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August 5, 2009

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**-VIA HAND DELIVERY-**

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

**Re: Docket No. 080677-EI**

Dear Ms. Cole:

On July 29, 2009, Florida Power & Light Company filed its report on the Commission conducted service hearings as part of Florida Power & Light Company's Petition for Increase in Rates. The filing was inadvertently missing three pages. Enclosed please find pages 23, 24 and 25 entitled "Plantation 2009 Quality of Service Hearings".

Please contact me if you have further questions.

Sincerely,

Scott A. Goorland  
 Principal Attorney

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

- COM \_\_\_\_\_
- ECR \_\_\_\_\_
- SCL \_\_\_\_\_
- OPC \_\_\_\_\_
- RCP \_\_\_\_\_
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an FPL Group company

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## CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the foregoing has been furnished electronically this 5th day of August, 2009, to the following:

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By:  for

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**PLANTATION**

**2009 Quality of Service Hearings**

**Plantation Summary:** The Plantation hearing was held at 6 p.m. on Friday, June 26, 2009 in the Plantation City Council Chambers. Forty-six customers spoke, including three elected officials; Rep. Sands, Lauderhill Mayor Kaplan, and Lauderhill City Commissioner Berger. Thirty customers (65 percent) made positive statements about FPL's quality of service and eight customers (17 percent) discussed a service issue. The remaining eight customers (17 percent) made no mention of FPL's quality of service.

**Customer Service Concerns:**

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

Exhibit A outlines all customers who spoke in Plantation.

**PLANTATION**

**2009 Quality of Service Hearings**

Transcript Page No.	Customer	Customer Comments
49	Mayor Richard Kaplan	Mayor Kaplan stated the City of Lauderhill was interested in LED streetlights.
<b>Status:</b>		<p><b>History:</b> Earlier in 2009 FPL spoke with Mayor Kaplan about LED streetlights, and although FPL currently does not offer LED lights through its tariff, FPL could work with the City of Lauderhill on energy-only lights. It was explained the cost would be determined by the kWh of the lights the City acquires; FPL requested the specifications once the lights are selected. To date, the information has not been provided.</p> <p><b>Resolution:</b> A follow-up call was made by FPL to see if the City has selected the LED lights. Once the City is ready, FPL will work with them to address their request.</p>
67	Joel Slotnick	The customer was concerned with frequent service interruptions, stating his lights go out every summer.
<b>Status: Pending Customer Response</b>		<p><b>History:</b> FPL records do not reflect contact from the customer regarding service interruptions. FPL's records reflect five sustained outages and ten momentary power interruptions within the last 12 months. The first outage occurred on July 23, 2008, and it was transmission-related. The power was restored within five minutes. The second outage occurred on October 27, 2008, and power was restored within three hours and 21 minutes by replacing a fuse switch. The third outage was on December 10, 2008, and it was transmission related. The power was restored within 16 minutes. The fourth outage occurred on January 1, 2009, and power was restored within 25 hours and 31 minutes after repairing an underground cable. The fifth outage was on March 13, 2009, was transmission-related, and power was restored within five minutes.</p> <p><b>Resolution:</b> On June 26, 2009, an FPL Representative spoke with Mr. Slotnick at the Plantation hearing site to discuss his concerns. The customer was advised his concerns would be referred to the area's Service Center for further investigation and response. An FPL Representative has made several unsuccessful attempts to contact the customer. Several messages were left requesting that he return her call to further discuss his concerns. A letter was mailed to the customer providing him with the name and telephone number of an FPL contact should he wish to further pursue his concerns.</p>

