

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 20230023-GU – Petition for rate increase by Peoples Gas System, Inc.

DOCKET NO. 20220219-GU – Petition for approval of 2022 depreciation study, by Peoples Gas System, Inc.

DOCKET NO. 20220212-GU – Petition for approval of depreciation rate and subaccount for renewable natural gas facilities leased to others, by Peoples Gas System, Inc.

Witness: Direct Testimony of **Angela L. Calhoun**, Florida Public Service Commission;
Appearing on Behalf of the Staff of the Florida Public Service Commission.

DATE FILED: July 6, 2023

1 DIRECT TESTIMONY OF ANGELA L. CALHOUN

2 Q. Please state your name and address.

3 A. My name is Angela L. Calhoun. My address is 2540 Shumard Oak Boulevard;
4 Tallahassee, Florida 32399-0850.

5 Q. By whom are you employed and in what capacity?

6 A. I am employed by the Florida Public Service Commission (FPSC or Commission) as
7 Chief of the Bureau of Consumer Assistance in the Office of Consumer Assistance &
8 Outreach.

9 Q. Please give a brief description of your educational background and professional
10 experience.

11 A. I graduated from Florida State University in 1993 with a Bachelor of Arts degree. I
12 have worked for the Commission for more than 22 years, and I have experience in
13 consumer complaints and consumer outreach. I work in the Bureau of Consumer
14 Assistance within the Office of Consumer Assistance & Outreach where I manage
15 consumer complaints and inquiries.

16 Q. What is the function of the Bureau of Consumer Assistance?

17 A. The Bureau's function is to resolve disputes between regulated companies and their
18 customers as quickly, effectively, and inexpensively as possible.

19 Q. Do all consumers that have a dispute with their regulated company contact the Bureau
20 of Consumer Assistance?

21 A. No. Consumers may initially file their complaint with the regulated company and reach
22 a resolution without the Bureau's intervention. In fact, consumers are encouraged to
23 allow the regulated company the opportunity to resolve the dispute prior to any
24 Commission involvement.

25 Q. What is the purpose of your testimony?

1 A. The purpose of my testimony is to discuss/outline the number of consumer complaints
2 logged with the Commission against Peoples Gas System, Inc. under Rule 25-22. 032,
3 Florida Administrative Code, Consumer Complaints, from June 1, 2018 through May
4 31, 2023. My testimony will also provide information on the type of complaints
5 logged and those complaints that appear to be rule violations.

6 Q. What do your records indicate concerning the number of complaints filed for Peoples
7 Gas System, Inc.?

8 A. From June 1, 2018, through May 31, 2023 the Commission logged 265 complaints
9 against Peoples Gas System, Inc. Of those, 99 were transferred to the company for
10 resolution via Commission's Transfer-Connect (Warm-Transfer) System. This system
11 allows the Commission to directly transfer a customer to Peoples Gas System, Inc.
12 customer service personnel. Once the call is transferred to Peoples Gas System, Inc.,
13 the Company can provide the customer with a proposed resolution.

14 Q. What have been the most common types of complaints logged against Peoples Gas
15 System, Inc. during the period of June 1, 2018, through May 31, 2023?

16 A. During the specified time period, approximately forty-nine (49%) percent of the
17 complaints logged with the Commission concerned billing issues, while approximately
18 fifty-one (51%) percent of the complaints involved quality of service issues.

19 Q. Do you have any exhibits attached to your testimony?

20 A. Yes. I am sponsoring ALC-1 and ALC-2, which are listings of consumer complaints
21 logged with the Commission against Peoples Gas System, Inc. under Rule 25-22.032,
22 Florida Administrative Code. The complaints listed were received between June 1,
23 2018, through May 31, 2023, and were captured in the Commission's Consumer
24 Activity Tracking System (CATS). Exhibit ALC-1 lists quality of service complaints
25 and Exhibit ALC-2 lists billing complaints. Both exhibits group the complaints by

1 Close Type.

2 Q. What is a Close Type?

3 A. A Close Type is an internal categorization code. It is assigned to each complaint once
4 staff completes its investigation, and a proposed resolution is provided to the
5 consumer.

