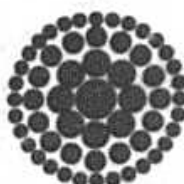


ORIGINAL



**Florida
Power**
CORPORATION

J. WESLEY BAILEY
ASSOCIATE COUNSEL

December 30, 1997

Ms. Blanca S. Bayó, Director
Division of Records and Reporting
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399

971068-EI

Re: Request for Confidential Classification

Dear Ms. Bayó:

Enclosed for filing please find Florida Power Corporation's Request for Confidential Classification. The Request references two attachments A and B. Both attachments contain i) a sealed envelope labeled "Confidential" containing a highlighted copy; and ii) two blocked out copies.

Please acknowledge your receipt of the above filing on the enclosed copy of this letter and return to the undersigned. Thank you for your assistance in this matter.

Very truly yours,

J. Wesley Bailey
J. Wesley Bailey

Enclosures

ACK ☒
AFA ☐
APP ☐
CAF ☐
CMU ☐
CTR ☐
EAG ☐
LEG ☐
LIN ☐
OPC ☐
RCH ☐
SEC ☐
WAS ☐

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A Florida Progress Company
FPSC-RECORDS/REPORTING

Public Service Commission

Docket #

Contents

EXHIBIT "B"

REDACTED

2 of 2

"REDACTED"

971668-EI

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Company's Request for Confidential Class-
ification in the PSC Review of Distribution
Systems

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FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM QUARTER 2, 1993
WALKER: CUSTOMER SATISFACTION MEASUREMENT

Table 26
MAJOR PROCESS AREA: ELECTRIC POWER

16 Jul 93

Q18.

RESIDENTIAL RELATIONSHIP - QUARTER-TO-QUARTER - BANNER 1

SYSTEM TOTAL					NORTHERN AREA					EASTERN AREA				
1992 2ND QTR.	1992 3RD QTR.	1992 4TH QTR.	1993 1ST QTR.	1993 2ND QTR.	1992 2ND QTR.	1992 3RD QTR.	1992 4TH QTR.	1993 1ST QTR.	1993 2ND QTR.	1992 2ND QTR.	1992 3RD QTR.	1992 4TH QTR.	1993 1ST QTR.	1993 2ND QTR.
a	b	c	d	e	f	g	h	i	j	k	l	m	n	o
UNWEIGHTED BASE														
WEIGHTED BASE														
Excellent (5)														
Very Good (4)														
Top Two Box														
Good (3)														
Fair (2)														
Poor (1)														
Bottom Two Box														
Don't know*														
*Percented off total asked														
Refused*														
*Percented off total asked														

***During quarter 3 1992 interviewing in the Southern Area was not completed due to Hurricane Andrew.
- = No response (0), * = Less than .05%

Stat testing uses the weighted X's against the net effective base.
T-test mean: sig level 95 - columns tested abcde,fghij,klmno
T-test prop: sig level 95 - columns tested abcde,fghij,klmno

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FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM QUARTER 2, 1993
WALKER: CUSTOMER SATISFACTION MEASUREMENT

Table 28
MAJOR PROCESS AREA: ELECTRIC POWER

q10.

RESIDENTIAL RELATIONSHIP - QUARTER-TO-QUARTER - BANNER 1

SYSTEM TOTAL											
1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992
2ND	2ND	4TH	1ST	2ND	4TH	1ST	2ND	4TH	1ST	2ND	4TH
QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.
NORTHERN AREA											
1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992
2ND	2ND	4TH	1ST	2ND	4TH	1ST	2ND	4TH	1ST	2ND	4TH
QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.
EASTERN AREA											
1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992
2ND	2ND	4TH	1ST	2ND	4TH	1ST	2ND	4TH	1ST	2ND	4TH
QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.

WEIGHTED BASE

Mean

Std. dev.

Std. err.

**During Quarter 2 1992 interviewing in the Southern Area was not completed due to Hurricane Andrew.

- * No response (0), * Less than .05%

Stat testing uses the weighted K's against the net effective base.

T-test mean: sig level 95 - Columns tested abcd, fgh, j, k, l, m, n, o

T-test prop: sig level 95 - Columns tested abcd, fgh, j, k, l, m, n, o

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FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM QUARTER 2, 1993
WALKER: CUSTOMER SATISFACTION MEASUREMENT

Table 27
MAJOR PROCESS AREA: ELECTRIC POWER

18 Jul 93

Q17a.

RESIDENTIAL RELATIONSHIP - QUARTER-TO-QUARTER - BANNER 1

	SYSTEM TOTAL					NORTHERN AREA					EASTERN AREA				
	1992 2ND QTR.	1992 3RD QTR.	1992 4TH QTR.	1993 1ST QTR.	1993 2ND QTR.	1992 2ND QTR.	1992 3RD QTR.	1992 4TH QTR.	1993 1ST QTR.	1993 2ND QTR.	1992 2ND QTR.	1992 3RD QTR.	1992 4TH QTR.	1993 1ST QTR.	1993 2ND QTR.
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o
BASE-respondents who were able to rate the overall quality of FPL's electricity															
WEIGHTED BASE															
Excellent (5)															
Very Good (4)															
Top Two Box															
Good (3)															
Fair (2)															
Poor (1)															
Bottom Two Box															
Don't know															
*Percented off total asked															

***During quarter 3 1992 interviewing in the Southern Area was not completed due to Hurricane Andrew.

- = No response (0), * = Less than .05%

Stat testing uses the weighted %'s against the net effective base.
T-test mean: sig level 95 - Columns tested abcde, fghi, j, klmno
T-test prop: sig level 95 - Columns tested abcde, fghi, j, klmno

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FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM QUARTER 2, 1993
WALKER: CUSTOMER SATISFACTION MEASUREMENT

Table 27
MAJOR PROCESS AREA: ELECTRIC POWER

Q178.

RESIDENTIAL RELATIONSHIP - QUARTER-TO-QUARTER - BANNER 1

SYSTEM TOTAL											
1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992
2ND	2ND	4TH	1ST	2ND	2ND	2ND	1TH	1ST	2ND	2ND	2ND
QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.
a	b	c	d	e	f	g	h	i	j	k	l
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FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM QUARTER 2, 1993
WALKER: CUSTOMER SATISFACTION MEASUREMENT

Table 28
MAJOR PROCESS AREA: ELECTRIC POWER

16 Jul 93

Q17b [REDACTED]

RESIDENTIAL RELATIONSHIP - QUARTER-TO-QUARTER - BANNER 1

	SYSTEM TOTAL					NORTHERN AREA					EASTERN AREA				
	1992 2ND QTR.	1992 3RD QTR.	1992 4TH QTR.	1993 1ST QTR.	1993 2ND QTR.	1992 2ND QTR.	1992 3RD QTR.	1992 4TH QTR.	1993 1ST QTR.	1993 2ND QTR.	1992 2ND QTR.	1992 3RD QTR.	1992 4TH QTR.	1993 1ST QTR.	1993 2ND QTR.
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o
BASE-Respondents who were able to rate the overall quality of FPL's electricity															
WEIGHTED BASE															
Excellent (5)															
Very Good (4)															
Top Two Box															
Good (3)															
Fair (2)															
Poor (1)															
Bottom Two Box															

***During Quarter 3 1992 Interviewing in the Southern Area was not completed due to Hurricane Andrew.

- = No response (0), * = Less than .05%

Stat testing uses the weighted %'s against the net effective base.
T-test mean: sig level 95 - Columns tested abcde,fghij,klmno
T-test prop: sig level 95 - Columns tested abcde,fghij,klmno

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FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM QUARTER 2, 1993
WALNUT CUSTOMER SATISFACTION MEASUREMENT

Table 28
MAJOR PROCESS AREA: ELECTRIC POWER

Q178

RESIDENTIAL RELATIONSHIP - QUARTER-TO-QUARTER - BANNER 1

SYSTEM TOTAL											
1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992
2ND	3RD	4TH	1ST	2ND	3RD	4TH	1ST	2ND	3RD	4TH	1ST
QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.
NORTHERN AREA											
b	c	d	e	f	g	h	i	j	k	l	m
EASTERN AREA											
n	o	p	q	r	s	t	u	v	w	x	y
SOUTHERN AREA											
z	aa	ab	ac	ad	ae	af	ag	ah	ai	aj	ak

WEIGHTED BASE
Don't know
Percented off total asked
Refused
Percented off total asked
Mean
Std. dev.
Std. err.

During quarter 3 1992 interviewing in the Southern Area was not completed due to Hurricane Andrew.

- No response (o). - Less than .05%

Stat testing uses the weighted K's against the not effective base.
T-test mean sig level .05 - columns tested abcd, fghij, klmno
T-test prop sig level .05 - columns tested abcd, fghij, klmno

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FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM QUARTER 2, 1993
VALKEN: CUSTOMER SATISFACTION MEASUREMENT

Table 29
MAJOR-PROCESS AREA: ELECTRIC POWER
Q17C.

18 JUL 93

RESIDENTIAL RELATIONSHIP - QUARTER-TO-QUARTER - GANNETT

SYSTEM TOTAL											
1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992
2ND	2ND	4TH	1ST	2ND	2ND	4TH	1ST	2ND	4TH	1ST	2ND
QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.
NORTHERN AREA											
1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992
2ND	2ND	4TH	1ST	2ND	2ND	4TH	1ST	2ND	4TH	1ST	2ND
QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.
EASTERN AREA											
1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992
2ND	2ND	4TH	1ST	2ND	2ND	4TH	1ST	2ND	4TH	1ST	2ND
QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.

BASE-Respondents who were able
to rate the overall quality of
PPL's electricity

WEIGHTED BASE

Excellent (5)

Very Good (4)

Top Two Box

Good (3)

Fair (2)

Poor (1)

Bottom Two Box

Don't know

*Percented off total asked

***During quarter 2 1992 interviewing in the Southern Area was not completed due to Hurricane Andrew.

* No response (0), * * Less than .05%

Stat testing uses the weighted X's against the net effective base.
T-test main: sig level .05 - Columns tested abcd, fghi, klmno
T-test prop: sig level .05 - Columns tested abcd, fghi, klmno

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FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM QUARTER 2, 1993
WALKER: CUSTOMER SATISFACTION MEASUREMENT

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Table 29
MAJOR PROCESS AREA: ELECTRIC POWER

18 JUL 93

Q17C.

RESIDENTIAL RELATIONSHIP - QUARTER-TO-QUARTER - BANNER 1

SYSTEM TOTAL												NORTHERN AREA												EASTERN AREA												
1992	1993	1992	1993	1992	1993	1992	1993	1992	1993	1992	1993	1992	1993	1992	1993	1992	1993	1992	1993	1992	1993	1992	1993	1992	1993	1992	1993	1992	1993	1992	1993	1992	1993	1992	1993	
2ND	3RD	4TH	1ST	2ND	3RD	4TH	1ST	2ND	3RD	4TH	1ST	2ND	3RD	4TH	1ST	2ND	3RD	4TH	1ST	2ND	3RD	4TH	1ST	2ND	3RD	4TH	1ST	2ND	3RD	4TH	1ST	2ND	3RD	4TH	1ST	2ND
QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	
a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u	v	w	x	y	z	aa	ab	ac	ad	ae	af	ag	ah	ai	aj	

WEIGHTED BASE
MEAN
STD. DEV.
STD. ERR.

**During Quarter 2 1993 interviewing in the Southern Area was not completed due to Hurricane Andrew.

- * No response (0). * * Less than .05%

Stat testing uses the weighted K's against the net effective base.
T-test mean: sig level .05 - Columns tested abcd, fgij, klmn
T-test prop: sig level .05 - Columns tested abcd, fgij, klmn

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RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM QUARTER 2, 1993
WALKER: CUSTOMER SATISFACTION MEASUREMENT

Table 49
MAJOR PROCESS AREA: FIELD SERVICE (NON-EMERGENCY)

18 Jul 93

Q20.

RESIDENTIAL RELATIONSHIP - QUARTER-TO-QUARTER - BANNER 1

	SYSTEM TOTAL					NORTHERN AREA					EASTERN AREA				
	1992 2ND QTR.	1992 3RD QTR.	1992 4TH QTR.	1993 1ST QTR.	1993 2ND QTR.	1992 2ND QTR.	1992 3RD QTR.	1992 4TH QTR.	1993 1ST QTR.	1993 2ND QTR.	1992 2ND QTR.	1992 3RD QTR.	1992 4TH QTR.	1993 1ST QTR.	1993 2ND QTR.
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o
UNWEIGHTED BASE															
WEIGHTED BASE															
Excellent (5)															
Very Good (4)															
Top Two Box															
Good (3)															
Fair (2)															
Poor (1)															
Bottom Two Box															
Don't know															
*Percented off total asked															

***During Quarter 3 1992 interviewing in the Southern Area was not completed due to Hurricane Andrew.

- = No response (0), * = Less than .05%

Stat testing uses the weighted %'s against the net effective base.
T-test mean: sig level 95 - columns tested abcde,fghij,klmno
T-test prop: sig level 95 - columns tested abcde,fghij,klmno

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FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM QUARTER 2, 1993
WALKER: CUSTOMER SATISFACTION MEASUREMENT

Table 49
MAJOR PROCESS AREA: FIELD SERVICE (NON-EMERGENCY)
Q20.

16 JUL 93

RESIDENTIAL RELATIONSHIP - QUANTER-TO-QUANTER - GANNER

SYSTEM OVAL																NORTHERN AREA								EASTERN AREA																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																											
1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992</

WEIGHTED	MOAN	Std. dev.	Std. err.
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***During quarter 3 1992 interviewing in the Southern Area was not completed due to Hurricane Andrew.

- • No response (0), • • Less than .05%

Stat testing uses the weighted χ^2 against the not effective base
T-test mean sig level 95 - columns tested abcde, fgh, i, klmno
T-test propi sig level 95 - Columns tested abcde, fghi, klmno

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FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM QUARTER 2, 1993
WALKER: CUSTOMER SATISFACTION MEASUREMENT

Table 50
MAJOR PROCESS AREA: FIELD SERVICE (NON-EMERGENCY)

Q276

RESIDENTIAL RELATIONSHIP - QUARTER-TO-QUARTER - BANNER 1

SYSTEM TOTAL											
1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992
2ND	2ND	4TH	1ST	2ND	2ND	2ND	4TH	1ST	2ND	2ND	2ND
QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.
NORTHERN AREA											
A	B	C	D	E	F	G	H	I	J	K	L
EASTERN AREA											
M	N	O	P	Q	R	S	T	U	V	W	X
1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992
2ND	2ND	4TH	1ST	2ND	2ND	2ND	4TH	1ST	2ND	2ND	2ND
QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.

BASE: Respondents who were able
to rate the overall quality of
FPL's field service

WEIGHTED BASE

Excellent (5)

Very Good (4)

Top Two Box

Good (3)

Fair (2)

Poor (1)

Bottom Two Box

Don't know
Percented off total asked

***During quarter 3 1992 interviewing in the Southern Area was not completed due to Hurricane Andrew.

- - No response (0). - - Less than .05%

Stat testing uses the weighted X's against the not effective base.

T-test main: sig level .05 - columns tested abcd, fghi, jklmno
T-test prop: sig level .05 - columns tested abcd, fghi, jklmno

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FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM QUARTER 2, 1993
WALKER: CUSTOMER SATISFACTION MEASUREMENT

Table 51
MAJOR PROCESS AREA: FIELD SERVICE (NON-EMERGENCY)
Q27B.

10 JUL 93

RESIDENTIAL RELATIONSHIP - QUARTER-TO-QUARTER - BANNER 1

SYSTEM TOTAL											
1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992
2ND	2ND	4TH	1ST	2ND	2ND	3RD	4TH	1ST	2ND	3RD	4TH
QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.
a	b	c	d	e	f	g	h	i	j	k	l
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FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM QUARTER 2, 1993
WALKER: CUSTOMER SATISFACTION MEASUREMENT

Table 51
MAJOR PROCESS AREA: FIELD SERVICE (NON-EMERGENCY)

18 JUL 93

Q37D.

RESIDENTIAL RELATIONSHIP - QUARTER-TO-QUARTER - BANNER 1

SYSTEM TOTAL											
1992	1993	1992	1993	1993	1992	1992	1992	1992	1993	1992	1992
2ND	2ND	4TH	1ST	2ND	2ND	3RD	4TH	1ST	2ND	2ND	1ST
QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.
NORTHERN AREA											
1992	1993	1992	1993	1993	1992	1992	1992	1992	1993	1992	1992
2ND	2ND	4TH	1ST	2ND	2ND	3RD	4TH	1ST	2ND	2ND	1ST
QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.
EASTERN AREA											
1992	1993	1992	1993	1993	1992	1992	1992	1992	1993	1992	1992
2ND	2ND	4TH	1ST	2ND	2ND	3RD	4TH	1ST	2ND	2ND	1ST
QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.

WEIGHTED BASE

Don't know

*Percented off total asked

Mean

Std. dev.

Std. err.

***During quarter 3 1992 interviewing in the Southern Area was not completed due to Hurricane Andrew.

- * No response (0). * * Less than .05%

Stat testing uses the weighted K's against the net effective base.
T-test mean: sig level .05 - columns tested abcde, fghij, klmno
T-test prop: sig level .05 - columns tested abcde, fghij, klmno

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FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM QUARTER 2, 1993
WALKER: CUSTOMER SATISFACTION MEASUREMENT

Table 54
MAJOR PROCESS AREA: SERVICE RESTORATION

18 Jul 93

Q28. [REDACTED] PAGE 1

RESIDENTIAL RELATIONSHIP - QUARTER-TO-QUARTER - BANNER 1

	SYSTEM TOTAL					NORTHERN AREA					EASTERN AREA				
	1992 2ND QTR.	1992 3RD QTR.	1992 4TH QTR.	1993 1ST QTR.	1993 2ND QTR.	1992 2ND QTR.	1992 3RD QTR.	1992 4TH QTR.	1993 1ST QTR.	1993 2ND QTR.	1992 2ND QTR.	1992 3RD QTR.	1992 4TH QTR.	1993 1ST QTR.	1993 2ND QTR.
UNWEIGHTED BASE	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o
WEIGHTED BASE															
Excellent (5)															
Very Good (4)															
Top Two Box															
Good (3)															
Fair (2)															
Poor (1)															
Bottom Two Box															
Don't know															
*Percented off total asked															

***During Quarter 3 1992 interviewing in the Southern Area was not completed due to Hurricane Andrew.

- = No response (0), . = Less than .05%

Stat testing uses the weighted x's against the net effective base.
T-test mean: sig level 95 - Columns tested abcde, fghij, klmno
T-test prop: sig level 95 - Columns tested abcde, fghij, klmno

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150922

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FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM QUARTER 2, 1993
WALKER: CUSTOMER SATISFACTION MEASUREMENT

Table 54
MAJOR PROCESS AREA: SERVICE RESTORATION

18 Jul 93

Q28. [REDACTED]

RESIDENTIAL RELATIONSHIP - QUARTER-TO-QUARTER - BANNER 1

SYSTEM TOTAL					NORTHERN AREA					EASTERN AREA				
1992 2ND QTR.	1992 3RD QTR.	1992 4TH QTR.	1993 1ST QTR.	1993 2ND QTR.	1992 2ND QTR.	1992 3RD QTR.	1992 4TH QTR.	1993 1ST QTR.	1993 2ND QTR.	1992 2ND QTR.	1992 3RD QTR.	1992 4TH QTR.	1993 1ST QTR.	1993 2ND QTR.
a	b	c	d	e	f	g	h	i	j	k	l	m	n	o
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

WEIGHTED BASE

Mean

Std. dev.

Std. err.

***During Quarter 3 1992 interviewing in the Southern Area was not completed due to Hurricane Andrew.

- = No response (0), * = Less than .05%

Stat testing uses the weighted %'s against the net effective base.
T-test mean: sig level 95 - Columns tested abcde,fghij,klmno
T-test prop: sig level 95 - Columns tested abcde,fghij,klmno

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FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM QUARTER 2, 1993
WALKER: CUSTOMER SATISFACTION MEASUREMENT

Table 55
MAJOR PROCESS AREA: SERVICE RESTORATION

16 Jul 93

Q29b. M

RESIDENTIAL RELATIONSHIP - QUARTER-TO-QUARTER - BANNER 1

SYSTEM TOTAL					NORTHERN AREA					EASTERN AREA				
1992 2ND QTR.	1992 3RD QTR.	1992 4TH QTR.	1993 1ST QTR.	1993 2ND QTR.	1992 2ND QTR.	1992 3RD QTR.	1992 4TH QTR.	1993 1ST QTR.	1993 2ND QTR.	1992 2ND QTR.	1992 3RD QTR.	1992 4TH QTR.	1993 1ST QTR.	1993 2ND QTR.
a	b	c	d	e	f	g	h	i	j	k	l	m	n	o
BASE=Respondents who were able to rate the overall quality of FPL's repair service														
WEIGHTED BASE														
Excellent (5)														
Very Good (4)														
Top Two Box														
Good (3)														
Fair (2)														
Poor (1)														
Bottom Two Box														

***During Quarter 3 1992 interviewing in the Southern Area was not completed due to Hurricane Andrew.

- * No response (0), * * Less than .05%

Stat testing uses the weighted X's against the net effective base.
T-test mean: sig level 95 - Columns tested abcde,fghij,klmno
T-test prop: sig level 95 - Columns tested abcde,fghij,klmno

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FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM QUARTER 2, 1993
WALKER: CUSTOMER SATISFACTION MEASUREMENT

Table 35
MAJOR PROCESS AREA: SERVICE RESTORATION
Q29D.

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16 Jul 93

RESIDENTIAL RELATIONSHIP - QUARTER-TO-QUARTER - BANNER 1

SYSTEM TOTAL											
1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992	1992
2ND	2ND	4TH	1ST	2ND	2ND	3RD	4TH	1ST	2ND	2ND	2ND
QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.
a	b	c	d	e	f	g	h	i	j	k	l
de	de	de	de	de	de	de	de	de	de	de	de

WEIGHTED BASE

Don't know

Percented off total asked

Mean

Std. dev.

Std. err.

During quarter 2 1992 interviewing in the Southern Area was not completed due to Hurricane Andrew.

• No response (0). • Less than .05%

Stat testing uses the weighted K's against the net effective base.

T-test mean: sig level .05 - columns tested abcde, fghij, klmno

T-test prop: sig level .05 - columns tested abcde, fghij, klmno

A1 18922

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FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM QUARTER 2, 1993
WALKER: CUSTOMER SATISFACTION MEASUREMENT

Table 58
MAJOR PROCESS AREA: SERVICE RESTORATION

16 JUL 93

Q29d.

RESIDENTIAL RELATIONSHIP - QUARTER-TO-QUARTER - BANNER 1

	SYSTEM TOTAL					NORTHERN AREA					EASTERN AREA				
	1992 2ND QTR.	1992 3RD QTR.	1992 4TH QTR.	1993 1ST QTR.	1993 2ND QTR.	1992 2ND QTR.	1992 3RD QTR.	1992 4TH QTR.	1993 1ST QTR.	1993 2ND QTR.	1992 2ND QTR.	1992 3RD QTR.	1992 4TH QTR.	1993 1ST QTR.	1993 2ND QTR.
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o
BASE-Respondents who were able to rate the overall quality of FPL's repair service															
WEIGHTED BASE															
Excellent (5)															
Very Good (4)															
Top Two Box															
Good (3)															
Fair (2)															
Poor (1)															
Bottom Two Box															
Don't know*															
*Percented off total asked															

***During Quarter 3 1992 interviewing in the Southern Area was not completed due to Hurricane Andrew.

- = No response (0), * = Less than .05%

Stat testing uses the weighted %'s against the net effective base.
T-test mean: sig level 95 - Columns tested abcde,fghij,klmno
T-test prop: sig level 95 - Columns tested abcde,fghij,klmno

41 199222

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Table 36
MAJOR PROCESS AREA: SERVICE RESTORATION

16 JUL 93

SYSTEM TOTAL

... no response (0), ... less than .05%

... no response (0), ... less than .05%

```

stat testing uses the weighted  $\chi^2$  against the not effective base
T-test main: n1g level1 g5 - columns tested abcd, fghi, klmno
T-test prop: n1g level1 g5 - columns tested abcd, fghi, klmno

```

... test prop: sig level as - columns tested abcde, fghij, klmno

... test prop: sig level as - columns tested abcde, fghij, klmno

16 JUL 83

Q200.

SYSTEM TOTAL

[illegible]

WEIGHTED BASE

Resolvent (B)

Very Good (4)

Top Two Box

Good (3)

Pair (2)

Poor (1)

Bottom Two Box

***During quarter 3 1992 interviewing in the southern area was not completed due to Hurricane Andrew.

- - No response (0). - - Less than .05%

Stat testing uses the weighted χ^2 's against the not effective base.

T-test	sig	level	95 -	columns	tested	abcde, fghij, klmno
Propri	sig	level	95 -	columns	tested	abcde, fghij, klmno

11 21 9 22

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FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM QUARTER 2, 1993
WALDEN: CUSTOMER SATISFACTION MEASUREMENT

Table 57
MAJOR PROCESS AREA:

10 JUL 93

RESIDENTIAL RELATIONSHIP - QUARTER-TO-QUARTER - SAMEEN

SYSTEM TOTAL											
1992	1993	1992	1993	1992	1993	1992	1993	1992	1993	1992	1993
2ND	2ND	4TH	1ST	2ND	2ND	2ND	2ND	2ND	2ND	2ND	2ND
QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.
a	b	c	d	e	f	g	h	i	j	k	l
NORTHERN AREA											
1992	1993	1992	1993	1992	1993	1992	1993	1992	1993	1992	1993
2ND	2ND	4TH	1ST	2ND	2ND	2ND	2ND	2ND	2ND	2ND	2ND
QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.
m	n	o	p	q	r	s	t	u	v	w	x
EASTERN AREA											
1992	1993	1992	1993	1992	1993	1992	1993	1992	1993	1992	1993
2ND	2ND	4TH	1ST	2ND	2ND	2ND	2ND	2ND	2ND	2ND	2ND
QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.	QTR.
y	z	aa	ab	ac	ad	ae	af	ag	ah	ai	aj

Stat testing used the weighted %'s against the net effective base.
T-test mean: sig level .05 - columns tested above, fghj.k.l.m.n
T-test prop: sig level .05 - columns tested above, fghj.k.l.m.n

During quarter 2 1993 interviewing in the Southern Area was not completed due to Hurricane Andrew.
- No response (0), - Less than .005

WEIGHTED BASE
Don't know
Percented off total asked
Mean
Std. dev.
Std. err.

11 22922

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FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM QUARTER 4, 1993
WALMER: CUSTOMER SATISFACTION MEASUREMENTS

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TABLE 20
MAJOR PROCESS AREA: ELECTRIC POWER

7 JAN 94

Starr

SYSTEM TOTAL

RESIDENTIAL RELATIONSHIP - QUARTER-TO-QUARTER - BANNER 1

NORTHERN AREA

EASTERN AREA

4092 1001 2093 3093 4093 4092 1093 2093 3093 4093 4092 1093 2093 3093 4093

UNWEIGHTED BASE

WEIGHTED BASE

Excellent (5)

Very Good (4)

Top Two Box

Good (3)

Fair (2)

Poor (1)

Bottom Two Box

Don't Know

*Percented off total asked

Refused

*Percented off total asked

Mean

Std. dev.

*** No response (0), * Less than .05%

Slit testing uses the weighted %'s against the net effective base.
T-test mean: sig level 95 - Columns tested abcd,efgh,ij,klmno
T-test prop: sig level 95 - Columns tested abcd,efgh,ij,klmno

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FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM QUARTER 4, 1993
MARKER: CUSTOMER SATISFACTION MEASUREMENTS

Table 20
MAJOR PROCESS AREA: ELECTRIC POWER

Q10.