## PLANTATION

## 2009 Quality of Service Hearings

Transcript Page No.	Customer	Customer Comments
68	Diana Castillo	No comment was made with respect to FPL's service, however, the customer stated she felt FPL should have discounted programs to assist the low income, seniors and disabled.
<b>Status: Complete</b>		<p><b>History:</b> FPL records reflect the customer currently lives in a new mobile home and started her account in November, 2008. The average kWh consumption during this time was 654 and the average bill amount was \$82.07. The account is enrolled in the 62Plus Program (which gives an additional 10 days to pay the bill each month), and monthly bills have been paid on time. Ms. Castillo had a previous FPL account where she received financial assistance from agencies five times, was enrolled in FPL's 62Plus Program, and received monthly OnCall credits.</p> <p><b>Resolution:</b> On June 26, 2009 Ms. Castillo spoke with FPL representatives at length and FPL programs were reviewed. She was provided a Customer Assistance Options package (see Exhibit C), a free home energy survey was arranged, and she was given financial assistance information. FPL's inverted rate was explained, sharing that customers receive a 20 percent savings on their first 1,000 kWh used each month. This rewards customers with smaller households and also those who conserve energy. On July 2, 2009 a free home energy survey was completed. FPL recommended that she have the placement of the air conditioner thermostat evaluated to ensure maximum efficiency. Energy conservation tips were provided. The customer also enrolled in FPL's On Call Program and the equipment was installed on the customer's air conditioner and water heater. The customer will receive an annual savings of \$83. Lastly, the customer received \$200 financial assistance commitment on July 6, 2009 from Low Income Home Energy Assistance Program.</p>
100	Godwin Graham	The customer was concerned about the amount of his bills.
<b>Status: Completed</b>		<p><b>History:</b> On March 6, 2009 the customer contacted FPL requesting to have his meter read again. As a result, the meter was re-read on March 9, 2009 and the customer was advised the usage was in line. On June 4, 2009 the customer contacted FPL and expressed a high bill concern. An appointment was scheduled for a High Bill Investigation (HBI) to be completed on June 15, 2009.</p> <p>On June 15, 2009 an Energy Management Consultant visited the location and a HBI was completed. No problems were found with the meter; however, the customer was advised he may have leaky air conditioning ducts and a Duct Test was scheduled. A meter test was offered and declined by the customer. A Duct Test was completed on June 22, 2009 and a Watt Saver certificate of \$87 was provided to help the customer with the duct repairs. To date, the Watt Saver certificate has not been redeemed.</p> <p><b>Resolution:</b> On June 26, 2009 the customer discussed his usage habits and was offered Budget Billing. The customer indicated he appreciated the suggestion, but declined at this time. In addition, another meter test was offered to the customer. The customer was advised the meter could be tested at the location or he could be present when the meter is tested at FPL's meter test center. The customer indicated he would like to be present for the meter test and would contact FPL after deciding if he preferred to have the meter tested at his location or to present at the meter test center.</p> <p>A message was left for the customer on July 1, 2009 requesting contact regarding which meter test process he preferred. Mr. Graham re-contacted the Advocate and requested to have the meter tested. On July 17, the meter was removed for testing.</p>
107	Stephanie Nagel	The customer was concerned with frequent service interruptions, stating she loses power every week.
<b>Status: Customer Agreed Upon Plan of Action</b>		<p><b>History:</b> FPL records reflect two sustained outages and 33 momentary power interruptions (MPIs) within the last 12 months. The first outage occurred on June 23, 2009, and was caused by severe weather conditions that brought down a power line. The power was restored within three hours and 41 minutes by repairing the power line. The second outage occurred on June 30, 2009, and was restored within two hours and 41 minutes by repairing a downed wire due to lightning. A service quality ticket was issued on June 23, 2009, the same day the customer called to report the outage. Prior to that, FPL records do not reflect any contact from the customer regarding MPIs.</p> <p><b>Resolution:</b> On June 26, 2009, the customer spoke with two FPL representatives regarding her concerns. Common causes of momentary power interruptions (MPIs) were discussed, and the customer was advised a visual inspection would be conducted. On July 7, 2009, prior to completion of the facility inspections, FPSC #867704E was received regarding the customer's concerns. On July 8th, the Engineering Lead and the Delivery Assurance Lead met with the customer, and conducted a visual inspection of the facilities. Line clearing opportunities were identified, and are now scheduled to be completed by July 31, 2009, barring any unforeseen circumstances. The customer was satisfied with the results of the investigation, and on July 10, a response was submitted to the FPSC.</p>