6 Q. Do you have any additional exhibits?

7 A. Yes. Exhibit ALC-3 is a listing of complaints resolved as Close Type GI-02, Courtesy
8 Call/Warm Transfer.

9 Q. Can you explain Close Type GI-02?

10 A. Yes. Peoples Gas System, Inc. participates in the Commission's Transfer-Connect
11 (Warm-Transfer) System. This system allows the Commission to directly transfer a
12 customer to the company's customer service personnel. Once the call is transferred to
13 Peoples Gas Systems, Inc., it provides the customer with a proposed resolution.
14 Customers who are not satisfied with the company's proposed resolution have the
15 option of re-contacting the Commission. While the Commission is able to categorize
16 each of the complaints in the GI-02 category, a specific Close Type is not assigned
17 because the proposed resolution is provided by the company. Consequently, the GI-02
18 Close Type only allows staff to monitor the number of complaints resolved via the
19 Commission's Transfer-Connect System.

20 Q. How many of the complaints summarized on your exhibit has staff determined may be
21 a violation of Commission rules for Peoples Gas System, Inc.?

22 A. Staff determined that, of the 265 complaints logged against Peoples Gas System, Inc.
23 during the period of June 1, 2018, through May 31, 2023, there were no service quality
24 complaints or billing complaints that appear to demonstrate a violation of Commission
25 Rules.

1 | Q. Does that conclude your testimony?

2 | A. Yes.

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Exhibits

Case Number	Enter Date	County	SB Type	Close Code	Close Type	AppRuViolation	Close Date
1347688G	9/21/2020	MARTIN	S	GI-05	HIGH BILL	FALSE	11/23/2020
1344995G	9/11/2020	SUMTER	S	GI-08	RULES & TARIFFS	FALSE	10/27/2020
1395614G	5/10/2022	DUVAL	S	GI-08	RULES & TARIFFS	FALSE	8/29/2022
1413531G	1/11/2023	POLK	S	GI-08	RULES & TARIFFS	FALSE	3/29/2023
1325067G	10/29/2019	PALM BEACH	S	GI-11	REPAIR SERVICE	FALSE	12/17/2019
1336940G	5/5/2020	BROWARD	S	GI-11	REPAIR SERVICE	FALSE	5/18/2020
1394867G	4/25/2022	LEE	S	GI-11	REPAIR SERVICE	FALSE	2/8/2023
1286835G	8/31/2018	Broward	S	GI-17	SAFETY ISSUES	FALSE	10/23/2018
1314910G	8/1/2019	Palm Beach	S	GI-17	SAFETY ISSUES	FALSE	9/16/2019
1388498G	1/31/2022	BROWARD	S	GI-17	SAFETY ISSUES	FALSE	3/18/2022
1408937G	10/31/2022	SUMTER	S	GI-17	SAFETY ISSUES	FALSE	12/20/2022
1416308G	2/22/2023	SAINT JOHNS	S	GI-17	SAFETY ISSUES	FALSE	3/29/2023
1286969G	9/4/2018	Broward	S	GI-28	IMPROPER DISCONNECT (ADDED 7/03)	FALSE	10/15/2018
1294976G	12/13/2018	Palm Beach	S	GI-28	IMPROPER DISCONNECT (ADDED 7/03)	FALSE	1/31/2019
1297098G	1/11/2019	Orange	S	GI-28	IMPROPER DISCONNECT (ADDED 7/03)	FALSE	2/21/2019
1319781G	8/26/2019	Collier	S	GI-28	IMPROPER DISCONNECT (ADDED 7/03)	FALSE	9/30/2019
1322493G	9/30/2019	HILLSBOROUGH	S	GI-28	IMPROPER DISCONNECT (ADDED 7/03)	FALSE	11/8/2019
1392820G	3/17/2022	MIAMI-DADE	S	GI-28	IMPROPER DISCONNECT (ADDED 7/03)	FALSE	5/9/2022
1413801G	1/18/2023	MANATEE	S	GI-28	IMPROPER DISCONNECT (ADDED 7/03)	FALSE	4/25/2023
1284190G	7/31/2018	Manatee	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	9/5/2018
1298312G	1/25/2019	Broward	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	3/12/2019
1322049G	9/24/2019	PINELLAS	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	10/29/2019
1324612G	10/25/2019	OSCEOLA	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	12/17/2019
1330313G	1/6/2020	MIAMI-DADE	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	2/11/2020
1333794G	3/2/2020	BROWARD	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	3/23/2020
1338715G	6/12/2020	BROWARD	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	7/20/2020

