No	No
#####	11/28/01	Courtesy Call	PSC	78914-98540	Antonucci	Denise			03-Payment Arrangements	Credit	Jennifer	Yes	No	No
#####	11/28/01	Courtesy Call	PSC	06507-74244	Innocent	Chosnel			99-5 CONP	Energy Delivery	Jennifer	Yes	No	No
#####		Courtesy Call	TESULA	30820-63040	BURKE	CHRISTOPHE R			99-5 CONP	Credit	Kimberly	Yes	Yes	No
#####		Courtesy Call	DICK	59431-25456	HONEY	PATRICIA			26-Error in Deposit Records	Credit	Kimberly	Yes	Yes	No
#####		Courtesy Call	ROBERT	55872-89115	SHERRY	URSULA			04-Not Receiving Monthly Bills	Billing	Kimberly	Yes	No	No
#####		Courtesy Call	ROBERT	82198-08589	MARSHALL	TERRANCE - GLENN			99-2/9 Misc.	Billing	Kimberly	Yes	No	No
#####		Courtesy Call	KAULLIS	64681-41313	GRIDER	DONALD	25-Info To Customer		99-2 Claims	Claims	Kimberly	Yes	Yes	No
#####		Courtesy Call	Telsula	18633-14364	Rice	John			99-5 CONP	Credit	Kim	Yes	No	No
#####	11/29/01	Courtesy Call	robert-psc	61299-37986	Burlson	Gary			99-2/9 Misc.	Credit	Kiki	Yes	No	No
#####	11/29/01	Courtesy Call	PSC	38141-54556	Starling	Michelle			99-5 CONP	Energy Delivery	Jennifer	Yes	No	No
#####		Courtesy Call	PAM	96499-06444	DESAPIO	CARMEN			13-(High Bill) Meter Not Recording Within Standards	Meter Reading	Kimberly	Yes	Yes	No
#####	11/29/01	Courtesy Call	psc	20543-00099	Womack	Vannish			19-Excessive Deposit Requested (IOD)	Billing	Kiki	Yes	No	No
#####	11/29/01	Courtesy Call	PSC	68025-08207	Linaros	Stathis			99-3 Complaint Avoidance	Energy Delivery	Jennifer	Yes	No	No

OPC9-000101

CONFIDENTIAL

WARM TRANSFERS JAN-NOV 2001

Letters Date	Date Closed	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	GI Type	Functional Area	Handled By	Concern Addressed	Prior Contact	Is Avoidable?
#####		Courtesy Call	Pam	69577-28126	Squires	Harold	12-Delay In Connecting Initial Service			Energy Delivery	Kim	Yes	Yes	No
#####		Courtesy Call	Robert	38069-91401	Shortt	Monica	13-(High Bill) Meter Not Recording Within Standards			Solustion Centers	Kim	Yes	No	No



Florida Power

A Progress Energy Company

FPSC Complaints Resolved in 3 Days

# Per Mos	Date Rcvd	Date Due	Date Replied	Account Number	Customer Name	Zip Code	Concern Addressed	Type	Service or Billing	Replied By	Avoid?
1	06/14/00	06/19/00	06/14/00	77698-80343	Gale, Richard	32765	Yes	4	Service	Tree Trimming	U
2	06/20/00	06/23/00	06/23/00	97813-65936	Marasco, Susan	32824	Yes	19	Billing	Credit	U
3	06/21/00	06/26/00	06/26/00	62873-73555	Brackins, Brenda	32746	Yes	99-2	GI	Claims	U
4	06/22/00	06/27/00	06/23/00	97918-59472	Tolliver, Jason	32744	Yes	25	Service	Solutions Center	U
5	06/23/00	06/28/00	06/27/00	83346-76307	Sussman, Yvette	33765	Yes	8	Service	E&O Clearwater	U
6	06/26/00	06/29/00	06/26/00	76282-03213	Rodriguez, Jose	34759	Yes	12	Service	E&O Lake Wales	U
7	06/26/00	06/29/00	06/27/00	16709-67237	Woodruff, Pamela	34698	Yes	99-14	GI	Load Mgmt	U
8	06/28/00	07/03/00	07/03/00	43359-26688	Jowers, Sylvia	32818	Yes	99	GI	Consumer Affairs	U
1	07/06/00	07/11/00	07/11/00	25336-34349	Carpenter, Christine	32837	Yes	16	Billing	Billing	U
2	07/17/00	07/20/00	07/20/00	70622-04323	Isensee, John	32358	Yes	5	Service	E&O Monticello	U
3	07/18/00	07/21/00	07/21/00	N/A	Foley, George	32038	Yes	7	Service	E&O Monticello	U
4	07/21/00	07/26/00	07/26/00	32711-84594	Magnolia Interiors	32750	Yes	4	Service	Tree Trimming	U
5	07/25/00	07/27/00	07/26/00	67593-05207	Powell, Ken	33771	Yes	2	Service	E&O Walsingham	U
6	07/25/00	07/27/00	07/27/00	47307-15067	Kinsley, Frank	32724	Yes	4	Service	Tree Trimming	U
7	07/27/00	08/01/00	08/01/00	25824-19978	Richardson, Rodney	32825	Yes	2	Service	E&O Jamestown	U
8	07/31/00	08/03/00	08/03/00	82420-21289	Goodman, W. W.	33760	Yes	1	Service	E&O Walsingham	U
1	8/3/00	8/8/00	8/8/00	70596-77429	De la Roche, James	Yes	2	Service	E&O Apopka	U	
2	8/7/00	8/10/00	8/10/00	31427-71198	Johnston, L E	Yes	1	Service	E&O Highlands	U	
3	8/7/00	8/10/00	8/9/00	35363-53093	Moncrief, Howard	Yes	2	Service	E&O St. Pete	U	
4	8/7/00	8/10/00	8/9/00	30442-81800	Cortese, Michael	Yes	13	Billing	Resi Fld Svcs	U	
5	8/10/00	8/15/00	8/15/00	57278-31991	Hofstede, James	Yes	16	Billing	Billing	U	
6	8/17/00	8/22/00	8/22/00	53570-71521	Svensden, Harry	Yes	5	Service	E&O Seven Spgs	U	
7	8/18/00	8/23/00	8/23/00	26225-13555	McNamara, Robin	Yes	15	Service	E&O Apopka	U	
8	8/21/00	8/24/00	8/24/00	22635-81417	Beale, Joan	Yes	25	Service	Consumer Affairs	U	
9	8/21/00	8/24/00	8/24/00	95654-53306	Kusche, Karl	Yes	7	Service	E&O Deland	U	
10	8/23/00	8/28/00	8/28/00	46846-49521	Ackerman, Roger	Yes	2	Service	E&O Jamestown	U	
11	8/23/00	8/28/00	8/28/00	14958-40199	Molou, John	Yes	24	Billing	Billing	U	
12	8/29/00	9/1/00	9/1/00	88643-52178	Oliver, Pauline	Yes	24	Billing	Credit	U	
13	8/29/00	9/1/00	9/1/00	43434-58233	Blanton, Katie	Yes	24	Billing	Billing	U	
14	8/30/00	9/5/00	9/1/00	44994-89480	Stephens, Gerald	Yes	7	Service	E&O St. Pete	U	
15	8/31/00	9/6/00	9/1/00	n/a	Parks, Harry	Yes	1	Service	E&O Lake Wales	U	

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Florida Power

A Progress Energy Company

FPSC Complaints Resolved in 3 Days

# Per Mos	Date Rcvd	Date Due	Date Replied	Account Number	Customer Name	Zip Code	Concern Addressed	#	Type	Service or Billing	Replied By	Avoid?
1	9/7/00	9/12/00	9/12/00	74965-39315	Miller, Sheree	Yes	24	Billing	Consumer Affairs	U		
2	9/12/00	9/15/00	9/15/00	87596-87386	Richardson, Helen	Yes	99-2	GI	Claims	U		
3	9/18/00	9/21/00	9/21/00	19634-86750	ronenewetter, James	Yes	99-2	GI	Claims	U		
4	9/20/00	9/25/00	9/25/00	20243-46014	Kronk, Stephen	Yes	2	Service	E&O Deland	U		
5	9/21/00	9/26/00	9/26/00	27110-31786	Wood, Donald	Yes	2	Service	E&O St. Pete	U		
6	9/21/00	9/26/00	9/26/00	11845-11396	Hugonit, Jules	Yes	2	Service	E&O Walsingham	U		
7	9/26/00	9/29/00	9/29/00	24696-58368	Paprocki, Paul	Yes	1	Service	E&O Apopka	U		
									Customer Solutions Center			
8	9/26/00	9/29/00	9/29/00	70732-52531	Davidson, Patrick	Yes	18	Billing	Center	U		
9	9/27/00	10/2/00	10/2/00	08834-52702	Ianamenta, Frederick	Yes	5	Service	E&O Clearwater	U		
10	9/27/00	10/2/00	10/2/00	28745-02531	Bosch, Julianne	Yes	99-2	GI	Claims	U		
									Customer Solutions Center			
11	9/27/00	10/2/00	10/2/00	50369-89488	Ellis, James	Yes	25	Service	Center	U		
12	9/27/00	10/2/00	10/2/00	48702-03780	Fischer, Robert	Yes	2	Service	E&O Buena Vista	U		
1	10/09/00	10/12/00	10/10/00	37736-76504	Thomas, Ken	Yes	12	Service	E&O Ocala	U		
2	10/10/00	10/13/00	10/13/00	54393-33879	Voorhees, Dale	Yes	2	Service	E&O Jamestown	U		
3	10/10/00	10/13/00	10/11/00	09626-93198	Dundas, Clara	Yes	16	Billing	Billing	U		
4	10/11/00	10/16/00	10/16/00	63570-30870	Colamarino, Jean	Yes	2	Service	E&O Clearwater	U		
5	10/18/00	10/23/00	10/23/00	22466-43052	Shepherd, Jim	Yes	2	Service	E&O Deland	U		
6	10/18/00	10/23/00	10/23/00	82146-25455	Gilbert, Roy	Yes	2	Service	E&O Deland	U		
7	10/18/00	10/23/00	10/19/00	20956-30963	Simpson, Wayne	Yes	2	Service	E&O Deland	U		
8	10/20/00	10/25/00	10/24/00	69995-51250	Stephens, Gerald	Yes	4	Service	E&O Walsingham	U		
9	10/20/00	10/25/00	10/24/00	34323-77871	Mallien, James	Yes	19	Billing	Consumer Affairs	U		
10	10/20/00	10/25/00	10/25/00	37788-19849	Harbison, Katherine	Yes	4	Service	E&O St. Pete	U		
11	10/26/00	10/31/00	10/31/00	71128-24000	Neokleous, Hercules	Yes	14	Service	Credit	U		
12	10/26/00	10/31/00	10/31/00	80320-32052	Tillman, Lisa	Yes	14	Service	Solutions	U		
13	10/27/00	11/01/00	11/01/00	39766-95121	General, Eddie	Yes	13	Billing	Resi Field Svcs	U		
14	10/27/00	11/01/00	10/31/00	29185-53583	Herlinger, Bruce	Yes	23	Billing	Credit	U		
15	10/30/00	11/02/00	11/02/00	06096-16104	Trawick/Toups	Yes	13	Billing	Resi Field Svcs	U		