[REDACTED]

7 JAN 94

SYSTEM TOTAL RESIDENTIAL RELATIONSHIP - QUARTER-TO-QUARTER - BANNER 1

SYSTEM TOTAL										NORTHERN AREA										EASTERN AREA									
4092	1093	2093	3093	4093	4092	1093	2093	3093	4093	4092	1093	2093	3093	4093	4092	1093	2093	3093	4093	4092	1093	2093	3093	4093	4092	1093	2093	3093	4093
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

WEIGHTED BASE
SIG. EFF.

... * No response (0). * * Less than .05X

Stat testing uses the weighted X's against the net effective base.
T-test mean: sig level .05 - Columns tested abcd, fghij, klmno
T-test prop: sig level .05 - Columns tested abcd, fghij, klmno

B1 20215

FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM QUARTER 4, 1993
WALKER: CUSTOMER SATISFACTION MEASUREMENTS

Table 27
MAJOR PROCESS AREA: ELECTRIC POWER

Q17A

[REDACTED]

RESIDENTIAL RELATIONSHIP - QUARTER-TO-QUARTER - BANNER 1															
SYSTEM TOTAL				NORTHERN AREA								EASTERN AREA			
4Q92	1Q93	2Q93	3Q93	4Q92	1Q93	2Q93	3Q93	4Q92	1Q93	2Q93	3Q93	4Q92	1Q93	2Q93	3Q93
a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

std. err.

... = No response (0). = Less than .05%

Stat testing uses the weighted X's against the net effective base.
t-test mean: sig level 95 - columns tested abcd, fghij, klmo
t-test prop: sig level 95 - columns tested abcd, fghij, klmo

B1

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FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM QUARTER 4, 1993
WALKER: CUSTOMER SATISFACTION MEASUREMENTS

TABLE 28
MAJOR PROCESS AREA: ELECTRIC POWER

7 JAN 94

Q170

RESIDENTIAL RELATIONSHIP - QUARTER-TO-QUARTER - GANNETT

	SYSTEM TOTAL					NORTHERN AREA					EASTERN AREA				
	4Q92	1Q93	2Q93	3Q93	4Q93	4Q92	1Q93	2Q93	3Q93	4Q93	4Q92	1Q93	2Q93	3Q93	4Q93
BASE-respondents who were able to rate the overall quality of FPL's electricity															
WEIGHTED BASE															
Excellent (5)															
Very Good (4)															
Top Two Box															
Good (3)															
Fair (2)															
Poor (1)															
Bottom Two Box															
Don't know															
Percented off total asked															
*** No response (0), * less than .05%															

Stat testing uses the weighted X's against the net effective base.
T-test mean: 310 level 95 - Columns tested abcde, fghij, klmno
T-test prop: 310 level 95 - Columns tested abcde, fghij, klmno

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FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM QUARTER 4, 1993
MARKER: CUSTOMER SATISFACTION MEASUREMENTS

Table 28
MAJOR PROCESS AREA: ELECTRIC POWER

Q17D: [REDACTED]

7 JAN 94

RESIDENTIAL RELATIONSHIP - QUARTER-TO-QUARTER - BANNER I

		SYSTEM TOTAL					NORTHERN AREA					EASTERN AREA				
		4Q92	1Q93	2Q93	3Q93	4Q93	4Q92	1Q93	2Q93	3Q93	4Q93	4Q92	1Q93	2Q93	3Q93	4Q93
WEIGHTED BASE	a	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
MEAN	b	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
SIG. DEV.	c	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
SIG. ERR.	d	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
	e	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
	f	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
	g	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
	h	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
	i	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
	j	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
	k	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
	l	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
	m	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
	n	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
	o	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

... * No response (0). * * Less than .05x

Stat testing uses the weighted X's against the net effective base.
T-test mean: sig level .95 - columns tested abcde, fghij, klmno
T-test prop: sig level .95 - columns tested abcde, fghij, klmno

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FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM QUARTER 4, 1993
WALKER: CUSTOMER SATISFACTION MEASUREMENTS

Table 29
MAJOR PROCESS AREA: ELECTRIC POWER

7 Jan 94

Q17C [REDACTED]

RESIDENTIAL RELATIONSHIP - QUARTER-TO-QUARTER - BANNER 1

	SYSTEM TOTAL					NORTHERN AREA					EASTERN AREA				
	4Q92	1Q93	2Q93	3Q93	4Q93	4Q92	1Q93	2Q93	3Q93	4Q93	4Q92	1Q93	2Q93	3Q93	4Q93
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o
BASE-respondents who were able to rate the overall quality of FPL's electricity															
WEIGHTED BASE															
Excellent (5)						ab				2	1				
Very Good (4)						1		1		3		o	o		
Top Two Box															
Good (3)															
Fair (2)															
Poor (1)															
Bottom Two Box															
Don't know															
*Percented off total asked															

---- * No response (0), * = Less than .05%

Stat testing uses the weighted %'s against the net effective base.
T-test mean: sig level 95 - Columns tested abcde,fghij,klmno
T-test prop: sig level 95 - Columns tested abcde,fghij,klmno

B1 7916

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Table 29
MAJOR PROCESS AREA: ELECTRIC POWER

7 JAN 94

SYSTEM TOTAL

```

F-test ignores the weighted X's against the net effective base
T-test mean: 50 level 95 - columns tested abcde,fg,h,i,j,k,lmo
T-test prop: 50 level 95 - columns tested abcde,fg,h,i,j,k,lmo

```

```

F-test ignores the weighted X's against the net effective base
T-test mean: 50 level 95 - columns tested abcde,fg,h,i,j,k,lmo
T-test prop: 50 level 95 - columns tested abcde,fg,h,i,j,k,lmo

```

FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM QUARTER 4, 1993
WALKER: CUSTOMER SATISFACTION MEASUREMENTS

Table 51
MAJOR PROCESS AREA: FIELD SERVICE (NON-EMERGENCY)

7/1/94

Q20

RESIDENTIAL RELATIONSHIP - QUARTER-TO-QUARTER - BANNER 1

	SYSTEM TOTAL					NORTHERN AREA					EASTERN AREA				
	4Q92	1Q93	2Q93	3Q93	4Q93	4Q92	1Q93	2Q93	3Q93	4Q93	4Q92	1Q93	2Q93	3Q93	4Q93
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o
UNWEIGHTED BASE															
WEIGHTED BASE															
Excellent (5)															
Very Good (4)															
Top Two Box															
Good (3)															
Fair (2)															
Poor (1)															
Bottom Two Box															
Don't know															
*Percented off total asked															
Refused															
*Percented off total asked															
Mean															
Std. dev.															

*** = No response (0), * = Less than .05%

Stat testing uses the weighted %'s against the net effective base.
T-test mean: sig level 95 - Columns tested abcde,fghij,klmno
T-test prop: sig level 95 - Columns tested abcde,fghij,klmno

931
90716

11/10/11 18

TABLE 52
MAJOR PROCESS AREA: 6
7 JAN 94

7 Jan 94

SYSTEM TOTAL

LESS THAN .05%

WEIGHTED BASE

Excellent (5)

Very Good (4)

Top Two Box

Good (2)

Fair (2)

Poor (1)

Bottom Two Box

• Per cented

Mean

slid. dev.

```
..... : No response (0). * : Less than .05X
```

```

t1: testing uses the weighted  $\chi^2$  against the not effective base
t1: test man: sig level .95 - columns tested abcde,fnh,j,k,lmo
t1: test pop: sig level .95 - columns tested abcde,fnh,j,k,lmo

```

1311296

FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM QUARTER 4, 1993
MARKER: CUSTOMER SATISFACTION MEASUREMENTS

Table 51

MAJOR PROCESS AREA:

7 JAN 94

RESIDENTIAL RELATIONSHIP - QUARTER-TO-QUARTER - BANNER 1														
SYSTEM TOTAL					NORTHERN AREA					EASTERN AREA				
4092	1093	2093	3093	4093	4092	1093	2093	3093	4093	4092	1093	2093	3093	4093
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O

5/22/14

Table 52
MAJOR PROCESS AREA:

7 JAN 04

RESIDENTIAL RELATIONSHIP - QUARTER-TO-QUARTER - BANNER 1

WEIGHTED BASE
Std. err.

```

stat testing uses the weighted  $\chi^2$ s against the net effective dose
t-test mean: sig level 95 - columns tested abcde, fghi, xlmno
t-test prop: sig level 95 - columns tested abcde, fghi, xlmno

```

FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM QUARTER 4, 1993
WALKER: CUSTOMER SATISFACTION MEASUREMENTS

Table 54
MAJOR PROCESS AREA: F

027 [REDACTED]

7 JAN 94

RESIDENTIAL RELATIONSHIP - QUARTER-TO-QUARTER - BANNER 1

SYSTEM TOTAL												
4Q92	1Q93	2Q93	3Q93	4Q93	4Q92	1Q93	2Q93	3Q93	4Q93	4Q92	1Q93	2Q93
NORTHERN AREA												
a	b	c	d	e	f	g	h	i	j	k	l	m
EASTERN AREA												
n	o	p	q	r	s	t	u	v	w	x	y	z
[REDACTED DATA]												

BASE-respondents who were
able to rate the overall
quality of FPL's field
service

WEIGHTED BASE
Excellent (5)

Very Good (4)

Top Two Box

Good (3)

Fair (2)

Poor (1)

Bottom Two Box

Don't know
Percented off total asked

Mean

Std. dev.

*** No response (0). * Less than .05%

Stat testing uses the weighted X's against the net effective base.
T-test mean: sig level 95 - columns tested abcde, fghij, klmno
T-test prop: sig level 95 - columns tested abcde, fghij, klmno

415851
1E

FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM QUARTER 4, 1993
MARKER: CUSTOMER SATISFACTION MEASUREMENTS

TABLE 53
MAJOR PROCESS AREA:

Q270.

RESIDENTIAL RELATIONSHIP - QUARTER-TO-QUARTER - BANNER 1

	SYSTEM TOTAL					NORTHERN AREA					EASTERN AREA				
	4Q93	1Q93	2Q93	3Q93	4Q93	4Q93	1Q93	2Q93	3Q93	4Q93	4Q93	1Q93	2Q93	3Q93	4Q93
a															
b															
c															
d															
e															
f															
g															
h															
i															
j															
k															
l															
m															
n															
o															

WEIGHTED BASE
STD. ERR.

.... = No response (0). * = Less than .05%

Stat testing uses the weighted X's against the net effective base.

T-test mean: sig level 95 - columns tested abcde, fghij, klmno

T-test prop: sig level 95 - columns tested abcde, fghij, klmno

2/891 1#

FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM QUARTER 4, 1994
WALKER: CUSTOMER SATISFACTION MEASUREMENTS

Table 25
MAJOR PROCESS AREA: ELECTRIC POWER

9 Jan 95

Q10. [REDACTED]

ITEM 1

RESIDENTIAL RELATIONSHIP - QUARTER-TO-QUARTER - BANNER 1

SYSTEM TOTAL					NORTHERN AREA					EASTERN AREA				
4Q93	1Q94	2Q94	3Q94	4Q94	4Q93	1Q94	2Q94	3Q94	4Q94	4Q93	1Q94	2Q94	3Q94	4Q94
a	b	c	d	e	f	g	h	i	j	k	l	m	n	o

UNWEIGHTED BASE

WEIGHTED BASE

Excellent (5)

Very Good (4)

Top Two Box

Good (3)

Fair (2)

Poor (1)

Bottom Two Box

Don't know

*Percented off total asked

Refused

*Percented off total asked

Mean

Std. dev.

--- = No response (0), * = Less than .05%

Stat testing uses the weighted X's against the net effective base.
T-test mean: sig level 95 - columns tested abcde,fghij,klmno
T-test prop: sig level 95 - columns tested abcde,fghij,klmno

February 17 4:43 PM '95

C1

1st 2nd

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9-7600-005

FROM PROCESS AREA: ELECTRIC POWER

WEIGHTED BASE

less than .05%

Stat testing uses the weighted χ^2 against the net effective dose
T-test mean: 30 level as - columns tested abcd, ehi,j,k lmo
T-test prop: 30 level as - columns tested abcd, ehi,j,k lmo

2242 17

FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM QUARTER 4, 1994
MARKER: CUSTOMER SATISFACTION MEASUREMENTS

Table 26
MAJOR PROCESS AREA: ELECTRIC POWER

Q17A. HOW

RESIDENTIAL RELATIONSHIP - QUARTER-TO-QUARTER - BANNER 1

SYSTEM TOTAL										NORTHERN AREA										EASTERN AREA									
4Q93	1Q94	2Q94	3Q94	4Q94	4Q93	1Q94	2Q94	3Q94	4Q94	4Q93	1Q94	2Q94	3Q94	4Q94	4Q93	1Q94	2Q94	3Q94	4Q94	4Q93	1Q94	2Q94	3Q94	4Q94	4Q93	1Q94	2Q94	3Q94	4Q94
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD

BASE-respondents who were
able to rate the overall
quality of FPL's
electricity

WEIGHTED BASE

Excellent (5)

Very Good (4)

Top Two Box

Good (3)

Fair (2)

Poor (1)

Bottom Two Box

Don't know

*Percented off total asked

*** No response (0). * Less than .05%

Stat testing uses the weighted X's against the not effective base.
T-test means: sig level .05 - columns tested abcde, fghij, klmno
T-test prop: sig level .05 - columns tested abcde, fghij, klmno

[REDACTED]

[REDACTED]

✓ 3 22

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FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM QUARTER 4, 1994
WALKER: CUSTOMER SATISFACTION MEASUREMENTS

TABLE 20

MAJOR PROCESS AREA: ELECTRIC POWER

Q17A.

9 JAN 95

RESIDENTIAL RELATIONSHIP - QUARTER-TO-QUARTER - BANNER 1

SYSTEM TOTAL										NORTHERN AREA										EASTERN AREA									
4Q93	1Q94	2Q94	3Q94	4Q94	4Q93	1Q94	2Q94	3Q94	4Q94	4Q93	1Q94	2Q94	3Q94	4Q94	4Q93	1Q94	2Q94	3Q94	4Q94	4Q93	1Q94	2Q94	3Q94	4Q94	4Q93	1Q94	2Q94	3Q94	4Q94
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD

MEAN

STD. DEV.

STD. ERR.

.... No response (0)

Stat testing uses the weighted x's against the not effective base.
t-test mean: sig level 95 - columns tested abcde, fghij, klmno
t-test prop: sig level 95 - columns tested abcde, fghij, klmno

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FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM QUARTER 4, 1994
MARKER: CUSTOMER SATISFACTION MEASUREMENTS

Table 27
MAJOR PROCESS AREA: ELECTRIC POWER

Q17D

RESIDENTIAL RELATIONSHIP - QUARTER-TO-QUARTER - BANNER 1

SYSTEM TOTAL					NORTHERN AREA					EASTERN AREA				
4Q93	1Q94	2Q94	3Q94	4Q94	4Q93	1Q94	2Q94	3Q94	4Q94	4Q93	1Q94	2Q94	3Q94	4Q94
a	b	c	d	e	f	g	h	i	j	k	l	m	n	o

BASE-respondents who were
able to rate the overall
quality of FPL's
electricity

WEIGHTED BASE

Excellent (5)

Very Good (4)

Top Two Box

Good (3)

Fair (2)

Poor (1)

Bottom Two Box

Don't know

Percented off total asked

*** No response (0) *** Less than .05%

Stat testing uses the weighted X's against the net effective base.
t-test man: sig level 95 - columns tested abcde, fghij, klmno
t-test prop: sig level 95 - columns tested abcde, fghij, klmno

[REDACTED]

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FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM QUARTER 4, 1994
WALKER: CUSTOMER SATISFACTION MEASUREMENTS

Table 27

MAJOR PROCESS AREA: ELECTRIC POWER

Q17D.

9 Jan 95

RESIDENTIAL RELATIONSHIP - QUARTER-TO-QUARTER - BANNER 1

SYSTEM TOTAL										NORTHERN AREA										EASTERN AREA									
4Q93	1Q94	2Q94	3Q94	4Q94	4Q93	1Q94	2Q94	3Q94	4Q94	4Q93	1Q94	2Q94	3Q94	4Q94	4Q93	1Q94	2Q94	3Q94	4Q94	4Q93	1Q94	2Q94	3Q94	4Q94	4Q93	1Q94	2Q94	3Q94	4Q94
a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u	v	w	x	y	z	aa	ab	ac	ad

MEAN

STD. DEV.

STD. ERR.

*** * No response (o). * * Less than .05%

Stat testing uses the weighted X's against the net effective base.
T-test mean: sig level 95 - Columns tested abcde, fghij, klmno
F-test prop: sig level 95 - Columns tested abcde, fghij, klmno

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FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM QUARTER 4, 1994
WALKER: CUSTOMER SATISFACTION MEASUREMENTS

Table 28
MAJOR PROCESS AREA: ELECTRIC POWER

9 Jan 95

Q17C [REDACTED]

RESIDENTIAL RELATIONSHIP - QUARTER-TO-QUARTER - BANNER 1

	SYSTEM TOTAL					NORTHERN AREA					EASTERN AREA				
	4Q93	1Q94	2Q94	3Q94	4Q94	4Q93	1Q94	2Q94	3Q94	4Q94	4Q93	1Q94	2Q94	3Q94	4Q94
	a	b	c	d	e	f	g	h	i	j	k	l	n	m	o
BASE-Respondents who were able to rate the overall quality of FPL's electricity	[REDACTED]														
WEIGHTED BASE	[REDACTED]														
Excellent (5)	[REDACTED]														
Very Good (4)	[REDACTED]														
Top Two Box	[REDACTED]														
Good (3)	[REDACTED]														
Fair (2)	[REDACTED]														
Poor (1)	[REDACTED]														
Bottom Two Box	[REDACTED]														
Don't know*	[REDACTED]														
*Percented off total asked	[REDACTED]														
*** - No response (0), * - Less than .05%	[REDACTED]														

Stat testing uses the weighted %'s against the net effective base.
T-test mean: sig level 95 - Columns tested abcde,fghij,klmno
T-test prop: sig level 95 - Columns tested abcde,fghij,klmno

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FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM QUARTER 4, 1994
WALKER: CUSTOMER SATISFACTION MEASUREMENTS

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Table 28
MAJOR PROCESS AREA: ELECTRIC POWER

9 Jan 95

Q17C. [REDACTED]

RESIDENTIAL RELATIONSHIP - QUARTER-TO-QUARTER - BANNER 1

SYSTEM TOTAL					NORTHERN AREA					EASTERN AREA				
4Q93	1Q94	2Q94	3Q94	4Q94	4Q93	1Q94	2Q94	3Q94	4Q94	4Q93	1Q94	2Q94	3Q94	4Q94
a	b	c	d	e	f	g	h	i	j	k	l	m	n	o

WEIGHTED BASE

Mean

Std. dev.

Std. err.

.... = No response (0), . = Less than .05%

Stat testing uses the weighted x's against the net effective base.
T-test mean: sig level 95 - Columns tested abcde,fghij,klmno
T-test prop: sig level 95 - Columns tested abcde,fghij,klmno

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FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM QUARTER 4, 1994
WALKER: CUSTOMER SATISFACTION MEASUREMENTS

TABLE 42
MAJOR PROCESS AREA

026

9 JAN 95

RESIDENTIAL RELATIONSHIP - QUARTER-TO-QUARTER - GANNER 1

SYSTEM TOTAL

NORTHERN AREA

EASTERN AREA

4093	1094	2094	3094	4094	4093	1094	2094	3094	4094	4093	1094	2094	3094	4094
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O

UNWEIGHTED BASE

WEIGHTED BASE

Excellent (5)

Very Good (4)

Top Two Box

Good (3)

Fair (2)

Poor (1)

Bottom Two Box

Don't Know

*Percented off total asked

Refused

*Percented off total asked

Mean

Std. dev.

*** No response (0). * Less than .05

Stat testing uses the weighted X's against the not effective base.
T-test mean: sig level .95 - columns tested abcde, fghij, klmno
T-test prop: sig level .95 - columns tested abcde, fghij, klmno

Q1 10822

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9 JAN 05

9 JAN 05

9 JAN 05

SYSTEM TOTAL

EASTERN AREA

519. err.

For testing use the weighted χ^2 against the net effective base
T-test: main 110 level 95 - columns tested abcd, e, f, g, h, i, k, l, m
T-test: prod 110 level 95 - columns tested abcd, e, f, g, h, i, k, l, m

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FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM QUARTER 4, 1994
MARKER: CUSTOMER SATISFACTION MEASUREMENTS

Table 50
MAJOR PROCESS AREA: F

Q273.

[REDACTED]

9 JAN 95

RESIDENTIAL RELATIONSHIP - QUARTER-TO-QUARTER - BANNER 1

SYSTEM TOTAL

NORTHERN AREA

EASTERN AREA

4003	1004	2004	3004	4004	4003	1004	2004	3004	4004	4003	1004	2004	3004	4004
a	b	c	d	e	f	g	h	i	j	k	l	m	n	o

BASE: Respondents who were able to rate the overall quality of FPL's field service

WEIGHTED BASE

Excellent (5)

Very Good (4)

Top Two Box

Good (3)

Fair (2)

Poor (1)

Bottom Two Box

Don't know

Refused

Percented off total asked

Percented off total asked

Stat testing uses the weighted X's against the net effective base.

T-test mean: sig level 95 - columns tested abcde, fghij, klmno

T-test prop: sig level 95 - columns tested abcde, fghij, klmno

[REDACTED]

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C1

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FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM QUARTER 4, 1994
WALDEN: CUSTOMER SATISFACTION MEASUREMENTS

Table 50
MAJOR PROCESS AREA:

Q278

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9 JAN 95

RESIDENTIAL RELATIONSHIP - QUARTER-TO-QUARTER - BANNER 1												
SYSTEM TOTAL												
NORTHERN AREA												
	4Q93	1Q94	2Q94	3Q94	4Q94	4Q93	1Q94	2Q94	3Q94	4Q94	4Q93	1Q94
a												
b												
c												
d												
e												
f												
g												
h												
i												
j												
k												
l												
m												
n												
o												

MEAN

STD. DEV.

STD. ERR.

.... No response (0). * Less than .05%

Stat testing uses the weighted K's against the net effective base.
T-test mean: sig level .95 - columns tested abcde, fghij, klmno
T-test prop: sig level .95 - columns tested abcde, fghij, klmno

Q1 14822

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FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM QUARTER 4, 1994
WATER: CUSTOMER SATISFACTION MEASUREMENTS

Table 51
MAJOR PROCESS AREA:

027D

[REDACTED]

9 Jan 95

RESIDENTIAL RELATIONSHIP - QUARTER-TO-QUARTER - BANNER 1

SYSTEM TOTAL												
NORTHERN AREA												
4Q93	1Q94	2Q94	3Q94	4Q94	4Q93	1Q94	2Q94	3Q94	4Q94	4Q93	1Q94	2Q94
a	b	c	d	e	f	g	h	i	j	k	l	m
EASTERN AREA												
4Q93	1Q94	2Q94	3Q94	4Q94	4Q93	1Q94	2Q94	3Q94	4Q94	4Q93	1Q94	2Q94
n	o	p	q	r	s	t	u	v	w	x	y	z

BASE: Respondents who were
able to rate the overall
quality of FPL's field
service

WEIGHTED BASE

Excellent (5)

Very Good (4)

Top Two Box

Good (3)

Fair (2)

Poor (1)

Bottom Two Box

Don't Know

*Percented off total asked

*** * No response (0). * * Less than .05%

Stat testing uses the weighted X's against the net effective base.
t-test mean: sig level .05 - columns tested abcd, fghij, klmno
t-test prop: sig level .05 - columns tested abcde, fghij, klmno

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TABLE 51
MAJOR PROCESS AREA:

55 JAN 85

5-
RECEIVED
[REDACTED]

SYSTEM TOTAL

NORTHERN AREA										EASTERN AREA					
4093	1094	2094	3094	4094	4093	1094	2094	3094	4094	4093	1094	2094	3094	4094	
a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	

WEIGHTED BASE

Mean

Sig. dev.

51d. err.