Case Number	Enter Date	County	SB Type	Close Code	Close Type	AppRuViolation	Close Date
1339942G	7/8/2020	BROWARD	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	8/17/2020
1339969G	7/9/2020	BROWARD	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	8/25/2020
1342402G	8/19/2020	ORANGE	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	9/2/2020
1342559G	8/21/2020	BROWARD	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	9/25/2020
1355466G	11/23/2020	BROWARD	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	2/1/2021
1357728G	12/21/2020	ORANGE	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	2/8/2021
1365932G	3/25/2021	LAKE	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	4/29/2021
1377546G	8/30/2021	HILLSBOROUGH	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	10/8/2021
1393700G	4/1/2022	BAY	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	5/27/2022
1400555G	7/28/2022	HILLSBOROUGH	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	9/1/2022
1415352G	2/8/2023	PINELLAS	S	GI-29	DELAY IN CONNECTION (ADDED7/03)	FALSE	3/16/2023
1284296G	8/1/2018	Dade	S	GI-30	QUALITY OF SERVICE (ADDED 7/03)	FALSE	9/5/2018
1287043G	9/4/2018	Dade	S	GI-30	QUALITY OF SERVICE (ADDED 7/03)	FALSE	10/15/2018
1295131G	12/14/2018	Lake	S	GI-30	QUALITY OF SERVICE (ADDED 7/03)	FALSE	1/18/2019
1299244G	2/5/2019	Broward	S	GI-30	QUALITY OF SERVICE (ADDED 7/03)	FALSE	3/12/2019
1328291G	12/4/2019	MARION	S	GI-30	QUALITY OF SERVICE (ADDED 7/03)	FALSE	1/8/2020
1353087G	10/23/2020	MARION	S	GI-30	QUALITY OF SERVICE (ADDED 7/03)	FALSE	11/30/2020
1375506G	8/3/2021	POLK	S	GI-30	QUALITY OF SERVICE (ADDED 7/03)	FALSE	9/17/2021
1353661G	11/2/2020	MIAMI-DADE	S	GI-32	PROCESS REVIEW CASE	FALSE	10/5/2021
1288072G	9/17/2018	Marion	S	GI-72	72 HOUR CLOSE OUTS	FALSE	9/20/2018
1292829G	11/15/2018	Seminole	S	GI-72	72 HOUR CLOSE OUTS	FALSE	11/19/2018
1298829G	1/31/2019	Volusia	S	GI-72	72 HOUR CLOSE OUTS	FALSE	2/1/2019
1303286G	3/8/2019	Polk	S	GI-72	72 HOUR CLOSE OUTS	FALSE	3/13/2019
1310088G	6/10/2019	Manatee	S	GI-72	72 HOUR CLOSE OUTS	FALSE	6/14/2019
1323036G	10/7/2019	Dade	S	GI-72	72 HOUR CLOSE OUTS	FALSE	10/10/2019
1329956G	12/30/2019	HILLSBOROUGH	S	GI-72	72 HOUR CLOSE OUTS	FALSE	1/2/2020
1330971G	1/15/2020	ORANGE	S	GI-72	72 HOUR CLOSE OUTS	FALSE	1/17/2020
1331447G	1/24/2020	MANATEE	S	GI-72	72 HOUR CLOSE OUTS	FALSE	1/28/2020

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1331817G	1/30/2020	PINELLAS	S	GI-72	72 HOUR CLOSE OUTS	FALSE	2/4/2020
1332785G	2/18/2020	DUVAL	S	GI-72	72 HOUR CLOSE OUTS	FALSE	2/20/2020
1334359G	3/11/2020	BROWARD	S	GI-72	72 HOUR CLOSE OUTS	FALSE	3/16/2020
1339236G	6/23/2020	PALM BEACH	S	GI-72	72 HOUR CLOSE OUTS	FALSE	6/26/2020
1356447G	12/7/2020	BROWARD	S	GI-72	72 HOUR CLOSE OUTS	FALSE	12/11/2020
1368339G	5/13/2021	MARION	S	GI-72	72 HOUR CLOSE OUTS	FALSE	5/19/2021
1380035G	9/22/2021	SARASOTA	S	GI-72	72 HOUR CLOSE OUTS	FALSE	9/23/2021
1385652G	12/16/2021	MIAMI-DADE	S	GI-72	72 HOUR CLOSE OUTS	FALSE	12/20/2021
1388691G	2/1/2022	POLK	S	GI-72	72 HOUR CLOSE OUTS	FALSE	2/3/2022
1391069G	2/24/2022	SAINT JOHNS	S	GI-72	72 HOUR CLOSE OUTS	FALSE	3/1/2022
1396137G	5/20/2022	MIAMI-DADE	S	GI-72	72 HOUR CLOSE OUTS	FALSE	5/26/2022
1401143G	8/8/2022	COLLIER	S	GI-72	72 HOUR CLOSE OUTS	FALSE	8/11/2022
1411304G	12/6/2022	HILLSBOROUGH	S	GI-72	72 HOUR CLOSE OUTS	FALSE	12/27/2022
1412633G	12/27/2022	BAY	S	GI-72	72 HOUR CLOSE OUTS	FALSE	1/3/2023
1416749G	3/1/2023	SARASOTA	S	GI-72	72 HOUR CLOSE OUTS	FALSE	3/7/2023
1416783G	3/1/2023	CHARLOTTE	S	GI-72	72 HOUR CLOSE OUTS	FALSE	3/6/2023
1417365G	3/7/2023	SAINT JOHNS	S	GI-72	72 HOUR CLOSE OUTS	FALSE	3/13/2023
1421733G	5/16/2023	MANATEE	S			FALSE	
1421934G	5/22/2023	DUVAL	S			FALSE	