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Florida Power

A Progress Energy Company

FPSC Complaints Resolved in 3 Days

# Par Mos	Date Rcvd	Date Dlle	Date Replied	Account Number	Customer Name	Zip Code	Concern Addressed	# Type	Service or Billing	Replied By	Avoided
16	10/31/00	11/03/00	11/02/00	28961-93009	Johnson, Clayton	Yes	12	Service	E&O Deland	U	
1	11/06/00	11/09/00	11/09/00	83357-00384	Sweeney, Charles	Yes	2	Service	E&O Buena Vista	U	
2	11/07/00	11/10/00	11/10/00	27504-44432	McCormick, Miguel	Yes	2	Service	E&O Jamestown	U	
3	11/13/00	11/16/00	11/15/00	77698-80343	Gale, Richard	Yes	2	Service	E&O Jamestown	U	
4	11/14/00	11/17/00	11/15/00	72116-05573	Vila, Marie	Yes	13	Billing	Resi Field Svcs	U	
5	11/27/00	11/30/00	11/30/00	80245-14394	Mowry, Scott	Yes	2	Service	E&O Apopka	U	
6	11/27/00	11/30/00	11/30/00	60138-07304	Miller, William	Yes	2	Service	E&O Apopka	U	
7	11/27/00	11/30/00	11/30/00	13706-84620	Mericle, Roy	Yes	2	Service	E&O Apopka	U	
8	11/28/00	12/01/00	12/01/00	81274-72484	Wezgraj, Mark	Yes	2	Service	E&O Apopka	U	
1	12/1/00	12/6/00	12/4/00	72956-33141	Stradling, Ryan	Yes	16	Billing	Billing	U	
2	12/1/00	12/6/00	12/6/00	64766-11048	Allen, Bernice	Yes	23	Billing	Credit	U	
3	12/4/00	12/7/00	12/7/00	53615-87667	Miles, Walter	Yes	2	Billing	Meter Reading	U	
4	12/5/00	12/8/00	12/8/00	07672-40031	Branch, Gregory	Yes	4	Service	Tree Trimming	U	
5	12/6/00	12/11/00	12/11/00	55148-62960	Clanton, Billy	Yes	99-2	GI	Claims	U	
6	12/6/00	12/11/00	12/11/00	13345-38118	Cuccares, Eugene	Yes	2	Service	E&O Apopka	U	
7	12/6/00	12/11/00	12/11/00	13515-31293	Boulnois, Phillip	Yes	2	Service	E&O Apopka	U	
8	12/7/00	12/12/00	12/12/00	70526-29425	Lowry, Clee	Yes	8	Service	E&O Jamestown	U	
9	12/7/00	12/12/00	12/12/00	89712-11764	Kashdan, Audrey	Yes	23	Billing	Consumer Affairs	U	
10	12/8/00	12/13/00	12/13/00	82129-12160	Pearson, Craig	Yes	12	Service	E&O Seven Spgs	U	
11	12/15/00	12/20/00	12/20/00	16778-86333	Schenk, David	Yes	2	Service	E&O Seven Spgs	U	
12	12/15/00	12/20/00	12/20/00	46150-71099	Walton, William	Yes	2	Service	E&O Apopka	U	
13	12/19/00	12/22/00	12/22/00	47118-27006	Blueston Real Estate	Yes	12	Service	E&O Ocala	U	
14	12/21/00	12/27/00	12/22/00	58843-65383	Stengl, Brian	Yes	2	Service	E&O Clearwater	U	
15	12/21/00	12/27/00	12/27/00	56168-43803	Duff, Sharon	Yes	2	Service	E&O Jamestown	U	
16	12/26/00	12/29/00	12/27/00	01719-01867	Woodward, James	Yes	1	Service	E&O Jamestown	U	
17	12/28/00	1/3/01	12/29/01	86304-32243	Williams, Terrica	Yes	16	Billing	Credit	U	



FPSC Complaints Resolved in 3 Days

#Per Mos	Date Rcvd	Date Due	Date Replied	Account Number	Customer Name	Zip Code	Concern Addressed?	#Type	Service or Billing	Replied By	Avoid?	Prior Courtesy Call?	Survey Sent
1	1/2/01	1/6/01	1/5/01	39666-44096	Sudbrink, Herman	33703	Yes	2	Service	E&O St. Pete	U		
2	1/3/01	1/8/01	1/8/01	22361-13181	Satterfield, Ray	32819	Yes	2	Service	E&O Buena Vista	U		
3	1/3/01	1/8/01	1/8/01	36177-53315	Crowell, Thomas	32792	Yes	2	Service	E&O Jamestown	U		
4	1/8/01	1/11/01	1/11/01	59220-73386	Luke, Sandra	33771	Yes	13	Billing	Cust Solution Ctr	U		
5	1/9/01	1/12/01	1/12/01	50649-07870	Grassi, Michael	32724	Yes	2	Service	E&O Deland	U		
6	1/10/01	1/15/01	1/15/01	27696-19527	Holland, Brett	34465	Yes	2	Service	E&O Ocala	U		
7	1/11/01	1/16/01	1/16/01	95675-80062	Hasselline, Alice	34446	Yes	2	Service	E&O Ocala	U		
8	1/11/01	1/16/01	1/16/01	87594-05697	Giannetti, Ralph	34446	Yes	2	Service	E&O Ocala	U		
9	1/11/01	1/16/01	1/16/01	73606-36565	Termeer, Marilyn	33764	Yes	1	Service	E&O Clearwater	U		
10	1/11/01	1/16/01	1/16/01	82298-61730	Orawiec, Stanley	32696	Yes	2	Service	E&O Ocala	U		
11	1/12/01	1/17/01	1/17/01	23364-91842	Schoch, John	34446	Yes	2	Service	E&O Ocala	U		
12	1/16/01	1/19/01	1/19/01	59661-90308	Gabriel, Donald	33875	Yes	13	Billing	Cust Solution Ctr	U		
13	1/17/01	1/22/01	1/22/01	52666-20325	Burnell, Laurence	32822	Yes	19	Billing	Credit	U		
14	1/17/01	1/22/01	1/22/01	59654-53306	Kusche, Karl	32724	Yes	99	GI	Power Quality	U		
15	1/23/01	1/26/01	1/26/01	12644-27000	Adams, David	34698	Yes	13	Billing	Cust Solution Ctr	U		
16	1/29/01	2/1/01	2/1/01	29694-84242	Smith, Bonnie	34736	Yes	19	Billing	Consumer Affairs	U		
17	1/29/01	2/1/01	2/1/01	93075-12357	Anderson, Lucille	33851	Yes	13	Billing	Cust Solution Ctr	U		2/1/01
18	1/30/01	2/2/01	2/1/01	67968-91815	Armbruster, R.H.	33764	Yes	25	Service	Billing	U		2/1/01
19	1/30/01	2/2/01	2/1/01	90734-36351	Guay, James	32822	Yes	2	Service	E&O Jamestown	U		2/1/01
1	2/1/01	2/6/01	2/6/01	41077-85137	Palladino, John	33778	Yes	1	Billing	Billing	U	3/6/01	
2	2/5/01	2/8/01	2/7/01	55615-19636	Jett, Gina	33733	Yes	99-2	GI	Claims	U	3/6/01	
3	2/5/01	2/8/01	2/7/01	28859-57846	Quinn, James	32817	Yes	24	Billing	Cust Solution Ctr	U	3/6/01	
4	2/6/01	2/9/01	2/9/01	00503-13909	Hyz, Ron	33707	Yes	14	Service	Meter Reading	A	3/6/01	
5	2/7/01	2/12/01	2/12/01	13510-01343	Wyatt, Fran	32792	Yes	13	Billing	Cust Solution Ctr	U	3/6/01	
6	2/8/01	2/13/01	2/13/01	73235-03749	Zaffran, Dan	32754	Yes	99-2	GI	Claims	U	3/6/01	
7	2/9/01	2/14/01	2/14/01	87490-36975	Kellerman, Chris	34446	Yes	2	Service	E&O Ocala	U	3/6/01	
8	2/13/01	2/16/01	2/16/01	92948-35518	Gress, Lauren	33755	Yes	13	Billing	Cust Solution Ctr	U	3/6/01	Yes
9	2/15/01	2/20/01	2/20/01	17890-97553	Harris, Tammy	33707	Yes	24	Billing	Cust Solution Ctr	U	3/6/01	
10	2/19/01	2/22/01	2/22/01	87883-76034	Holloway, Charles	33760	Yes	5	Billing	Power Quality	U	3/6/01	
11	2/20/01	2/23/01	2/23/01	68473-54416	Rice, Chester	34683	Yes	23	Billing	Credit	U	3/6/01	
12	2/20/01	2/23/01	2/23/01	78531-18123	Williams, Bonnie	32765	Yes	13	Billing	Cust Solution Ctr	U	3/6/01	
13	2/22/01	2/27/01	2/27/01	28135-99541	Evans, Lillie Mae	33870	Yes	13	Billing	Cust Solution Ctr	U	3/6/01	
14	2/26/01	3/1/01	2/28/01	59098-20074	Morales, Maria	32824	Yes	3	Service	E&O Buena Vista	U	3/6/01	
1	3/2/01	3/7/01	3/6/01	00192-51015	Monti, John	34698	Yes	1	Billing	Consumer Affairs	U	5/10/01	
2	3/5/01	3/8/01	3/5/01	58786-48022	Petree, Allen	33541	Yes	24	Billing	Consumer Affairs	U	5/10/01	
3	3/5/01	3/8/01	3/8/01	91411-22393	Tirado, Mary	34652	Yes	23	Billing	Credit	U	5/10/01	
4	3/6/01	3/9/01	3/9/01	66987-01321	Galfo, Guido	32817	Yes	2	Service	E&O Jamestown	U	5/10/01	
5	3/13/01	3/16/01	3/15/01	19171-56481	Hershberger, Charles	34653	Yes	4	Service	E&O Seven Spgs	U	5/10/01	
6	3/13/01	3/16/01	3/16/01	19889-98288	Kochen, Albert	32113	Yes	2	Service	E&O Ocala	U	5/10/01	
7	3/19/01	3/22/01	3/22/01	37880-51457	Mastry, David	33712	Yes	14	Service	Credit	U	5/10/01	Yes

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FPSC Complaints Resolved in 3 Days

#Per Moa	Date Rcvd	Date Due	Date Replied	Account Number	Customer Name	Zip Code	Concern Addressed?	#Type	Service or Billing	Replied By	Avoid?	Prior Courtesy Call?	Survey Sent	
8	3/20/01	3/23/01	3/22/01	05085-34254	Simpkins, Alice	34759	Yes	23	Billing	Credit	U	5/10/01		
10	3/23/01	3/28/01	3/28/01	35896-46250	Goinik, Julius	34690	Yes	99-2	GI	Claims	U	5/10/01		
11	3/26/01	3/29/01	3/29/01	72582-44564	Davidson, Alyssa	32720	Yes	99-2	GI	Claims	U	5/10/01		
12	3/26/01	3/29/01	3/29/01	90734-36351	Guay, James	32822	Yes	2	Billing	Billing	U	5/10/01		
13	3/27/01	3/30/01	3/30/01	15507-35273	Simmons, Lea	32724	Yes	2	Service	E&O Deland	U	5/10/01		
14	3/29/01	4/3/01	4/3/01	39373-66547	Fee, Margaret	33770	Yes	13	Billing	Cust Solution Ctr	U	5/10/01		
1	4/2/01	4/5/01	4/5/01	33720-26593	Fleenor, Evelyn	33702	Yes	19	Billing	Credit	U	5/10/01		
2	4/2/01	4/5/01	4/5/01	98518-64562	England, John	32735	Yes	2	Service	E&O Apopka	U	5/10/01		
3	4/2/01	4/5/01	4/5/01	01651-53195	Smiley, Mary	33755	Yes	13	Billing	Cust Solution Ctr	U	5/10/01		
4	4/3/01	4/6/01	4/6/01	85111-52326	Davidson, Connolly	34747	Yes	1	Billing	Consumer Affairs	U	5/10/01		
5	4/5/01	4/10/01	4/10/01	82418-36320	Phillips, Fredrick	32725	Yes	2	Service	E&O Deland	U	5/10/01		
6	4/6/01	4/11/01	4/11/01	68158-17108	Hobson, Harold	33771	Yes	7	Service	E&O Walsingham	U	5/10/01		
7	4/17/01	4/20/01	4/20/01	71712-97392	Roman, Debra	33701	Yes	19	Billing	Credit	U	5/10/01		
8	4/18/01	4/23/01	4/23/01	71789-31155	Chestoski, Allen	33763	Yes	2	Service	E&O Clearwater	U	5/10/01		
9	4/20/01	4/26/01	4/25/01	n/a	Cauthen, Joe	32608	Yes	25	Billing	E&O Monticello	U	5/10/01		
10	4/23/01	4/26/01	4/25/01	99860-09437	Wilson, Taffey	34761	Yes	2	Service	E&O Apopka	U	5/10/01		
11	4/24/01	4/27/01	4/26/01	24413-36234	Edwards, Precious	32835	Yes	13	Billing	Cust Solution Ctr	U	5/10/01		
12	4/24/01	4/27/01	4/27/01	36840-14509	Gsell, Marjorie	34684	Yes	13	Billing	Cust Solution Ctr	U	5/10/01		
13	4/25/01	4/30/01	4/25/01	21107-87223	Trislick, Anna	32822	Yes	21	Billing	Credit	U	5/10/01		
1	5/3/01	5/8/01	5/8/01	65748-50156	Bostlick, Douglas	32746	Yes	3	Service	E&O Apopka	U	6/5/01		
2	5/3/01	5/8/01	5/3/01	64504-43273	Hulet, Craig	32750	Yes	14	Service	Consumer Affairs	U	6/5/01		
3	5/8/01	5/11/01	5/11/01	42184-84947	Beede, Lols	34691	Yes	13	Service	Credit	U	6/5/01		
4	5/9/01	5/14/01	5/14/01	13630-90332	Harbuck, Robert	32708	Yes	13	Billing	R&D	U	6/5/01		
5	5/9/01	5/14/01	5/14/01	31302-17125	Orr, Lurene	32822	Yes	99-2	GI	Claims	U	6/5/01		
6	5/11/01	5/16/01	5/16/01	69817-59368	Denton, Kelly	32763	Yes	99-2	GI	Claims	U	6/5/01		
7	5/21/01	5/24/01	5/24/01	34297-87210	Wilkson, James	34689	Yes	2	Service	E&O Seven Spgs	U	6/5/01		
8	5/23/01	5/29/01	5/29/01	83480-47850	Guarino, Nancy	33772	Yes	2	Service	E&O Walsingham	U	6/5/01		
9	5/23/01	5/29/01	5/25/01	93786-84460	Susor, John	33785	Yes	19	Billing	Cust Solution Ctr	U	6/5/01		
10	5/25/01	5/31/01	5/31/01	45731-00271	Welz, Robert	34683	Yes	2	Service	E&O Clearwater	U	6/5/01		
11	5/25/01	5/31/01	5/31/01	00966-36350	Westerland, Ken	32826	Yes	5	Service	Consumer Affairs	U	6/5/01		
12	5/25/01	5/31/01	5/31/01	80933-15923	Ebanks, Cosmo	32714	Yes	13	Billing	Meter Services	U	6/5/01		
					Best Lock & Safe, Inc.									
13	5/25/01	5/31/01	5/31/01	60197-94664	Cooper, Chrs	33760	Yes	4	Service	Tree Trimmers	U	6/5/01		
14	5/29/01	6/1/01	5/31/01	18171-91200	Morio-Dixon, Tina	33760	Yes	14	Billing	Consumer Affairs	U	6/5/01		
1	6/4/01	6/7/01	6/6/01	19304-86704	Hill, Adelalde	32725	Yes	4	Service	E&O Deland	U			
2	6/4/01	6/7/01	6/5/01	54044-80883	Cassidy, George	32763	Yes	10	Billing	Consumer Affairs	U			
3	6/5/01	6/8/01	6/8/01	74143-50241	Coats, David	33872	Yes	18	Billing	Cust Solution Ctr.	U			
4	6/5/01	6/8/01	6/8/01	64443-05182	Conrad, Paula	34711	Yes	3	Service	E&O Buena Vista	U			
5	6/6/01	6/11/01	6/11/01	06685-89786	McDougald, Kerri	33761	Yes	18	Billing	Cust Solution Ctr.	U			