... • No response (0), • • Less than .05%

```

F-test using the weighted X's against the not effective date
F-test mean: 519 level 95 - Columns tested abcde,fgh,i,j,k,l,mno
F-test prop: 519 level 95 - Columns tested abcde,fgh,i,j,k,l,mno

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RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM QUARTER 4, 1994
MARKER: CUSTOMER SATISFACTION MEASUREMENTS

9 JAN 95

TABLE 54
MAJOR PROCESS AREA:

Q28

RESIDENTIAL RELATIONSHIP - QUARTER-TO-QUARTER - BANNER 1

SYSTEM TOTAL										NORTHERN AREA										EASTERN AREA									
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD
4Q93	1Q94	2Q94	3Q94	4Q94	4Q93	1Q94	2Q94	3Q94	4Q94	4Q93	1Q94	2Q94	3Q94	4Q94	4Q93	1Q94	2Q94	3Q94	4Q94	4Q93	1Q94	2Q94	3Q94	4Q94	4Q93	1Q94	2Q94	3Q94	4Q94

UNWEIGHTED BASE

WELC... 5.5E

Excellent (5)

Very Good (4)

Top Two Box

Good (3)

Fair (2)

Poor (1)

Bottom Two Box

Don't Know

*Percented off total asked

Refused

*Percented off total asked

Mean

Std. dev.

*** No response (0), * Less than .05%

Stat testing uses the weighted X's against the net effective base.

T-test mean: sig level 95 - Columns tested abcde, fghij, klmno

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RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM QUARTER 4, 1994
MARKER: CUSTOMER SATISFACTION MEASUREMENTS

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Table 54
MAJOR PROCESS AREA:

9 Jan 95

Q28.

RESIDENTIAL RELATIONSHIP - QUARTER-TO-QUARTER - BANNER 1

SYSTEM TOTAL										NORTHERN AREA										EASTERN AREA									
4Q93	1Q94	2Q94	3Q94	4Q94	4Q93	1Q94	2Q94	3Q94	4Q94	4Q93	1Q94	2Q94	3Q94	4Q94	4Q93	1Q94	2Q94	3Q94	4Q94	4Q93	1Q94	2Q94	3Q94	4Q94	4Q93	1Q94	2Q94	3Q94	4Q94
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD

WEIGHTED BASE

Std. err.

*** No response (0). *** Less than .05%

Stat testing uses the weighted X's against the not effective base.

T-test mean: sig level 95 - columns tested abcde.fghij.klmno

T-test prop: sig level 95 - columns tested abcde.fghij.klmno

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FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM QUARTER 4, 1994
MARKER: CUSTOMER SATISFACTION MEASUREMENTS

Table 55

MAJOR PROCESS AREA: [REDACTED]

Q79D. [REDACTED]

9 JAN 95

RESIDENTIAL RELATIONSHIP - QUARTER-TO-QUARTER - BANNER 1

SYSTEM TOTAL										NORTHERN AREA										EASTERN AREA									
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD
4003	1004	2004	3004	4004	4003	1004	2004	3004	4004	4003	1004	2004	3004	4004															

BASE-Respondents who were
able to rate the overall
quality of FPL's repair
service

WEIGHTED BASE

Excellent (5)

Very Good (4)

Top Two Box

Good (3)

Fair (2)

Poor (1)

Bottom Two Box

Don't know

Percented off totals asked
Refused
Percented off totals asked

*** No response (0) - * less than .05%

Stat testing uses the weighted X's against the not effective base.
T-test mean: sig level .95 - Columns tested abcd, ghij, klmo
T-test prop: sig level .95 - Columns tested abcd, ghij, klmo

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RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM QUARTER 4, 1994
WALMER: CUSTOMER SATISFACTION MEASUREMENTS

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Table 55

MAJOR PROCESS AREA:

Q2B. [REDACTED] 9 Jan 95

RESIDENTIAL RELATIONSHIP - QUARTER-TO-QUARTER - DANNER I

SYSTEM TOTAL											
NORTHERN AREA											
4993	1994	2094	3094	4094	4993	1994	2094	3094	4094	4993	1994
EASTERN AREA											
A	B	C	D	E	F	G	H	I	J	K	L
[REDACTED]											

WEIGHTED BASE

MEAN

Std. dev.

Std. err.

... * No response (0). * * Less than .05X

Stat testing uses the weighted X's against the net effective base.
T-test mean: sig level .95 - columns tested abcde, fghij, klmno
T-test prop: sig level .95 - columns tested abcde, fghij, klmno

FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM QUARTER 4, 1994
MARKER: CUSTOMER SATISFACTION MEASUREMENTS

Table 50
MAJOR PROCESS AREA:

Q29D

RESIDENTIAL RELATIONSHIP - QUARTER-TO-QUARTER - BANNER 1

SYSTEM TOTAL										NORTHERN AREA										EASTERN AREA									
4Q93	1Q94	2Q94	3Q94	4Q94	4Q93	1Q94	2Q94	3Q94	4Q94	4Q93	1Q94	2Q94	3Q94	4Q94	4Q93	1Q94	2Q94	3Q94	4Q94	4Q93	1Q94	2Q94	3Q94	4Q94					
a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u	v	w	x	y					

BASE-Respondents who were
able to rate the overall
quality of PFL's repair
service

WEIGHTED BASE

Excellent (5)

Very Good (4)

Top Two Box

Good (3)

Fair (2)

Poor (1)

Bottom Two Box

Don't know
Percented off total asked

Mean

Std. dev.

Std. err.

*** No response (0), * Less than .05X

Stat testing uses the weighted X's against the net effective base.

T-test mean: sig level .95 - Columns tested abcde, fghij, klmno

T-test prop: sig level .95 - Columns tested abcde, fghij, klmno

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RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM QUARTER 4, 1994
WALKER: CUSTOMER SATISFACTION MEASUREMENTS

Table 57
MAJOR PROCESS AREA:

0296:

RESIDENTIAL RELATIONSHIP - QUARTER-TO-QUARTER - BANNER 1

SYSTEM TOTAL				NORTHERN AREA				EASTERN AREA			
4Q94	3Q94	3Q94	4Q94	4Q93	1Q94	2Q94	3Q94	4Q93	1Q94	2Q94	3Q94
b	c	d	e	f	g	h	i	j	k	l	m

BASE-Respondents who were able to rate the overall quality of PFL's repair service

WEIGHTED BASE

Excellent (5)

Very Good (4)

Top Two Box

Good (3)

Fair (2)

Poor (1)

Bottom Two Box

Don't know

*Percented off total asked

Mean

Std. dev.

Std. err.

*** No response (0), * Less than .05%

Stat testing uses the weighted x's against the net effective base.
T-test means: sig level .05 - columns tested abcde, fghij, klmo
T-test prop: -sig level .05 - columns tested abcde, fghij, klmo

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FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM - FIRST HALF - 1996
MARKER INFORMATION

Table 47
Q16 Overall Customer Satisfaction

RESIDENTIAL - RELATIONSHIP - WAVE-TO-WAVE/ANNUAL - BANNER 1

SYSTEM TOTAL			NORTHERN AREA			EASTERN AREA		
1ST HALF 1995	2ND HALF 1995	YTD 1995	1ST HALF 1995	2ND HALF 1995	YTD 1995	1ST HALF 1995	2ND HALF 1995	YTD 1995
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)

UNWEIGHTED BASE

WEIGHTED BASE

Excellent (5)

Very Good (4)

Top Two Box

Good (3)

Fair (2)

Poor (1)

Bottom Two Box

Don't know
Percented off total asked

Mean

Std. dev.

Std. err.

Columns tested: - a/b/d - c/d - e/f/h - g/h - i/j/l - k/l. Confidence level: 95

Revised 4-11-98
10/2/98

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FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM - FIRST HALF - 1996
WATER INFORMATION

Table 48
Q16a. Power Compared to Others
MAJOR PROCESS AREA: ELECTRIC POWER

[REDACTED]

RESIDENTIAL RELATIONSHIP - WAVE-TO-WAVE/ANNUAL - RANKING 1

SYSTEM TOTAL				NORTHERN AREA				EASTERN AREA			
1ST	2ND	1ST	2ND	1ST	2ND	1ST	2ND	1ST	2ND	1ST	2ND
HALF	HALF	YTD	HALF	HALF	YTD	HALF	YTD	HALF	YTD	HALF	YTD
1995	1995	1995	1995	1995	1995	1995	1995	1995	1995	1995	1995
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)

UNWEIGHTED BASE
WEIGHTED BASE
Much better (5)
Somewhat better (4)
Top Two Box
About the same (3)
Somewhat worse (2)
Much worse (1)
Bottom Two Box
Don't know
Percented off total asked
Mean
Std. dev.
Std. err.
Columns tested: - a/b/d - c/d - e/f/h - g/h - i/j/l - k/l. Confidence Level: 95

[REDACTED]

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RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM - FIRST HALF - 1996
WALKER INFORMATION

Table 49

Q17a. Electric Power Without Major Interruptions
MAJOR PROBLEMS AREA: ELECTRIC POWER

[REDACTED]

RESIDENTIAL RELATIONSHIP - WAVE-TO-WAVE/ANNUAL - BANNER 1

SYSTEM TOTAL				NORTHERN AREA				EASTERN AREA			
1ST	2ND	YTD	1ST	1ST	2ND	YTD	1ST	1ST	2ND	YTD	1ST
HALF	HALF	HALF	HALF	HALF	HALF	HALF	HALF	HALF	HALF	HALF	HALF
1995	1995	1995	1995	1995	1995	1995	1995	1995	1995	1995	1995
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)

UNWEIGHTED BASE
WEIGHTED BASE
Excellent (5)
Very Good (4)
Top Two Box
Good (3)
Fair (2)
Poor (1)
Bottom Two Box
Don't know*
*Percented off total asked
Mean
Std. dev.
Std. err.
Columns tested: - a/b/d - c/d - e/f/h - g/h - i/j/l - k/l, Confidence Level: 95

[REDACTED]

Di 3726

CONFIDENTIAL

FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM - FIRST HALF - 1996
WALKER INFORMATION

Page 58

Table 50

017a-1. Billing Outages - Minor Interruptions
MAJOR PROBLEMS AREA: ELECTRIC POWER
017b-1. Billing Outages - Minor Interruptions

b

RESIDENTIAL RELATIONSHIP - WAVE-TO-WAVE/NORMAL - BANNER 1

SYSTEM TOTAL				NORTHERN AREA				EASTERN AREA			
1ST	2ND	YTD	HALF/	1ST	2ND	YTD	HALF/	1ST	2ND	YTD	HALF/
1995	1995	1995	1995	1995	1995	1995	1995	1995	1995	1995	1995
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)

UNWEIGHTED BASE

WEIGHTED BASE

1-4 (NET)

1

2

3

4

5-9 (NET)

5

6

7

8

Columns tested: - a/b/d - c/d - e/f/h - g/h - i/j/l - k/l. Confidence Level: 95

17 Jun 96

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FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM - FIRST HALF - 1996
WATER INFORMATION

Table 30

Q17a-1. Standing Outages - Minor Inconvenience
Q17a-1
Q17a-1

Page 39

17 Jun 96

RESIDENTIAL RELATIONSHIP - WAVE-TO-WAVE/ANNUAL - BANNER 1

SYSTEM TOTAL				NORTHERN AREA				EASTERN AREA			
1ST	2ND	YTD	1ST	1ST	2ND	YTD	1ST	1ST	2ND	YTD	1ST
HALF	HALF	HALF	HALF	HALF	HALF	HALF	HALF	HALF	HALF	HALF	HALF
1995	1995	1995	1995	1995	1995	1995	1995	1995	1995	1995	1995
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)

UNWEIGHTED BASE

WEIGHTED BASE

9

10-19 (NET)

10

11

12

20 OR MORE (NET)

20

25

Don't Know

Refused

Mean

Columns tested: - a/b/d - c/d - e/f/h - g/h - i/j/l - k/l. Confidence Level: 95

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FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM - FIRST HALF - 1986
WALKER INFORMATION

017a-1. ~~Major Component~~
MAJOR PROCESS AREA: ELECTRIC POWER
017a-1. ~~1~~

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RESIDENTIAL RELATIONSHIP - WAVE-TO-WAVE/ANNUAL - PAGES 1

SYSTEM TOTAL				NORTHERN AREA				EASTERN AREA			
1ST	2ND	YTD	1ST	1ST	2ND	YTD	1ST	2ND	YTD	1ST	YTD
HALF	HALF	HALF	HALF	HALF	HALF	HALF	HALF	HALF	HALF	HALF	HALF
1995	1995	1995	1995	1995	1995	1995	1995	1995	1995	1995	1995
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)

WEIGHTED BASE

Std. err.

Columns tested: - a/b/d - c/d - e/f/h - g/h - i/j/l - k/l, Confidence Level: 95

FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM - FIRST HALF - 1996
MARKET INFORMATION

Q170-1.

10-11-12

Photo 6.1

EASTERN AREA

EASTERN AREA					
	1ST	2ND	YTD	1ST	2ND
HOLF	HOLF	HOLF	HOLF	HOLF	HOLF
1995	1995	1995	1995	1995	1995

Median

CONFIDENTIAL

FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM - FIRST HALF - 1996
WALKER INFORMATION

Table 52.
017a-2.
MAJOR PROCESS AREA: ELECTRIC POWER
017a-2.

17 Jun 96

RESIDENTIAL RELATIONSHIP - WAVE-TO-WAVE/ANNUAL - BANNER 1

SYSTEM TOTAL				NORTHERN AREA				EASTERN AREA			
1ST	2ND	YTD	1ST	1ST	2ND	YTD	1ST	1ST	2ND	YTD	1ST
HALF	HALF	HALF	HALF	HALF	HALF	HALF	HALF	HALF	HALF	HALF	HALF
1995	1995	1995	1995	1995	1995	1995	1995	1995	1995	1995	1995
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)

UNWEIGHTED BASE
WEIGHTED BASE

9

10-19 (INT)

10

11

12

15

20 OR MORE (INT)

20

25

30

40

Columns tested: - a/b/d - c/d - e/f/h - g/h - i/j/l - k/l. Confidence Level: 95

CONFIDENTIAL

FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM - FIRST HALF - 1996
WATER INFORMATION

Table 52
017a-2.
MAJOR PROBLEMS WITH RESIDENTIAL POWER
017a-2.

17 Jun 96

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RESIDENTIAL RELATIONSHIP - WAVE-TO-WAVE/NORMAL - BANNER 1

SYSTEM TOTAL				NORTHERN AREA				EASTERN AREA			
1ST	2ND	1ST	2ND	1ST	2ND	1ST	2ND	1ST	2ND	1ST	2ND
HALF	HALF	YTD	HALF/	HALF	HALF	YTD	HALF/	HALF	HALF	YTD	HALF/
1995	1995	1995	YTD 96	1995	1995	YTD 96	1995	1995	1995	YTD 96	1995
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)

UNWEIGHTED BASE
WEIGHTED BASE

50

87

Don't Know

Refused

Mean

Std. dev.

Std. err.

Columns tested: - a/b/d - c/d - e/f/h - g/h - i/j/l - k/l. Confidence Level: 95

D1: 10 of 24

CONFIDENTIAL

FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM - FIRST HALF - 1996
WALEEN INFORMATION

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Table 53
017a-2.
NATION PROGRESS
017a-2.1

17 Jun 96

RESIDENTIAL RELATIONSHIP - HAVE-TO-HAVE/AM UL - BANNER 1

SYSTEM TOTAL				NORTHERN AREA				EASTERN AREA			
1ST	2ND	YTD	HALF/	1ST	2ND	YTD	HALF/	1ST	2ND	YTD	HALF/
1995	1995	1995	1995	1995	1995	1995	1995	1995	1995	1995	1995
1995	1995	1995	1995	1995	1995	1995	1995	1995	1995	1995	1995

Median

FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM - FIRST HALF - 1996
WALKER INFORMATION

Table 54
Q17b. Electric Power Without Transformation
MAJOR PROCESS AREA: ELECTRIC POWER
Q17b. ~~Electric Power Without Transformation~~

ESSENTIAL RELATIONSHIP - WAVE-TO-WAVE/ANNUAL - BANNER 1												
SYSTEM TOTAL												
NORTHERN AREA												
EASTERN AREA												
1ST	2ND	1ST	1ST	2ND	1ST	2ND	1ST	2ND	1ST	2ND	1ST	2ND
HALF	HALF	YTD	HALF/	HALF	YTD	HALF/	HALF	YTD	HALF/	HALF	YTD	HALF/
1995	1995	1995	YTD	96	1995	1995	YTD	96	1995	1995	YTD	96
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	

WEIGHTED BASE

Excellent (5)

Very Good (4)

Top Two Box

Good (2)

Fair (2)

Foot (2)

Bottom Two Box

Don't know
Percented off total asked

Mean

Std. dev.

Sed. err.

Columns tested: - a/b/d - c/d - e/f/h - g/h - i/j/l - k/l. Confidence Level: 95

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~~017b-1. [REDACTED]~~

(2)

WEIGHTED AVERAGE

②

(259) 9-9

22

2

1

1

5-9 (NET)

5

9

2

Columns tested: - a/b/d - c/d - e/f/h - g/h - i/j/l - k/l, Confidence Level: 95

CONFIDENTIAL

FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM - FIRST HALF - 1996
WATER INFORMATION

Table 55
017b-1. [REDACTED]
MAJOR PROCESS AREA: ELECTRIC POWER
017b-1. ID: [REDACTED]

17 Jun 96

RESIDENTIAL RELATIONSHIP - WAVE-TO-WAVE/ANNUAL - RANGER 1

SYSTEM TOTAL				NORTHERN AREA				EASTERN AREA			
1ST HALF 1995	2ND HALF 1995	YTD 1995	YTD 96	1ST HALF 1995	2ND HALF 1995	YTD 1995	YTD 96	1ST HALF 1995	2ND HALF 1995	YTD 1995	YTD 96
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)

UNWEIGHTED BASE

9

10-19 (NET)

10

12

15

20 OR MORE (NET)

20

25

30

40

50

Columns tested: - a/b/d - c/d - e/f/h - g/h - i/j/l - k/l. Confidence Level: 95

D1-14 gals

CONFIDENTIAL

FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM - FIRST HALF - 1996
WATER INFORMATION

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Table 55
017b-1.1
MAJOR PROCESS AREA: ELECTRIC POWER
017b-1.1

17 Jun 96

RESIDENTIAL RELATIONSHIP - MAYE-70-MAYE/MORIAL - SUMMER 1

SYSTEM TOTAL				NORTHERN AREA				EASTERN AREA			
1ST	2ND	1ST	2ND	1ST	2ND	1ST	2ND	1ST	2ND	1ST	2ND
HALF	HALF	YTD	HALF	HALF	YTD	HALF	HALF	YTD	HALF	HALF	YTD
1995	1995	1995	1995	1995	1995	1995	1995	1995	1995	1995	1995
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)

UNWEIGHTED BASE
WEIGHTED BASE

60

Don't Know

Refused

Mean

Std. dev.

Std. err.

Columns tested: - a/b/d - c/d - e/f/h - g/h - i/j/l - k/l. Confidence Level: 95

15426 1.1

CONFIDENTIAL

FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM - FIRST HALF - 1996
MARKER INFORMATION

Table 56

017B-1: Meterless -
MAJOR PROCESS AREA: ELECTRIC POWER
017B-1:

RESIDENTIAL RELATIONSHIP - WAVE-TO-WAVE/ANNUAL - RANGER 1

SYSTEM TOTAL				NORTHERN AREA				EASTERN AREA			
1ST	2ND	1ST	2ND	1ST	2ND	1ST	2ND	1ST	2ND	1ST	2ND
HALF	HALF	YTD	HALF/	HALF	YTD	HALF/	HALF	YTD	HALF/	HALF	YTD
1995	1995	1995	YTD 96	1995	1995	YTD 96	1995	1995	YTD 96	1995	1995

Median

222/14926

CONFIDENTIAL

FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM - FIRST HALF - 1996
WATER INFORMATION

Table 57

017b-2. Homeowner
017b-2. Homeowner
017b-2. Homeowner

RESIDENTIAL RELATIONSHIP - MOVE-TO-MOVE/ANNUAL - BANNER 1:

SYSTEM TOTAL		NORTHERN AREA				EASTERN AREA			
1ST HALF 1995	2ND HALF 1995	YTD 1995	1ST HALF 1995	2ND HALF 1995	YTD 1995	1ST HALF 1995	2ND HALF 1995	YTD 1995	1ST HALF 1995
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)

UNWEIGHTED BASE
WEIGHTED BASE

1-4 (NET)

1

2

3

4

5-9 (NET)

5

6

7

8

Columns tested: - e/b/d - c/d - e/f/h - g/h - i/j/l - k/l, Confidence Level: 95

DI: 47 of 26

CONFIDENTIAL

FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM - FIRST HALF - 1996
WATER INFORMATION

Page 72

Table 57
017B-2. Residential
Major Process Area: ELECTRIC POWER
017B-2

17 Jun 96

RESIDENTIAL RELATIONSHIP - WAVE-TO-WAVE/ANNUAL - RANKED 1

SYSTEM TOTAL				NORTHERN AREA				EASTERN AREA			
1ST HALF 1995	2ND HALF 1995	YTD 1995	YTD 96	1ST HALF 1995	2ND HALF 1995	YTD 1995	YTD 96	1ST HALF 1995	2ND HALF 1995	YTD 1995	YTD 96
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)

UNWEIGHTED BASE

WEIGHTED BASE

9

10-19 (NET)

10

11

12

13

15

20 OR MORE (NET)

20

25

30

Columns tested: a/b/d - c/d - e/f/h - g/h - i/j/l - k/l. Confidence Level: 95

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CONFIDENTIAL

FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM - FIRST HALF - 1996
WATER INFORMATION

Table 57
017b-2. Momentaries - R
MAJOR PROCESS AREA: ELECTRIC POWER
017b-2.

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17 Jun 96

RESIDENTIAL RELATIONSHIP - HAVE-TO-HAVE/NORMAL - BANNER 1

SYSTEM TOTAL				NORTHERN AREA				EASTERN AREA			
1ST	2ND	YTD	1ST	1ST	2ND	1ST	1ST	2ND	YTD	1ST	1ST
HALF	HALF	1995	HALF/	HALF/	HALF	HALF/	HALF/	HALF	HALF/	HALF/	HALF/
1995	1995	1995	YTD 96	YTD 96	1995	1995	YTD 96	1995	1995	YTD 96	YTD 96
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)

UNWEIGHTED BASE

31

35

40

50

60

80

87

Don't Know

Refused

Mean

Std. dev.

Std. err.

Columns tested: - a/b/d - c/d - e/f/h - g/h - i/j/l - k/l. Confidence Level: 95

DF 19 82

FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER
WALKER INFORMATION

17 Jun. 96

Mediators

CONFIDENTIAL

FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM - FIRST HALF - 1996
WALKER INFORMATION

Table 53
017c. Electric Power
MAJOR PROCESS AREA: ELECTRIC POWER
017c.

RESIDENTIAL RELATIONSHIP - WAVE-TO-WAVE/NORMAL - BANNER 1

SYSTEM TOTAL				NORTHERN AREA				EASTERN AREA			
1ST	2ND	YTD	1ST	1ST	2ND	YTD	1ST	1ST	2ND	YTD	1ST
HALF	HALF	HALF	HALF	HALF	HALF	HALF	HALF	HALF	HALF	HALF	HALF
1995	1995	1995	1995	1995	1995	1995	1995	1995	1995	1995	1995
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)

UNWEIGHTED BASE

WEIGHTED BASE

Excellent (5)

Very Good (4)

Top Two Box

Good (3)

Fair (2)

Poor (1)

Bottom Two Box

Don't know

*Percented off total asked

Mean

Std. dev.

Std. err.

Columns tested: - a/b/d - c/d - e/f/h - g/h - i/j/l - k/l. Confidence Level: 95

D1: 2/2/24

FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM - FIRST HALF - 1996
WATER INFORMATION

Table 60 -
01d. Power
MAJOR PROCESS AREA: ELECTRIC POWER
01d.

RESIDENTIAL RELATIONSHIP - HAVE-TO-HAVE/NEED - BARRIER 1

SECTION TOTAL				NORTHERN AREA				EASTERN AREA			
1ST	2ND	YTD	1ST	1ST	2ND	YTD	1ST	1ST	2ND	YTD	1ST
HALF	HALF	HALF/	HALF/	HALF	HALF	HALF/	HALF/	HALF	HALF	HALF/	HALF/
1995	1995	1995	1995	1995	1995	1995	1995	1995	1995	1995	1995
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)

UNWEIGHTED BASE

WEIGHTED BASE

Strongly agree (5)

Agree (4)

Top Two Box

Neither agree nor disagree (3)

Disagree (2)

Strongly disagree (1)

Bottom Two Box

Don't know*
*Percented off total asked

Mean

Std. dev.

Std. err.

Columns tested: - a/b/d - c/d - e/f/h - g/h - i/j/l - k/l. Confidence Level: 95

22 of 24
D1

CONFIDENTIAL

FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM - FIRST HALF - 1996

Table 89

028. Overall Customer
Major Process Area: 028.

17 Jun 96

RESIDENTIAL RELATIONSHIP - WAVE-TO-WAVE/NOISAL
SUNNER 1

SYSTEM TOTAL		NORTHERN AREA				EASTERN AREA			
1ST HALF 1995	2ND HALF 1995	YTD 1995	1ST HALF YTD 96	1ST HALF 1995	2ND HALF YTD 96	1ST HALF YTD 96	1ST HALF 1995	2ND HALF YTD 96	1ST HALF YTD 96
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)

UNWEIGHTED BASE

WEIGHTED BASE

Excellent (3)

Very Good (4)

Top Two Box

Good (3)

Fair (2)

Poor (1)

Bottom Two Box

Don't know*

*Percented off total asked

Mean

Std. dev.

Std. err.

Columns tested:

- a/b/d - c/d - e/f/h - g/h - i/j/l - k/l. Confidence level: 95

CONFIDENTIAL

FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM - FIRST HALF - 1996
WATER INFORMATION

Table 90

Q2b. Accurate information about Outage
MAJOR PROCESS AREA: SERVICE RESTORATION
Q2b. How would you rate PPL in terms of providing accurate information about the outage?

Page 119

RESIDENTIAL RELATIONSHIP - WAVE-TO-WAVE/NORMAL - BANNER 1

SYSTEM TOTAL				NORTHERN AREA				EASTERN AREA			
1ST HALF 1995	2ND HALF 1995	YTD 1995	1ST HALF/ YTD 96	1ST HALF 1995	2ND HALF 1995	YTD 1995	1ST HALF/ YTD 96	1ST HALF 1995	2ND HALF 1995	YTD 1995	1ST HALF/ YTD 96
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)

WEIGHTED BASE

Std. err.

Columns tested: - a/b/d - c/d - e/f/h - g/h - i/j/l - k/l, Confidence Level: 95

D1 25 08 24

CONFIDENTIAL

FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM - FIRST HALF - 1996
WALKER INFORMATION

Table 31

Q39. ~~XXXXXXXXXX~~
Q39. ~~XXXXXXXXXX~~

17 Jun 96

RESIDENTIAL RELATIONSHIP - WAVE-TO-WAVE/ANNUAL - PARTNER 1

SYSTEM TOTAL				NORTHERN AREA				EASTERN AREA			
1ST HALF 1995	2ND HALF 1995	YTD 1995	YTD 1995	1ST HALF 1995	2ND HALF 1995	YTD 1995	YTD 1995	1ST HALF 1995	2ND HALF 1995	YTD 1995	YTD 1995
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)

UNWEIGHTED BASE

WEIGHTED BASE

Excellent (5)

Very Good (4)

Top Two Box

Good (3)

Fair (2)

Poor (1)

Bottom Two Box

Don't know*

*Percented off total asked

Refused*

*Percented off total asked

Mean

Std. dev.

Std. err.

Columns tested: - a/b/d - c/d - e/f/h - g/h - i/j/l - k/l. Confidence Level: 95

21 Jul 96

PROCESS AREA: ELECTRIC POWER

015
015

Grand 1

SMALL DEMAND

TOTAL ANNUAL TREND				LOAD FACTOR		NEW C/ AREAS 1995 TO 1996 COMPARISONS										1996 SIC CODE							
						LOW		HIGH		NCI		CCI		SCI		FACTU- RIND		WORLD/ TRADE		RETAIL SER- VICES		ALL OTHERS	
(a)				(b)		(c)		(d)		(e)		(f)		(g)		(h)		(i)		(j)		(k)	

Base-Total Respondents

Excellent (3)

Very Good (4)

Top Two Box

Good (3)

Fair (2)

Poor (1)

Bottom Two Box

Don't know
Percented off total
asked

Mean

Std. Dev.

Std. Err.

Columns tested: - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o/p/q. Confidence Level: 95

Florida Power & Light Company
FPSC Review of Distribution System
Staff 4th Request
Request 5 of 8
A thru

Attachment N.1
1 of 52

CONFIDENTIAL

Attachment N.1
1 of 52

013a-
013a-

PROCESS AREA: ELECTRIC POWER

SHALL DEMAND

TOTAL ANNUAL TRIMED									
1995									
LOAD FACTOR									
NEW C/I AREAS 1995 TO 1996 COMPANIONS									
1996 SIC CODE									
1992	1993	1994	1995	1996	LOW	HIGH	NCI	NCI	CCI
W (a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)
NAME - WHOLE/									
FACTORY-RETAIL SER-									
RIND TRADE VICES OTHER									
(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)

Base: Total Asked

Base: Total Answering

Strongly Agree

Agree

Top Two Box

Neither Agree Nor Disagree