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1299998G	2/14/2019	Manatee	B	GI-05	HIGH BILL	FALSE	3/12/2019
1342874G	8/26/2020	COLLIER	B	GI-05	HIGH BILL	FALSE	10/15/2020
1366172G	3/31/2021	HILLSBOROUGH	B	GI-05	HIGH BILL	FALSE	10/12/2021
1374642G	7/21/2021	LEE	B	GI-05	HIGH BILL	FALSE	9/10/2021
1386576G	1/7/2022	ANNE ARUNDEL	B	GI-05	HIGH BILL	FALSE	3/10/2022
1391332G	2/28/2022	PINELLAS	B	GI-05	HIGH BILL	FALSE	4/18/2022
1351498G	10/6/2020	BROWARD	B	GI-08	RULES & TARIFFS	FALSE	11/10/2020
1353381G	10/28/2020	PINELLAS	B	GI-08	RULES & TARIFFS	FALSE	12/11/2020
1361416G	1/27/2021	MIAMI-DADE	B	GI-08	RULES & TARIFFS	FALSE	3/3/2021
1362324G	2/4/2021	MANATEE	B	GI-08	RULES & TARIFFS	FALSE	3/15/2021
1362358G	2/5/2021	MANATEE	B	GI-08	RULES & TARIFFS	FALSE	3/25/2021
1362550G	2/8/2021	MANATEE	B	GI-08	RULES & TARIFFS	FALSE	3/19/2021
1365363G	3/16/2021	MARTIN	B	GI-08	RULES & TARIFFS	FALSE	7/9/2021
1376213G	8/11/2021	MIAMI-DADE	B	GI-17	SAFETY ISSUES	FALSE	11/2/2021
1280252G	6/14/2018	BROWARD	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	12/18/2019
1282756G	7/16/2018	Volusia	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	8/22/2018
1293896G	12/3/2018	Pinellas	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	1/8/2019
1301170G	2/27/2019	Duval	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	4/3/2019
1312821G	7/11/2019	Manatee	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	8/15/2019
1313473G	7/18/2019	Broward	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	8/23/2019
1321944G	9/23/2019	Volusia	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	10/28/2019
1327212G	11/15/2019	COLLIER	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	12/20/2019
1327818G	11/25/2019	MIAMI-DADE	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	12/30/2019
1327990G	12/2/2019	VOLUSIA	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	1/6/2020
1328956G	12/13/2019	ORANGE	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	1/17/2020
1331136G	1/17/2020	MIAMI-DADE	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	3/4/2020
1332909G	2/20/2020	PALM BEACH	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	4/22/2020
1334579G	3/16/2020	HILLSBOROUGH	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	5/1/2020
1337334G	5/13/2020	BAY	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	6/18/2020