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FPSC Complaints Resolved in 3 Days

#Per Mos	Date Rcvd	Date Due	Date Replied	Account Number	Customer Name	Zip Code	Concern Addressed?	#Type	Service or Billing	Replied By	Avoid?	Prior Courtesy Call?	Survey Sent
6	6/7/01	6/12/01	6/12/01	68783-17005	Morlack, Barbara	33703	Yes	13	Service	E&O St Pete	U		
7	6/11/01	6/14/01	6/12/01	N/A	Tyre, W. Glenn	32726	Yes	25	Service	Solution Stores	U		
8	6/11/01	6/14/01	6/14/01	52770-94591	Tonkin, Stanley	33760	Yes	14	Service	E&O Clearwater	U		
9	6/12/01	6/16/01	6/15/01	63199-16380	Dungan, Brian	32130	Yes	24	Billing	Credit	U		
10	6/13/01	6/18/01	6/18/01	97511-50294	Gilmore, Gregory	32792	Yes	2	Service	E&O Jamestown	U		
11	6/13/01	6/18/01	6/18/01	57918-51534	Datterline, John	33713	Yes	13	Billing	Meter Reading	U		
12	6/14/01	6/19/01	6/18/01	93736-14502	Mixon, Freda	33713	Yes	12	Billing	Meter Reading	U		
13	6/19/01	6/22/01	6/22/01	98138-27491	Olson, George	34683	Yes	2	Service	E&O Clearwater	U		
1	7/2/01	7/6/01	7/5/01	79352-58224	Jamlin, Michael	33713	Yes	12	Billing	Meter Services	U		
2	7/3/01	7/9/01	7/9/01	17654-55080	Delgreco, Phillip	34683	Yes	8	Billing	Credit/Billing	U		
3	7/5/01	7/10/01	7/9/01	94161-56574	Welch, Larry	32763	Yes	23	Billing	Credit/Billing	U		
4	7/6/01	7/11/01	7/10/01	06210-97434	Hallada, Randy	34683	Yes	13	Billing	Cust Solution Ctr	U		
5	7/6/01	7/11/01	7/9/01	54810-28189	Goldin, Janet	33708	Yes	1	Service	E&O Walsingham	U		
6	7/6/01	7/11/01	7/11/01	56233-55318	Waldron, Vernon	32344	Yes	99-5	GI	Consumer Affairs	U		
7	7/9/01	7/12/01	7/12/01	76973-88914	Spafford, Lisa	32832	Yes	3	Service	E&O Jamestown	U		
8	7/10/01	7/13/01	7/13/01	80952-05073	Barlett, Brian	33708	Yes	16	Billing	Credit/Billing	U		
9	7/10/01	7/13/01	7/13/01	Multiple	PRIC LTD/Mark Klein	33763	Yes	19	Billing	Credit/Billing	U		
10	7/11/01	7/16/01	7/16/01	04746-19568	Cacchiola, Dadra	32159	Yes	20	Billing	Credit/Billing	U		
11	7/12/01	7/17/01	7/17/01	99968-61190	Mills, David	34652	Yes	7	Billing	Credit/Billing	U		
12	7/12/01	7/17/01	7/17/01	18424-99513	Ford, Barbara	33701	Yes	13	Billing	Cust Solution Ctr	U		
13	7/16/01	7/19/01	7/19/01	24413-36234	Edwards, Precious	32835	Yes	3	GI	Credit/Billing	U		
14	7/16/01	7/19/01	7/16/01	44474-14757	Christian, William	33755	Yes	3	GI	Consumer Affairs	U		
15	7/17/01	7/20/01	7/20/01	26461-92076	Hall, Gerald	33777	Yes	24	Billing	Credit/Billing	U		
16	7/17/01	7/20/01	7/20/01	30811-01142	Stokes, Kimberly	34689	Yes	19	Billing	Cust Solution Ctr	U		
17	7/19/01	7/24/01	7/24/01	74560-06391	Roper, Dennis	33765	Yes	99-2	GI	Claims	U		
18	7/20/01	7/25/01	7/25/01	80638-11458	Roach, Scot	32707	Yes	99-2	GI	Claims	U		
19	7/20/01	7/25/01	7/25/01	09147-62342	Smith, Christine	32806	Yes	99-20	GI	Cust Solution Stores	U		
20	7/23/01	7/26/01	7/26/01	66079-20441	Stokeley, Edward	32309	Yes	24	Billing	Credit/Billing	U		
21	7/23/01	7/26/01	7/26/01	56549-68112	Ryan, Kevin	32701	Yes	16	Billing	Credit/Billing	U		
22	7/25/01	7/30/01	7/30/01	52583-78581	Thompson, Barbara	33773	Yes	3	Service	E&O Walsingham	A		
23	7/26/01	7/31/01	7/31/01	17895-18155	Lankford, Julie	33711	Yes	99-2	GI	Claims	U		
24	7/30/01	8/2/01	8/1/01	69083-44521	Noble, Wendy	34684	Yes	19	Billing	Credit/Billing	U		
25	7/30/01	8/2/01	8/2/01	46265-04134	Sarrach, Art	34475	Yes	23	Billing	Credit/Billing	U		
26	7/31/01	8/3/01	8/3/01	73682-79277	Brown, Dorothy	34685	Yes	3	Service	E&O Seven Spgs	U		
27	7/31/01	8/3/01	8/3/01	70226-55971	Hall, James	33838	Yes	13	Billing	Cust Solution Ctr	U		
28	7/31/01	8/3/01	8/3/01	44555-76088	Schilling, Tracy	32714	Yes	19	Billing	Credit/Billing	U		
1	8/1/01	8/6/01	8/6/01	16496-46285	Dara, Peter	34683	Y	1	Service	E&O Clearwater		Yes	
2	8/1/01	8/6/01	8/6/01	54724-81098	Boyd, Mathias	33712	Y	13	Billing	Cust Solution Ctr			
3	8/3/01	8/8/01	8/8/01	94079-17934	McKenny, Joseph	34785	Y	99-5	GI	Credit/Billing			
4	8/3/01	8/8/01	8/8/01	81952-55566	Norcross, Stacy	32817	Y	16	Billing	Credit/Billing			