Disagree

Strongly Disagree

Bottom Two Box

Don't know
Percent Of Total Asked

Mean

Std. Dev.

Columns tested: - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o/p/q. Confidence Level: 95

CONFIDENTIAL

N1

2052

Q15b-2

31 JUL 96

PROCESS AREA: ELECTRIC POWER

SHALL DEMAND

TOTAL ANNUAL TREND					1996 LOAD FACTOR		NEW C/I AREAS 1995 TO 1996 COMPARISONS						1996 SIC CODE			
1992	1993	1994	1995	1996	LOW <60%	HIGH 60%+	NCI 1995	NCI 1996	CCI 1995	CCI 1996	SCI 1995	SCI 1996	MANU- FACTU- RING	WHOLE/ RETAIL TRADE	SER- VICES	ALL OTHER
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)

Base: Total Asked

1 - First priority

2 - Second priority

3 - Third priority

4 - Fourth priority

Mean

Std. Dev.

Std. Err.

Columns tested: - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o/p/q. Confidence Level: 95

CONFIDENTIAL

N1
5 of 52

Q15b-4.

31 Jul 96

PROCESS AREA: ELECTRIC POWER

SMALL DEMAND

TOTAL ANNUAL TREND					1996 LOAD FACTOR		NEW C/I AREAS 1995 TO 1996 COMPARISONS						1996 SIC CODE			
1992	1993	1994	1995	1996	LOW <60%	HIGH 60%+	NCI 1995	NCI 1996	CCI 1995	CCI 1996	SCI 1995	SCI 1996	MANU- FACTU- RING	WHOLE/ RETAIL TRADE	SER- VICES	ALL OTHER
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)

Base: Total Asked

1 - First priority

2 - Second priority

3 - Third priority

4 - Fourth priority

Mean

Std. Dev.

Std. Err.

Columns tested: - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o/p/q. Confidence Level: 95

CONFIDENTIAL

NI

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Q15b.

31 Jul 96

PROCESS AREA: ELECTRIC POWER

SHALL DEMAND

Q15b-1. Reducing # of
brief momentary
interruptions -
priorities

Q15b-2. Reducing # of
longer power outages -
priorities

Q15b-3. Shortening
time it takes to
restore power when
there is a longer
complete outage -
priorities

Q15b-4. Improving the
quality of power
(right amount of
voltage) - priorities

TOTAL ANNUAL TRENDS					1996 LOAD FACTOR		NEW C/I AREAS 1995 TO 1996 COMPARISONS								1996 SIC CODE			
1992	1993	1994	1995	1996	LOW <60%	HIGH 60%	NCI 1995	NCI 1996	CCI 1995	CCI 1996	SCI 1995	SCI 1996	MANU- FACTU- RING	WHOLE/ RETAIL TRADE	SER- VICES	ALL OTHER		
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)		

Columns tested: - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o/p/q. Confidence Level: 95

N1
8 of 52

PHOTOES APLA / ELECTRIC POWER

31 Jul 96

Small, titanium

[illegible]

Base: Total Answering
Excellent (5)

Very Good (4)

Top Two Box

Good (2)

For (2)

Foot (11)

Bottom Two Box

[illegible]

Columns tested: - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o/p/q. Confidence Level: 95

continued.

NI
9852

PRO TEST AREA: ELECTRIC POWER

11 JUL 96

SMALL DEMAND

TOTAL ANNUAL TRENDS		LOAD FACTOR		NEW C/I AREAS 1995 TO 1996 COMPARISONS												1996 SIC CODE	
1992	1993	1994	1995	1996	LOW	HIGH	NET	NET	OCI	OCI	OCI	OCI	OCI	OCI	OCI	MANU-	WHOLE/
(a)	(b)	(c)	(d)	(e)	COG	60%	1995	1996	1995	1996	1995	1996	1995	1996	1996	FACTU-	RETAIL SER-
(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	RIED	TRADE VICES
(v)	(w)	(x)	(y)	(z)	(aa)	(ab)	(ac)	(ad)	(ae)	(af)	(ag)	(ah)	(ai)	(aj)	(ak)	(al)	OTHER

Base Total Asked

0

1-4 (NET)

1

2

3

4

5-9 (NET)

5

6

8

Columns tested:

a/b/c/d/e - f/g - h/i - j/k - l/m - n/o/p/q. Confidence Level: 95

NI

PROCESS AREA: ELECTRIC POWER

11 Jul 76

SMALL, POWERFUL

TOTAL ANNUAL TRFED					LOAD FACTOR		NEW C/I AREAS 1995 TO 1996 COMPARISONS							1996 SIC CODE			
1992	1993	1994	1995	1996	LOW	HIGH	NCI	NCI	OCI	OCI	SCI	SCI	MAU-FACTO-	WHOLE/RETAIL	SER-VICES	ALL-OTHER	
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	
.....	600	600*	1995	1996	1995	1996	1995	1996	

Base: Total Ashes

10-19 (REV)

10

112

15

20 ON HOME (NET)

20

74

200

Don't Know

Mean

Secd. Dev.

Columns tested: - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o/p/q. Confidence Level: 95

CONSTITUTION

$$N_1$$

130852

Q16a-1
 Q16a-1

PROCESS AREA: ELECTRIC POWER

SMALL DEMAND

TOTAL ANNUAL TREND					1996					LOAD FACTOR					HIGH C/I AREAS 1995 TO 1996 COMPARISONS					1996 SIC CODE				
1992	1993	1994	1995	1996	LOW	HIGH	NCT	NCT	CCT	CCT	SC1	SC2	SC3	FACTU-	MOORE/	RETAIL SER-	ALL							
.....	600	600+	1995	1996	1995	1996	1995	1996	1996	RING	TRAIL	VICES	OTHER							
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)								

0168-1
 0168-1

PROCESS AREA ELECTRIC POWER

SMALL DEMAND

TOTAL ANNUAL TREND

1996

LOAD FACTOR NEW C/I AREAS 1995 TO 1996 COMPARISONS

1996 SIC CODE

1992	1993	1994	1995	1996	LOW	HIGH	NCI	NCI	CCT	CCT	SCT	SCT	MANU- WHOLE/
.....	60%	60%	1995	1996	1995	1996	1995	1996	FACTU- RETAIL SER- ALL
.....	NING TRADE VICES OTHER

Median

CONFIDENTIAL

NI
 15 08 52

94 202 28

SMALL, THIN

8
9
10-19 (NETT)
10
11
12
13
14
15
16
17
18

CONFIDENTIAL

17 of 52

PROCESS AREA ELECTRIC POWER

DEATH, DISEASE

TOTAL ANNUAL TREND					1996 LOAD FACTOR		NEW C/I AREAS 1995 TO 1996 COMPAREDSOLS						1996 SIC CODE				
1992	1993	1994	1995	1996	LOW	HIGH	NCT	NCT	CCT	CCT	SCT	SCT	RING	WHALE/ FACTORY-RETAIL SER-	TRADE VICES	OTHER	
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	
.....	<60%	60%	1995	1996	1995	1996	1995	1996					

Total Asked

20 ON MORE (NET)

Columns tested: - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o/p/q. Confidence level: 95

CONFIDENTIAL

 N_1

6200 110

Q16a-2
 Q16a-2

31 Jul 96

PROCESS AREA: ELECTRIC POWER

SMALL DEMAND

TOTAL ANNUAL TRENDS

1996

LOAD FACTOR NEW 1/1 AHEAD 1995 TO 1996 COMPARISONS

1996 SIC CODE

	1992	1993	1994	1995	1996	LOW	HIGH	NET	NET	CCI	CCI	SCI	SCI	MAINT- WHOLE/
						40%	60%	1995	1996	1995	1996	1995	1996	FACTU- RETAIL SER- ALL
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	TRACED VICES OTHER

Base: Total Asked

96

201

256

360

165

Don't Know

Mean

Std. Dev.

Std. Err.

Columns tested: a/b/c/d/e - f/g - h/i - j/k - l/m - n/o/p/q. Confidence Level: 95

CONFIDENTIAL

N

14 0852

Q14b
Q14b

PROCESS AREA: ELECTRIC POWER

21 JUL 96

SMALL DEMAND

TOTAL ANNUAL TRIPD 1996 LOAD FACTOR MIN C/I AREAS 1995 TO 1996 COMPARISONS 1996 SIC CODE

	1992	1993	1994	1995	1996	1996	LOW	HIGH	NCI	NCI	CCI	CCI	SCI	SCI	FACTU-	WHOLE/
							408	608	1995	1996	1995	1996	1995	1996	RI95	RETAIL SER-
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)

Base: Total Asked
Base: Total Answering
Excellent (3)

Very Good (4)

Top Two Box

Good (1)

Fair (2)

Poor (1)

Bottom Two Box

Don't know
Percent Of Total
Asked

Columns tested: - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o/p/q. Confidence Level: 95

NI
21 09 52

○ ○
= =
● ●

PHOTOSS AREA: ELASTIC JONES

SMALL BUSINESS

TOTAL, AVERAGE, TRIMED

BOARDMANCT.COM

NEW C/4 AREAS 1995 TO 1996 COMPARISONS

1996 SIC CODE

	LOW	HIGH	HCT	HCT	CCI	CCI	SCI	SCI	MAST- FACTU- AFFAL SER- ALL
1992	1993	1994	1995	1996	608	1995	1996	1995	1996
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)
(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)

Refused:
Percent Of Total
Asked

Mean

514 Dev

52d. Err.

Column(s) [0-9]: - A/B/C/D/n + f/g + h/i + j/k + l/m + n/o/p/q, Confidence Level: 95

22 08 52 N1

PROCESS AREA: ELECTRIC POWER

SMALL DEMAND

TOTAL ANNUAL TREND										LOAD FACTOR										NEW C/I AREAS 1995 TO 1996 COMPARISONS										1996 SIC CODE																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																	
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Base Total Asked

0

1-4 (NET)

1

2

3

4

5-8 (NET)

5

6

7

Columns tested: a/b/c/d/e - f/g - h/i - j/k - l/m - n/o/p/q. Confidence Level: 95

23852
 NI

98-100-11

PROJECT AREA: ELECTRIC POWER:

SMALL BUSINESS

[illegible]

Case Total Assets

1

2

10-19 NET

10

94
95

and
Bul

15

20 OR MORE (NET)

20

26

Columns tested: a/b/c/d/e - f/g - h/i - j/k - l/m - n/o/p/q. Confidence Level: 95

N1
24852

31 Jul 96

IC CODE

SEP. ALL
VICES OTHER
(p) (q)

1996

31 Jul 96

PROCESS AREA ELECTRIC POWER

SHALL DEMAND

1996 SIC CODE

1996 NEW C/I AREAS 1996 TO 1996 COMPARISONS

LOAD FACTOR FACTO- WHOLE/ RETAIL SEE ALL
FACTO- TRADE VICES OTHER

L. ANNUAL TRDND

LOW HIGH MC1 MC1 CCI CCI SCI SCI
1994 1995 1996 1995 1996 1995 1996 1995 1996

1 1994 1995 1996

86252
N1

27252
N1

0166-1

PROCESS AREA ELECTRIC POWER

11 Jul 96

SMALL DEMAND

TOTAL ANNUAL TRHD

1996

LOAD FACTOR NEW C/I AREAS 1995 TO 1996 COMPARISONS

1996 SIC CODE

1992	1993	1994	1995	1996	LOW	HIGH	WCI	WCI	CCI	CCI	SCT	SCT	WMD- FACTO- RTRAIL	SER- ALL
.....	608	608	1995	1996	1995	1996	1995	1996	WMD- RTRAIL	WMD- VICIS
.....

Median

27 0452
N1

0160-2
 0160-2

11 Jul 96

PROCESS AREA ELECTRIC POWER

SMALL DEMAND

TOTAL ANNUAL TEND									
1996									
LOAD FACTOR									
NEW C/I AREAS 1995 TO 1996 COMPARISONS									
1996 SIC CODE									
1992	1993	1994	1995	1996	LOW	HIGH	NET	NET	NET
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)
MAJOR- WHOLE/									
FACTORY- RETAIL SER- ALL									
RIMS TRADE VICES OTHER									
(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)

Base: Total Asked

8

9

10-19 (NET)

10

11

12

13

14

20 OR MORE (NET)

20

Columns tested: - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o/p/q. Confidence Level: 95

29 N1 52

016b-2
 016b-2

11 Jul 96

PROCESS AREA: ELECTRIC POWER

SHALL REPORT

TOTAL AERIAL TREND

1996

LOAD FACTOR NEW C/I AREAS 1995 TO 1996 COMPARISONS

1996 SIC CODE

	1992	1993	1994	1995	1996	LOW	HIGH	NET	NET	CCI	CCI	CCI	CCI	CCI	CCI	MANU.	WHOLE/	FACTU.	RETAIL	SEN-	ALL
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)

Base: Total Asset

21

24

25

26

30

31

36

40

45

48

Columns tested: - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o/p/q. Confidence Level: 95

[REDACTED]

30 852
 N1

014b-2
014b-1

PROCESS AREA: ELECTRIC POWER

SMALL DEMAND

TOTAL ANNUAL TREND

1996

LOW FACTOR

NEW C/I AREAS 1995 TO 1996 COMPARISONS

1996 SIC CODE

1992	1993	1994	1995	1996	LOW	HIGH	NET	NET	OCI	OCI	OCI	SCI	SCI	SCI	FACTU.	WHOLE/	RETAIL	SEN.	ALL
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)

Base: Total Asked

50

51

52

53

60

96

100

104

150

156

Columns tested: - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - Confidence Level: 95

31 0852

N1

31 Jul 96

PROCESS AREA: ELECTRIC POWER

SMALL DEMAND

TOTAL ANNUAL TRMID									
1996									
LOAD FACTOR NEW C/I AREAS 1995 TO 1996 COMPARISONS									
1996 SIC CODE									
1992	1993	1994	1995	1996	LOW	HIGH	NET	NET	NET
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)
MASS - WHOLE/									
FACTO - RETAIL SER - ALL									
RING TRADE VICES OTHER									
(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)

Base Total Added

181

200

250

266

300

312

360

365

366

400

Columns tested: - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o/p/q. Confidence level: 95

32 or 52
 N1

014b-2
 014b-3

PROCESS AREA ELECTRIC POWER

21 Jul 96

SMALL DEMAND

TOTAL ANNUAL TRBD

1996

LOAD FACTOR

NEW C/I AREAS 1995 TO 1996 COMPARISONS

1996 SIC CODE

Base: Total Asked

450

700

Don't Know

Refused

Mean

Std. Dev.

Std. Err.

Columns tested: - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o/p/q. Confidence Level: 95

1992	1993	1994	1995	1996	LOW	HIGH	ICI	ICI	ICI	ICI	SCI	SCI	SCI	SCI	MANU-	MOBILE/
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	FACTORY-RETAIL SER-	ALL
															RETAIL	VICE
															OTHER	

33 852
 N1

71 JUL 96

PROCESS AREA	ELECTRIC POWER
1. Process Area	1. Electric Power
2. Process Area	2. Electric Power
3. Process Area	3. Electric Power
4. Process Area	4. Electric Power
5. Process Area	5. Electric Power
6. Process Area	6. Electric Power
7. Process Area	7. Electric Power
8. Process Area	8. Electric Power
9. Process Area	9. Electric Power
10. Process Area	10. Electric Power
11. Process Area	11. Electric Power
12. Process Area	12. Electric Power
13. Process Area	13. Electric Power
14. Process Area	14. Electric Power
15. Process Area	15. Electric Power
16. Process Area	16. Electric Power
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18. Process Area	18. Electric Power
19. Process Area	19. Electric Power
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23. Process Area	23. Electric Power
24. Process Area	24. Electric Power
25. Process Area	25. Electric Power
26. Process Area	26. Electric Power
27. Process Area	27. Electric Power
28. Process Area	28. Electric Power
29. Process Area	29. Electric Power
30. Process Area	30. Electric Power
31. Process Area	31. Electric Power
32. Process Area	32. Electric Power
33. Process Area	33. Electric Power
34. Process Area	34. Electric Power
35. Process Area	35. Electric Power
36. Process Area	36. Electric Power
37. Process Area	37. Electric Power
38. Process Area	38. Electric Power
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40. Process Area	40. Electric Power
41. Process Area	41. Electric Power
42. Process Area	42. Electric Power
43. Process Area	43. Electric Power
44. Process Area	44. Electric Power
45. Process Area	45. Electric Power
46. Process Area	46. Electric Power
47. Process Area	47. Electric Power
48. Process Area	48. Electric Power
49. Process Area	49. Electric Power
50. Process Area	50. Electric Power
51. Process Area	51. Electric Power
52. Process Area	52. Electric Power
53. Process Area	53. Electric Power
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56. Process Area	56. Electric Power
57. Process Area	57. Electric Power
58. Process Area	58. Electric Power
59. Process Area	59. Electric Power
60. Process Area	60. Electric Power
61. Process Area	61. Electric Power
62. Process Area	62. Electric Power
63. Process Area	63. Electric Power
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65. Process Area	65. Electric Power
66. Process Area	66. Electric Power
67. Process Area	67. Electric Power
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71. Process Area	71. Electric Power
72. Process Area	72. Electric Power
73. Process Area	73. Electric Power
74. Process Area	74. Electric Power
75. Process Area	75. Electric Power
76. Process Area	76. Electric Power
77. Process Area	77. Electric Power
78. Process Area	78. Electric Power
79. Process Area	79. Electric Power
80. Process Area	80. Electric Power
81. Process Area	81. Electric Power
82. Process Area	82. Electric Power
83. Process Area	83. Electric Power
84. Process Area	84. Electric Power
85. Process Area	85. Electric Power
86. Process Area	86. Electric Power
87. Process Area	87. Electric Power
88. Process Area	88. Electric Power
89. Process Area	89. Electric Power
90. Process Area	90. Electric Power
91. Process Area	91. Electric Power
92. Process Area	92. Electric Power
93. Process Area	93. Electric Power
94. Process Area	94. Electric Power
95. Process Area	95. Electric Power
96. Process Area	96. Electric Power
97. Process Area	97. Electric Power
98. Process Area	98. Electric Power
99. Process Area	99. Electric Power
100. Process Area	100. Electric Power

SMALL, DEPENDENT

TOTAL ANNUAL TREND		1996		1995 TO 1996 COMPARISONS		1996 SIC CODE	
		LOAD FACTOR	RHO C/I AREAS	1995	1996	CHANGE	
1992	1993	LOW	HIGH	RCT	RCT	CCT	MADE- FACTU-
1994	1995	608	608	1995	1996	1995	RETAIL
1996	1997	608	608	1996	1997	1996	SEC-
1998	1999	608	608	1997	1998	1997	ALL
2000	2001	608	608	1998	1999	1998	OTHER

1000

34852 N1

PROCESS AREA: ELECTRIC POWER

0160
2160

11-21-96

SMALL DEMAND

TOTAL ANNUAL PERIOD										1996										LOAD FACTOR										NEW C/I AREAS 1995 TO 1996 COMPARISONS										1996 SIC CODE									

014d
 014d

PROCESS AREA: ELECTRIC POWER

SMALL DEMAND

TOTAL ANNUAL TEND 1996
 LOAD FACTOR NEM C/I AREA 1995 TO 1996 COMPARISONS 1996 SIC CODE

1992	1993	1994	1995	1996	LOW	HIGH	NCT	SCI	CCI	CCI	SCI	SCI	SCI	SCI	FICTV	RETAIL	SEM	ALL
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)		

Base: Total Asked
 Base: Total Answering
 Excellent (5)
 Very Good (4)
 Top Two Box
 Good (3)
 Fair (2)
 Poor (1)
 Bottom Two Box

Don't know
 Percent Of Total
 Asked

Mean

Std. Dev.

Columns tested: a/b/c/d/e - f/g - h/i - j/k - l/m - n/o/p/q. Confidence level: 95

370852

0163
0163

11 Jul 96

PROJECTS AREA: ELECTRIC POWER

SMALL DEMAND

TOTAL ANNUAL TREND					1996		LOAD FACTOR		NEW C/I AREAS 1995 TO 1996 COMPARISONS				1996 SIC CODE			
1992	1993	1994	1995	1996	LOW	HIGH	PCT	PCT	C/I	C/I	S/I	S/I	W/OLE/ FACTO-	W/OLE/ RETAIL	SEN-	ALL
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)
.....	60%	60%	1995	1996	1995	1996	1995	1996

2010-01-01

Columns tested: - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o/p/q. Confidence Level: 95

3805: NI

PHOTOLYSIS AND

SPAIN: DEMOCRACY

[illegible]

Don't know*	Percented off total asked	Mean	Std. Dev.	Std. Err.	Columns tested:
					- a/b/c/d/e - f/g - h/i - j/k - l/m - n/o/p/q. Confidence Level: .95

22. 2nd 166

NI
20ms

0244
 0244

PROCESS AREA

SMALL DEMAND

TOTAL ANNUAL TRENDS									
1996									
LOAD FACTOR									
NEW C/I AREAS 1993 TO 1996 COMPANISONS									
1996 SIC CODE									
1992	1993	1994	1995	1996	LOW	HIGH	NET	NET	NET
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)
NAME - WHOLE/									
FACTORY-RETAIL SER- ALL									
MFG. TRADE VICES OTHER									
(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)

Base Total Answering
 Excellent (5)
 Very Good (4)
 Top Two Box
 Fair (2)
 Poor (1)

Bottom Two Box

Don't know
 Percent Of Total
 Asked

Mean

Std. Dev.

Columns tested:

a/b/c/d/e - f/g - h/i - j/k - l/m - n/o/p/q. Confidence Level: 95

NI
 10-07-5



PROCESS AREA

SMALL BUSINESS

[illegible]

Columns tested: a/b/c/d/e - t/g - h/i - j/k - l/m - $n/p/q$ - $r/s/t$. Confidence Level: 95

N1
41 or 52

Q24b
Q24c

PROCESS AREA

SKULL DEMAND

TOTAL ANNUAL TREND

LOAD FACTOR

SEM C/I AREAS 1995 TO 1996 COMPARISONS

1996 SIC CODE

1992	1993	1994	1995	1996	LOW	HIGH	BCI	BCI	CCI	CCI	SCI	SCI	SCI	FACTU	WORLD	RETAIL	SEN	ALL
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)

Mean
Std. Dev.
Std. Err.

Columns tested: a/b/c/d/e - f/g - h/i - j/k - l/m - n/o/p/q. Confidence Level: 95

43
N1
95

0240

PROJECTS AREA

SHALL, FORMER

[illegible]

Sed. Err

Columns tested: - e/b/c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s/t
Confidence Level: 95

96 100 110

45-752 N1

0243-1
 0243-1

PROCESS AREA

SHALL BEHOLD

TOTAL ANNUAL TRENDS

1996

LOAD FACTOR NEW C/I AREAS 1995 TO 1996 COMPARISONS

1996 SIC CODE

1992	1993	1994	1995	1996	LOW	HIGH	NCI	NCI	OCI	OCI	S	SCI	FACTU-	WHOLE/	RETAIL SER-	ALL
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	RIHG	TRIDE	VICES	OTHER

Base Total Asked

0

1 TO LESS THAN 10
 SECONDS (NET)

10 TO LESS THAN 60
 SECONDS (NET)

1 TO LESS THAN 5
 MINUTES (NET)

5 TO LESS THAN 10
 MINUTES (NET)

10 TO LESS THAN 35
 MINUTES (NET)

35 TO LESS THAN 20
 MINUTES (NET)

20 TO LESS THAN 30
 MINUTES (NET)

30 TO LESS THAN 60
 MINUTES (NET)

1 TO LESS THAN 5 HOURS
 (NET)

Columns tested: - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o/p/q. Confidence Level: 95

4400052
 N1

94 100 10

SMALL DEMAND

Base: Total Asked
5 HOURS OR MORE (NET)

Don't know

Mean (Millions)

Std. Dev.

Secd. For

Columns tested: $a/b/c/d/e - fg - h/i - j/k - l/m - n/o/p/q$. Confidence level: 95

0240-1
 0240-1

PROCESS AREA

SMALL DEMAND

TOTAL AERIAL TREND		LOAD FACTOR		HEM C/I AERIALS 1995 TO 1996 COMPARISONS		1996 SIC CODE	
		1996					
		LOW	HIGH	NCI	NCI	CCI	CCI
		SCI	SCI	SCI	SCI	SCI	SCI
		FACTU-	RETAIL	FEH-	ALL		
		PIRG	TRADE	VICES	OTHER		
1992	1993	1994	1995	1996	608*	1995	1996
.....

Median (Miles)

31 Jul 96

NI

48952

Figure 1

PROCESSES ARE

CHALL. DEBARD

TOTAL AERIAL TEND					LOAD FACTOR		NEW C/I AREAS 1993 TO 1996 COMPARISONS						1996 SIC CODE			
1992	1993	1994	1995	1996	LOW	HIGH	MC1	MC2	OC1	CC1	SC1	SC2	MANU- WHOLE/	FACTO- RETAIL SEN- ALL		
1992	1993	1994	1995	1996	608	608*	1993	1996	1993	1996	1993	1996	TAILER VICES OTHERS			
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o) (p) (q)		

FBI SMALL DEMAND (21-138 PWD) June/July 1996
 MAJOR INFORMATION (812296)
 CONFIDENTIAL

0240-2
 0240-2: And

PROCESS AREA

SMALL DEMAND

Median (Minutes)

TOTAL ANNUAL TREND									
1996									
LOAD FACTOR									
NEW C/I AREAS 1995 TO 1996 COMPARISONS									
1996 SIC CODE									
MANU- WHOLE/									
FACTU- RETAIL SER- ALL									
RIND TRADE VICES OTHER									
1992 1993 1994 1995 1996									
LOW	HIGH	WCI	WCI	WCI	WCI	WCI	WCI	WCI	WCI
608	608	1995	1996	1995	1996	1995	1996	1995	1996

510852
 N1

21 Jul 86

PROCESS WITH

SMALL DEMAND

[illegible]

Base: Total Asked

Base: Total Answering

Excellent (5)

Very Good (4)

Top Two Box

Good (13)

For (2)

111 Post

Bottom Two Box

Don't know
Percent Of Total
Asked

Columns tested: - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o/p/q. Confidence Level: 95

21 52

INDICES AREA: ELECTRIC POWER

1996 LARGE COMMERCIAL/INDUSTRIAL-ANNUAL TREND

TOTAL ANNUAL TREND

NEW C/I AREAS 1995 TO 1996 COMPARISONS

1992	1993	1994	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)

Base Total Answering
 Excellent/Very Good

(5) Excellent

(4) Very Good

(3) Good

(2) Fair

(1) Poor

Fair/Poor

Florida Power & Light Company
 FPSC Review of Distribution System
 Staff with Request

A.H. Request 17 of 8
 Pages 6 of 8

Don't Know
 Percent of Total Asked
 Refused
 Percent of Total Asked
 From
 at low
 columns listed

Abstraction - Fig - N/A - J/K - L/M. Confidence level: 95

CONFIDENTIAL

01
 01

PROCESS AREA: ELECTRIC POWER

1996 LARGE COMMERCIAL/INDUSTRIAL-ANNUAL THERM

TOTAL ANNUAL THERM

NEW C/I AREAS 1995 TO 1996 COMPARISONS

1992	1993	1994	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)

Sid. Err.

Columns tested: a/b/c/d/e - f/g - h/i - j/k - l/m. Confidence Level: 95

25 Jul 96

6449
 2049
 10

1 - 00010
1 - 00010

[illegible]

1996 LARGE COMMERCIAL/INDUSTRIAL-ANNUAL TRENDS

TOTAL ANNUAL TRIPID

NEW C/1 AREAS 1995 TO 1996 COMPANIONS

[illegible]

01a-1

PROCESS AREA: ELECTRIC POWER

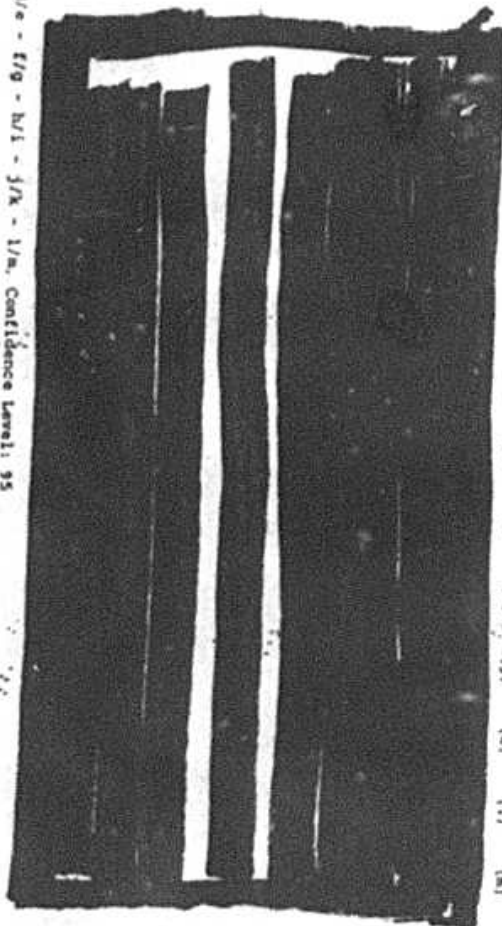
1996 LARGE COMMERCIAL/INDUSTRIAL-ANNUAL TREND

TOTAL ANNUAL TREND

NEW C/I AREAS 1995 TO 1996 COMPARISONS

1992	1993	1994	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)

Base: Total Asked
 1 - First priority
 2 - Second priority
 3 - Third priority
 4 - Fourth priority
 Last 1 Row
 Mean
 Std. Dev.
 Std. Err.
 Columns tested: - a/b/c/d/e - f/g - h/i - j/k - l/m. Confidence level: 95



42849
 17

0144 2

25 Jul 96

PROCESS AREA: ELECTRIC POWER

1996 LARGE COMMERCIAL/INDUSTRIAL-ANNUAL TRADING

TOTAL ANNUAL TRADING

NEW C/I AREAS 1995 TO 1996 COMPARISONS

1992	1993	1994	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)

- Mean: Total Asked
- 1 - First priority
- 2 - Second priority
- 3 - Third priority
- 4 - Fourth priority
- Don't Know
- Mean
- Std. Dev.
- Std. Err.

Columns tested: - a/b/c/d/e - f/g - h/i - j/k - l/m. Confidence Level: 95

01a-3

PROCESS AREA: ELECTRIC POWER

1996 LARGE COMMERCIAL/INDUSTRIAL-ANNUAL TREND

TOTAL ANNUAL TREND

NEW C/I AREAS 1995 TO 1996 COMPARISONS

1992	1993	1994	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)

Base: Total Asked

1 - First priority

2 - Second priority

3 - Third priority

4 - Fourth priority

Don't Know

Mean

Std. Dev.

Std. Err.

Columns tested: - a/b/c/d/e - f/g - h/i - j/k - l/m. Confidence Level: 95

25 Jul 96

67 20 9
18

Site A.

PROCESS AREA: ELECTRIC POWER