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1338349G	6/5/2020	OSCEOLA	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	7/30/2020
1339699G	7/6/2020	MIAMI-DADE	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	11/18/2020
1340616G	7/23/2020	SUMTER	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	9/8/2020
1340747G	7/27/2020	SUMTER	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	8/31/2020
1340948G	7/30/2020	SUMTER	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	9/16/2020
1340970G	7/30/2020		B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	9/3/2020
1341388G	8/6/2020	SUMTER	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	9/18/2020
1342003G	8/14/2020	MANATEE	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	8/27/2020
1342043G	8/17/2020	SUMTER	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	9/22/2020
1343110G	8/28/2020	MIAMI-DADE	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	10/7/2020
1348473G	9/23/2020	HILLSBOROUGH	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	10/28/2020
1350127G	9/30/2020	SUMTER	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	11/5/2020
1352368G	10/15/2020	SUMTER	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	1/11/2021
1354247G	11/9/2020	PINELLAS	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	12/17/2020
1357731G	12/21/2020	LEE	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	2/11/2021
1360733G	1/21/2021	SAINT JOHNS	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	5/21/2021
1361319G	1/27/2021	PINELLAS	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	3/18/2021
1361512G	1/28/2021	SARASOTA	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	3/18/2021
1364030G	2/23/2021	SARASOTA	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	10/13/2021
1364572G	3/3/2021	MARION	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	4/21/2021
1373382G	7/6/2021	SUMTER	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	8/20/2021
1386124G	1/3/2022	COLLIER	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	4/1/2022
1412088G	12/19/2022	BROWARD	B	GI-25	IMPROPER BILLING (ADDED 7/03)	FALSE	2/8/2023
1365957G	3/26/2021	MANATEE	B	GI-32	PROCESS REVIEW CASE	FALSE	5/27/2021
1279588G	6/6/2018	Broward	B	GI-72	72 HOUR CLOSE OUTS	FALSE	6/8/2018
1283230G	7/20/2018	Manatee	B	GI-72	72 HOUR CLOSE OUTS	FALSE	7/25/2018
1285538G	8/16/2018	Hillsborough	B	GI-72	72 HOUR CLOSE OUTS	FALSE	8/20/2018
1286158G	8/23/2018	Duval	B	GI-72	72 HOUR CLOSE OUTS	FALSE	8/29/2018
1294537G	12/10/2018	Sumter	B	GI-72	72 HOUR CLOSE OUTS	FALSE	12/12/2018
1300941G	2/25/2019	Marion	B	GI-72	72 HOUR CLOSE OUTS	FALSE	2/28/2019

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1304880G	3/28/2019	Palm Beach	B	GI-72	72 HOUR CLOSE OUTS	FALSE	4/2/2019
1310827G	6/18/2019	Saint Johns	B	GI-72	72 HOUR CLOSE OUTS	FALSE	6/21/2019
1313985G	7/24/2019	Manatee	B	GI-72	72 HOUR CLOSE OUTS	FALSE	7/26/2019
1317567G	8/12/2019	Palm Beach	B	GI-72	72 HOUR CLOSE OUTS	FALSE	8/14/2019
1322740G	10/2/2019	Seminole	B	GI-72	72 HOUR CLOSE OUTS	FALSE	10/8/2019
1322787G	10/2/2019	Lake	B	GI-72	72 HOUR CLOSE OUTS	FALSE	10/7/2019
1326752G	11/8/2019	BROWARD	B	GI-72	72 HOUR CLOSE OUTS	FALSE	11/14/2019
1332631G	2/14/2020	BAY	B	GI-72	72 HOUR CLOSE OUTS	FALSE	2/19/2020
1333522G	2/28/2020	SARASOTA	B	GI-72	72 HOUR CLOSE OUTS	FALSE	3/2/2020
1336602G	4/29/2020	BROWARD	B	GI-72	72 HOUR CLOSE OUTS	FALSE	5/4/2020
1336697G	4/30/2020	BROWARD	B	GI-72	72 HOUR CLOSE OUTS	FALSE	5/19/2020
1338354G	6/5/2020	SUMTER	B	GI-72	72 HOUR CLOSE OUTS	FALSE	6/8/2020
1339200G	6/23/2020	SUMTER	B	GI-72	72 HOUR CLOSE OUTS	FALSE	6/26/2020
1339365G	6/26/2020	SUMTER	B	GI-72	72 HOUR CLOSE OUTS	FALSE	7/2/2020
1340877G	7/29/2020	SUMTER	B	GI-72	72 HOUR CLOSE OUTS	FALSE	8/4/2020
1341062G	7/31/2020	SUMTER	B	GI-72	72 HOUR CLOSE OUTS	FALSE	8/5/2020
1343603G	9/1/2020	SUMTER	B	GI-72	72 HOUR CLOSE OUTS	FALSE	9/3/2020
1347495G	9/18/2020	SUMTER	B	GI-72	72 HOUR CLOSE OUTS	FALSE	9/23/2020
1352274G	10/14/2020	SUMTER	B	GI-72	72 HOUR CLOSE OUTS	FALSE	10/16/2020
1361317G	1/27/2021	SAINT JOHNS	B	GI-72	72 HOUR CLOSE OUTS	FALSE	2/1/2021
1366803G	4/13/2021	VOLUSIA	B	GI-72	72 HOUR CLOSE OUTS	FALSE	4/16/2021
1368203G	5/11/2021	BROWARD	B	GI-72	72 HOUR CLOSE OUTS	FALSE	5/14/2021
1370130G	6/14/2021	BAY	B	GI-72	72 HOUR CLOSE OUTS	FALSE	6/17/2021
1394108G	4/11/2022	MIAMI-DADE	B	GI-72	72 HOUR CLOSE OUTS	FALSE	4/13/2022
1403304G	9/8/2022	SAINT JOHNS	B	GI-72	72 HOUR CLOSE OUTS	FALSE	9/12/2022
1407702G	10/19/2022	BROWARD	B	GI-72	72 HOUR CLOSE OUTS	FALSE	10/24/2022
1416956G	3/2/2023	CHARLOTTE	B	GI-72	72 HOUR CLOSE OUTS	FALSE	3/7/2023
1419410G	4/4/2023	HILLSBOROUGH	B	GI-72	72 HOUR CLOSE OUTS	FALSE	4/7/2023
1421596G	5/15/2023	DUVAL	B	GI-72	72 HOUR CLOSE OUTS	FALSE	5/17/2023
1332932G	2/20/2020	VOLUSIA	B	PR-03	DEPOSITS	FALSE	5/5/2020
1412348G	12/21/2022	DUVAL	B	PR-03	DEPOSITS	FALSE	2/8/2023