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5	8/7/01	8/10/01	8/10/01	84515-10122	Broughton, Susan	34652	Y	13	Billing	Cust Solution Ctr				U
6	8/9/01	8/14/01	8/14/01	85398-08054	Olson, William	33770	Y	7	Billing	Credit/Billing	Walsingham	Coastal		A
7	8/10/01	8/16/01	8/15/01	77009-89169	Tirado, Herman	32832	Y	2	Service	E&O Jamestown	Jamestown	Central		U
8	8/10/01	8/16/01	8/15/01	46057-14381	ooding's Supermarket	32819	Y	4	Billing	Credit/Billing	Buena Vista	Central		A
9	8/10/01	8/16/01	8/15/01	N/A	Horton Custom Homes	32801	Y	12	Service	E&O Jamestown	Jamestown	Central		U
10	8/13/01	8/16/01	8/16/01	80335-51770	Gessler, Howard	32779	Y	2	Service	E&O Apopka	Apopka	Central		U
11	8/14/01	8/17/01	8/17/01	01365-58239	Graziano, Edward	34697	Y	14	Billing	Meter Rdg/R&D	Clearwater	Coastal		U
12	8/14/01	8/17/01	8/17/01	99002-51184	Warren, Kimberly	34759	Y	13	Billing	Cust Solution Ctr	Lake Wales	Central		A
13	8/14/01	8/17/01	8/17/01	11535-71942	Plummer, Michael	32818	Y	13	Billing	Cust Solution Ctr	Apopka	Central		U
14	8/16/01	8/21/01	8/20/01	18183-34094	Geary, James	34685	Y	2	Service	E&O Seven Spgs	Seven Spgs	Coastal		U
15	8/20/01	8/23/01	8/23/01	51193-89744	Kovacs, Robert	33701	Y	13	Billing	Cust Solution Ctr	St. Pete	Coastal		U
16	8/20/01	8/23/01	8/23/01	56116-41532	Klein, Deborah	34683	Y	2	Service	E&O Seven Spgs	Seven Spgs	Coastal		U
17	8/20/01	8/23/01	8/23/01	40188-67237	Hodes, R C	32667	Y	2	Service	E&O Ocala	Ocala	Coastal	Yes	A
18	8/21/01	8/24/01	8/24/01	54795-66325	Phillips, Jim	33872	Y	24	Service	E&O Highlands	Highlands	Central		U
19	8/21/01	8/24/01	8/23/01	54643-56406	Greifenstein, Helen	32809	Y	1	Service	E&O Jamestown	Jamestown	Central		U
20	8/22/01	8/27/01	8/23/01	75829-39381	Vincent, Sean	32818	Y	4	Billing	Credit/Billing	Apopka	Central		U
21	8/22/01	8/27/01	8/23/01	82863-10341	Emond, Norman	32725	Y	13	Service	E&O Deland	Deland	Central		U
22	8/22/01	8/27/01	8/27/01	99103-90581	Moran, John	33702	Y	13	Billing	Cust Solution Ctr	St. Pete	Coastal		U
23	8/22/01	8/27/01	8/27/01	04217-53077	Hyde, Alan	32617	Y	25	Billing	E&O Ocala	Ocala	Coastal		U
24	8/23/01	8/28/01	8/28/01	50567-25202	Smith, Jamie	32817	Y	14	Service	Credit/Billing	Jamestown	Central		U
25	8/23/01	8/28/01	8/28/01	07101-67721	Wood, George	33711	Y	2	Billing	Meter Rdg/R&D	St. Pete	Coastal		U
26	8/24/01	8/29/01	8/28/01	09842-21490	Syfert, Eric	32714	Y	5	Service	E&O Apopka	Apopka	Central		U
27	8/24/01	8/29/01	8/28/01	66929-98204	Reed, Cory	34695	Y	5	Service	E&O Clearwater	Clearwater	Coastal		U
28	8/24/01	8/29/01	8/28/01	70928-13170	Bono, Guy	34683	Y	2	Service	E&O Clearwater	Clearwater	Coastal		U
29	8/24/01	8/29/01	8/28/01	01877-53840	Schenone, John	33702	Y	13	Billing	Cust Solution Ctr	St. Pete	Coastal		U
30	8/27/01	8/30/01	8/29/01	55912-73483	Volpe, Joe	33777	Y	4	Billing	Consumer Affairs	Walsingham	Coastal		U
31	8/28/01	8/31/01	8/29/01	02798-65842	Peysen, V.W.	33707	Y	8	Billing	Consumer Affairs	St. Pete	Coastal		U
32	8/28/01	8/31/01	8/31/01	45039-93122	Cote, Patricia	34695	Y	13	Billing	Cust Solution Ctr	Clearwater	Coastal		U
33	8/29/01	9/4/01	8/30/01	61908-76143	Cagle, Crystal	32703	Y	19	Billing	Consumer Affairs	Apopka	Central		U
34	8/29/01	9/4/01	9/4/01	29623-38309	Dameron, M.	32757	Y	13	Billing	Cust Solution Ctr	Apopka	Central		U
1	9/4/01	9/7/01	9/7/01	46057-60472	Halle, Craig	33703	Y	2	Billing	Meter Rdg/R&D	St. Pete	Suncoast		U
2	9/4/01	9/7/01	9/7/01	21181-40044	Registrar, Cheri	34472	Y	13	Billing	Cust Solution Ctr	Ocala	Suncoast		U
3	9/4/01	9/7/01	9/7/01	64527-37063	Jones, Janet	34472	Y	16	Billing	Credit/Billing	Ocala	Suncoast		U
4	9/4/01	9/7/01	9/7/01	00896-17756	Rodriguez, Matilde	32725	Y	13	Billing	Cust Solution Ctr	Deland	N Central		U
5	9/5/01	9/10/01	9/10/01	65395-89463	White, Anna	32709	Y	2	Service	E&O Jamestown	Jamestown	N Central		U
6	9/5/01	9/10/01	9/10/01	35500-24071	Ramirez, Anthony	33712	Y	13	Billing	Cust Solution Ctr	St. Pete	Suncoast		U
7	9/6/01	9/11/01	9/11/01	92982-94068	Fowler, Thomas	32809	Y	2	Service	E&O Jamestown	Jamestown	N Central		U
8	9/6/01	9/11/01	9/11/01	75893-46204	Roberts, James	32707	Y	2	Service	E&O Jamestown	Jamestown	N Central		U
9	9/6/01	9/11/01	9/11/01	71597-09973	Ruether, Laura	32724	Y	2	Service	E&O Deland	Deland	N Central		U

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10	9/10/01	9/13/01	9/13/01	23819-79819	Vissokovsky, Zinaida	33770	Y	13	Billing	Cust Solution Ctr	Walsingham	Suncoast	U
11	9/10/01	9/13/01	9/13/01	49974-37246	McCloskey, Richard	32714	Y	2	Service	E&O Apopka	Apopka	N Central	U
12	9/10/01	9/13/01	9/13/01	98573-94907	Gillespie, Jack	33702	Y	5	Service	E&O St. Pete	St. Pete	Suncoast	U
13	9/10/01	9/13/01	9/13/01	38259-81578	Mick, Rod	34684	Y	7	Billing	Consumer Affairs	Clearwater	Suncoast	U
14	9/10/01	9/13/01	9/13/01	07212-97409	Procida, Linda	34655	Y	13	Billing	Cust Solution Ctr	Seven Spgs	Suncoast	U
15	9/11/01	9/14/01	9/14/01	41405-72081	Mallock, Joann	34787	Y	13	Billing	Cust Solution Ctr	Buena Vista	S Central	U
16	9/11/01	9/14/01	9/14/01	60883-71195	Barber, Shirley	32825	Y	14	Service	Consumer Affairs	Jamestown	N Central	U
17	9/12/01	9/17/01	9/17/01	45049-72663	Ferrara, John	33704	Y	3	Service	E&O St. Pete	St. Pete	Suncoast	U
18	9/12/01	9/17/01	9/14/01	41347-66479	Smith, Joseph	33853	Y	13	Billing	Cust Solution Ctr	Lake Wales	S Central	U
19	9/14/01	9/19/01	9/19/01	70340-43641	Zigmond, Susan	32750	Y	2	Service	E&O Apopka	Apopka	N Central	U
20	9/14/01	9/19/01	9/19/01	73775-99675	Czyszczo, Robert	33706	Y	2	Service	E&O St. Pete	St. Pete	Suncoast	U
21	9/14/01	9/19/01	9/19/01	09732-52238	Guzman, Miguel	33709	Y	13	Billing	Cust Solution Ctr	St. Pete	Suncoast	U
22	9/17/01	9/20/01	9/20/01	59831-12497	King, Dennis	32779	Y	2	Service	E&O Apopka	Apopka	N Central	U
23	9/17/01	9/20/01	9/20/01	26506-67264	Law, John	34639	Y	2	Service	E&O Seven Spgs	Seven Spgs	Suncoast	U
24	9/17/01	9/20/01	9/20/01	30597-22532	Silva, Mario	34761	Y	13	Billing	Cust Solution Ctr	Buena Vista	S Central	U
25	9/18/01	9/21/01	9/20/01	52265-76704	McKee, Robert	32707	Y	2	Service	E&O Jamestown	Jamestown	N Central	U
26	9/18/01	9/21/01	9/21/01	62368-02329	Shea, Jenny	33705	Y	5	Service	E&O St. Pete	St. Pete	Suncoast	U
27	9/18/01	9/21/01	9/21/01	97253-94702	Kariofilis, James	34690	Y	13	Billing	Cust Solution Ctr	Seven Spgs	Suncoast	U
28	9/18/01	9/21/01	9/21/01	19390-70097	Hagon, Dan	33770	Y	2	Service	E&O Walsingham	Walsingham	Suncoast	U
29	9/18/01	9/21/01	9/21/01	48495-88598	Allen, John	33711	Y	5	Service	E&O St. Pete	St. Pete	Suncoast	U
30	9/18/01	9/21/01	9/21/01	85066-46231	Anthony, Joseph	33710	Y	19	Billing	CAO	St. Pete	Suncoast	U
31	9/19/01	9/24/01	9/21/01	94147-58454	Hinton, Angie	34772	Y	5	Service	E&O Jamestown	Jamestown	N Central	U
32	9/19/01	9/24/01	9/24/01	81982-20485	Kewley, Charlotte	33704	Y	5	Service	E&O St. Pete	St. Pete	Suncoast	U
33	9/19/01	9/24/01	9/24/01	22154-38978	Johnson, Jean	33712	Y	5	Service	E&O St. Pete	St. Pete	Suncoast	U
34	9/19/01	9/24/01	9/24/01	21073-79271	Shafer, Jeri	32725	Y	14	Service	Cust Solution Ctr	Deland	N Central	U
35	9/19/01	9/24/01	9/24/01	77658-50634	Kunz, Joseph	33770	Y	2	Service	E&O Walsingham	Walsingham	Suncoast	U
36	9/24/01	9/27/01	9/27/01	13057-65067	Munce, William	33767	Y	14	Service	Meter Rdg/R&D	Clearwater	Suncoast	U
37	9/24/01	9/27/01	9/27/01	16443-14500	Ewin, William	33710	Y	13	Billing	Cust Solution Ctr	St. Pete	Suncoast	U
38	9/26/01	10/1/01	10/1/01	42443-05024	Mercado, Dina	32720	Y	13	Billing	Cust Solution Ctr	Deland	N Central	U
39	9/28/01	10/3/01	10/3/01	66401-73277	Allen, Donald	33761	Y	16	Billing	CAO	Clearwater	Suncoast	U
1	10/1/01	10/4/01	10/4/01	18338-96942	Carver, Gary	34639	Y	1	Service	E&O Seven Spgs	Seven Spgs	Suncoast	U
2	10/1/01	10/4/01	10/4/01	34667-32108	Coll-Rocho, Marino	33843	Y	13	Billing	E&O Lakes Wales	Lake Wales	S Central	U
3	10/2/01	10/5/01	10/5/01	45705-61423	Davidson, Victor	32703	Y	2	Service	E&O Apopka	Apopka	N Central	U
4	10/2/01	10/5/01	10/5/01	37710-54180	Bayyat, Ziad	33760	Y	13	Billing	Cust Solution Ctr	Clearwater	Suncoast	U
5	10/3/01	10/8/01	10/8/01	47690-35176	Frisbie, Allan	34480	Y	13	Billing	Cust Solution Ctr	Ocala	Suncoast	U
6	10/4/01	10/9/01	10/9/01	94799-09486	Carlson, Martin	33702	Y	8	Service	E&O St. Pete	St. Pete	Suncoast	U
7	10/4/01	10/10/01	10/9/01	52204-38670	Lamarca, Gary	32806	Y	8	Service	E&O Jamestown	Jamestown	N Central	U
8	10/8/01	10/11/01	10/10/01	80392-56158	Loeber, Arnold	32778	Y	16	Billing	Consumer Affairs	Apopka	N Central	U
9	10/8/01	10/11/01	10/9/01	07505-80137	Adkins, Sharon	33705	Y	4	Service	E&O St. Pete	St. Pete	Suncoast	U
10	10/8/01	10/11/01	10/11/01	54358-42420	Singer, William	32720	Y	4	Service	E&O Deland	Deland	N Central	U