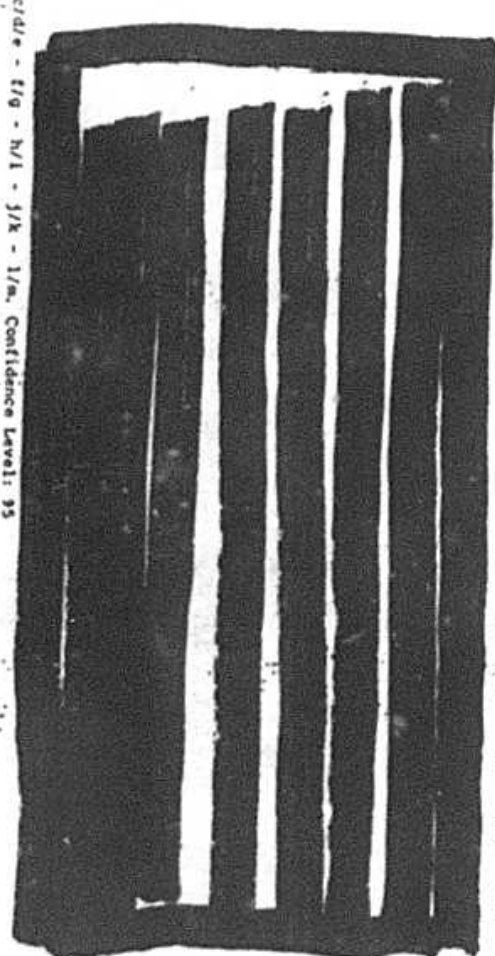
1996 LARGE COMMERCIAL/INDUSTRIAL-ANNUAL TRENDS

TOTAL ANNUAL TRENDS

NEW C/I AREAS 1995 TO 1996 COMPARISONS

1992	1993	1994	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)

Base Total Asked
 1 - First priority
 2 - Second priority
 3 - Third priority
 4 - Fourth priority
 Unl. Know
 Mean
 Std. Dev.
 Std. Err.
 Columns tested: a/b/c/d/e - f/g - h/i - j/k - l/m. Confidence Level: 95



64 & 7
 10

Q14a.

PROCESS AREA: ELECTRIC POWER

1996 LARGE COMMERCIAL/INDUSTRIAL: ANNUAL THEDO

TOTAL ANNUAL THEDO

NEW C/I AREAS 1995 TO 1996 COMPARISONS

1992	1993	1994	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)

Q14a-1. Reducing # of brief momentary interruptions - priorities

Q14a-2. Reducing # of longer power outages - priorities

Q14a-3. Shortening time it takes to restore power when there is a longer complete outage - priorities

Q14a-4. Improving the quality of power (right amount of voltage) - priorities

Columns tested: - a/b/c/d/e - f/g - h/i - j/k - l/m, Confidence Level: 95



5488
10

PROCESS AREA: ELECTRIC POWER

1996 LARGE COMMERCIAL/INDUSTRIAL-ANNUAL TREND

TOTAL ANNUAL TREND

NEW C/I AREAS 1995 TO 1996 COMPARISONS

	1992	1993	1994	1995	1996	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)

Rate: Total Asked

Rate: Total Answering

Excellent/Very Good

(5) Excellent

(4) Very Good

(3) Good

(2) Fair

(1) Poor

Fair/Poor

Don't Know

Percent Of Total Asked

Refused

Percent Of Total Asked

Mean

Columns tested: a/b/c/d/e - f/g - h/i - j/k - l/m. Confidence Level: 95

67266
10

013a

PROCESS AREA: ELECTRIC POWER

1996 LARGE COMMERCIAL/INDUSTRIAL Annual Report

TOTAL ANNUAL TEND

NEW C/I AREA 1995 TO 1996 COMPARISONS

1992	1993	1994	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)

Sid. Dev.
 Sid. Eff.

Columns tested: a/b/c/d/e - f/g - h/i - j/k - l/m. Confidence Level: 95

646 01
 10

0150-2
 0150-2

25 Jul 96

PROCESS AREA: ELECTRIC POWER

1996 LARGE COMMERCIAL/INDUSTRIAL-ANNUAL TREND

TOTAL ANNUAL TREND

NEW C/I AREAS 1995 TO 1996 COMPARISON

1992	1993	1994	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)

Base Total Asset

0

1-4 (UET)

1

2

3

4

5-9 (UET)

5

6

7

8

9

Columns tested: a/b/c/d/e - f/g - h/i - j/k - l/m, Confidence Level: 95

64 20 11
 10

015a-2
 015a-2

PROCESS AREA: ELECTRIC POWER

1996 LARGE COMMER. IAL/INDUSTRIAL-ANNUAL TREND

TOTAL ANNUAL TREND

NEW C/I AREAS 1995 TO 1996 COMPARISONS

1992	1993	1994	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)

Base: Total Asked
 10-19 (NET)

10

12

15

20 OR MORE (NET)

20

24

25

Don't Know

Refused

Mean

Std. Dev.

Std. Err.

Columns tested: - n/b/c/d/e - f/g - h/i - j/k - l/m. Confidence Level: 95

12841
 01

0196-2
 0196-2

PROCESS AREA: ELECTRIC POWER

1996 LARGE COMMERCIAL/INDUSTRIAL-ANNUAL TEND

TOTAL ANNUAL TEND

NEW C/I AREAS 1995 TO 1996 COMPARISONS

1992	1993	1994	1995	1996	NCI	NCI	CCI	CCI	SCI	SCI	GOV	GOV
.....

Median

13 849
 01

015a-1
 015a-3

25 Jul 96

PROCESS AREA: ELECTRIC POWER

1996 LARGE COMMERCIAL/INDUSTRIAL-ANNUAL TRNDID

TOTAL ANNUAL TRNDID

NEW C/I AREAS 1995 TO 1996 COMPARISONS

1992	1993	1994	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)

Base: Total Asked

0

1-6 (NET)

1

2

3

4

5-9 (NET)

5

6

7

8

9

Columns tested: a/b/c/d/e - f/g - h/i - j/k - l/m. Confidence Level: 95

668061

10

0134-3
 0134-3

[REDACTED]

25 Jul 96

PROCESS AREA: ELECTRIC POWER

1996 LARGE COMMERCIAL/INDUSTRIAL ANNUAL TRIP

TOTAL ANNUAL TRIP

NEW C/I AREAS 1995 TO 1996 COMPARISONS

1992	1993	1994	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)

Page: Total Areas
 10-19 (NET)

10
 11
 12
 13
 14
 15
 16
 17
 18
 19
 20
 21
 22
 23
 24
 25
 26

40 (M) (NET)

Columns tested: a/b/c/d/e - f/g - h/i - j/k - l/m, Confidence Level: 95

[REDACTED]

15
 4
 9
 10

015a-3
 015a-1

23 Jul 96

PROCESS AREA: ELECTRIC POWER

1996 LARGE COMMERCIAL/INDUSTRIAL ANNUAL TREND

TOTAL ANNUAL TREND

NEW C/I AREAS 1995 TO 1996 COMPAN SIGNS

1992	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037	2038	2039	2040	2041	2042	2043	2044	2045	2046	2047	2048	2049	2050	2051	2052	2053	2054	2055	2056	2057	2058	2059	2060	2061	2062	2063	2064	2065	2066	2067	2068	2069	2070	2071	2072	2073	2074	2075	2076	2077	2078	2079	2080	2081	2082	2083	2084	2085	2086	2087	2088	2089	2090	2091	2092	2093	2094	2095	2096	2097	2098	2099	2100	2101	2102	2103	2104	2105	2106	2107	2108	2109	2110	2111	2112	2113	2114	2115	2116	2117	2118	2119	2120	2121	2122	2123	2124	2125	2126	2127	2128	2129	2130	2131	2132	2133	2134	2135	2136	2137	2138	2139	2140	2141	2142	2143	2144	2145	2146	2147	2148	2149	2150	2151	2152	2153	2154	2155	2156	2157	2158	2159	2160	2161	2162	2163	2164	2165	2166	2167	2168	2169	2170	2171	2172	2173	2174	2175	2176	2177	2178	2179	2180	2181	2182	2183	2184	2185	2186	2187	2188	2189	2190	2191	2192	2193	2194	2195	2196	2197	2198	2199	2200	2201	2202	2203	2204	2205	2206	2207	2208	2209	2210	2211	2212	2213	2214	2215	2216	2217	2218	2219	2220	2221	2222	2223	2224	2225	2226	2227	2228	2229	2230	2231	2232	2233	2234	2235	2236	2237	2238	2239	2240	2241	2242	2243	2244	2245	2246	2247	2248	2249	2250	2251	2252	2253	2254	2255	2256	2257	2258	2259	2260	2261	2262	2263	2264	2265	2266	2267	2268	2269	2270	2271	2272	2273	2274	2275	2276	2277	2278	2279	2280	2281	2282	2283	2284	2285	2286	2287	2288	2289	2290	2291	2292	2293	2294	2295	2296	2297	2298	2299	2300	2301	2302	2303	2304	2305	2306	2307	2308	2309	2310	2311	2312	2313	2314	2315	2316	2317	2318	2319	2320	2321	2322	2323	2324	2325	2326	2327	2328	2329	2330	2331	2332	2333	2334	2335	2336	2337	2338	2339	2340	2341	2342	2343	2344	2345	2346	2347	2348	2349	2350	2351	2352	2353	2354	2355	2356	2357	2358	2359	2360	2361	2362	2363	2364	2365	2366	2367	2368	2369	2370	2371	2372	2373	2374	2375	2376	2377	2378	2379	2380	2381	2382	2383	2384	2385	2386	2387	2388	2389	2390	2391	2392	2393	2394	2395	2396	2397	2398	2399	2400	2401	2402	2403	2404	2405	2406	2407	2408	2409	2410	2411	2412	2413	2414	2415	2416	2417	2418	2419	2420	2421	2422	2423	2424	2425	2426	2427	2428	2429	2430	2431	2432	2433	2434	2435	2436	2437	2438	2439	2440	2441	2442	2443	2444	2445	2446	2447	2448	2449	2450	2451	2452	2453	2454	2455	2456	2457	2458	2459	2460	2461	2462	2463	2464	2465	2466	2467	2468	2469	2470	2471	2472	2473	2474	2475	2476	2477	2478	2479	2480	2481	2482	2483	2484	2485	2486	2487	2488	2489	2490	2491	2492	2493	2494	2495	2496	2497	2498	2499	2500	2501	2502	2503	2504	2505	2506	2507	2508	2509	2510	2511	2512	2513	2514	2515	2516	2517	2518	2519	2520	2521	2522	2523	2524	2525	2526	2527	2528	2529	2530	2531	2532	2533	2534	2535	2536	2537	2538	2539	2540	2541	2542	2543	2544	2545	2546	2547	2548	2549	2550	2551	2552	2553	2554	2555	2556	2557	2558	2559	2560	2561	2562	2563	2564	2565	2566	2567	2568	2569	2570	2571	2572	2573	2574	2575	2576	2577	2578	2579	2580	2581	2582	2583	2584	2585	2586	2587	2588	2589	2590	2591	2592	2593	2594	2595	2596	2597	2598	2599	2600	2601	2602	2603	2604	2605	2606	2607	2608	2609	2610	2611	2612	2613	2614	2615	2616	2617	2618	2619	2620	2621	2622	2623	2624	2625	2626	2627	2628	2629	2630	2631	2632	2633	2634	2635	2636	2637	2638	2639	2640	2641	2642	2643	2644	2645	2646	2647	2648	2649	2650	2651	2652	2653	2654	2655	2656	2657	2658	2659	2660	2661	2662	2663	2664	2665	2666	2667	2668	2669	2670	2671	2672	2673	2674	2675	2676	2677	2678	2679	2680	2681	2682	2683	2684	2685	2686	2687	2688	2689	2690	2691	2692	2693	2694	2695	2696	2697	2698	2699	2700	2701	2702	2703	2704	2705	2706	2707	2708	2709	2710	2711	2712	2713	2714	2715	2716	2717	2718	2719	2720	2721	2722	2723	2724	2725	2726	2727	2728	2729	2730	2731	2732	2733	2734	2735	2736	2737	2738	2739	2740	2741	2742	2743	2744	2745	2746	2747	2748	2749	2750	2751	2752	2753	2754	2755	2756	2757	2758	2759	2760	2761	2762	2763	2764	2765	2766	2767	2768	2769	2770	2771	2772	2773	2774	2775	2776	2777	2778	2779	2780	2781	2782	2783	2784	2785	2786	2787	2788	2789	2790	2791	2792	2793	2794	2795	2796	2797	2798	2799	2800	2801	2802	2803	2804	2805	2806	2807	2808	2809	2810	2811	2812	2813	2814	2815	2816	2817	2818	2819	2820	2821	2822	2823	2824	2825	2826	2827	2828	2829	2830	2831	2832	2833	2834	2835	2836	2837	2838	2839	2840	2841	2842	2843	2844	2845	2846	2847	2848	2849	2850	2851	2852	2853	2854	2855	2856	2857	2858	2859	2860	2861	2862	2863	2864	2865	2866	2867	2868	2869	2870	2871	2872	2873	2874	2875	2876	2877	2878	2879	2880	2881	2882	2883	2884	2885	2886	2887	2888	2889	2890	2891	2892	2893	2894	2895	2896	2897	2898	2899	2900	2901	2902	2903	2904	2905	2906	2907	2908	2909	2910	2911	2912	2913	2914	2915	2916	2917	2918	2919	2920	2921	2922	2923	2924	2925	2926	2927	2928	2929	2930	2931	2932	2933	2934	2935	2936	2937	2938	2939	2940	2941	2942	2943	2944	2945	2946	2947	2948	2949	2950	2951	2952	2953	2954	2955	2956	2957	2958	2959	2960	2961	2962	2963	2964	2965	2966	2967	2968	2969	2970	2971	2972	2973	2974	2975	2976	2977	2978	2979	2980	2981	2982	2983	2984	2985	2986	2987	2988	2989	2990	2991	2992	2993	2994	2995	2996	2997	2998	2999	3000	3001	3002	3003	3004	3005	3006	3007	3008	3009	3010	3011	3012	3013	3014	3015	3016	3017	3018	3019	3020	3021	3022	3023	3024	3025	3026	3027	3028	3029	3030	3031	3032	3033	3034	3035	3036	3037	3038	3039	3040	3041	3042	3043	3044	3045	3046	3047	3048	3049	3050	3051	3052	3053	3054	3055	3056	3057	3058	3059	3060	3061	3062	3063	3064	3065	3066	3067	3068	3069	3070	3071	3072	3073	3074	3075	3076	3077	3078	3079	3080	3081	3082	3083	3084	3085	3086	3087	3088	3089	3090	3091	3092	3093	3094	3095	3096	3097	3098	3099	3100	3101	3102	3103	3104	3105	3106	3107	3108	3109	3110	3111	3112	3113	3114	3115	3116	3117	3118	3119	3120	3121	3122	3123	3124	3125	3126	3127	3128	3129	3130	3131	3132	3133	3134	3135	3136	3137	3138	3139	3140	3141	3142	3143	3144	3145	3146	3147	3148	3149	3150	3151	3152	3153	3154	3155	3156	3157	3158	3159	3160	3161	3162	3163	3164	3165	3166	3167	3168	3169	3170	3171	3172	3173	3174	3175	3176	3177	3178	3179	3180	3181	3182	3183	3184	3185	3186	3187	3188	3189	3190	3191	3192	3193	3194	3195	3196	3197	3198	3199	3200	3201	3202	3203	3204	3205	3206	3207	3208	3209	3210	3211	3212	3213	3214	3215	3216	3217	3218	3219	3220	3221	3222	3223	3224	3225	3226	3227	3228	3229	3230	3231	3232	3233	3234	3235	3236	3237	3238	3239	3240	3241	3242	3243	3244	3245	3246	3247	3248	3249	3250	3251	3252	3253	3254	3255	3256	3257	3258	3259	3260	3261	3262	3263	3264	3265	3266	3267	3268	3269	3270	3271	3272	3273	3274	3275	3276	3277	3278	3279	3280	3281	3282	3283	3284	3285	3286	3287	3288	3289	3290	3291	3292	3293	3294	3295	3296	3297	3298	3299	3300	3301	3302	3303	3304	3305	3306	3307	3308	3309	3310	3311	3312	3313	3314	3315	3316	3317	3318	3319	3320	3321	3322	3323	3324	3325	3326	3327	3328	3329	3330	3331	3332	3333	3334	3335	3336	3337	3338	3339	3340	3341	3342	3343	3344	3345	3346	3347	3348	3349	3350	3351	3352	3353	3354	3355	3356	3357	3358	3359	3360	3361	3362	3363	3364	3365	3366	336
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1976 LARGE COMMERCIAL/INDUSTRIAL - AGENCY, THIRD

ITEM C/1 APPEALS 1995 TO 1996 COMPARISONS

Columns tested: a/b/c/d/e - f/g - h/i - j/k - l/m. Confidence Level: 95

[illegible]

1

25 Jul 96

Method

1986 LARGE COMMERCIAL/INDUSTRIAL - ANNUAL, THIRD Q.

TOTAL ANNUAL TRADID

NEW C/I MEAS 1995 TO 1996 COMPANIES: ONE

1992	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037	2038	2039	2040	2041	2042	2043	2044	2045	2046	2047	2048	2049	2050	2051	2052	2053	2054	2055	2056	2057	2058	2059	2060	2061	2062	2063	2064	2065	2066	2067	2068	2069	2070	2071	2072	2073	2074	2075	2076	2077	2078	2079	2080	2081	2082	2083	2084	2085	2086	2087	2088	2089	2090	2091	2092	2093	2094	2095	2096	2097	2098	2099	2100
1992	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037	2038	2039	2040	2041	2042	2043	2044	2045	2046	2047	2048	2049	2050	2051	2052	2053	2054	2055	2056	2057	2058	2059	2060	2061	2062	2063	2064	2065	2066	2067	2068	2069	2070	2071	2072	2073	2074	2075	2076	2077	2078	2079	2080	2081	2082	2083	2084	2085	2086	2087	2088	2089	2090	2091	2092	2093	2094	2095	2096	2097	2098	2099	2100

Method

21b. File [REDACTED]

PROCESS AREA: ELECTRIC POWER

1996 LARGE COMMERCIAL/INDUSTRIAL ANNUAL TRADING

TOTAL ANNUAL TRADING

NEW C/I AREAS 1995 TO 1996 COMPARISONS

1992	1993	1994	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)

Name: Total Annual

Rank: Total Answering

Excellent/Very Good

(1) Excellent

(4) Very Good

(3) Good

(2) Fair

(1) Poor

Fair/Poor

Don't Know

Percent Of Total Asked

Refused

Percent Of Total Asked

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
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6/4/96
 10

PROCESS AREA: ELECTRIC POWER

1996 LARGE COMMERCIAL/INDUSTRIAL-ANNUAL TREND

TOTAL ANNUAL TREND NEW C/I AREAS 1995 TO 1996 COMPARISONS

1992	1993	1994	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)

Page 7-4-1 Aukel

1-4 (NET)

5-9 (NET)

Columns tested: - a/b/c/d/e - f/g - h/i - j/k - l/m. Confidence Level: 95

81949
 10

PROCESS AREA: ELECTRIC POWER

1996 LARGE COMMERCIAL/INDUSTRIAL-ANNUAL TRIDIP

TOTAL ANNUAL TRIDIP

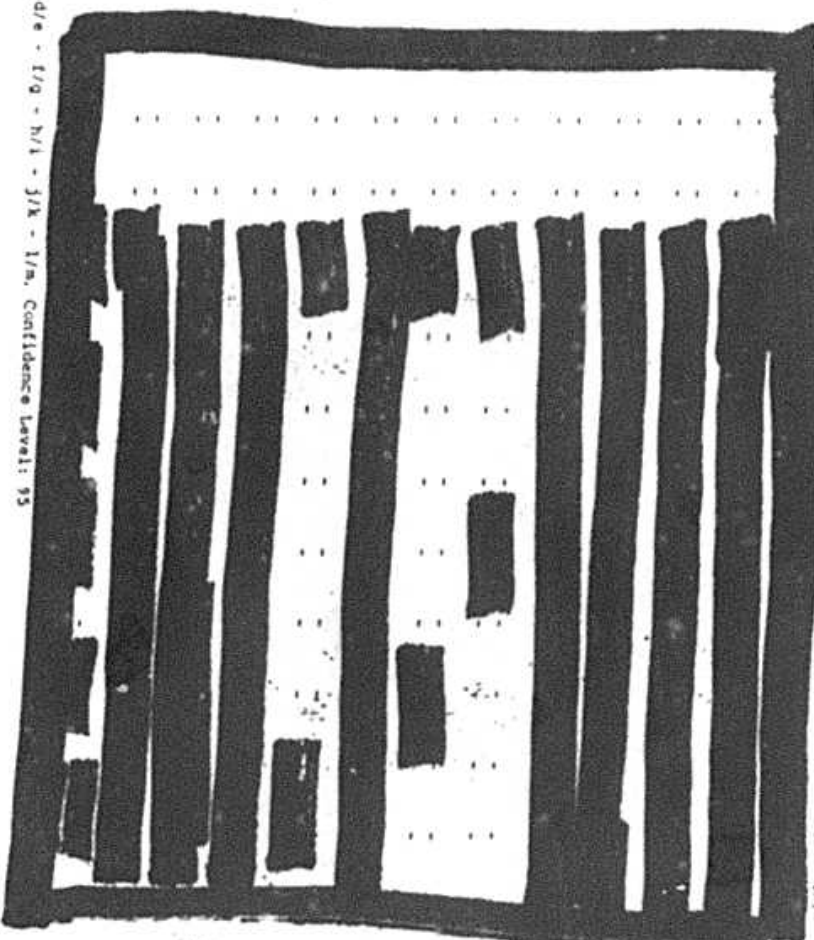
NEW C/I AREAS 1995 TO 1996 COMPARISONS

1992	1993	1994	1995	1996	1995	1996	CCI	CCI	CCI	CCI	GOV	GOV
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)

Base: Total Asked
 10-13 (HTT)

- 10
- 11
- 12
- 13
- 14
- 15
- 16
- 20 OR MORE (NET)
- 20
- 24
- 25

Columns tested: - a/b/c/d/e - f/g - h/i - j/k - l/m. Confidence level: 95



22 49 01

23 Jul 96

PROCESS AREA: ELECTRIC POWER

1996 LARGE COMMERCIAL/INDUSTRIAL-ANNUAL TRIND

TOTAL ANNUAL TRIND

NEW C/I AREAS 1995 TO 1996 COMPARISONS

1992	1993	1994	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)

Inner Total Annual

30

36

40

48

50

52

60

100

200

Don't Know

Refused

Mean

Std. Dev.

Columns tested: a/b/c/d/e - f/g - h/i - j/k - l/m. Confidence Level: 95

23 Jul 96
 01

PROCESS AREA: ELECTRIC POWER

1996 LARGE COMMERCIAL/INDUSTRIAL ANNUAL TREND

TOTAL ANNUAL TREND

NEW C/I AREAS 1995 TO 1996 COMPARISONS

1992	1993	1994	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)		

Base: Total Asked

Std. Err.

Columns tested: - a/b/c/d/e - f/g - h/i - j/k - l/m. Confidence Level: 95

24 249
 01

PROCESS AREA: ELECTRIC POWER

1996 LARGE COMMERCIAL/INDUSTRIAL-ANNUAL TREND

TOTAL ANNUAL TREND

NEW C/I AREAS 1995 TO 1996 COMPARISONS

1993	1994	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996
.....

M-1188

67 20 58
 10

PROCESS AREA: ELECTRIC POWER

1996 LARGE COMMERCIAL/INDUSTRIAL-ANNUAL TREND

TOTAL ANNUAL TREND

NEW C/I AREAS 1995 TO 1996 COMPARISONS

1992	1993	1994	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)

Base: Total Asked

0

1-6 (NET)

1

2

3

4

5-9 (NET)

5

6

7

8

9

Columns tested: - a/b/c/d/e - f/g - h/i - j/k - l/m. Confidence Level: 95

26 49 48
 10

25 Jul 96

PROCESS AREA: ELECTRIC POWER

1996 LARGE COMMERCIAL/INDUSTRIAL-ANNUAL TIEDO

TOTAL ANNUAL TIEDO

NEW C/I AREAS 1995 TO 1996 COMPARISONS

	1993	1994	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996
					HCI	HCI	CCL	CCL	SCL	SCL	LOV	GOV				
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)				

Base Total Asked

10 19 (NET)

10

11

12

13

14

15

16

17

18

20 OR MORE (NET)

20

21

Columns tested: a/b/c/d/e - f/g - h/i - j/k - l/m. Confidence Level: 95

27 of 49
 C1

PROCESS AREA: ELECTRIC POWER

1996 LARGE COMMERCIAL/INDUSTRIAL-ANNUAL TRENDS

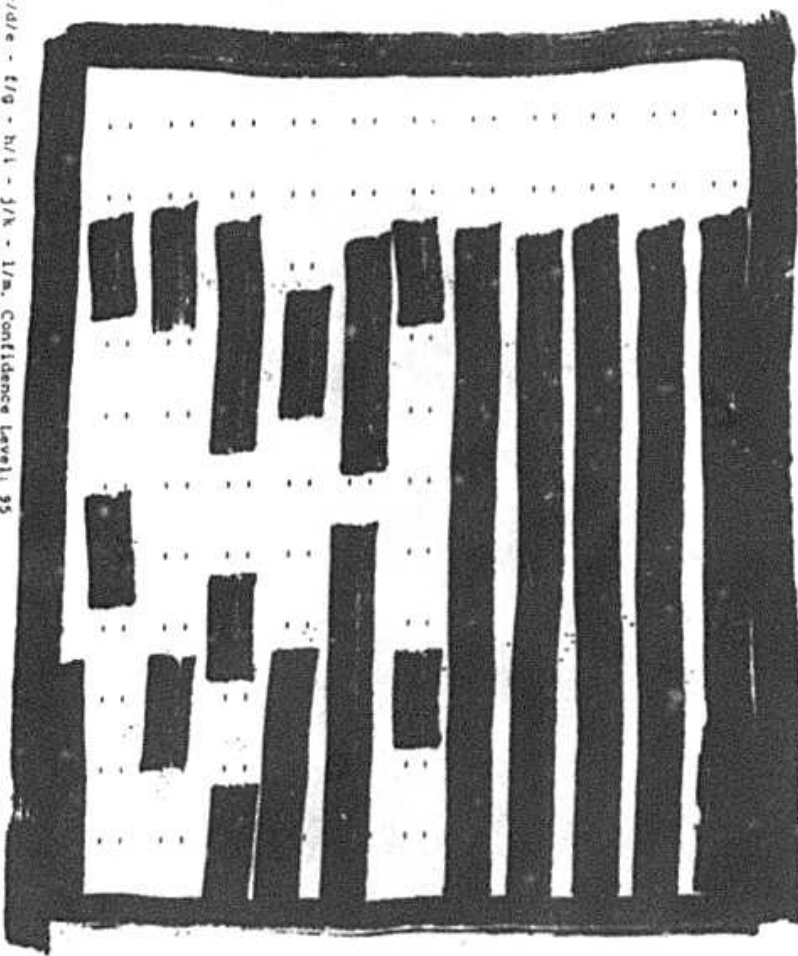
TOTAL ANNUAL TRENDS

NEW C/I AREAS 1995 TO 1996 COMPARISONS

	1992	1993	1994	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)

24
 25
 26
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 39
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 41
 42
 43
 44
 45
 46
 47
 48

Columns tested: a/b/c/d/e - f/g - h/i - j/k - l/m. Confidence Level: 95



28 29 49
 10

1996 LARGE COMERCIAL/INDUSTRIAL-ANNUAL TREND.

ITEM C/I AREAS : 995 TO 996 COMPARTIS:ONS

	Total Assets
49	
50	
51	
52	
53	
60	
61	
70	
75	
96	
100	

Columns tested: - a/b/c/d/e - f/g - h/i - j/k - l/m. Confidence Level: 95

64 to 68
10

PROCESS AREA: ELECTRIC POWER

1996 LARGE COMMERCIAL/INDUSTRIAL-ANNUAL TRIDIO

TOTAL ANNUAL TRIDIO

NEW C/I AREAS 1995 TO 1996 COMPARISONS

1992	1993	1994	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)

Base: Total Asked

101	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
104	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
111	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
120	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
150	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
200	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
201	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
260	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
300	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
356	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
365	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Don't Know

Columns tested: a/b/c/d/e - f/g - h/i - j/k - l/m, Confidence Level: 95

30 08 49
 10

PROCESS AREA: ELECTRIC POWER

1996 LARGE COMMERCIAL/INDUSTRIAL-ANNUAL TRENDS

TOTAL ANNUAL TRENDS

NEW C/I AREAS 1995 TO 1996 COMPARISONS

	1992	1993	1994	1995	1996	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)					
Base: Total Area	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Std. Dev.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Std. Err.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Columns tested:	a/b/c/d/e - f/g - h/i - j/k - l/m. Confidence Level: 95																	

31249
 10

PROCESS AREA: ELECTRIC POWER

1996 LARGE COMMERCIAL/INDUSTRIAL-ANNUAL TREND

TOTAL ANNUAL TREND

NEW C/I AREAS 1995 TO 1996 COMPARISONS

1992	1993	1994	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996
.....

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PROCESS AREA: ELECTRIC POWER

1996 LARGE COMMERCIAL/INDUSTRIAL-ANNUAL TREND:

TOTAL ANNUAL TREND:

NEW C/I AREAS 1995 TO 1996 COMPARISONS

1992	1993	1994	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)

None Total Asked

Base: Total Answering

Excellent/Very Good

(1) Excellent

(2) Very Good

(3) Good

(4) Fair

(5) Poor

Fair/Poor

Don't Know

Percent Of Total Asked

Refused

Percent Of Total Asked

Columns tested: a/b/c/d/e - f/g - h/i - j/k - l/m. Confidence level: 95

25 Jul 96

33 849
 01

PROCESS AREA ELECTRIC POWER

1996 LARGE COMMERCIAL/INDUSTRIAL-ANNUAL TREND

TOTAL ANNUAL TREND

NEW C/I AREAS 1995 TO 1996 COMPARISONS

1992	1993	1994	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)

Mean

Std. Dev.

Std. Err.

Columns tested: a/b/c/d/e - f/g - h/i - j/k - l/m, Confidence Level: 95

25 Jul 96

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PROCESS AREA: ELECTRIC POWER

1996 LARGE COMMERCIAL/INDUSTRIAL-ANNUAL TRIDI

TOTAL ANNUAL TRIDI

NEW C/I AREAS 1995 TO 1996 COMPARISONS

1992	1993	1994	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)

Base: Total Asked

Base: Total Answering

Excellent/Very Good

(5) Excellent

(4) Very Good

(3) Good

(2) Fair

(1) Poor

False/Poor

Don't Know*

*Percent Of Total Asked

Refused*

*Percent Of Total Asked

Mean

Columns tested: a/b/c/d/e - f/g - h/i - j/k - l/m. Confidence level: 95

25 Jul 96

35-0749
 10

PROCESS AREA: ELECTRIC POWER

1996 LARGE COMMERCIAL/INDUSTRIAL-ANNUAL ENERGY

TOTAL ANNUAL TRID

NEW C/I AREAS 1995 TO 1996 COMPARISONS

1992	1993	1994	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)

Std. Dev.

Std. Err.

Columns tested: a/b/c/d/e - F/G - H/I - J/K - L/M. Confidence Level: 95

36 943
 10

PROCESS AREA: SERVICE RESTORATION

1996 LARGE COMMERCIAL/INDUSTRIAL-ANNUAL TEND

TOTAL ANNUAL TEND

NEW C/I AREAS 1995 TO 1996 COMPANISONS

1992	1993	1994	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)

Pass - Total Asked

Name - Total Answering

Excellent/Very Good

(1) Excellent

(2) Very Good

(3) Good

(4) Fair

(5) Poor

Fair/Poor

Don't Know*
 Percent Of Total Asked

Refused*
 Percent Of Total Asked

Mean

Std. Dev

Columns tested: - a/b/c/d/e - f/g - h/i - j/k - l/m, Confidence Level: 95

CONFIDENTIAL

370849
 10

PROCESS AREA: SERVICE RESTORATION

1996 LARGE COMMERCIAL/INDUSTRIAL ANNUAL TREND

TOTAL ANNUAL TREND

NEW C/I AREAS 1995 TO 1996 COMPANISONS

	1992	1993	1994	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996
(a)
(b)
(c)
(d)
(e)
(f)
(g)
(h)
(i)
(j)
(k)
(l)
(m)

Sid. Eff.

Columns tested: a/b/c/d/e - f/g - h/i - j/k - l/m. Confidence Level: 95

38 849
 10

PROCESS AREA: SERVICE RESTORATION

1996 LARGE COMMERCIAL/INDUSTRIAL-ANNUAL TENDENCY

TOTAL ANNUAL TENDENCY

HOW C/I AREAS 1995 TO 1996 COMPARISONS

1992	1993	1994	1995	1996	NCT	NCT	OCI	OCI	SCT	SCT	GOV	GOV
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)

Base: Total Asked

Base: Total Answering

Excellent/Very Good

(3) Excellent

(4) Very Good

(1) Good

(2) Fair

(1) Poor

Fair/Poor

Don't Know

Percent Of Total Asked

Refused

Mean

Std. Dev.

Std. Err.

Columns tested: a/b/c/d/e - f/g - h/i - j/k - l/m. Confidence Level: 95

39 849
 10

PROCESS AREA: SERVICE RESTORATION

1996 LARGE COMMERCIAL/INDUSTRIAL-ANNUAL TREND

TOTAL ANNUAL TREND

NEW C/I AREAS 1993 TO 1996 COMPANISONS

1992	1993	1994	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)

Base: Total Asked

Pass: Total Answering

Excellent/Very Good

(1) Excellent

(2) Very Good

(3) Good

(4) Fair

(5) Poor

Fair/Poor

Don't Know

Percent Of Total Asked

Refused

Percent Of Total Asked

Mean

Std. Dev.

Columns tested: - a/b/c/d/e - f/g - h/i - j/k - l/m. Confidence Level: 95

40 of 49
 10

PROCESS AREA: SERVICE RESTORATION

1996 LARGE COMMERCIAL/INDUSTRIAL-ANNUAL TREND

TOTAL ANNUAL TREND

NEW C/I AREAS 1993 TO 1996 COMPARISONS

1992	1993	1994	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)

Std. Err.

Column Labels: a/b/c/d/e - f/g - h/i - j/k - l/m. Confidence Level: 95

b7c b7d 1h
10

CONFIDENTIAL

0220. [REDACTED] 25 Jul 96

PROCESS AREA: SERVICE RESTORATION

1996 LARGE COMMERCIAL/INDUSTRIAL-ANNUAL TRND

TOTAL ANNUAL TRND

NEW C/I AREAS 1995 TO 1996 COMPARISONS

1992	1993	1994	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)

Base: Total Asked

Base: Total Answering

Excellent/Very Good

(5) Excellent

(4) Very Good

(3) Good

(2) Fair

(1) Poor

Fair/Poor

Don't Know

Percent Of Total Asked

Refused

Percent Of Total Asked

Mean

Columns tested: a/b/c/d/e - t/g - h/i - j/k - l/m. Confidence Level: 95

42849
0

021e
 021e

PROCESS AREA SERVICE RESTORATION

1996 LARGE COMMERCIAL/INDUSTRIAL ANNUAL TMDL

TOTAL ANNUAL TMDL

NEW C/I AREAS 1995 TO 1996 COMPARISONS

1992	1993	1994	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)

Std. Dev.
 Std. Err.

Columns tested: - a/b/c/d/e - f/g - h/i - j/k - l/m. Confidence Level: 95

23 Jul 96

43 of 49
 01

021e-1
021e-1

PROCESS AREA: SERVICE RESTORATION

1996 LARGE COMMERCIAL/INDUSTRIAL-ANNUAL TREND

TOTAL ANNUAL TREND

NEW C/I AREAS 1995 TO 1996 COMPARISONS

	1993	1994	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)

Range Total Asked

0

1 TO LESS THAN 30
SECONDS (NET)

30 TO LESS THAN 60
SECONDS (NET)

1 TO LESS THAN 5 MINUTES
(NET)

5 TO 15.25 THAN 10
MINUTES (NET)

10 TO LESS THAN 15
MINUTES (NET)

15 TO LESS THAN 20
MINUTES (NET)

20 TO LESS THAN 30
MINUTES (NET)

30 TO LESS THAN 60
MINUTES (NET)

1 TO LESS THAN 2 HOURS
(NET)

2 TO LESS THAN 3 HOURS
(NET)

3 TO LESS THAN 4 HOURS
(NET)