Case Number	Enter Date	County	SB Type	Close Code	Close Type	AppRuViolation	Close Date
1396468G	5/26/2022	BROWARD	B			FALSE	
1418851G	3/27/2023	BAY	B			FALSE	
1421330G	5/9/2023	MANATEE	B			FALSE	

Case Number	Enter Date	County	Type	Issue	Close Type	Close Date
1280509G	6/18/2018	Dade	B	PAYMENT ARRANGEMENT	GI-02	6/18/2018
1281012G	6/25/2018	Orange	B	PAYMENT ARRANGEMENT	GI-02	6/25/2018
1281644G	7/2/2018	Dade	B	PAYMENT ARRANGEMENT	GI-02	7/2/2018
1283297G	7/23/2018	Orange	B	PAYMENT ARRANGEMENT	GI-02	7/23/2018
1284931G	8/9/2018	Bay	B	PAYMENT ARRANGEMENT	GI-02	8/9/2018
1294295G	12/5/2018	Dade	B	PAYMENT ARRANGEMENT	GI-02	12/5/2018
1294299G	12/5/2018	Dade	B	PAYMENT ARRANGEMENT	GI-02	12/5/2018
1297262G	1/14/2019	Dade	B	PAYMENT ARRANGEMENT	GI-02	1/14/2019
1298467G	1/28/2019	Broward	B	PAYMENT ARRANGEMENT	GI-02	1/28/2019
1298533G	1/28/2019	Collier	B	PAYMENT ARRANGEMENT	GI-02	1/28/2019
1300260G	2/15/2019	Bay	B	IMPROPER BILLS	GI-02	2/15/2019
1301360G	3/1/2019	Volusia	B	IMPROPER BILLS	GI-02	3/1/2019
1304946G	3/29/2019	Orange	B	PAYMENT ARRANGEMENT	GI-02	3/29/2019
1305447G	4/5/2019	Seminole	B	IMPROPER BILLS	GI-02	4/5/2019
1308175G	5/14/2019	Manatee	B	PAYMENT ARRANGEMENT	GI-02	5/14/2019
1319018G	8/19/2019	Marion	B	PAYMENT ARRANGEMENT	GI-02	8/19/2019
1322484G	9/27/2019	Broward	B	IMPROPER BILLS	GI-02	9/27/2019
1327191G	11/15/2019	ORANGE	B	PAYMENT ARRANGEMENT	GI-02	11/15/2019
1327814G	11/25/2019	MIAMI-DADE	B	IMPROPER BILLS	GI-02	11/25/2019
1327982G	12/2/2019	VOLUSIA	B	PAYMENT ARRANGEMENT	GI-02	12/2/2019
1329941G	12/30/2019	HILLSBOROUGH	B	PAYMENT ARRANGEMENT	GI-02	12/30/2019
1337068G	5/7/2020		B	PAYMENT ARRANGEMENT	GI-02	5/7/2020
1347519G	9/21/2020	HILLSBOROUGH	B	PAYMENT ARRANGEMENT	GI-02	9/21/2020
1349762G	9/29/2020	LAKE	B	PAYMENT ARRANGEMENT	GI-02	9/29/2020
1350111G	9/30/2020	MANATEE	B	IMPROPER BILLS	GI-02	9/30/2020
1351219G	10/6/2020	BAY	B	PAYMENT ARRANGEMENT	GI-02	10/6/2020
1352613G	10/19/2020	COLLIER	B	IMPROPER BILLS	GI-02	10/19/2020