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11	10/11/01	10/16/01	10/12/01	45447-76396	Nebinger, William	33540	Y	16	Billing	CAO	Seven Spgs	Suncoast	A
12	10/11/01	10/16/01	10/16/01	94798-54128	Costello, Joseph	33765	Y	24	Billing	CAO	Clearwater	Suncoast	U
13	10/12/01	10/17/01	10/15/01	58383-32116	Malvahn, Michael	33713	Y	16	Billing	CAO	St. Pete	Suncoast	U
14	10/16/01	10/19/01	10/19/01	81057-34074	Kneuker, Andrew	32826	Y	1	Service	E&O Jamestown	Jamestown	N Central	A
15	10/17/01	10/22/01	10/22/01	11373-92576	Seamonson, Leslie	32724	Y	12	Service	E&O Deland	Deland	N Central	U
16	10/17/01	10/22/01	10/19/01	71708-82342	Sweatt, Earl	34601	Y	13	Billing	Cust Solution Ctr	Ocala	Suncoast	U
17	10/18/01	10/23/01	10/23/01	69400-05118	Beard, Duane	32750	Y	2	Service	E&O Apopka	Apopka	N Central	U
18	10/18/01	10/23/01	10/23/01	83709-45447	DeRensis, Ida	33772	Y	13	Billing	Cust Solution Ctr	Walsingham	Suncoast	U
19	10/18/01	10/23/01	10/23/01	99868-32132	Dais, Emily	33714	Y	13	Billing	Consumer Affairs	St. Pete	Suncoast	U
20	10/23/01	10/26/01	10/26/01	09362-70183	Gonzalez, Edith	32159	Y	13	Billing	Cust Solution Ctr	Ocala	Suncoast	U
21	10/23/01	10/26/01	10/26/01	98345-83022	Haley, Robert	33770	Y	13	Billing	Cust Solution Ctr	Walsingham	Suncoast	U
22	10/24/01	10/29/01	10/29/01	N/A	Hamilton, Hanson	33704	Y	99-14	GI	Consumer Affairs	St. Pete	Suncoast	U
23	10/24/01	10/29/01	10/29/01	02798-65842	Peyser, Vincent	33707	Y	13	Billing	Cust Solution Ctr	St. Pete	Suncoast	U
24	10/25/01	10/30/01	10/30/01	64375-96333	Hardison, Jeff	33703	Y	13	Billing	Cust Solution Ctr	St. Pete	Suncoast	U
25	10/31/01	11/5/01		46358-06276	Reynolds, Robert	34753		99-2	GI	Claims	Buena Vista	S Central	
1	11/2/01	11/7/01	11/6/01	01985-07434	Evans, Charles	33844	Y	13	Billing	Cust Solution Ctr	U	ake Wales	S Central
2	11/2/01	11/7/01	11/7/01	67601-61097	Morand, Syllico	33711	Y	23	Billing	Consumer Affairs	U	amestown	N Central
3	11/5/01	11/8/01	11/8/01	13537-37533	Slate, Joy	32792	Y	13	Billing	Meter Reading	U	amestown	N Central
4	11/9/01	11/14/01	11/14/01	09959-78366	Simard, Roberta	33706	Y	23	Billing	CAO	U	alsingham	Suncoast
5	11/13/01	11/16/01	11/14/01	62318-44069	Drabek, Randy	32792	Y	9	Billing	Consumer Affairs	U	amestown	N Central
6	11/13/01	11/16/01	11/16/01	58282-61360	Vanbrunt, June	33762	Y	24	Billing	CAO		amestown	N Central
7	11/14/01	11/19/01	11/19/01	27482-90004	O'Neill, Andrea	32724	Y	2	Service	E&O Deland		Clearwater	Suncoast
8	11/14/01	11/19/01	11/19/01	95084-56101	Peterson, Gail	34452	Y	2	Service	E&O Ocala		Deland	N Central
9	11/15/01	11/20/01	11/20/01	75669-56284	Berntson, Debbie	34761	Y	99-5	GI	Cust Solution Ctr		Ocala	N Suncoast
10	11/16/01	11/21/01	11/21/01	58393-25802	Ellison, Helen	34452	Y	2	Service	E&O Ocala		Apopka	N Central
11	11/19/01	11/26/01	11/26/01	58386-05758	Budzinski, Henry	34452	Y	2	Service	E&O Ocala		Ocala	N Suncoast
12	11/19/01	11/26/01	11/26/01	95459-51549	Smikle, Mark	32818	Y	2	Billing	Meter Reading		Ocala	N Suncoast
13	11/23/01	11/28/01	11/26/01	88507-78253	Larsen, Lars	34481	Y	16	Billing	CAO		Apopka	N Central
14	11/30/01	12/5/01		12053-25936	Duncan, Dianna	32804		16	Billing	CAO		Ocala	N Suncoast
15	11/30/01	12/5/01		27224-19090	Loyacano, George	33870		1	Billing	Consumer Affairs		Apopka	N Central
												Highlands	S Central

Exhibit REP-6
Docket 000824-EI

RELIABILITY, REPLACE, REFURBISH

Energy Delivery - Florida 2002-2003 Business Plan Summary

Financial/Resource Plan (cont.)

Capital Plan (\$000s)*

Category	2000	2001 Projected	2002 Budget	2003 Plan	Financial Evaluation Measure (Metrics)
Economic Benefit (New Assets)	Detail N/A	Detail N/A	-	-	
Regulatory/ Regulatory Tariff			9,000	9,000	Transmission line and substation loading for wholesale connections/points of delivery
Safety			-	-	
Economic Benefit (Existing Assets)			-	-	Business case including NPV
Reliability (T&D only)			38,700	46,400	Business case including NPV, & B/C Ratio -OR- Ranking Criteria as defined for Ranked Project Capital
Replace, Refurbish			46,300	57,100	Business case including NPV & B/C Ratio -OR- Ranking Criteria as defined for Ranked Project Capital
Revenue Growth (T&D only)			151,300	154,000	Revenue Construction: • Connections per year • Unit cost per customer Other growth projects use Ranking Criteria as defined for Ranked Project Capital
Strategic			-	-	Generally, business case including NPV & B/C Ratio
IT/Telecom			13,200	4,200	Business case including NPV & B/C Ratio -OR- Ranking Criteria as defined for Ranked Project Capital
Facilities			23,500	23,500	Facility condition, safety upgrades, site availability
Fleet			22,000	22,000	Business case including NPV & B/C Ratio -OR- Ranking Criteria as TBD defined for Project Capital
Totals	\$194,900	\$221,000	\$304,000	\$316,200	

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Kimberly H. Dismukes

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(Part 2 of 3)

DOCUMENT NO.
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02100-02

1 In a presentation at the Fifth Annual Electric Power Conference, Mr.
2 Cavanaugh explained the benefits of the merger: In explaining his
3 confidence in achieving the synergies previously announced, he addressed
4 five points: 1) the joint marketing arrangement with Progress Telecom (an
5 unregulated affiliate of FPC) to grow revenues and build out their fiber
6 systems; 2) the purchase by FPC of four synthetic fuel plants and the fact
7 that CP&L purchased a 90% ownership interest in two of the facilities.
8 (these are unregulated facilities); 3) the building of the Hines Unit 2; 4) the
9 authority to organize as a holding company; and 5) that they have a post-
10 closing organizational framework. There is no mention of the benefits of the
11 merger to ratepayers.

12 **Q. FPC HAS INDICATED THAT ITS SHARE OF THE SYNERGY**
13 **SAVINGS BEFORE TRANSITION COSTS WILL AMOUNT TO**
14 **\$58.7 MILLION. HOW DOES THIS COMPARE TO THE**
15 **ANNOUNCED SYNERGY SAVINGS OF \$175 MILLION?**

16 **A.** Although OPC through the discovery process requested a breakdown of the
17 synergy savings between FPC, CP&L, and their nonregulated affiliates, such
18 information was either not available in the form requested, or not provided.
19 Nevertheless, I attempted to reconstruct from documents produced by FPC
20 and the deposition of Mr. Mark Myers, how the synergy savings and
21 revenues would be distributed between FPC, CP&L and their nonregulated
22 affiliates. Schedule 2, shows how the total \$175 million is distributed. As
23 depicted on this Schedule, \$58.7 million is attributed to FPC, **BEGIN**
24 **CONFIDENTIAL \$73.1 million END CONFIDENTIAL** is attributed to

1 CP&L, and the remainder BEGIN CONFIDENTIAL \$43.1 million END
2 CONFIDENTIAL is attributed to Progress Energy's nonregulated
3 affiliates. Thus, CP&L and Progress Energy's nonregulated operations will
4 receive BEGIN CONFIDENTIAL 66.5% END CONFIDENTIAL of the
5 synergies and FPC will receive 30.9%, after transition costs. From this
6 analysis, FPC is getting a much smaller share of the potential synergy
7 savings than CP&L and Progress Energy's unregulated affiliates. The
8 percentage of synergies being attributable to the nonregulated operations of
9 Progress Energy is greater than their current contribution to Progress
10 Energy's net income. It is also important to keep in mind that some of the
11 net income from these nonregulated affiliates is derived from purchases of
12 goods and services by FPC. In addition, FPC provides skilled persons to
13 assist these unregulated companies in their operations. The profits and
14 potential profits to be earned by Progress Energy's nonregulated companies
15 are not due solely to their own efforts. Yet, the majority of the revenue
16 synergies estimated from the merger are attributable to Progress Energy's
17 unregulated companies.

18
19 Progress Energy is expecting substantial growth in its unregulated
20 operations. It is possible that the premium paid for FPC's stock relates to
21 the enhanced potential for profits from future unregulated operations.
22 According to Progress Energy, it expects its unregulated operations to grow
23 to make-up 50% of its revenues by 2004. Originally, this goal was set to be
24 met in 2005, but it has apparently been pushed up. A recent Press Release

1 allocation factors to Progress Energy's nonregulated affiliates increase
2 significantly from 2001 to 2002. For example, Energy Ventures percent of total
3 assets for the year 2001 was .05%. For 2002 this factor increased to **BEGIN**
4 **CONFIDENTIAL 2.15%. END CONFIDENTIAL** Likewise, Electric Fuels'
5 percent of total assets for the year 2001 was just .01%, but it increased to
6 **BEGIN CONFIDENTIAL 7.29% END CONFIDENTIAL** in 2002. For all
7 of the nonregulated operations of Progress Energy, the 2001 allocation factor
8 increased from 4.83% to **BEGIN CONFIDENTIAL 13.74%. END**
9 **CONFIDENTIAL** This comparison shows how the nonregulated operations
10 of Progress Energy were clearly under allocated costs during the projected test
11 year.

12
13 I did not modify all allocation factors. I modified those allocation factors
14 proposed to be changed by Progress Energy Service as well has a handful of
15 other factors where it appeared the change would not significantly distort the
16 intent of the allocation factor. The other factors that I modified are depicted on
17 Schedule 10 and are labeled A1, A2, A3.

18
19 Schedule 11 of my exhibit shows the change in the amounts allocated to FPC
20 using the new updated allocation factors as applied to budgeted 2001 dollars.
21 As shown on Schedule 11, if these new allocation factors are applied to the
22 2001 budgeted dollars, the amount allocated to FPC would be reduced by
23 **BEGIN CONFIDENTIAL \$7.6 million. END CONFIDENTIAL** Because
24 FPC did not have information analogous to that shown on Schedule 11 for the

1 projected 2002 test year, I translated the change in the amount allocated to FPC
2 into a percentage difference for the major categories of expense accounts. For
3 example, for the account human resources, the changes that I recommend
4 reduced 2001 expenses allocated to FPC by **BEGIN CONFIDENTIAL**
5 **22.49%**. **END CONFIDENTIAL** For each of these major categories of
6 expenses, I applied the percentage changes resulting from the 2001 reallocation
7 to the amount of expenses allocated to FPC in the projected test year. The
8 results of this process are shown on Schedule 12. As shown on Schedule 12, my
9 recommended changes indicated that costs charged to FPC during the projected
10 test year from Progress Energy Service should be reduced by \$8.0 million.

11 **Q. IS YOUR ADJUSTMENT CONSERVATIVE?**

12 A. Yes. As explained above, although the allocation factors that I recommend are
13 superior to the ones used by FPC, they still tend to under allocate costs to the
14 nonregulated companies of Progress Energy for at least two reasons. First, I did
15 not update some of the allocation factors, therefore these costs are allocated as
16 they were by FPC. Second, excluding the **BEGIN CONFIDENTIAL** labor
17 **component** **END CONFIDENTIAL** from the allocation factor tends to under
18 allocate costs to the nonregulated companies. Therefore, the adjustment that I
19 recommend is very conservative.

20 **Q. ARE YOU RECOMMENDING ANY OTHER ADJUSTMENTS**
21 **RELATED TO COSTS ALLOCATED FROM PROGRESS ENERGY**
22 **SERVICE TO FPC?**

23 A. Yes. I am recommending that the Commission disallow the aircraft expenses
24 allocated to FPC in the amount of \$1.4 million. In POD 130, OPC requested

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**Florida Power Corporation
 Synergy Savings Reconstruction from OPC POD 73
 (000,000)**

Category	CPL	FPC	Non Regulated	Total
Transmission and Distribution Savings	\$ 2.1	\$ 7.2		\$ 9.3
Customer Service Center	\$ 3.6	\$ 5.9		\$ 9.5
Power Operations	\$ 9.2	\$ 15.7		\$ 24.9
Nuclear Team	\$ -	\$ 4.1		\$ 4.1
Energy Ventures		\$ 1.0		
A&G	\$ 21.2	\$ 24.8		\$ 46.0
Total Savings	\$ 36.1	\$ 58.7		\$ 93.8
Revenue Synergies	\$ 37.0		\$ 43.2	
Total Synergies	\$ 73.1	\$ 58.7	\$ 43.2	\$ 175.0
Transition Costs		\$ 4.6		
Net Synergies	\$ 73.1	\$ 54.0	\$ 43.2	
Percent to CPL FPC and Nonregulated	41.8%	30.9%	24.7%	

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**Florida Power Corporation
 Progress Energy Service Company
 2002 Cost Distribution Model Metric Changes**