Columns tested: a/b/c/d/e - f/g - h/i - j/k - l/m, Confidence Level: 95

44
44
44

029e-1
 029e-1

23 Jul 96

PROCESS AREA: SERVICE RESTORATION

1996 LARGE COMMERCIAL/INDUSTRIAL-ANNUAL TRIDI

TOTAL ANNUAL TRIDI

NEW C/I AREAS 1995 TO 1996 COMPARISONS

1992	1993	1994	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)

Base Total A-k-m

4 TO LESS THAN 5 HOURS (UET)

5 HOURS OR MORE (UET)

Don't Know

Refused

Mean (minutes)

Std. Dev.

Std. Err.

Columns tested: - a/b/c/d/e - f/g - h/i - j/k - l/m. Confidence Level: 95

029-1-
 029-1

PROCESS AREA: SERVICE RESTORATION

1996 LARGE COMMERCIAL/INDUSTRIAL-ANNUAL TREND

TOTAL ANNUAL TREND

NEW C/I AREAS 1995 TO 1996 COMPARISONS

1992	1993	1994	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996
					NCI	NCI	OCI	OCI	SCT	SCT	GOV	GOV

Median (minutes)

6/10/96
 10

Q71e-2
Q71e-2.

25 Jul 96

PROCESS AREA: SERVICE RESTORATION

1996 LARGE COMMERCIAL/INDUSTRIAL-ANNUAL TREND

TOTAL ANNUAL TREND					NEW C/I AREAS 1995 TO 1996 COMPARISONS							
1992	1993	1994	1995	1996	NCI 1995	NCI 1996	CCI 1995	CCI 1996	SCI 1995	SCI 1996	GOV 1995	GOV 1996
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)

Base: Total Area

0

1 TO LESS THAN 30
SECONDS (NET)

30 TO LESS THAN 60
SECONDS (NET)

1 TO LESS THAN 5 MINUTES
(NET)

5 TO LESS THAN 10
MINUTES (NET)

10 TO LESS THAN 15
MINUTES (NET)

15 TO LESS THAN 20
MINUTES (NET)

20 TO LESS THAN 30
MINUTES (NET)

30 TO LESS THAN 60
MINUTES (NET)

1 TO LESS THAN 2 HOURS
(NET)

2 TO LESS THAN 3 HOURS
(NET)

3 TO LESS THAN 4 HOURS
(NET)

Columns tested: a/b/c/d/e - f/g - h/i - j/k - l/m, Confidence Level: 95

47849
10

CONFIDENTIAL

033-2.
033-2.

PROCESS AREA: SERVICE RESTORATION

1996 LARGE COMMERCIAL/INDUSTRIAL-ANNUAL TREND

NEW C/I AREAS 1995 TO 1996 COMPARISONS

	1992	1993	1994	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)
Base: Total Asked													
4 TO LESS THAN 5 HOURS (NETT)													
5 TO LESS THAN 10 HOURS (NETT)													
10 OR MORE HOURS (NETT)													
Don't Know													
Refused													
Mean (Minutes)													
Std. Dev.													
Std. Err.													

Columns tested: - a/b/c/d/e - f/g - h/i - j/k - l/m. Confidence Level: 95

48 84
10

021-2

23 Jul 86

PROCESS AREA: SERVICE RESTORATION

1986 LARGE COMMERCIAL/INDUSTRIAL-ANNUAL TREND

TOTAL ANNUAL TREND

NEW C/I AREAS 1985 TO 1986 COMPARISONS

1992	1991	1994	1995	1996	1995	1996	1995	1996	1995	1996	1995	1996
.....

Median (Inhouse)

49 to 64
 10

015
 015

PROCESS AREA: ELECTRIC POWER

MEDIAN DEMAND

TOTAL ANNUAL TRENDS

1996

LOAD FACTOR NEW C/I AREAS 1993 TO 1996 COMPARISONS

1996 SIC CODE

1992	1993	1994	1995	1996	LOW	HIGH	NET	NET	CT	CT	SC	SC	FACTU-	WHEEL/	1996	SIC CODE
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)

Florida Power & Light Company
 FPSC Review of Distribution System
 Staff 4th Request
 Request 1 of 8
 Pages 7 of 8

CONFIDENTIAL

Base Total Asked
 Base Total Answering
 Excellent/Very Good

(3) Excellent

(4) Very Good

(1) Good

(2) Fair

(1) Poor

Fair/Poor

Don't Know/No

Experience*

*Percent Of Total Asked

Refused*

*Percent Of Total Asked

Mean

Std. Dev.

Columns tested: - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - Confidence Level: 95

Attachment #1
 1 of 42

ELECTRIC POWDER PROCESSING

[illegible]

Columns tested: a/b/c/d/e - f/g - h/i - j/k - l/m - n^o/j - i/k/m - n/o/p/q. Confidence Level: 95

2442
10

015B-1

31 Jul 96

PROCESS AREA: ELECTRIC POWER

MEDIUM DEMAND:

TOTAL ANNUAL TRID 1996 LOAD FACTOR NEW C/I AREAS 1995 TO 1996 COMPARISONS 1996 SIC CODE

1992	1993	1994	1995	1996	LOW	HIGH	NCI	NCI	OCI	OCI	SCI	SCI	FACTU-	RETAIL SER-	ALL
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)

Base: Total Asked
1 - First priority
2 - Second priority
3 - Third priority
4 - Fourth priority
Mean
Std. Dev.
Std. Err.
Columns tested: a/b/c/d/e - f/g - h/i - j/k - l/m - n/o/p/q. Confidence level: 95

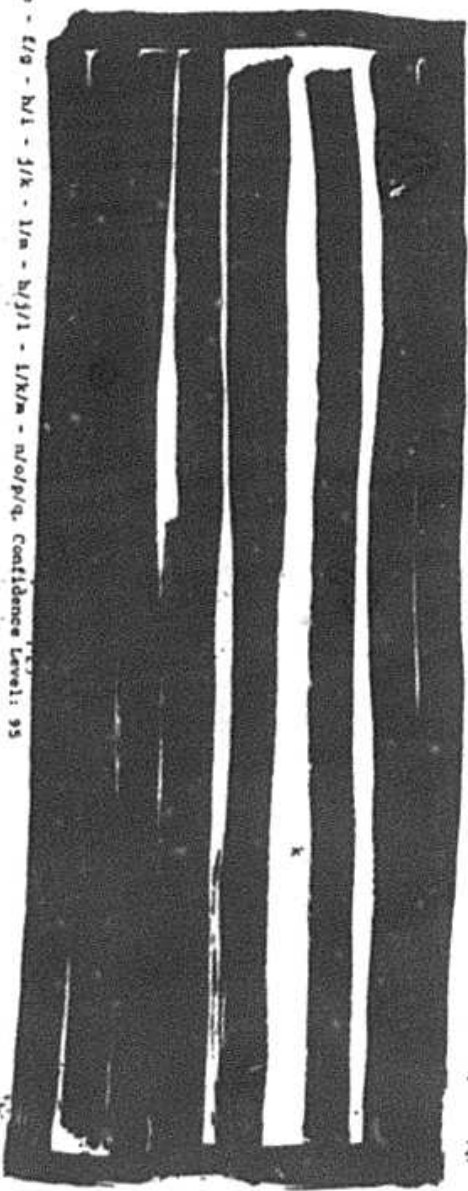
26 to 42
10

PROCESS AREA: ELECTRIC POWER

MEDIUM DEMAND

TOTAL ANNUAL TRENDS 1996 LOAD FACTOR NEW C/I AREAS 1995 TO 1996 COMPARISONS 1996 SIC CODE

1992	1993	1994	1995	1996	LOW	HIGH	NCI	NCI	OCI	OCI	SCI	SCI	FACTU-	MAINT-	WHOLE/	RETAIL	SEN-	ALL
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)		



- Base: Total Asked
- 1 - First priority
- 2 - Second priority
- 3 - Third priority
- 4 - Fourth priority
- Mean
- Std. Dev.
- Std. Err.

Columns tested: - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o/p/q. Confidence Level: 95

~h 8s
 4
 1d

PROCESS AREA ELECTRIC POWER

MEDIAN DEMAND

TOTAL ANNUAL TREND				1996 LOAD FACTOR		NEW C/I AREAS 1995 TO 1996 COMPARISONS								1996 SIC CODE			
				LOW	HIGH	NET	ICI	OCI	OCI	SCI	SCI	FACTU-	RETAIL SER-	ALL			
				<60%	60%+	1995	1996	1995	1996	1995	1996	RIND	TRADE VICES	OTHER			
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)
1993	1994	1995	1996	1996	1996	1996	1996	1996	1996	1996	1996	1996	1996	1996	1996	1996	1996

Base: Total Asked
 1 - First priority
 2 - Second priority
 3 - Third priority
 4 - Fourth priority
 Mean
 Std. Dev.
 Std. Err.
 Columns tested: - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o/p/q. Confidence Interval 95

6242
 1/1

PROCESS AREA ELECTRIC POWER

MEDIUM DEMAND

TOTAL ANNUAL TRENDS		1996														1996 SIC CODE	
		LOAD FACTOR NEW C/I AREAS 1995 TO 1996 COMPARISONS															
		LOW HIGH NCI NCI OCT OCT SCI SCI FACTO- RETAIL SER- ALL															
		1992 1993 1994 1995 1996 4600 6000 1995 1996 1995 1996 1995 1996 1996 RIND TRADE VICES OTHER															
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	

Base: Total Asked

1 - First priority

2 - Second priority

3 - Third priority

4 - Fourth priority

Mean

Std. Dev.

Std. Err.

Columns tested: - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o/p/q. Confidence Level: 95

2 of 42
1

MELISSA DEMAYO

TOTAL ANNUAL TREND			LOAD FACTOR	NEW C/I AREAS 1995 TO 1996 COMPARISONS										1996 SIC CODE		
			LOW	HIGH	NET	NET	OCI	OCI	SCI	SCI	MAINT- FACTU- RIND	MIDDLE/ RETAIL TRADE SER- VICES OTHERS	ALL OTHERS			
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)
1992	1993	1994	1995	1996	608*	608*	1995	1996	1995	1996	1995	1996				

Q15b-2: Reducing # of
longer power outages -
priorities

Q15b 1. Shortening time it takes to restore power when there is a longer complete outage - priorities

015b-4. Improving the quality of power (right amount of voltage) - priorities

Columns tested: - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o/p/q. Confidence level: 95

27 8 18

PROCESS AREA: ELECTRIC POWER

MEDIUM DEMAND

TOTAL ANNUAL TREND

1996

LOAD FACTOR NEW C/I AREAS 1995 TO 1996 COMPARISONS

1996 SIC CODE

1992	1993	1994	1995	1996	LOW	HIGH	WCI	WCT	CCI	CCI	SCI	SCI	FACTORY- RETAIL SER- RING TRADE VICES OTHER			
.....	608*	608*	1993			
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)

Base/ Total Asked

Base/ Total Answering

Excellent/Very Good

(3) Excellent

(4) Very Good

(1) Good

(2) Fair

(1) Poor

Fair/Poor

Don't Know/No
Experience*
Percent Of Total Asked

Mean

Std. Dev.

Std. Err.

Columns tested: a/b/c/d/e - f/g - h/i - j/k - l/m - n/o/p/q. Confidence Level: 95

bad

21 Jul 96

9 0842
P1

PROCESS AREA: ELECTRIC POWER

MEDIAN DEMAND:

TOTAL ANNUAL TEND		1996		LOAD FACTOR		NEW C/I AREAS 1995 TO 1996 COMPARISONS		1996 SIC CODE	
1992	1993	1994	1995	1996	1996	1995	1996	1995	1996
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)
		LOW		HIGH		NET		CCI	
		60%		60%		1995		1996	
		CCI		CCI		1995		1996	
		SCI		SCI		1995		1996	
		FACTU-		RTRAIL		SER-		ALL	
		RING		TRADE		VICES		OTHER	
		(m)		(n)		(o)		(p)	

Pass: Total Annual
0
1-6 (NET)
1
2
3
4
5-9 (NET)
5
6
8
10-19 (NET)
10

Columns 1-2: a/b/c/d/e - f/g - h/i - j/k - l/m - n/o/p/q. Confidence Level: 95

10 28 42
P1

PROCESS AREA: ELECTRIC POWER

MEDIUM DEMAND

TOTAL ANNUAL TREND									
1996									
LOAD FACTOR									
NEW C/I AREAS 1995 TO 1996 COMPARISONS									
1996 SIC CODE									
1992	1993	1994	1995	1996	LOW	HIGH	NET	NET	NET
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)
1996									
FACTU- RETAIL GEN- ALL									
RIND TRADE VICES OTHER									
(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)

Mean: Total Asked
12
15
20 OR MORE (NET)
20
25
30
50
52
Don't Know
Mean
Std. Dev.
Std. Err.
Columns created: a/b/c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - Confidence Level: 95

11 08 42
10

TOTAL ASSET, TRIDID

LOAD FACTOR

1996 SIC CODE

	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)
1992	1993	1994	1995	1996	<60%	60%	1995	1996	1995	1996	1995	1996	SOCI FACTU-	RETAIL SER-	ALL		
														RIND	TRADE	VICES	OTHER
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	

898

2

2

24

3

5

1

1

10

$$\sigma(t)/\sigma(t)/\sigma = t/\gamma = h/t = j/\lambda = 1/m = h/j\lambda = 1/\lambda/m = m/\rho/v_p$$
 Confidence level: 99

24 to 27
10

11 Jul 96

PROCESS AREA: ELECTRIC POWER

MEDIUM DEMAND

TOTAL ANNUAL TREND										LOAD FACTOR										NEW C/I AREAS 1995 TO 1996 COMPARISONS										1996 SIC CODE																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																			

PROCESS AREA: ELECTRIC POWER

MEDIUM DEMAND

TOTAL ANNUAL TRIPD 1996 LOAD FACTOR NEW C/I AREAS 1995 TO 1996 COMPARISONS 1996 SIC CODE

1992	1993	1994	1995	1996	LOW	HIGH	BCT	BCT	CCT	CCT	CCT	SCT	FACTU-	RETAIL	SEN-	ALL
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)
.....

Base: Total Asked

104

Don't Know

Mean

Std. Dev.

Std. Err.

Columns tested: a/b/c/d/e - f/g - h/i - j/k - l/m - n/o/p/q. Confidence Level: 95

15 of 42
 1

21 Jul 96

150000

PROCESS AREA ELECTRIC POWER

MEDIUM DEMAND

TOTAL ANNUAL TRENDS

LOAD FACTOR NEW C/I AREAS 1995 TO 1996 COMPARISONS

1996 SIC CODE

1992	1993	1994	1995	1996	LOW	HIGH	ACT	ACT	CCI	CCI	SCI	SCI	SCI	FACTU-	WELLS/	RETAIL SER-	ALL
					60%	60%								RING	TRADE	VICES	OTHER

Median

24 60 71
 18

PROCESS AREA ELECTRIC POWER

MEDIUM DEMAND

TOTAL ANNUAL TRENDS		1996														1996 SIC CODE	
		LOAD FACTOR NEW C/I ABLAS 1995 TO 1996 COMPARISONS															
		LOW HIGH														HAND- WHOLE/	
		1992 1993 1994 1995 1996 60N 60N+ 1995 1996 1995 1996 1995 1996 1995 1996														FACTO- RETAIL SER- ALL	
		(a) (b) (c) (d) (e) (f) (g) (h) (i) (j) (k) (l) (m) (n) (o) (p) (q)														RIND TRIDE VICES OTHER	

Base: Total Asked
 Base: Total Answering
 Excellent/Very Good
 (5) Excellent
 (4) Very Good
 (3) Good
 (2) Fair
 (1) Poor
 Fair/Poor
 Don't Know/No
 Experience
 Percent Of Total Asked
 Mean
 Std. Dev.
 Columns tested: A/B/C/D/E - F/G - H/I - J/K - L/M - N/O/P/Q - Confidence Level: 95

17 28 42
 10

31 Jul 96

PROCESS AREA: ELECTRIC POWER

MEDIUM DEMAND

TOTAL ANNUAL TREND 1996 LOAD FACTOR NEW C/I AREAS 1995 TO 1996 COMPARISONS 1996 SIC CODE

1992	1993	1994	1995	1996	LOW	HIGH	NET	NET	CCI	CCI	SCI	SCI	SCI	SCI	FACTU-	WHOLE/	RETAIL	SEN-	ALL
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)



Base: Total Asked
 0
 1-4 (NET)
 1
 2
 3
 4
 5-9 (NET)
 5
 6
 8
 9

Columns tested: - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o/p/q. Confidence Level: 95

19 08 42
 10

26 Jul 96

PROCESS AULA ELÉTRIC POWER

ALUMINUM CHLORIDE

[illegible]

PROCESS AREA	ELECTRIC POWER
1. Process Area 1	1. Electric Power
2. Process Area 2	2. Electric Power
3. Process Area 3	3. Electric Power
4. Process Area 4	4. Electric Power
5. Process Area 5	5. Electric Power
6. Process Area 6	6. Electric Power
7. Process Area 7	7. Electric Power
8. Process Area 8	8. Electric Power
9. Process Area 9	9. Electric Power
10. Process Area 10	10. Electric Power
11. Process Area 11	11. Electric Power
12. Process Area 12	12. Electric Power
13. Process Area 13	13. Electric Power
14. Process Area 14	14. Electric Power
15. Process Area 15	15. Electric Power
16. Process Area 16	16. Electric Power
17. Process Area 17	17. Electric Power
18. Process Area 18	18. Electric Power
19. Process Area 19	19. Electric Power
20. Process Area 20	20. Electric Power
21. Process Area 21	21. Electric Power
22. Process Area 22	22. Electric Power
23. Process Area 23	23. Electric Power
24. Process Area 24	24. Electric Power
25. Process Area 25	25. Electric Power
26. Process Area 26	26. Electric Power
27. Process Area 27	27. Electric Power
28. Process Area 28	28. Electric Power
29. Process Area 29	29. Electric Power
30. Process Area 30	30. Electric Power
31. Process Area 31	31. Electric Power
32. Process Area 32	32. Electric Power
33. Process Area 33	33. Electric Power
34. Process Area 34	34. Electric Power
35. Process Area 35	35. Electric Power
36. Process Area 36	36. Electric Power
37. Process Area 37	37. Electric Power
38. Process Area 38	38. Electric Power
39. Process Area 39	39. Electric Power
40. Process Area 40	40. Electric Power
41. Process Area 41	41. Electric Power
42. Process Area 42	42. Electric Power
43. Process Area 43	43. Electric Power
44. Process Area 44	44. Electric Power
45. Process Area 45	45. Electric Power
46. Process Area 46	46. Electric Power
47. Process Area 47	47. Electric Power
48. Process Area 48	48. Electric Power
49. Process Area 49	49. Electric Power
50. Process Area 50	50. Electric Power
51. Process Area 51	51. Electric Power
52. Process Area 52	52. Electric Power
53. Process Area 53	53. Electric Power
54. Process Area 54	54. Electric Power
55. Process Area 55	55. Electric Power
56. Process Area 56	56. Electric Power
57. Process Area 57	57. Electric Power
58. Process Area 58	58. Electric Power
59. Process Area 59	59. Electric Power
60. Process Area 60	60. Electric Power
61. Process Area 61	61. Electric Power
62. Process Area 62	62. Electric Power
63. Process Area 63	63. Electric Power
64. Process Area 64	64. Electric Power
65. Process Area 65	65. Electric Power
66. Process Area 66	66. Electric Power
67. Process Area 67	67. Electric Power
68. Process Area 68	68. Electric Power
69. Process Area 69	69. Electric Power
70. Process Area 70	70. Electric Power
71. Process Area 71	71. Electric Power
72. Process Area 72	72. Electric Power
73. Process Area 73	73. Electric Power
74. Process Area 74	74. Electric Power
75. Process Area 75	75. Electric Power
76. Process Area 76	76. Electric Power
77. Process Area 77	77. Electric Power
78. Process Area 78	78. Electric Power
79. Process Area 79	79. Electric Power
80. Process Area 80	80. Electric Power
81. Process Area 81	81. Electric Power
82. Process Area 82	82. Electric Power
83. Process Area 83	83. Electric Power
84. Process Area 84	84. Electric Power
85. Process Area 85	85. Electric Power
86. Process Area 86	86. Electric Power
87. Process Area 87	87. Electric Power
88. Process Area 88	88. Electric Power
89. Process Area 89	89. Electric Power
90. Process Area 90	90. Electric Power
91. Process Area 91	91. Electric Power
92. Process Area 92	92. Electric Power
93. Process Area 93	93. Electric Power
94. Process Area 94	94. Electric Power
95. Process Area 95	95. Electric Power
96. Process Area 96	96. Electric Power
97. Process Area 97	97. Electric Power
98. <	

MEDIUM: 20%

- t/o - b/l - j/k - l/m - n/s/l - l/u/m - n/s/p/q. Continuous

500

Columns tested:

- a/b/c/d/e - f/g - h/i - j/k - l/m - n/o/p/q. Conditions

31 Jul 96

PROCESS AREA: ELECTRIC POWER

MEDIUM DEMAND

TOTAL ANNUAL TRIPD 1996 LOAD FACTOR NEW C/I AHEAD 1995 TO 1996 COMPANIONS 1996 SIC CODE

1993	1994	1995	1996	LOW	NICH	WCI	WCI	OCI	OCI	SCI	SCI	SCI	FACTU	WHOLE/	RETAIL SER.	ALL
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	WING	TRADE	VICES	OTHER

Base: Total Asked
 0
 1-4 (MET)
 1
 2
 3
 4
 5-9 (MET)
 5
 6
 7
 8
 9

Columns tested: - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o/p/q. Confidence Level: 95

23 0742
 10

PROCESS AREA: ELECTRIC POWER

MEDIUM DEMAND

TOTAL ANNUAL TREND		LOAD FACTOR		MEDIUM DEMAND 1995 TO 1996 COMPARISONS												1996 SIC CODE
		1996														
1993	1994	1995	1996	LOW	HIGH	NCI	NCI	OCT	OCT	SCI	SCI	SCI	SCI	FACTU-	RETAIL SER-	ALL
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)

Base: Total Asked
 10-19 (NET)
 10
 11
 12
 13
 14
 15
 16
 18
 20 OR MORE (NET)
 20
 21

Columns tested:

- a/b/c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - Confidence Level: 95

31 Jul 66

MEDIUM DRYING

Base: Total Asked	
24	
25	
28	
30	
31	
36	
40	
48	
50	
51	
52	
53	

Columns tested: - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s/t/u/v/w/x/y/z - aa/bb/cc/dd/ee - ff/gg/hh/ii/jj/kk/mm - nn/oo/pp/qq/rq/ss/tt/uu/vv/ww/xx/yy/zz - aaa/bbb/ccc/ddd/eee/fff/ggg/hhh/iii/jjj/kkk/lll/mmm/nnn/ooo/ppp/qqq/rrr/stt/uuu/vvv/xxx/yyyy/zzz/aaa/bbb/ccc/ddd/eee/fff/ggg/hhh/iii/jjj/kkk/lll/mmm/nnn/ooo/ppp/qqq/rrr/stt/uuu/vvv/xxx/yyyy/zzz/

PROCESS AREA: ELECTRIC POWER

MEDIAN DEMAND

TOTAL ANNUAL TREND													
1996													
LOAD FACTOR													
NEW C/I AREAS 1995 TO 1996 COMPARISONS													
1996 SIC CODE													
NAMES - WHOLE/													
FACTORY-RETAIL, GEN- ALL													
RIND TRADE VICES OTHER													
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)
(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(z)	(aa)	(ab)

Name: Total Asked

35

56

60

100

101

130

200

300

360

365

366

500

Columns tested: - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o/p/q, Confidence Level: 95

26842
 P1

31 Jul 96

PROCESS AREA: ELECTRIC POWER

MEDIUM DEMAND

TOTAL ANNUAL TRENDS

1996

LOAD FACTOR NEW C/I AREAS 1995 TO 1996 COMPARISONS

1996 SIC CODE

1992	1993	1994	1995	1996	LOW	HIGH	NET	NET	OCI	OCI	SCI	SCI	SCI	SCI	FACTU-	WHOLE/	RETAIL	SEE-	ALL
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)

Base: Total Asked
 Don't Know
 Mean
 Std. Dev.
 Std. Err.

Columns tested: a/b/c/d/e - f/g - h/i - j/k - l/m - n/o/p/q. Contingency

270842
 01

21 Jul 96

PROCESS AREA ELECTRIC POWER

MEDIAN DEMAND

TOTAL ANNUAL TRENDS									
1996									
LOAD FACTOR		NEW C/I AREAS		1995 TO 1996 COMPARISONS				1996 SIC CODE	
LOW	HIGH	NCI	NCI	CCI	CCI	SCI	SCI	MANU- WHOLE/	
								FACTU- RETAIL SER- ALL	
								NING TRADE VICES OTHER	
1992	1993	1994	1995	1996	1995	1996	1995	1996	
.....	

Median

28 28 42
 18

CONFIDENTIAL

MEDIUM FORMULA:

TOTAL AERIAL TRIP					LOAD FACTOR	NEW C/ AREAS 1995 TO 1996 COMPARISONS										1996 SIC CODE			
					LOW	HIGH	NCT	NCT	OCT	OCT	SCT	SCT	FAC- FACTORY	MANU- MFG	RETAIL TRADE	SER- VICES	ALL OTHERS		
1992	1993	1994	1995	1996	<60	60+	1995	1996	1995	1996	1995	1996	1995	1996					
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)			

Columns tested: a/b/c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s/t/u - v/w/x/y/z - aa/bb/cc/dd/ee

11 Jul 96

PHOTO'S AREA: ELECTRIC POWER

MEDIAN DEMAND

TOTAL ANNUAL TRID		LOAD FACTOR		MED C/I AREA ¹ 1995 TO 1996 COMPARISONS										1996 SIC CODE	
		1996													
				LOW	HIGH	NCI	NCI	CCI	CCI	SCI	SCI	FACTO-	WHOLE/		
				60%	60%	1995	1996	1995	1996	1995	1996	RING	RETAIL SER-		
												TRADE	VICES		
												OTHER			
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)

PA

Base: Total Asked
Base: Total Answering
Excellent/Very Good

(1) Excellent

(4) Very Good

(1) Good

(2) Fair

(1) Poor

Fair/Poor

Don't Know/No
Experience
Percent Of Total Asked

Mean

Std. Dev.

Std. Err.

Columns tested: a/b/c/d/e - f/g - h/i - j/k - l/m - n/o/p/q. Confidence Level: 95

30 of 42
P1

CONFIDENTIAL

PROCESS AREA: SERVICE RESTORATION

Medium demand?

TOTAL ANNUAL TRIMD										LOAD FACTOR										NEW C/I APPLS 1995 TO 1996 COMPARISONS										1996 SIC CODE									
										1996																													

31 JUL 96

PROCESS AREA: SERVICE RESTORATION

TOTAL ANNUAL TEND										MEDIUM DEMAND									
1996										1996									
LOAD FACTOR										NEW C/I AREAS 1995 TO 1996 COMPARISONS									
										1996 SIC CODE									
</																			

31 Jul 96

PROCESS AREA: SERVICE RESTORATION

MEDIUM DEMAND

TOTAL ANNUAL TREND					1996 LOAD FACTOR		NEW C/I ARBAS 1995 TO 1996 COMPARISONS						1996 SIC CODE			
1992	1993	1994	1995	1996	LOW <60%	HIGH 60%	NCI 1995	NCI 1996	CCI 1995	CCI 1996	SCI 1995	SCI 1996	MANU- FACTU- RING	WHOLE/ RETAIL TRADE	SER- VICES	ALL OTHER
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)

Base: Total Asked

Base: Total Answering

Excellent/Very Good

(5) Excellent

(4) Very Good

(3) Good

(2) Fair

(1) Poor

Fair/Poor

Don't Know/No
Experience*

*Percent Of Total Asked

Mean

Std. Dev.

Std. Err.

Columns tested: - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o/p/q. Confidence Level: 95

33
842
P1

PROCESS AREA SERVICE RESTORATION

MEDIUM DEMAND

TOTAL ANNUAL TRIMED				LOAD FACTOR		NEW C/I AREAS 1995 TO 1996 COMPARISONS				1996 SIC CODE						
				1996												
1992	1993	1994	1995	1996	LOW	HIGH	NCI	NCI	OCI	OCI	SCT	SCT	MANU- FACTO- RIND	WHOLE/ RETAIL	SER- VICE	ALL OTHER
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)

31 Jul 96

9779941 Abstracts: 2000

1996
LOAD PA

LOAD FACTOR

WITH C/I AREAS 1995 TO 1996 COMPARISONS

1996 SIC CODE

	1992	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037	2038	2039	2040	2041	2042	2043	2044	2045	2046	2047	2048	2049	2050	2051	2052	2053	2054	2055	2056	2057	2058	2059	2060	2061	2062	2063	2064	2065	2066	2067	2068	2069	2070	2071	2072	2073	2074	2075	2076	2077	2078	2079	2080	2081	2082	2083	2084	2085	2086	2087	2088	2089	2090	2091	2092	2093	2094	2095	2096	2097	2098	2099	2100	2101	2102	2103	2104	2105	2106	2107	2108	2109	2110	2111	2112	2113	2114	2115	2116	2117	2118	2119	2120	2121	2122	2123	2124	2125	2126	2127	2128	2129	2130	2131	2132	2133	2134	2135	2136	2137	2138	2139	2140	2141	2142	2143	2144	2145	2146	2147	2148	2149	2150	2151	2152	2153	2154	2155	2156	2157	2158	2159	2160	2161	2162	2163	2164	2165	2166	2167	2168	2169	2170	2171	2172	2173	2174	2175	2176	2177	2178	2179	2180	2181	2182	2183	2184	2185	2186	2187	2188	2189	2190	2191	2192	2193	2194	2195	2196	2197	2198	2199	2200	2201	2202	2203	2204	2205	2206	2207	2208	2209	2210	2211	2212	2213	2214	2215	2216	2217	2218	2219	2220	2221	2222	2223	2224	2225	2226	2227	2228	2229	2230	2231	2232	2233	2234	2235	2236	2237	2238	2239	2240	2241	2242	2243	2244	2245	2246	2247	2248	2249	2250	2251	2252	2253	2254	2255	2256	2257	2258	2259	2260	2261	2262	2263	2264	2265	2266	2267	2268	2269	2270	2271	2272	2273	2274	2275	2276	2277	2278	2279	2280	2281	2282	2283	2284	2285	2286	2287	2288	2289	2290	2291	2292	2293	2294	2295	2296	2297	2298	2299	2300	2301	2302	2303	2304	2305	2306	2307	2308	2309	2310	2311	2312	2313	2314	2315	2316	2317	2318	2319	2320	2321	2322	2323	2324	2325	2326	2327	2328	2329	2330	2331	2332	2333	2334	2335	2336	2337	2338	2339	2340	2341	2342	2343	2344	2345	2346	2347	2348	2349	2350	2351	2352	2353	2354	2355	2356	2357	2358	2359	2360	2361	2362	2363	2364	2365	2366	2367	2368	2369	2370	2371	2372	2373	2374	2375	2376	2377	2378	2379	2380	2381	2382	2383	2384	2385	2386	2387	2388	2389	2390	2391	2392	2393	2394	2395	2396	2397	2398	2399
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(b)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(z)
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THE UNIVERSITY OF CHICAGO PRESS

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96 902 46

10

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Name: Total Asked
Don't Know
Mean (Minutes)
Std. Dev.
Std. Err.
Columns tested:  a/b/c/d/e - f/g - h/i - j/k - l/m - n/o/p/q. Confidence Level: 95