Case Number	Enter Date	County	Type	Issue	Close Type	Close Date
1358065G	12/28/2020	MARION	B	IMPROPER BILLS	GI-02	12/28/2020
1358817G	1/5/2021	VOLUSIA	B	PAYMENT ARRANGEMENT	GI-02	1/5/2021
1360965G	1/22/2021	BROWARD	B	IMPROPER BILLS	GI-02	1/22/2021
1372342G	6/23/2021	HILLSBOROUGH	B	PAYMENT ARRANGEMENT	GI-02	6/23/2021
1382639G	10/25/2021	HILLSBOROUGH	B	PAYMENT ARRANGEMENT	GI-02	10/25/2021
1386463G	1/6/2022	SEMINOLE	B	IMPROPER BILLS	GI-02	1/6/2022
1404114G	9/15/2022	MIAMI-DADE	B	IMPROPER BILLS	GI-02	9/15/2022
1415236G	2/6/2023	SUMTER	B	IMPROPER BILLS	GI-02	2/6/2023
1282921G	7/17/2018	Broward	S	REPAIR	GI-02	7/17/2018
1283153G	7/19/2018	Volusia	S	QUALITY OF SERVICE	GI-02	7/19/2018
1284929G	8/9/2018	Bay	S	DELAY IN CONNECTION	GI-02	8/9/2018
1285267G	8/13/2018	Pinellas	S	IMPROPER DISCONNECTS	GI-02	8/13/2018
1285465G	8/15/2018	Palm Beach	S	DELAY IN CONNECTION	GI-02	8/15/2018
1286199G	8/24/2018	Polk	S	REPAIR	GI-02	8/24/2018
1287153G	9/5/2018	Dade	S	DELAY IN CONNECTION	GI-02	9/5/2018
1288309G	9/18/2018	Manatee	S	REPAIR	GI-02	9/18/2018
1289183G	9/28/2018	Sarasota	S	QUALITY OF SERVICE	GI-02	9/28/2018
1293931G	12/3/2018	Bay	S	QUALITY OF SERVICE	GI-02	12/3/2018
1296210G	1/2/2019	Sarasota	S	QUALITY OF SERVICE	GI-02	1/2/2019
1297987G	1/22/2019	Osceola	S	QUALITY OF SERVICE	GI-02	1/22/2019
1298578G	1/29/2019	Broward	S	DELAY IN CONNECTION	GI-02	1/29/2019
1309366G	5/30/2019	Pinellas	S	QUALITY OF SERVICE	GI-02	5/30/2019
1309651G	6/4/2019	Pinellas	S	REPAIR	GI-02	6/4/2019
1309845G	6/5/2019	Palm Beach	S	QUALITY OF SERVICE	GI-02	6/5/2019
1310775G	6/18/2019	Manatee	S	QUALITY OF SERVICE	GI-02	6/18/2019
1312583G	7/9/2019	Dade	S	IMPROPER DISCONNECTS	GI-02	7/9/2019

Case Number	Enter Date	County	Type	Issue	Close Type	Close Date
1312586G	7/9/2019	Dade	S	IMPROPER DISCONNECTS	GI-02	7/9/2019
1316166G	8/6/2019	Marion	S	QUALITY OF SERVICE	GI-02	8/6/2019
1319019G	8/19/2019	Broward	S	DELAY IN CONNECTION	GI-02	8/19/2019
1319547G	8/22/2019	Sarasota	S	QUALITY OF SERVICE	GI-02	8/22/2019
1319679G	8/23/2019	Orange	S	SAFETY ISSUE	GI-02	8/23/2019
1320408G	9/4/2019	Marion	S	QUALITY OF SERVICE	GI-02	9/4/2019
1320433G	9/4/2019	Orange	S	SAFETY ISSUE	GI-02	9/4/2019
1321647G	9/18/2019	Saint Johns	S	QUALITY OF SERVICE	GI-02	9/18/2019
1326806G	11/8/2019	HILLSBOROUGH	S	QUALITY OF SERVICE	GI-02	11/8/2019
1328156G	12/3/2019	ORANGE	S	QUALITY OF SERVICE	GI-02	12/3/2019
1330077G	1/2/2020	PALM BEACH	S	QUALITY OF SERVICE	GI-02	1/2/2020
1333467G	2/27/2020	BROWARD	S	DELAY IN CONNECTION	GI-02	2/27/2020
1334806G	3/20/2020	BAY	S	DELAY IN CONNECTION	GI-02	3/20/2020
1336804G	5/4/2020	ORANGE	S	QUALITY OF SERVICE	GI-02	5/4/2020
1339050G	6/19/2020	BROWARD	S	DELAY IN CONNECTION	GI-02	6/19/2020
1341981G	8/14/2020	COLLIER	S	QUALITY OF SERVICE	GI-02	8/14/2020
1343560G	9/1/2020	BROWARD	S	QUALITY OF SERVICE	GI-02	9/1/2020
1347442G	9/18/2020	MANATEE	S	QUALITY OF SERVICE	GI-02	9/18/2020
1347633G	9/21/2020	HILLSBOROUGH	S	QUALITY OF SERVICE	GI-02	9/21/2020
1347986G	9/22/2020	MARION	S	QUALITY OF SERVICE	GI-02	9/22/2020
1349239G	9/25/2020	MIAMI-DADE	S	QUALITY OF SERVICE	GI-02	9/25/2020
1349270G	9/25/2020	PINELLAS	S	QUALITY OF SERVICE	GI-02	9/25/2020
1352857G	10/21/2020	BROWARD	S	QUALITY OF SERVICE	GI-02	10/21/2020
1353652G	10/30/2020	MIAMI-DADE	S	QUALITY OF SERVICE	GI-02	10/30/2020
1353688E	11/2/2020	MIAMI-DADE	S	QUALITY OF SERVICE	GI-02	11/2/2020
1358052G	12/28/2020	SEMINOLE	S	IMPROPER DISCONNECTS	GI-02	12/28/2020
1358774G	1/5/2021	MIAMI-DADE	S	IMPROPER DISCONNECTS	GI-02	1/5/2021