Ref. No.	Department	Product/Service	Product Code	Description	Allocation Basis for GL Allocations	Progress Energy Holding Co.	CP&L	Progress Energy Ventures	ENCNG	NCNG	Florida Power Corporation	Electric Fuels	Progress Telecom	SRS	Total (%)
1	Executive Management	Executive Management	C01	Provides management oversight across the entire Holding and Service Company. Includes executive benefits.	Asset Ratio	1.76%	56.42%	2.15%	0.09%	2.56%	28.07%	7.29%	1.40%	0.25%	99.99%
2	President	Service Company President	C83	Provides management oversight across the entire Holding and Service Company.	Asset Ratio	1.76%	56.42%	2.15%	0.09%	2.56%	28.07%	7.29%	1.40%	0.25%	99.99%
3	Executive Management	Corporate Relations & Administrative Services Group Management	C06	Provides management oversight across the entire Corporate Relations and Administrative Services Group.	Asset Ratio	1.76%	56.42%	2.15%	0.09%	2.56%	28.07%	7.29%	1.40%	0.25%	99.99%
4	Executive Management	Administrative Services Group Management	C63	Provides management oversight across the entire Administrative Services Group.	Asset Ratio	1.76%	56.42%	2.15%	0.09%	2.56%	28.07%	7.29%	1.40%	0.25%	99.99%
5	Audit Services	Internal Audit	C07	Provide an independent and objective appraisal of the adequacy of business controls and effectiveness and efficiency of company operations. Includes financial, information technology, operations, environmental, and health and safety audits. Also includes administration of the Corporate Ethics Program and business controls education.	Asset Ratio	1.76%	56.42%	2.15%	0.09%	2.56%	28.07%	7.29%	1.40%	0.25%	99.99%
6	Corporate Services	Corporate Services Management	C04	Provides management oversight across the entire Corporate Services function.	Asset Ratio		64.74%		0.11%	2.94%	32.21%				100.00%
7	Legal	Legal Services	C17	All activities associated with providing legal services and support in all matters related to company operations and relations for consolidated or Services Company. Also provides management oversight across the entire function.	Asset Ratio	1.76%	56.42%	2.15%	0.09%	2.56%	28.07%	7.29%	1.40%	0.25%	99.99%
8	Real Estate	Real Estate	C11	Buy, sell, lease, and develop real estate. Provide lake, timber, and land management.	Asset Ratio		64.74%		0.11%	2.94%	32.21%				100.00%

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Florida Power Corporation
 Progress Energy Service Company
 2002 Cost Distribution Model Metric Changes

Ref. No.	Department	Product/Service	Product Code	Description	Allocation Basis for GL Allocations	Progress Energy Holding Co.	CP&L	Progress Energy Ventures	ENCNG	NCNG	Florida Power Corporation	Electric Fuels	Progress Telecom	SRS	Total ⁽¹⁾
9	Regulatory Affairs	Regulatory Affairs	C20	Manage retail regulatory issues and activities with the utilities commissions in North and South Carolina, and provide support for federal and state legislative affairs regarding retail matters. Obtain state utilities commissions' approvals of all Company initiatives.	Asset Ratio		63.18%	2.41%	0.10%	2.87%	31.44%				100.00%
10	Public Affairs	Public Affairs-Carolinas	C91	Influencing legislation and shaping public policy & opinion on major corporate issues; ally development and training for NC & SC allies; support for "Citizens for a Brighter Carolina" group; monitoring & backing legislation; building goodwill & relationships at the NC & SC state level.	Asset Ratio	2.73%	87.28%	3.33%	0.14%	3.96%			2.17%	0.38%	99.99%
11	Public Affairs	Public Affairs-Federal	C21	Influencing legislation and shaping public policy & opinion on major corporate issues; monitoring & tracking legislation; building goodwill & relationships at the Federal level.	Asset Ratio	1.79%	57.22%	2.18%	0.09%	2.60%	28.47%	7.39%		0.25%	99.99%
12	Corporate Communication	Corporate Communication	C22	Includes management oversight across the entire Corporate Communications function. Develops and distributes key company messages to external media as primary corporate spokesperson; manages company's strategic philanthropy; manages the company's brand positions and ensures consistency in brand message for both internal and external audiences; directs the corporate image through advertising; coordinates support activities for special corporate events; and provides communication planning and counseling.	Asset Ratio	1.76%	56.42%	2.15%	0.09%	2.56%	28.07%	7.29%	1.46%	0.25%	99.99%
13	Corporate Communication	Donations	C23	Corporate donations.	Asset Ratio		64.56%		0.11%	2.93%	32.12%		0.28%		100.00%
14	Human Resources	Executive Benefits Administration	C93	Administers officer and director specific benefit plans, including but not limited to, the administration of stock, option, health insurance, retirement and other plans.	Asset Ratio	1.94%	61.96%	2.37%	0.10%	2.81%	30.83%				100.01%

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Florida Power Corporation
 Progress Energy Service Company
 2002 Cost Distribution Model Metric Changes

Ref. No.	Department	Product/Service	Product Code	Description	Allocation Basis for GL Allocations	Progress Energy Holding Co.	CP&L	Progress Energy Ventures	ENCNG	NCNG	Florida Power Corporation	Electric Fuels	Progress Telecom	SRS	Total ⁽¹⁾
15	Corporate Environment, Health & Safety	Corporate Environment, Health & Safety Management	C33	Provides oversight across the entire Corporate Environment, Health & Safety function.	Asset Ratio		57.43%	2.19%	0.09%	2.61%	28.57%	7.42%	1.43%	0.25%	99.99%
16	Corporate Environment, Health & Safety	Public Safety	C35	Maintains electrical and gas safety information; provides school programs; ensures regulatory compliance.	Asset Ratio		64.74%		0.11%	2.94%	32.21%				100.00%
17	Corporate Environment, Health & Safety	Workers' Compensation	C41	Performs claims' management, case management, third party administration coordination and workers compensation oversight. Includes the costs to maintain the reserve for workers' compensation (self-insurance)	Asset Ratio		57.58%	2.20%	0.09%	2.61%	28.65%	7.44%	1.43%		100.00%
18	Corporate Environment, Health & Safety	Environmental Services	C42	Provides environmental services	Asset Ratio		57.43%	2.19%	0.09%	2.61%	28.57%	7.42%	1.43%	0.25%	99.99%
19	Economic Development	Economic Development	C48	economic development within our service territory. This includes attendance at trade shows and events to represent the company; recruitment of businesses; assistance with strategic planning for communities to aid in attracting businesses; facility location services; assistance to local, state, and regional allies with	Asset Ratio		64.74%		0.11%	2.94%	32.21%				100.00%
20	Executive Management	Financial Services Executive Management	C44	Provides management oversight across the entire Financial Services Group.	Asset Ratio	1.76%	56.42%	2.15%	0.09%	2.56%	28.07%	7.29%	1.40%	0.25%	99.99%
21	Executive Management	Finance Executive Management	C75	Provides management oversight across the entire Finance Group.	Asset Ratio	1.76%	56.42%	2.15%	0.09%	2.56%	28.07%	7.29%	1.40%	0.25%	99.99%
22	Accounting	Accounting Management	C45	Provides management oversight across the entire Accounting function.	Asset Ratio		63.18%	2.41%	0.10%	2.87%	31.44%				100.00%
23	Accounting	General Ledger Accounting	S30	Maintains general ledger, account keys and journal entries; manages the monthly and annual closing process; performs bank reconciliations.	Asset Ratio	3.03%	96.97%								100.00%

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Florida Power Corporation
 Progress Energy Service Company
 2002 Cost Distribution Model Metric Changes

Ref. No.	Department	Product/Service	Product Code	Description	Allocation Basis for GL Allocations	Progress Energy Holding Co.	CF&L	Progress Energy Ventures	ENCNG	NCNG	Florida Power Corporation	Electric Fuels	Progress Telecom	SKS	Total (%)
24	Accounting	Property Accounting	S31	Maintains core fixed assets and materials records, including the entry of work orders in field organizations.	Asset Ratio	0.00%	64.74%		0.11%	2.94%	32.21%				100.00%
25	Accounting	Diversified Investments	S35	Handles all intercompany billing process for subsidiaries of Progress Energy. Also, maintains accounting records for certain subsidiaries.	Asset Ratio	1.76%	56.42%	2.15%	0.09%	2.56%	28.07%	7.29%	1.40%	0.25%	99.99%
26	Accounting	Management Reporting & Financial Systems	C46	Develops and distributes cost reports, and develops and coordinates materials presented to the Board of Directors and its committees.	Asset Ratio		64.74%		0.11%	2.94%	32.21%				100.00%
27	Accounting	Financial Reporting	C47	Develops internal and external financial reports.	Asset Ratio	1.76%	56.42%	2.15%	0.09%	2.56%	28.07%	7.29%	1.40%	0.25%	99.99%
28	Regulatory Accounting	Regulatory Accounting	S34	Develops regulatory financial reports and consults on proper regulatory treatment of various accounting transactions; maintains records and reports in fuel related transactions.	Asset Ratio		96.32%	3.68%							100.00%
29	Tax	Tax Administration	C50	Conducts tax planning and prepares returns, including taxes other than income.	Asset Ratio	1.76%	56.42%	2.15%	0.09%	2.56%	28.07%	7.29%	1.40%	0.25%	99.99%
30	Treasury	Treasury Management	C51	Provides management oversight across the entire Treasury function.	Asset Ratio	1.76%	56.42%	2.15%	0.09%	2.56%	28.07%	7.29%	1.40%	0.25%	99.99%
31	Treasury	Financing	C53	Manages external financing and investments, bank relationships and the cost of capital, insures compliance with financing documents.	Asset Ratio	1.76%	56.42%	2.15%	0.09%	2.56%	28.07%	7.29%	1.40%	0.25%	99.99%
32	Treasury	Cash Management	C54	Manages the efficient movement of company funds through the banking system and secures short-term debt financing and/or investments.	Asset Ratio	1.90%	60.85%	2.32%	0.10%	2.76%	30.28%		1.52%	0.27%	100.00%
33	Treasury	Insurance Risk Management	C55	Manages the corporate insurance program.	Asset Ratio	1.76%	56.42%	2.15%	0.09%	2.56%	28.07%	7.29%	1.40%	0.25%	99.99%
34	Treasury	Business Case Analysis	S36	Provides analysis support for business case development for various initiatives.	Asset Ratio		63.18%	2.41%	0.10%	2.87%	31.44%				100.00%

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**Florida Power Corporation
 Progress Energy Service Company
 2002 Cost Distribution Model Metric Changes**

Ref. No.	Department	Product/Service	Product Code	Description	Allocation Basis for GL Allocations	Progress Energy Holding Co.	CP&L	Progress Energy Ventures	ENCNG	NCNG	Florida Power Corporation	Electric Fuels	Progress Telecom	SRS	Total ⁽¹⁾
35	Treasury	Financial Risk Management	C56	Measures, independently, and reports corporate risk exposures, provides risk management training, tools, controls and strategies.	Asset Ratio	1.80%	57.66%		0.09%	2.62%	28.69%	7.45%	1.44%	0.25%	100.00%
36	Treasury	Financial Forecasting, Budgeting & Business Planning	C57	Coordinates and develops plans and budgets for corporate and line organizations. Prepares and presents results of financial forecasts and provides financial and planning support for the regulatory and strategic planning process.	Asset Ratio	1.76%	56.42%	2.15%	0.09%	2.56%	28.07%	7.29%	1.40%	0.25%	99.99%
37	Treasury	Property Insurance	C59	Property insurance premiums.	Insurance values		44.80%			0.74%	42.97%	9.29%	2.21%		100.01%
38	Treasury	Other Insurance	C61	Crime, directors & officers, aircraft, fiduciary and special insurance premiums.	Asset Ratio		57.58%	2.20%	0.09%	2.61%	28.65%	7.44%	1.43%		100.00%
39	Strategic Planning	Strategic Planning	C64	Maintains responsibility for corporate strategic planning (does not develop long-term plans for line or individual corporate organizations).	Asset Ratio	1.78%	56.42%	2.15%	0.09%	2.56%	28.07%	7.29%	1.40%	0.25%	100.01%
40	Strategic Planning	Market Research - Global	C67	Provides market research services for the consolidated entity.	Asset Ratio	1.78%	56.42%	2.15%	0.09%	2.56%	28.07%	7.29%	1.40%	0.25%	100.01%
41	Strategic Planning	Investor Relations/Funds Management	C88	Manages relations with the financial community and the performance of external trust funds.	Asset Ratio	1.78%	56.42%	2.15%	0.09%	2.56%	28.07%	7.29%	1.40%	0.25%	100.01%
42	Strategic Planning	Market Research - Utility	C79	Provides market research services to the electric utility.	Asset Ratio		66.78%				33.22%				100.00%
43	X00	Operating Lease	C86	Payments made on operating leases to CP&L, for the use of space to support non-CP&L companies.	Asset Ratio			5.15%	0.22%	6.13%	67.12%	17.43%	3.36%	0.59%	100.00%
44	Corporate	Depreciation Expense	C02	Depreciation expense on Service Company assets.	Asset Ratio	1.76%	56.42%	2.15%	0.09%	2.56%	28.07%	7.29%	1.40%	0.25%	99.99%
45	Corporate	Capital Lease	C03	Lease payments on capital assets.	Asset Ratio	1.76%	56.42%	2.15%	0.09%	2.56%	28.07%	7.29%	1.40%	0.25%	99.99%
46	Corporate	Property Tax-Service Company	C04	Property tax payments.	Asset Ratio	1.76%	56.42%	2.15%	0.09%	2.56%	28.07%	7.29%	1.40%	0.25%	99.99%
47	Corporate	Interest Expense and Income	C05	Interest expense payments.	Asset Ratio	1.76%	56.42%	2.15%	0.09%	2.56%	28.07%	7.29%	1.40%	0.25%	99.99%