```

Columns tested: a-b/c/d/e - f/g - h/i - j/k - l/m - n/o/p/q. Confidence Level: 95

Pass: Total Asked
Don't Know

Mean (minutes)

Jed. Dev

Sec Err

Columns tested

31 JUL 96

PROJECT AREA SERVICE RESTORATION

MEDIUM DEMAND

TOTAL ANNUAL TREND		LOAD FACTOR		NEW C/I AREAS 1995 TO 1996 COMPARISONS		1996 SIC CODE	
		1994					
1992	1993	1994	1995	1996	1997	1998	1999
LOW	HIGH	NET	NET	CCI	CCI	SCI	SCI
60%	60%	1995	1996	1997	1998	1999	2000
MAINT- WHEEL/	FACTU- RETAIL SER-	ALL	TRAIL VICES	OTHER			

Median (Minutes)

38042
 81

31 Jul 96

PROCESS AREA SERVICE RESTORATION

MEDIUM DEMAND

TOTAL ANNUAL TREND						1996 LOAD FACTOR								NEW C/I AREAS 1995 TO 1996 COMPARISONS				1996 SIC CODE			
1992	1993	1994	1995	1996		LOW <60%	HIGH 60%	NCI 1995	NCI 1996	CCI 1995	CCI 1996	SCI 1995	SCI 1996					MANU- FACTU- RING	WHOLE/ RETAIL TRADE	SER- VICES	ALL OTHER

Base: Total Aaked

0

1 TO LESS THAN 30
SECONDS (NET)

30 TO LESS THAN 60
SECONDS (NET)

1 TO LESS THAN 5 MINUTES
(NET)

5 TO LESS THAN 10
MINUTES (NET)

10 TO LESS THAN 15
MINUTES (NET)

15 TO LESS THAN 20
MINUTES (NET)

20 TO LESS THAN 30
MINUTES (NET)

30 TO LESS THAN 60
MINUTES (NET)

1 TO LESS THAN 2 HOURS
(NET)

2 TO LESS THAN 3 HOURS
(NET)

3 TO LESS THAN 4 HOURS
(NET)

390842

P1

PROCESS AREA: SERVICE RESTORATION

MEDIUM DEMAND

TOTAL ANNUAL TREND													LOAD FACTOR													NEW C/I AREAS 1995 TO 1996 COMPARISONS													1996 SIC CODE												
													LOW													HIGH													MAAD-												
													NCI													NCI													FACTU-												
													CCI													CCI													RETAIL												
													CCI													CCI													SEN-												
													SCI													SCI													ALL												
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													THREE													THREE																									
													VICES													VICES																									
													OTHER													OTHER																									

278016
 1d

31 Jul 96

PROCESS AREA: SERVICE RESTORATION

MEDIUM DEMAND

TOTAL ANNUAL TREND					1996 LOAD FACTOR		NEW C/I AREAS 1995 TO 1996 COMPARISONS						1996 SIC CODE			
1992	1993	1994	1995	1996	LOW ≤60%	HIGH 60%+	NCI 1995	NCI 1996	CCI 1995	CCI 1996	SCI 1995	SCI 1996	HAND- FACTU- RING	WHOLE/ RETAIL TRADE	SER- VICES	ALL OTHER
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)

Base: Total Asked

Base: Total Answering

Excellent/Very Good

(5) Excellent

(4) Very Good

(3) Good

(2) Fair

(1) Poor

Fair/Poor

Don't Know/No
Experience*

*Percent Of Total Asked

Mean

Columns tested: - a/b/c/d/e - f/g - h/i - j/k - l/m - n/o/p/q. Confidence Level: 95

42872
81

FLORIDA POWER & LIGHT BUSINESS QUALITY AND VALUE RELATIONSHIP SURVEY
 QUARTER 4, 1993
 WALKER CUSTOMER SATISFACTION MEASUREMENTS

GENERAL SERVICE CUSTOMERS (KWH) - BANNER 1

22 Dec 93

Table 22
 MAJOR PROCESS AREA ELECTRIC POWER

Q14

OVERALL QUALITY OF FPL

	OVERALL QUALITY OF PPE										CUSTOMER SERVICE CONTACT					BUILDING	
	AREAS						EX-CEL-LENT	VERY GOOD	GOOD	FAIR/POOR	EX-CEL-LENT/VERY GOOD	LESS THAN 3 MOS	3 TO 6 MOS	MORE THAN 6 MOS	NEVER /DK	OWN	LEASE
	TOTAL	NORTH	EAST	WEST	SOUTH-EAST	SOUTH											
	2	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Base*Total Respondents																	
Excellent (5)																	
Very Good (4)																	
Top Two Box																	
Good (3)																	
Fair (2)																	
Poor (1)																	

*** = No response (0). * = Less than .05%

T-test mean: sig level 95 - Columns tested abcde,fghi,hj,ij,klmn,op
 T-test prop: sig level 95 - Columns tested abcde,fghi,hj,ij,klmn,op

4-17
 10/19
 0-1

11
 21

CONFIDENTIAL

Page 51

FLORIDA POWER & LIGHT BUSINESS QUALITY AND VALUE RELATIONSHIP SURVEY
QUARTER 4, 1993
WALKER: CUSTOMER SATISFACTION MEASUREMENTS

GENERAL SERVICE CUSTOMERS (KWH) - BANNER 1

22 Dec 93

Table 22
MAJOR PROCESS AREA: ELECTRIC POWER

Q14.

OVERALL QUALITY OF FPL											CUSTOMER SERVICE CONTACT					BUILDING	
AREAS					EX-CEL-LENT	VERY GOOD	GOOD	FAIR/POOR	EX-CEL-LENT/VERY GOOD	LESS THAN 3 MOS	3 TO 6 MOS	MORE THAN 6 MOS	NEVER /DK	OWN	LEASE		
TOTAL	NORTH	EAST	WEST	SOUTH -EAST						SOUTH	g	h	i	j	k	l	m
a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p		

Base=Total Respondents

Bottom Two Box

Don't know*

*Percented off total asked

Mean

Std. Dev.

Std. Err.

*** = No response (0), * = Less than .05%

T-test mean: sig level 95 - Columns tested abcde,fghi,hj,ij,klmn,op

T-test prop: sig level 95 - Columns tested abcde,fghi,hj,ij,klmn,op

27 Q1
24819

FLORIDA POWER & LIGHT BUSINESS QUALITY AND VALUE RELATIONSHIP SURVEY
 QUARTER 4, 1993
 WALKER CUSTOMER SATISFACTION MEASUREMENTS

GENERAL SERVICE CUSTOMERS (KWH) - BANNER 1

22 Dec 93

Table 23
 MAJOR PROCESS AREA: ELECTRIC POWER

Q15a.

OVERALL QUALITY OF FPL																
AREAS						EX- CEL- LENT	VERY GOOD	GOOD	FAIR/ POOR	EX- CEL- LENT/ VERY GOOD	CUSTOMER SERVICE CONTACT				BUILDING	
TOTAL	NORTH	EAST	WEST	SOUTH -EAST	SOUTH						LESS THAN 3 MOS	3 TO 6 MOS	MORE THAN 6 MOS	NEVER /DK	OWN	LEASE
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p

Base=Respondents who
 were able to rate the

Excellent (5)

Very Good (4)

Top Two Box

Good (3)

Fair (2)

*** = No response (0), * = Less than .05%

T-test mean: sig level 95 - Columns tested abcde,fghi,hj,ij,klmn,op
 T-test prop: sig level 95 - Columns tested abcde,fghi,hj,ij,klmn,op

3415
 2701

FLORIDA POWER & LIGHT BUSINESS QUALITY AND VALUE RELATIONSHIP SURVEY
 QUARTER 4, 1993
 WALKER: CUSTOMER SATISFACTION MEASUREMENTS

GENERAL SERVICE CUSTOMERS (KWH) - BANNER 1

22 Dec 93

Table 23
 MAJOR PROCESS AREA: ELECTRIC POWER

Q15a.

OVERALL QUALITY OF FPL

TOTAL	AREAS					EX- CEL- LENT	VERY GOOD	GOOD	FAIR/ POOR	EX- CEL- LENT/ VERY GOOD	CUSTOMER SERVICE CONTACT				BUILDING	
	NORTH	EAST	WEST	SOUTH -EAST	SOUTH						LESS THAN 3 MOS	3 TO 6 MOS	MORE THAN 6 MOS	NEVER /DK	OWN	LEASE
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p

Base=Respondents who
 were able to rate the

Poor (1)

Bottom Two Box

Don't know
 •Percented off total
 asked

Mean

Std. Dev.

Std. Err.

*** = No response (0), * = Less than .05%

T-test mean: sig level 95 - Columns tested abcde,fghi,hj,ij,klmn,op

T-test prop: sig level 95 - Columns tested abcde,fghi,hj,ij,klmn,op

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FLORIDA POWER & LIGHT BUSINESS QUALITY AND VALUE RELATIONSHIP SURVEY
 QUARTER 4, 1993
 WALKER: CUSTOMER SATISFACTION MEASUREMENTS

GENERAL SERVICE CUSTOMERS (KWH) - BANNER 1

22 Dec 93

Table 24
 MAJOR PROCESS AREA: ELECTRIC POWER

Q15b

	OVERALL QUALITY OF FPL										CUSTOMER SERVICE CONTACT					
	AREAS					EX-CEL-LENT	VERY GOOD	GOOD	FAIR/POOR	EX-CEL-LENT/VERY GOOD	SERVICE CONTACT				BUILDING	
	TOTAL	NORTH	EAST	WEST	SOUTH						LESS THAN 3 MOS	3 TO 6 MOS	MORE THAN 6 MOS	NEVER /DK	OWN	LEASE
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Base=Respondents who were able to rate the																
Excellent (5)																
Very Good (4)																
Top Two Box																
Good (3)																
Fair (2)																

*** = No response (0), * = Less than .05%

T-test mean: sig level 95 - Columns tested abcde,fghi,hj,ij,klmn,op
 T-test prop: sig level 95 - Columns tested abcde,fghi,hj,ij,klmn,op

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FLORIDA POWER & LIGHT BUSINESS QUALITY AND VALUE RELATIONSHIP SURVEY
QUARTER 4, 1993
WALKER: CUSTOMER SATISFACTION MEASUREMENTS

GENERAL SERVICE CUSTOMERS (KWH) - BANNER 1

22 Dec 93

Table 24
MAJOR PROCESS AREA: ELECTRIC POWER

Q15b. [REDACTED]

OVERALL QUALITY OF FPL															
AREAS					EX-CEL-LENT/VERY GOOD					CUSTOMER SERVICE CONTACT					BUILDING
TOTAL	NORTH	EAST	WEST	SOUTH	EX-CEL-LENT	VERY GOOD	GOOD	FAIR/POOR	VERY GOOD	LESS THAN 3 MOS	3 TO 6 MOS	MORE THAN 6 MOS	NEVER /DK	OWN	LEASE
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	p
Base*Respondents who	[REDACTED]														
Poor (1)	[REDACTED]														
Bottom Two Box	[REDACTED]														
Don't know*	[REDACTED]														
*Percented off total asked	[REDACTED]														
Mean	[REDACTED]														
Std. Dev.	[REDACTED]														
Std. Err.	[REDACTED]														

*** = No response (0). * = Less than .05%

T-test mean: sig level 95 - Columns tested abcde,fghi,hj,ij,klmn,op

T-test prop: sig level 95 - Columns tested abcde,fghi,hj,ij,klmn,op

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FLORIDA POWER & LIGHT BUSINESS QUALITY AND VALUE RELATIONSHIP SURVEY
QUARTER 4, 1993
WALKER CUSTOMER SATISFACTION MEASUREMENTS

GENERAL SERVICE CUSTOMERS (KWH) - BANNER 1

22 Dec 93

Table 25
MAJOR PROCESS AREA ELECTRIC POWER

Q15c. [REDACTED]

	OVERALL QUALITY OF FPL										CUSTOMER SERVICE CONTACT				BUILDING										
	AREAS					EX- CEL- LENT	VERY GOOD	GOOD	FAIR/ POOR	EX- CEL- LENT/ VERY GOOD	LESS THAN 3 MOS				TO 6 MOS	MORE THAN 6 MOS		NEVER /DK	BUILDING						
	TOTAL	NORTH	EAST	WEST	SOUTH						3 MOS	3 MOS	3 MOS	3 MOS		6 MOS	6 MOS		6 MOS	6 MOS	6 MOS	6 MOS	OWN	LEASE	
					-EAST																				SOUTH
	a	b	c	d	e	f	g	h	i	j	k	l	m	n		o	p								
Base*Respondents who	[REDACTED]																								
Excellent (5)	[REDACTED]																								
Very Good (4)	[REDACTED]																								
Top Two Box	[REDACTED]																								
Good (3)	[REDACTED]																								
Fair (2)	[REDACTED]																								

*** = No response (0). * = Less than .05%

T-test mean: sig level 95 - Columns tested abcde,fghi,hj,ij,klmn,op
T-test prop: sig level 95 - Columns tested abcde,fghi,hj,ij,klmn,op

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FLORIDA POWER & LIGHT BUSINESS QUALITY AND VALUE RELATIONSHIP SURVEY
 QUARTER 4, 1993
 WALKER: CUSTOMER SATISFACTION MEASUREMENTS

GENERAL SERVICE CUSTOMERS (KWH) - BANNER 1

Table 25
 MAJOR PROCESS AREA: ELECTRIC POWER

22 Dec 93

Q1Sc. [REDACTED]

OVERALL QUALITY OF FPL

										CUSTOMER SERVICE CONTACT					BUILDING	
AREAS					EX-CEL-LENT	VERY GOOD	GOOD	FAIR/POOR	EX-CEL-LENT/VERY GOOD	LESS THAN 3 MOS	3 TO 6 MOS	MORE THAN 6 MOS	NEVER /DK		OWN	LEASE
TOTAL	NORTH	EAST	WEST	SOUTH -EAST SOUTH												
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p

Base=Respondents who

Poor (1)

Bottom Two Box

Don't know*
 *Percented off total asked

Mean

Std. Dev.