Case Number	Enter Date	County	Type	Issue	Close Type	Close Date
1361872G	2/2/2021	SARASOTA	S	QUALITY OF SERVICE	GI-02	2/2/2021
1362301G	2/4/2021	MANATEE	S	QUALITY OF SERVICE	GI-02	2/4/2021
1364458G	3/2/2021	BROWARD	S	DELAY IN CONNECTION	GI-02	3/2/2021
1364569G	3/3/2021	COLLIER	S	DELAY IN CONNECTION	GI-02	3/3/2021
1365558G	3/18/2021	SARASOTA	S	QUALITY OF SERVICE	GI-02	3/18/2021
1366690G	4/12/2021	BROWARD	S	DELAY IN CONNECTION	GI-02	4/12/2021
1367819G	5/3/2021	SAINT JOHNS	S	DELAY IN CONNECTION	GI-02	5/3/2021
1378529G	9/9/2021	PINELLAS	S	QUALITY OF SERVICE	GI-02	9/9/2021
1378631G	9/10/2021	POLK	S	SAFETY ISSUE	GI-02	9/10/2021
1383731G	11/12/2021	LEE	S	QUALITY OF SERVICE	GI-02	11/12/2021
1384146G	11/19/2021		S	QUALITY OF SERVICE	GI-02	11/19/2021
1384762G	12/3/2021	MARION	S	DELAY IN CONNECTION	GI-02	12/3/2021
1388817G	2/1/2022	PINELLAS	S	QUALITY OF SERVICE	GI-02	2/1/2022
1391535G	3/1/2022	BROWARD	S	QUALITY OF SERVICE	GI-02	3/1/2022
1392817G	3/17/2022	MIAMI-DADE	S	QUALITY OF SERVICE	GI-02	3/17/2022
1395425G	5/6/2022	MARION	S	QUALITY OF SERVICE	GI-02	5/6/2022
1395767G	5/12/2022	PINELLAS	S	QUALITY OF SERVICE	GI-02	5/12/2022
1412518G	12/22/2022	BAY	S	DELAY IN CONNECTION	GI-02	12/22/2022
1421724G	5/16/2023		S	QUALITY OF SERVICE	GI-02	5/16/2023

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition for rate increase by Peoples Gas System, Inc.	DOCKET NO. 20230023-GU
Petition for approval of 2022 depreciation study, by Peoples Gas System.	DOCKET NO. 20220219-GU
Petition for approval of depreciation rate and subaccount for renewable natural gas facilities leased to others, by Peoples Gas System.	DOCKET NO. 20220212-GU
	DATED: July 6, 2023

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that the testimony of Angela L. Calhoun on behalf of the staff of the Florida Public Service Commission was electronically filed with the Office of Commission Clerk, Florida Public Service Commission, and copies were furnished by electronic mail to the following on this 6th day of July, 2023.

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CERTIFICATE OF SERVICE

DOCKET NOS. 20230023-GU, 20220219-GU, 20220212-GU

PAGE 2

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/s/ Major R. Thompson

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Senior Attorney

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