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**Florida Power Corporation
 Progress Energy Service Company
 2002 Cost Distribution Model Metric Changes**

Ref. No.	Department	Product/Service	Product Code	Description	Allocation Basis for GL Allocations	Progress Energy Holding Co.	CP&L	Progress Energy Ventures	ENCNG	NCNG	Florida Power Corporation	Electric Fuels	Progress Telecom	SFS	Total ⁽¹⁾
48	Corporate	Transitional Expenses	C87	Service Company transitional expenses related to the merger, such as severance, administrative leave and other items budgeted at a corporate level. Also includes the Management Incentive Compensation Plan and Employee Incentive Compensation Plan accruals, accrual reversals and pay-outs.	Asset Ratio	1.76%	56.42%	2.15%	0.09%	2.56%	28.07%	7.29%	1.40%	0.25%	99.99%

⁽¹⁾ Total may not sum to 100.00% due to rounding.

**Florida Power Corporation
 Progress Energy Service Company
 Comparison of Allocation Factors
 2001 Budget and 2002 Budget**

	2001 Annual Labor Budget	% of Total Labor	2001 Head Count	% of Total Head Count	2001 Undepreciated Assets Budget (A)	2001 % of Total Assets	2002 A0 % of Total Assets	2002 A1 Assets Factor	2002 A2 Assets Factor	2002 A3 Assets Factor
Progress Energy Holding Company	0	0.00%	-	-	10,476,796	0.06%	1.76%	0.00%	0.00%	0.00%
CP&L - Energy Supply	226,307,909	34.11%	3,224	31.51%	6,298,662,192	34.81%		0.00%	0.00%	0.00%
CP&L - Energy Delivery	107,391,551	16.19%	2,042	19.96%	4,228,946,384	23.37%		0.00%	0.00%	0.00%
CP&L - Energy Services	9,318,471	1.40%	63	0.62%	5,966,669	0.03%		0.00%	0.00%	0.00%
CP&L Regulated	\$ 343,017,931	51.71%	5,329	52.08%	\$ 10,533,575,245	58.21%	56.42%	62.04%	63.19%	62.21%
CP&L - Energy Ventures	9,896,595	1.49%	221	2.16%	9,223,064	0.05%	2.15%	2.36%	2.41%	2.37%
SRS	19,129,572	2.88%	4	0.04%	8,690,022	0.05%	0.25%	0.27%	0.00%	0.00%
NCNG	12,140,671	1.83%	410	4.01%	379,171,417	2.10%	2.56%	2.81%	2.87%	2.82%
ENCNG						0.00%	0.09%	0.10%	0.10%	0.10%
Monroe Power			326		50,546,596	0.28%		0.00%	0.00%	0.00%
CP&L Nonregulated	\$ 41,166,838	6.21%	635	6.21%	\$ 447,631,099	2.47%	5.05%	5.55%	5.38%	5.29%
FPC - Energy Supply	111,348,381	16.78%	1,413	13.81%	3,379,438,962	18.68%		0.00%	0.00%	0.00%
FPC - Energy Delivery	144,632,314	21.80%	2,586	25.27%	3,477,346,965	19.22%		0.00%	0.00%	0.00%
FPC Regulated	\$ 255,980,695	38.59%	3,999	39.08%	\$ 6,856,785,927	37.89%	28.07%	30.87%	31.44%	30.95%
Electric Fuels	9,513,950	1.43%	66	0.65%	2,018,243	0.01%	7.29%	0.00%	0.00%	0.00%
Progress Telecom	13,708,736	2.07%	203	1.98%	244,929,547	1.35%	1.40%	1.54%	0.00%	1.54%
FPC Nonregulated	23,222,686	3.50%	269	2.63%	246,947,790	1.36%	8.69%	1.54%	0.00%	1.54%
Total	\$ 663,388,150	100.00%	10,232	100.00%	\$ 18,095,416,857	100.00%	100.00%	100.00%	100.00%	100.00%

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Florida Power Corporation
 Progress Energy Service Company
 OPC Adjusted 2001 Service Company Budget by Product/Service - Consolidated Charges

Service Company Group/Department	Product	Total	Revised	Alloca	Revised	Adjustment to FPC Allocation	Prior Allocation to FPC	Revised	Prior	Percent
			Allocation Factor	tion Code	Allocation to FPC			Allocation to FPC by Service Group	Allocation to FPC by Service Group	Change in FPC Allocation
Executive	C01 Executive Management	\$ 9,330,104	28.07%	sec	\$ 2,618,960	\$ (948,871)	\$ 3,567,831	\$ 2,618,960	\$ 3,567,831	-26.60%
	C82 EEI Dues	\$ 1,455,000	50.00%	2001	\$ 727,500	\$ -	\$ 727,500	\$ 727,500	\$ 727,500	0.00%
President	C83 Service Company President	\$ 2,308,121	28.07%	sec	\$ 647,890	\$ (234,736)	\$ 882,626	\$ 647,890	\$ 882,626	-26.60%
Corp Relations & Administrative Services	000 Unspecified	\$ 125,000	0.00%	2001	\$ -	\$ -	\$ -	\$ -	\$ -	
	C06 CR & AS Group Management	\$ 998,811	28.07%	sec	\$ 280,366	\$ (101,579)	\$ 381,945			
Audit	C63 Admin Service Group Management	\$ 666,537	28.07%	sec	\$ 187,097	\$ (67,787)	\$ 254,884	\$ 467,463	\$ 636,829	-26.60%
	C07 Internal Audit	\$ 3,575,641	0.00%	2001	\$ -	\$ -	\$ -	\$ -	\$ -	
Corporate Services	000 Unspecified	\$ 43,964,469	33.21%	2001	\$ 14,600,000	\$ -	\$ 14,600,000			
		\$ 1,920,700	0.00%	2001	\$ -	\$ -	\$ -			
		\$ 800,000	0.00%	2001	\$ -	\$ -	\$ -			
	258 T&D Transformer Solutions	\$ 70,665	0.00%	2001	\$ -	\$ -	\$ -			
	259 T&D Transformer Solutions	\$ 105,999	0.00%	2001	\$ -	\$ -	\$ -			
	C08 Corporate Services Management	\$ 7,443,169	32.21%	Sec	\$ 2,397,445	\$ (571,635)	\$ 2,969,080			
	C09 Employee ID Cards-Corp	\$ 319,600	42.60%	2001	\$ 136,149	\$ -	\$ 136,149			
	C11 Real Estate	\$ 1,371,369	32.21%	Sec	\$ 441,718	\$ (105,321)	\$ 547,039			
	C12 Nuclear Access Authorization/Physical	\$ 3,378,277	20.00%	2001	\$ 675,655	\$ -	\$ 675,655			
	C13 Physical Security Invest/EAP	\$ 1,558,469	30.87%	A1	\$ 481,071	\$ (148,964)	\$ 630,035			
	C15 Corporate Air (fixed)	\$ 6,148,459	0.00%	2001	\$ -	\$ -	\$ -			
	C16 Records and Procedures	\$ 414,594	31.44%	A2	\$ 130,342	\$ (49,923)	\$ 180,265			
	C74 Property Management (Corp HDQ)	\$ 4,449,547	0.00%	2001	\$ -	\$ -	\$ -			
	C80 Corporate Leases	\$ 330,000	0.00%	2001	\$ -	\$ -	\$ -			
	S01 Fleet Management	\$ 375,539	100.00%	2001	\$ 375,539	\$ -	\$ 375,539			
	S03 Property Management (System)	\$ 583,400	0.00%	2001	\$ -	\$ -	\$ -			
	S04 Facilities Project Management	\$ 452,900	39.27%	2001	\$ 177,854	\$ -	\$ 177,854			
	S06 Contracts/Leasing	\$ 916,241	0.00%	2001	\$ -	\$ -	\$ -			
	S11 Oil-Filled Equipment Repairs	\$ 2,574,540	0.00%	2001	\$ -	\$ -	\$ -			
	S13 Research and Technical Data	\$ 236,385	35.35%	2001	\$ 83,562	\$ -	\$ 83,562			
	S14 Mail Services	\$ 757,289	31.44%	A2	\$ 238,081	\$ (64,002)	\$ 302,083			
	S15 Copy Center Services	\$ 22,950	0.00%	2001	\$ -	\$ -	\$ -	\$ 19,737,416	\$ 20,677,261	-4.55%
Economic Dev	C43 Economic Development	\$ 4,102,370	0.00%	2001	\$ -	\$ -	\$ -			
	C33 Corporate EHS Management	\$ 1,210,684	28.57%	sec	\$ 345,892	\$ (124,943)	\$ 470,835			

Florida Power Corporation
 Progress Energy Service Company
 OPC Adjusted 2001 Service Company Budget by Product/Service - Consolidated Charges

Service Company Group/Department	Product	Total	Revised	Alloca	Revised	Adjustment to FPC Allocation	Prior Allocation to FPC	Revised	Prior	Percent
			Allocation Factor	tion Code	Allocation to FPC			Allocation to FPC by Service Group	Allocation to FPC by Service Group	Change in FPC Allocation
	C34 Regulatory Affairs/Technical Support	\$ 398,116	31.44%	sec	\$ 125,168	\$ (47,933)	\$ 173,101			
	C36 Energy Supply Safety Services	\$ 535,329	0.00%	2001	\$ -	\$ -	\$ -			
	C37 Energy Delivery Safety Services	\$ 254,443	0.00%	2001	\$ -	\$ -	\$ -			
	C38 Retail Gas/Pipeline Safety	\$ 65,261	0.00%	2001	\$ -	\$ -	\$ -			
	C39 Occ. Health Services	\$ 648,349	0.00%	2001	\$ -	\$ -	\$ -			
	C40 DOT Motor Carrier Safety	\$ 50,000	0.00%	2001	\$ -	\$ -	\$ -			
	C41 Workers' Compensation	\$ 156,699	28.65%	sec	\$ 44,894	\$ (16,046)	\$ 60,940			
	C42 Environmental Services	\$ 959,440	28.57%	sec	\$ 274,112	\$ (92,778)	\$ 366,890	\$ 790,066	\$ 1,071,766	-26.28%
Legal	C17 Legal Services	\$ 8,790,927	0.00%	2001	\$ -	\$ -	\$ -			
	C18 Corporate Secretary	\$ 3,228,876	0.00%	2001	\$ -	\$ -	\$ -			
	C19 Claims	\$ 1,440,340	0.00%	2001	\$ -	\$ -	\$ -			
Regulatory Affairs	C20 Regulatory Affairs	\$ 1,303,143	0.00%		\$ -	\$ -	\$ -			
				2001			\$ -			
Public Affairs	C21 Public Affairs	\$ 6,300,810	0.00%	2001	\$ -	\$ -	\$ -			
Financial Services Group	C44 Fin Svcs Group Exec Management	\$ 1,636,467	28.07%	sec	\$ 459,356	\$ (166,428)	\$ 625,784			
	C75 Finance Executive Management	\$ 359,359	28.07%	sec	\$ 100,872	\$ (36,548)	\$ 137,420	\$ 560,228	\$ 763,204	-26.60%
Accounting	000 Unspecified	\$ 82,224	0.00%	2001	\$ -	\$ -	\$ -			
	C45 Accounting Management	\$ 7,061,386	31.44%	sec	\$ 2,220,100	\$ (596,687)	\$ 2,816,787			
	C46 Management Reporting	\$ 1,921,727	32.21%	sec	\$ 618,988	\$ (147,589)	\$ 766,577			
	C47 Financial Reporting	\$ 1,575,222	28.07%	sec	\$ 442,165	\$ (160,200)	\$ 602,365			
	C49 Benchmarking	\$ 83,079	28.07%	A0	\$ 23,320	\$ (8,450)	\$ 31,770			
	C52 Rates	\$ 759,301	0.00%	2001	\$ -	\$ -	\$ -			
	S30 General Ledger Accounting	\$ 165,949	0.00%	2001	\$ -	\$ -	\$ -			
	S31 Property Accounting	\$ 274,824	0.00%	2001	\$ -	\$ -	\$ -			
	S32 Disbursements	\$ 817,916	0.00%	2001	\$ -	\$ -	\$ -			
	S33 Revenue Accounting	\$ 250,267	0.00%	2001	\$ -	\$ -	\$ -			
	S34 Regulatory Accounting	\$ 340,377	0.00%	2001	\$ -	\$ -	\$ -			
	S35 Diversified Investments	\$ 265,808	28.07%	sec	\$ 74,612	\$ (27,033)	\$ 101,645	\$ 3,379,185	\$ 4,319,144	-21.76%
Information Technology	000 Unspecified	\$ 32,587,820	53.85%		\$ 17,549,429	\$ -	\$ 17,549,429			
				2001						
		\$ 301,067	0.00%	2001	\$ -	\$ -	\$ -			
	111 Native Load Generation	\$ 6,155,959	0.00%	2001	\$ -	\$ -	\$ -			
		\$ 8,528,920	38.38%	2001	\$ 3,273,786	\$ -	\$ 3,273,786			
	451 IT Services - Regulated	\$ 346,204	0.00%	2001	\$ -	\$ -	\$ -			