PLANTATION		2009 Quality of Service Hearings
Transcript Page No.	Customer	Customer Comments
116	Wesley Noll	Prior to speaking to the Commissioners at the hearing, Mr. Noll expressed concern to an FPL representative about voltage fluctuations in his home.
<b>Status:</b> <b>Customer Agreed Upon Plan of Action</b>		<b>History:</b> Records reflect that the customer had previously notified FPL of voltage fluctuations, and while some voltage drop was detected, all voltage readings were within tolerance. In an effort to minimize/eliminate the drop, a recommendation was made to upgrade the transformer.  <b>Resolution:</b> Prior to speaking at the Plantation FPSC Quality of Service hearing, the customer met with an FPL representative on site. The customer was assured the work to upgrade the transformer would be completed as soon as possible, and the work is scheduled to be completed by July 31, 2009, barring any unforeseen circumstances. The customer was satisfied with this action plan.
120	Linda Grant	The customer believes the infrastructure in her area is out of date and was concerned about affordability of her bills.
<b>Status:</b> <b>Customer Agreed Upon Plan of Action</b>		<b>History:</b> Records reflect the customer has experienced 23 momentary power interruptions (MPIs) during the past 12 months. The customer had contacted FPL about frequent MPIs in September 2008. Efforts to contact the customer in response to her inquiry were not successful, and a message was left explaining the cause of the MPIs she had recently experienced. A contact number was left for the customer if she had any further questions.  <b>Resolution:</b> On June 26, 2009, at the the Plantation FPSC Quality of Service hearing, the customer spoke with an FPL representative on site. At that time, the customer expressed a concern specifically with momentary power interruptions (MPIs), stating she felt it happens too frequently. An investigation request was generated at that time, and sent to the area Service Center for further investigation. On July 13, 2009, a Service Center representative advised Ms. Grant that trees were the main cause of the MPIs. A field inspection would be conducted by July 20th, and any conditions found would be scheduled for trimming. Ms. Grant was satisfied with the action plan, and had no further concerns.  On July 13, 2009, an FPL Customer Advocate mailed a Customer Assistance Options packet (see Exhibit C) to Ms. Grant, providing information on various FPL programs, and providing his direct telephone number, should she desire further assistance.
148	Jean Hansen	The customer stated she had asked that her trees be trimmed lower. She stated the trimmers came back, but damaged her plants.
<b>Status:</b> <b>Complete</b>		<b>History:</b> There is no record of any tree trimming being conducted in the customer's area during the past year.  <b>Resolution:</b> An FPL representative spoke with Ms. Hansen at the Plantation FPSC hearing site, and offered to issue a claim for the damaged plants. In addition, the customer was advised a field inspection would be conducted. On July 2, 2009, a Vegetation Management representative reported the inspection was complete, and there were no tree conditions present requiring attention. During the inspection, the customer expressed a general complaint about the contractor damaging some shrubs six years ago, but she now considers the matter closed. Ms. Hansen was satisfied with FPL's follow-up.
150	Don Foster	The customer stated he has been without power three times, once for two weeks and once for 10 days after hurricanes. He also believes he has a bad transformer.
<b>Status:</b> <b>Customer Agreed Upon Plan of Action</b>		<b>History:</b> FPL records do not reflect any contact from the customer regarding service interruptions. FPL's records reflect four sustained outages and 28 momentary power interruptions within the last 12 months. The first outage occurred on July 23, 2008, which lasted one minute due to a damaged arrester. The second outage occurred on July 31, 2008, and power was restored within 26 minutes by repairing a fuse switch that was damaged by lightning. The third outage was on August 1, 2008, and power was restored within two hours and 52 minutes by repairing a conductor that was damaged due to lightning. The fourth outage occurred on June 12, 2009, and power was restored within one hour and 25 minutes after repairing an underground cable.  <b>Resolution:</b> On July 10, 2009, an FPL representative contacted the customer and informed him that a Thermovision inspection is scheduled to be conducted on the feeder serving his area by July 31, 2009, barring any unforeseen circumstances. She further explained that the load on the transformer serving his residence is within standard, and there have been no problems found with the transformer. Mr. Foster advised he thought it was bad because of the loud noise it makes before the power goes out. The representative explained that the loud "bang" is normal when the fuse on the transformer blows. Mr. Foster was very appreciative of the explanation, and expressed satisfaction with the action plan provided.