Florida Power Corporation
Progress Energy Service Company
OPC Adjusted 2001 Service Company Budget by Product/Service - Consolidated Charges

Service Company Group/Department	Product	Total	Revised Allocation Factor	Allocation Code	Revised Allocation to FPC	Adjustment to FPC Allocation	Prior Allocation to FPC	Revised Allocation to FPC by Service Group	Prior Allocation to FPC by Service Group	Percent Change in FPC Allocation
	C69 IT Infrastructure Management	\$ 15,121,229	45.31%	2001	\$ 6,851,371	\$ -	\$ 6,851,371			
	C70 Applications Maintenance	\$ 6,162,251	68.00%	2001	\$ 4,190,598	\$ -	\$ 4,190,598			
	C71 Infrastructure & Maintenance	\$ 23,554,470	54.65%	2001	\$ 12,872,792	\$ -	\$ 12,872,792			
	S49 Applications Develop & Enhance	\$ 13,115,468	79.00%	2001	\$ 10,361,826	\$ -	\$ 10,361,826			
		\$ 4,201,306	42.23%	2001	\$ 1,774,351	\$ -	\$ 1,774,351			
	S50 Applications Operations - Mainframe	\$ 5,477,912	0.00%		\$ -	\$ -	\$ -			
				2001						
	S51 Applications Operations - HP/UNIX	\$ 5,845,745	0.00%		\$ -	\$ -	\$ -			
				2001						
	S54 Personal Computers	\$ 12,450,091	70.52%	2001	\$ 8,779,771	\$ -	\$ 8,779,771			
		\$ 181,820	0.00%	2001	\$ -	\$ -	\$ -			
	S55 Personal Computer Network	\$ 941,543	0.00%	2001	\$ -	\$ -	\$ -	\$ 65,653,924	\$ 65,653,924	0.00%
Strategic Planning	C64 Strategic Planning	\$ 2,778,179	28.07%	sec	\$ 779,835	\$ (282,541)	\$ 1,062,376			
	C67 Market Research - Global	\$ 265,226	28.07%	sec	\$ 74,449	\$ (26,973)	\$ 101,422			
	C68 Investor Relations/Funds Mgmt	\$ 839,909	28.07%	sec	\$ 235,762	\$ (85,420)	\$ 321,182			
	C79 Market Research - Utility	\$ 2,895,050	33.22%	sec	\$ 961,736	\$ (227,550)	\$ 1,189,286	\$ 2,051,782	\$ 2,674,266	-23.28%
Tax	C50 Tax Administration	\$ 3,585,921	28.07%	sec	\$ 1,006,568	\$ (364,688)	\$ 1,371,256			
	C77 CP&L Tax Services	\$ 157,977	0.00%	2001	\$ -	\$ -	\$ -			
	C78 FPC Tax Services	\$ 1,425,852	100.00%	2001	\$ 1,425,852	\$ -	\$ 1,425,852			
	S59 Payroll	\$ 752,903	40.14%	2001	\$ 302,244	\$ -	\$ 302,244	\$ 2,734,664	\$ 3,099,352	-11.77%
Treasury	C51 Treasury Management	\$ 1,490,378	28.07%	sec	\$ 418,349	\$ (151,571)	\$ 569,920			
	C54 Cash Management	\$ 508,476	30.28%	sec	\$ 153,967	\$ (40,779)	\$ 194,746			
	C55 Insurance Risk Management	\$ 572,780	28.07%	sec	\$ 160,779	\$ (58,252)	\$ 219,031			
	C56 Financial Risk Management	\$ 326,251	28.69%	sec	\$ 93,601	\$ (31,157)	\$ 124,758			
	C57 Financial Forecasting	\$ 735,005	28.07%	sec	\$ 206,316	\$ (74,749)	\$ 281,065			
	C58 Load Forecasting	\$ 203,842	0.00%	2001	\$ -	\$ -	\$ -			
	C59 Property Insurance	\$ 8,500,000	42.97%	sec	\$ 3,652,450	\$ 427,550	\$ 3,224,900			
	C60 Liability & Workers Comp Ins	\$ 1,170,000	0.00%	2001	\$ -	\$ -	\$ -			
	C61 Other Insurance	\$ 1,016,333	28.65%	sec	\$ 291,179	\$ (103,564)	\$ 394,743			
	C62 Nuclear Premiums & Credits	\$ (15,222,848)	18.00%	2001	\$ (2,740,113)	\$ -	\$ (2,740,113)			
	C76 Financial Administration Fees	\$ 1,521,123	0.00%	2001	\$ -	\$ -	\$ -			
	S36 Business Case Analysis	\$ 704,039	31.44%	sec	\$ 221,350	\$ (59,491)	\$ 280,841	\$ 2,457,879	\$ 2,549,891	-3.61%
Corporate Communications	C22 Corporate Communications	\$ 14,364,817	28.07%	sec	\$ 4,032,204	\$ (1,460,902)	\$ 5,493,106			
	C23 Donations	\$ 2,085,001	0.00%	2001	\$ -	\$ -	\$ -			

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Florida Power Corporation
 Progress Energy Service Company
 OPC Adjusted 2001 Service Company Budget by Product/Service - Consolidated Charges

Service Company Group/Department	Product	Total	Revised Allocation Factor	Allocation Code	Revised Allocation to FPC	Adjustment to FPC Allocation	Prior Allocation to FPC	Revised Allocation to FPC by Service Group	Prior Allocation to FPC by Service Group	Percent Change in FPC Allocation
	C24 CP&I Image Advertising	\$ 3,334,705	0.00%	2001	\$ -	\$ -	\$ -			
	C26 NCNG Image Advertising	\$ 37,000	0.00%	2001	\$ -	\$ -	\$ -			
	S17 Internal Communications	\$ 2,707,027	28.07%	A0	\$ 759,971	\$ (377,251)	\$ 1,137,222			
	S18 Customer Communications	\$ 369,200	0.00%	2001	\$ -	\$ -	\$ -	\$ 4,792,175	\$ 6,630,328	-27.72%
Human Resources	C27 Human Resources Management	\$ 6,459,432	31.44%	A2	\$ 2,030,752	\$ (777,808)	\$ 2,808,560			
	C28 Labor Relations	\$ 143,741	30.87%	A1	\$ 44,370	\$ (16,145)	\$ 60,515			
	C30 Compensation	\$ 1,308,004	0.00%	2001	\$ -	\$ -	\$ -			
	C31 EEO/AA/Diversity	\$ 210,862	30.95%	A3	\$ 65,269	\$ (24,516)	\$ 89,785			
	S19 HRIS	\$ 821,221	30.95%	A3	\$ 254,195	\$ (95,481)	\$ 349,676			
	S20 Policy/Pay/Benefit Admin	\$ 702,184	31.44%	A2	\$ 220,756	\$ (84,554)	\$ 305,310			
	S21 Organizational Effectiveness	\$ 973,111	31.44%	A2	\$ 305,932	\$ (117,178)	\$ 423,110			
	S22 Staffing/Recruiting	\$ 707,640	31.44%	A2	\$ 222,472	\$ 222,472	\$ -			
	S23 Training & Development	\$ 652,372	31.44%	A2	\$ 205,096	\$ (78,555)	\$ 283,651			
	S24 HR- Nuclear Generation Group	\$ 499,445	0.00%	2001	\$ -	\$ -	\$ -			
S25 HR - Power Ops Group	\$ 328,907	0.00%	2001	\$ -	\$ -	\$ -				
S26 HR - Energy Delivery	\$ 389,526	0.00%	2001	\$ -	\$ -	\$ -				
S28 HR- NCNG	\$ 169,948	0.00%	2001	\$ -	\$ -	\$ -	\$ 3,348,842	\$ 4,320,607	-22.49%	
Other (Benefits/Burdens)	000 Unspecified	\$ 63,925,848	6.86%	2001	\$ 4,384,057	\$ -	\$ 4,384,057			
	C01 Executive Management	\$ 1,437,825	0.00%	2001	\$ -	\$ -	\$ -			
	C10 Corp HQ Leasehold Improvements	\$ 4,150,000	0.00%	2001	\$ -	\$ -	\$ -			
	S47 Service Co Burden Allocation	\$ 17,025,328	29.96%	2001	\$ 5,100,880	\$ -	\$ 5,100,880	\$ 9,484,937	\$ 9,484,937	0.00%
Total Service Company		\$ 413,693,813			\$119,452,912	\$ (7,606,554)	\$ 127,059,466	\$119,452,912	\$127,059,466	

000824-EI

David E. Dismukes

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(Part 3 of 3)
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2.21.02
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**Comparison of Gross Domestic Product Forecasts
(Average Annual Rate of Growth)
Florida Power Corporation
Docket Number 000824-EI**

Year	DRI Projections		WEFA Projections		DRI-WEFA Projections	
	Feb-01	May-01	Mar-01	Apr-01	Jul-01	Oct-01
1999	4.2%	4.2%	--	--	--	--
2000	5.0%	5.0%	5.0%	5.0%	5.0%	4.1%
2001	2.1%	2.0%	1.8%	1.8%	1.6%	1.0%
2002	4.0%	2.4%	3.1%	2.9%	2.6%	1.3%
2003	4.8%	4.0%	3.6%	3.5%	3.6%	4.3%
2004	4.0%	3.5%	3.3%	3.2%	3.1%	2.9%
2005	3.8%	3.6%	2.9%	2.8%	3.3%	2.8%
2006			2.8%	2.8%	3.2%	2.8%

**Comparison of Real Disposable Personal Income Growth Forecasts
(Average Annual Rate of Growth)
Florida Power Corporation
Docket Number 000824-EI**

Year	DRI Projections		WEFA Projections		DRI-WEFA Projections	
	Feb-01	May-01	Mar-01	Apr-01	Jul-01	Oct-01
1999	3.2%	3.2%	--	--	--	--
2000	2.8%	2.8%	2.8%	2.8%	2.8%	3.5%
2001	2.9%	2.8%	2.3%	2.1%	3.2%	3.7%
2002	4.4%	3.2%	2.9%	2.8%	2.8%	2.2%
2003	5.0%	4.3%	3.0%	3.0%	3.6%	3.6%
2004	4.1%	3.7%	3.0%	3.0%	3.1%	2.8%
2005	3.4%	3.7%	2.9%	3.0%	3.4%	2.7%
2006			2.7%	2.7%	2.8%	2.3%