Std. Err.

*** = No response (0), * = Less than .05%

T-test mean: sig level 95 - Columns tested abcde,fghi,hj,ij,klmn,op
 T-test prop: sig level 95 - Columns tested abcde,fghi,hj,ij,klmn,op

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FLORIDA POWER & LIGHT BUSINESS QUALITY AND VALUE RELATIONSHIP SURVEY
QUARTER 4, 1993
WALKER CUSTOMER SATISFACTION MEASUREMENTS

GENERAL SERVICE CUSTOMERS (KWH) - BANNER 1

22 Dec 93

Table 26
MAJOR PROCESS AREA: BILLING

Q16

	OVERALL QUALITY OF FPL										CUSTOMER SERVICE CONTACT						
	AREAS					EX-CEL-LENT	VERY GOOD	GOOD	FAIR/POOR	EX-CEL-LENT/VERY GOOD	SERVICE CONTACT				BUILDING		
	TOTAL	NORTH	EAST	WEST	SOUTH-EAST						SOUTH	LESS THAN 3 MOS	3 TO 6 MOS	MORE THAN 6 MOS	NEVER /DK	OWN	LEASE
	a	b	c	d	e						f	g	h	i	j	k	l
Base=Total Respondents																	
Excellent (5)																	
Very Good (4)																	
Top Two Box																	
Good (3)																	
Fair (2)																	
Poor (1)																	
Bottom Two Box																	

*** = No response (0), * = Less than .05%

T-test mean: sig level 95 - Columns tested abcde,fghi,hj,ij,klmn,op
T-test prop: sig level 95 - Columns tested abcde,fghi,hj,ij,klmn,op

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FLORIDA POWER & LIGHT BUSINESS QUALITY AND VALUE RELATIONSHIP SURVEY
 QUARTER 4, 1993
 WALKER: CUSTOMER SATISFACTION MEASUREMENTS

GENERAL SERVICE CUSTOMERS (KWH) - BANNER 1

Table 52
 MAJOR PROCESS AREA: SERVICE RESTORATION

22 Dec 93

Q25

	OVERALL QUALITY OF FPL										CUSTOMER SERVICE CONTACT					
	AREAS					EX-CEL-LENT	VERY GOOD	GOOD	FAIR/POOR	EX-CEL-LENT/VERY GOOD	SERVICE CONTACT				BUILDING	
	TOTAL	NORTH	EAST	WEST	SOUTH -EAST						LESS THAN 3 MOS	3 TO 6 MOS	MORE THAN 6 MOS	NEVER /DK	DOWN	LEASE
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Base=Total Respondents	[REDACTED]															
Excellent (5)	[REDACTED]															
Very Good (4)	[REDACTED]															
Top Two Box	[REDACTED]															
Good (3)	[REDACTED]															
Fair (2)	[REDACTED]															
Poor (1)	[REDACTED]															

.... = No response (0), * = Less than .05%

T-test mean: sig level 95 - Columns tested abcde,fghi,hj,ij,klmn,op
 T-test prop: sig level 95 - Columns tested abcde,fghi,hj,ij,klmn,op

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FLORIDA POWER & LIGHT BUSINESS QUALITY AND VALUE RELATIONSHIP SURVEY
 QUARTER 4, 1993
 WALKER CUSTOMER SATISFACTION MEASUREMENTS

GENERAL SERVICE CUSTOMERS (KWH) - BANNER 1

Table 52
 MAJOR PROCESS AREA: SERVICE RESTORATION

22 Dec 93

025

	OVERALL QUALITY OF FPL										CUSTOMER SERVICE CONTACT					
	AREAS					EX- CEL- LENT	VERY GOOD	GOOD	FAIR/ POOR	EX- CEL- LENT/ VERY GOOD	SERVICE CONTACT				BUILDING	
	TOTAL	NORTH	EAST	WEST	SOUTH -EAST						LESS THAN 3 MOS	3 TO 6 MOS	MORE THAN 6 MOS	NEVER /DK	OWN	LEASE
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Base*Total Respondents																
Bottom Two Box																
Don't know*																
*Percented off total asked																
Refused*																
*Percented off total asked																
Mean																
Std. Dev.																
Std. Err.																
*** = No response (0), * = Less than .05%																
T-test mean: sig level 95 - Columns tested abcde,fghi,hj,ij,klmn,op																
T-test prop: sig level 95 - Columns tested abcde,fghi,hj,ij,klmn,op																

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 Q1

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FLORIDA POWER & LIGHT BUSINESS QUALITY AND VALUE RELATIONSHIP SURVEY
 QUARTER 4, 1993
 WALKER: CUSTOMER SATISFACTION MEASUREMENTS

GENERAL SERVICE CUSTOMERS (KWH) - BANNER 1

Table 53
 MAJOR PROCESS AREA, SERVICE, LOCATION

22 Dec 93

Q26a. [REDACTED]

OVERALL QUALITY OF FPL																
AREAS											CUSTOMER SERVICE CONTACT					
TOTAL	NORTH	EAST	WEST	SOUTH -EAST	SOUTH	EX- CEL- LENT	VERY GOOD	GOOD	FAIR/ POOR	EX- CEL- LENT/ VERY GOOD	LESS THAN 3 MOS	3 TO 6 MOS	MORE THAN 6 MOS	NEVER /DK	BUILDING OWN	LEASE
a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	
Base=Respondents who were able to rate the																
Excellent (5)																
Very Good (4)																
Top Two Box																
Good (3)																
Fair (2)																
Poor (1)																

*** = No response (0), * = Less than .05%

T-test mean: sig level 95 - Columns tested abcde,fghi,hj,ij,klmn,op
 T-test prop: sig level 95 - Columns tested abcde,fghi,hj,ij,klmn,op

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 QUARTER 4, 1993
 WALKER CUSTOMER SATISFACTION MEASUREMENTS

GENERAL SERVICE CUSTOMERS (KWH) - BANNER 1

Table 53
 MAJOR PROCESS AREA: SERVICE RESTORATION

22 Dec 93

Q26a

OVERALL QUALITY OF FPL															CUSTOMER SERVICE CONTACT				
AREAS						EX- CEL- LENT	VERY GOOD	GOOD	FAIR/ POOR	EX- CEL- LENT/ VERY GOOD	LESS THAN 3 MOS	3 TO 6 MOS	MORE THAN 6 MOS	NEVER /DK	BUILDING				
TOTAL	NORTH	EAST	WEST	SOUTH -EAST	SOUTH										OWN	LEASE			
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p			

Base=Respondents who
 were able to rate the

Bottom Two Box

Don't know
 Percented off total
 asked

Mean

Std. Dev.

Std. Err.

*** = No response (0), * = Less than .05%

T-test mean: sig level 95 - Columns tested abcde,fghi,hj,ij,klmn,op
 T-test prop: sig level 95 - Columns tested abcde,fghi,hj,ij,klmn,op

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WALKER CUSTOMER SATISFACTION MEASUREMENTS

GENERAL SERVICE CUSTOMERS (KWH) - BANNER 1

22 Dec 93

Table 54
MAJOR PROCESS AREA: SERVICE RESTORATION

Q26b. How would you rate the service restoration?

OVERALL QUALITY OF FPL																
AREAS										CUSTOMER SERVICE CONTACT						
TOTAL	NORTH	EAST	WEST	SOUTH -EAST	SOUTH	EX- CEL- LENT	VERY GOOD	GOOD	FAIR/ POOR	EX- CEL- LENT/ VERY GOOD	LESS THAN 3 MOS	3 TO 6 MOS	MORE THAN 6 MOS	NEVER /DK	BUILDING OWN LEASE	
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Base-Respondents who were able to rate the																
Excellent (5)																
Very Good (4)																
Top Two Box																
Good (3)																
Fair (2)																

.... = No response (0), * = Less than .05%

T-test mean: sig level 95 - Columns tested abcde,fghi,hj,ij,klmn,op
T-test prop: sig level 95 - Columns tested abcde,fghi,hj,ij,klmn,op

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 QUARTER 4, 1993
 WALKER CUSTOMER SATISFACTION MEASUREMENTS

GENERAL SERVICE CUSTOMERS (KWH) - BANNER 1

Table 54
 MAJOR PROCESS AREA: SERVICE RESTORATION

22 Dec 93

Q26b. [REDACTED]

	OVERALL QUALITY OF FPL										CUSTOMER SERVICE CONTACT						
	AREAS					EX- CEL- LENT	VERY GOOD	GOOD	FAIR/ POOR	EX- CEL- LENT/ VERY GOOD	LESS THAN				MORE THAN		BUILDING OWN LEASE
	TOTAL	NORTH	EAST	WEST	SOUTH -EAST SOUTH						3 MOS	3 TO 6 MOS	6 MOS	NEVER /DK			
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	
Base-Respondents who were able to rate the	[REDACTED]																
Poor (1)	[REDACTED]																
Bottom Two Box	[REDACTED]																
Don't know*	[REDACTED]																
*Percented off total asked	[REDACTED]																
Mean	[REDACTED]																
Std. Dev.	[REDACTED]																
Std. Err.	[REDACTED]																

*** = No response (0); * = Less than .05%

t-test mean: sig level 95 - Columns tested abcde,fghi,hj,ij,klmn,op
 t-test prop: sig level 95 - Columns tested abcde,fghi,hj,ij,klmn,op

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FLORIDA POWER & LIGHT BUSINESS QUALITY AND VALUE RELATIONSHIP SURVEY
 QUARTER 4, 1993
 WALKER CUSTOMER SATISFACTION MEASUREMENTS

GENERAL SERVICE CUSTOMERS (KWH) - BANNER 1

Table 55
 MAJOR PROCESS AREA: SERVICE RESTORATION

22 Dec 93

Q26c [REDACTED]

OVERALL QUALITY OF FPL											CUSTOMER SERVICE CONTACT					BUILDING	
AREAS					EX- CEL- LENT	VERY GOOD	GOOD	FAIR/ POOR	EX- CEL- LENT/ VERY GOOD	LESS THAN 3 MOS	3 TO 6 MOS	MORE THAN 6 MOS	NEVER /DK	BUILDING			
TOTAL	NORTH	EAST	WEST	SOUTH -EAST										SOUTH	OWN	LEASE	
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	
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*** = No response (0), * = Less than .05%

T-test mean: sig level 95 - Columns tested abcde,fghi,hj,ij,klmn,op
 T-test prop: sig level 95 - Columns tested abcde,fghi,hj,ij,klmn,op

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WALKER CUSTOMER SATISFACTION MEASUREMENTS

GENERAL SERVICE CUSTOMERS (KWH) - BANNER 1

Table 55
MAJOR PROCESS AREA: SERVICE RESTORATION

22 Dec 93

026c

OVERALL QUALITY OF FPL															CUSTOMER SERVICE CONTACT				BUILDING	
AREAS						EX-CEL-LENT	VERY GOOD	GOOD	FAIR/POOR	EX-CEL-LENT/VERY GOOD	LESS THAN 3 MOS	3 TO 6 MOS	MORE THAN 6 MOS	NEVER /DK	OWN	LEASE				
TOTAL	NORTH	EAST	WEST	SOUTH-EAST	SOUTH															
a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p					

Base-Respondents who
were able to rate the

Poor (1)

Bottom Two Box

Don't know
Percented off total
asked

Mean

Std. Dev.

Std. Err.

*** = No response (0). * = Less than .05%

T-test mean: sig level 95 - Columns tested abcde,fghi,hj,ij,klmn,op
T-test prop: sig level 95 - Columns tested abcde,fghi,hj,ij,klmn,op

170119
Q1

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FLORIDA POWER & LIGHT BUSINESS QUALITY AND VALUE RELATIONSHIP SURVEY
 QUARTER 4, 1993
 WALKER: CUSTOMER SATISFACTION MEASUREMENTS

GENERAL SERVICE CUSTOMERS (KWH) - BANNER 1

22 Dec 93

Table 56
 MAJOR PROCESS AREA: SERVICE RESTORATION

Q26d H [REDACTED] 7

OVERALL QUALITY OF FPL											CUSTOMER SERVICE CONTACT					BUILDING	
AREAS					EX- CEL- LENT	VERY GOOD		FAIR/ POOR	EX- CEL- LENT/ VERY GOOD	LESS THAN 3 MOS	3 TO 6 MOS		MORE THAN 6 MOS	NEVER /DK		BUILDING	
TOTAL	NORTH	EAST	WEST	SOUTH -EAST SOUTH		GOOD	GOOD									OWN	LEASE
a	b	c	d	e	f	g	h	i	j	k	l	m	n			o	p

Base: Respondents who
 were able to rate the
 overall quality of FPL

Excellent (5)

Very Good (4)

Top Two Box

Good (3)

Fair (2)

*** = No response (0), * = Less than .05%

T-test mean: sig level 95 - Columns tested abcde,fghi,hj,ij,klmn,op

T-test prop: sig level 95 - Columns tested abcde,fghi,hj,ij,klmn,op

1808
 19
 21

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FLORIDA POWER & LIGHT BUSINESS QUALITY AND VALUE RELATIONSHIP SURVEY
 QUARTER 4, 1993
 WALKER: CUSTOMER SATISFACTION MEASUREMENTS

GENERAL SERVICE CUSTOMERS (KW04) - BANNER 1

22 Dec 93

Table 56
 MAJOR PROCESS AREA: SERVICE RESTORATION

Q26d. [REDACTED]

OVERALL QUALITY OF FPL

OVERALL QUALITY OF F&E											CUSTOMER SERVICE CONTACT					BUILDING	
AREAS						EX-CEL-LENT	VERY GOOD	GOOD	FAIR/POOR	EX-CEL-LENT/VERY GOOD	LESS THAN 3 MOS	3 TO 6 MOS	MORE THAN 6 MOS	NEVER /DK	OWN	LEASE	
TOTAL	NORTH	EAST	WEST	SOUTH-EAST	SOUTH	f	g	h	i	j	k	l	m	n	o	p	
	a	b	c	d	e												

Base-Respondents who
 were able to rate the

Poor (1)

Bottom Two Box

Don't know
 *Percented off total
 asked

Mean

Std. Dev.

Std. Err.

*** = No response (0). * = Less than .05%

T-test mean: sig level 95 - Columns tested abcde,fghi,hj,ij,klmn,op
 T-test prop: sig level 95 - Columns tested abcde,fghi,hj,ij,klmn,op

19819
 61861
 19

In accordance with Commission Rule 25-22.006, these documents are proprietary and confidential business information as defined 364.183, 366.093 or 367.153, F. S. These documents have been labeled "confidential"

13) Q. Provide a list of all customer satisfaction surveys conducted by FPL during the period 1992 - 1997 to date including: (if not previously provided in response to Document Request 1-26 or 1-27)

- a. Company or FPL department conducting the study
- b. Study name or title
- c. Purpose of study
- d. Period of study
- e. Cost of study
- f. Results of study (if not previously included in ESQ-1.27)

A. Attached is a list per information requested. We have also attached the results from 1997 Walker, Large Commercial/Industrial Demand Customers-Attachment S, and Residential Customer Quality & Value Relationship-Attachment T.

1) Q. Provide a list of all customer satisfaction surveys conducted by FPL during the period 1992 - 1997 to date including (if not previously provided in response to Document Request 1.26 or 1.27)

- a. Company or FPL department conducting the study
- b. Study name or title
- c. Purpose of study
- d. Period of study
- e. Cost of study
- f. Results of study (if not previously included in ESO 1.27)

Co. Conducting Survey	FPL Dept.	Study Name/Title	Purpose of Study	Period of Study	Cost of Study	Results	Questions 17 & 18
Walker, CSM	Marketing	Residential Customer Quality & Value Relationship	Assess res'l cust. satisfaction	Second Quarter 1992 - Second Quarter 1993	See Request 27 Attachment A, Pages 1 - 11	See Attachment A1, by area	
Walker, CSM	Marketing	Residential Customer Quality & Value Relationship	Assess res'l cust. satisfaction	Fourth Quarter 1992 - Fourth Quarter 1993	See Request 27 Attachment B, Pages 1 - 8	See Attachment B1, by area	
Walker, CSM	Marketing	Residential Customer Quality & Value Relationship	Assess res'l cust. satisfaction	Fourth Quarter 1993 - Fourth Quarter 1994	See Request 27, Attachment C, Pages 1 - 11	See Attachment C1, by area	
Walker, CSM	Marketing	Residential Customer Quality & Value Relationship	Assess res'l cust. satisfaction	First Half 1995 - First Half 1996	See Request 27 Attachment D, Pages 1 - 13	See Attachment D1, by area	
Profile Marketing Ruch	Marketing	Residential Customer Power Distribution Reliability Tracking Study	Determine Distributions, priorities & cust. tolerance levels	February 1993 - February 1994	See Request 27 Attachment E, Pages 1 - 78	See Request 27 Attachment F, Pages 1 - 67	
Profile Marketing Ruch	Marketing	Residential Customer Power Distribution Reliability Tracking Study	Determine Distributions, priorities & cust. tolerance levels	1992	See Request 27 Attachment F, Pages 1 - 67	See Request 27 Attachment G, Pages 1 - 43	
Walker, CSM	Marketing	GS, Small, Medium CI Customer FPL Service Reliability Study- Large Demand	Assess GS, Small, and Medium CI cust. satisfaction	1992	See Request 27 Attachment H, Pages 1 - 3	See Request 27 Attachment I, Pages 1 - 43	
Profile Marketing Ruch	Marketing	Large Demand	Determine Distributions, priorities & cust. tolerance levels	1993	See Request 27 Attachment J, Pages 1 - 43	See Request 27 Attachment K, Pages 1 - 9	
Profile Marketing Ruch	Marketing	Large Demand	Gauge FPL's cust. perceptions & experience compared to other utilities' cust.	1996	See Request 27, Attachment K, Pages 1 - 9	See Request 27, Attachment L, Pages 1 - 7	
TOS Research, Inc.	Marketing	Benchmark Survey	Gauge FPL's cust. perceptions & experience compared to other utilities' cust.	1995	See Request 27, Attachment L, Pages 1 - 7	See Request 27, Attachment M, Pages 1 - 31	
Profile Marketing Ruch	Marketing	FPL Service Reliability Study- 200 - 499 KWO	Determine Distributions, priorities & cust. tolerance levels	1993	See Request 27, Attachment M, Pages 1 - 31	See Request 27, Attachment N, Pages 1 - 51	
Walker, CSM	Marketing	Small Demand Customers	Assess Small Demand cust. satisfaction	1994 - 1996	See Request 27, Attachment N, Pages 1 - 51	See Request 27, Attachment O, Pages 1 - 49	
Walker, CSM	Marketing	Large CI Demand Customers	Assess Large CI Demand cust. satisfaction	1992 - 1996	See Request 27, Attachment O, Pages 1 - 49	See Request 27, Attachment P, Pages 1 - 42	
Walker, CSM	Marketing	Medium Demand Customers	Assess Medium CI Demand cust. satisfaction	1993 - 1996	See Request 27, Attachment P, Pages 1 - 42	See Request 27, Attachment Q, Pages 1 - 19	
Walker, CSM	Marketing	GS and Small CI Customers	Assess GS and Small CI cust. satisfaction	1993	See Request 27, Attachment Q, Pages 1 - 19	See Request 27, Attachment R, Pages 1 - 15	
Walker, CSM	Marketing	CI Benchmark	Gauge FPL's cust. perceptions & experience compared to other utilities' cust.	1993	See Request 27, Attachment R, Pages 1 - 15	See Request 27, Attachment S, Pages 1 - 15	
Walker, CSM	Marketing	Large CI Demand Customers	Assess Large CI Demand cust. satisfaction	1997	See Request 27, Attachment S, Pages 1 - 15	See Request 27, Attachment T, Pages 1 - 15	
Walker, CSM	Marketing	Residential Customer Quality & Value Relationship	Assess res'l cust. satisfaction	1997	See Request 27, Attachment T, Pages 1 - 15	See Request 27, Attachment U, Pages 1 - 15	

Provided with response in April 1997

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FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM - FIRST HALF - 1996
WALKER INFORMATION

Table 92

MAJOR PROCESS AREA: SERVICE RESTORATION

17 Jun 96

RESIDENTIAL RELATIONSHIP - WAVE-TO-WAVE/ANNUAL - BANNER 1

	SYSTEM TOTAL			NORTHERN AREA				EASTERN AREA			
	2ND HALF 1995	YTD 1995	1ST HALF/ YTD 96	1ST HALF 1995	2ND HALF 1995	YTD 1995	1ST HALF/ YTD 96	1ST HALF 1995	2ND HALF 1995	YTD 1995	1ST HALF/ YTD 96
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)
UNWEIGHTED BASE	[REDACTED]										
WEIGHTED BASE	[REDACTED]										
0	[REDACTED]										
1 to less than 30 seconds (NET)	[REDACTED]										
30 to less than 60 seconds (NET)	[REDACTED]										
1 to less than 5 minutes (NET)	[REDACTED]										
5 to less than 10 minutes (NET)	[REDACTED]										
10 to less than 15 minutes (NET)	[REDACTED]										
15 to less than 20 minutes (NET)	[REDACTED]										
20 to less than 30 minutes (NET)	[REDACTED]										
30 to less than 60 minutes (NET)	[REDACTED]										
1 to less than 2 hours (NET)	[REDACTED]										
2 to less than 3 hours (NET)	[REDACTED]										

Columns tested: - a/b/d - c/d - e/f/h - g/h - i/j/l - k/l. Confidence Level: 95

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FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM - FIRST HALF - 1996
WATER INFORMATION

Table 92

WATER PROCESS AREA: SERVICE RESTORATION

RESIDENTIAL RELATIONSHIP - WAVE-TO-WAVE/ANNUAL - BARRIER 1

SYSTEM TOTAL				NORTHERN AREA				PASTEUR AREA			
1ST	2ND	1ST	2ND	1ST	2ND	1ST	2ND	1ST	2ND	1ST	2ND
HALF	HALF	HALF	HALF	HALF	HALF	HALF	HALF	HALF	HALF	HALF	HALF
1995	1995	1995	1995	1995	1995	1995	1995	1995	1995	1995	1995
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)

UNWEIGHTED BASE

WEIGHTED BASE

3 to less than 4 hours (NET)

4 to less than 5 hours (NET)

5 hours or more (NET)

Don't Know

Mean (Minutes)

Std. Dev.

Std. Err.

Columns tested: - a/b/d - c/d - e/f/h - g/h - i/j/l - k/l. Confidence Level: 95

CONFIDENTIAL

FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM - FIRST HALF - 1996
WALKER INFORMATION

Table 93

WALKER PROCESS AREA: SERVICE RESTORATION

17 Jun 96

RESIDENTIAL RELATIONSHIP - WAVE-TO-WAVE/ANNUAL - BANNER 1

SYSTEM TOTAL				NORTHERN AREA				EASTERN AREA			
1ST	2ND	YTD	HALF/	1ST	2ND	YTD	HALF/	1ST	2ND	YTD	HALF/
1995	1995	1995	1995	1995	1995	1995	1995	1995	1995	1995	1995

UNWEIGHTED BASE
WEIGHTED WAVE
Median (Minutes)

A B C D E F G H I J K L

FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM - FIRST HALF - 1995
WATER INFORMATION

Table 94

WATER PROCESS AREA SERVICE RESTORATION

RESIDENTIAL RELATIONSHIP - WAVE-TO-WAVE/NORMAL - DANGER 1

SYSTEM TOTAL				NORTHERN AREA				EASTERN AREA			
1ST HALF 1995	2ND HALF 1995	YTD 1995	NET	1ST HALF 1995	2ND HALF 1995	YTD 1995	NET	1ST HALF 1995	2ND HALF 1995	YTD 1995	NET
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)

WEIGHTED BASE

0

1 to less than 60 seconds
(NET)

1 to less than 5 minutes
(NET)

5 to less than 10 minutes
(NET)

10 to less than 15 minutes
(NET)

15 to less than 20 minutes
(NET)

20 to less than 30 minutes
(NET)

30 to less than 60 minutes
(NET)

1 to less than 2 hours
(NET)

2 to less than 3 hours
(NET)

3 to less than 4 hours
(NET)

Columns tested: - a/b/d - c/d - e/f/h - g/h - i/j/l - k/l. Confidence Level: 95

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Staff 4th Request
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FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM - FIRST HALF - 1995
WATER INFORMATION

Table 94

WATER PROCESS DATA: SERVICE RESTORATION

RESIDENTIAL RELATIONSHIP - MAKE-TO-WAVE/ANNUAL - BANNER 1

SYSTEM TOTAL				NORTHERN AREA				EASTERN AREA			
1ST HALF 1995	YTD 1995	1ST HALF 1995	2ND HALF 1995	1ST HALF 1995	2ND HALF 1995	1ST HALF 1995	2ND HALF 1995	1ST HALF 1995	2ND HALF 1995	1ST HALF 1995	2ND HALF 1995
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)

UNWEIGHTED AVERAGE

WEIGHTED BASE

4 to less than 5 hours
(NET)

5 to less than 10 hours
(NET)

10 to less than 24 hours
(NET)

24 to less than 48 hours
(NET)

48 hours or more (NET)

Don't Know

Mean (Minutes)

Std. Dev.

Std. Err.

Columns tested: - a/b/d - c/d - e/f/h - g/h - i/j/l - k/l. Confidence Level: 95

17 Jun 96

CONFIDENTIAL

FLORIDA POWER & LIGHT
RESIDENTIAL CUSTOMER QUALITY AND VALUE RELATIONSHIP PROGRAM - FIRST HALF - 1996
WATER INFORMATION

Table 95

MAJOR PROCESS AREA: SERVICE RESTORATION

RESIDENTIAL RELATIONSHIP - WAVE-TO-WAVE/NORMAL - BANNER 1

SYSTEM TOTAL				NORTHERN AREA				EASTERN AREA			
1ST HALF 1995	2ND HALF 1995	YTD 1995	YTD 1995	1ST HALF 1995	2ND HALF 1995	YTD 1995	YTD 1995	1ST HALF 1995	2ND HALF 1995	YTD 1995	YTD 1995

UNWEIGHTED BASE
WEIGHTED BASE
Median (Minutes)

A B C D E F G H I J K L

MAJOR PROCESS AREAS

Now, I would like to ask you about some specific aspects of the services provided by FPL. For many of the questions we will be using a rating scale of "Excellent," "Very Good," "Good," "Fair," or "Poor." Please base your answers on your own experiences as well as what you may have read or heard. If you feel you can't judge FPL on a particular item, please say "I can't judge" or "I don't know."

MAJOR PROCESS AREA: ELECTRIC POWER

A 16. [REDACTED]

Excellent 5
 Very Good 4
 Good 3
 Fair, or 2
 Poor 1
 DON'T KNOW Y
 REFUSED X

SKIP TO Q.18 < _____

B 17. [REDACTED]

ATTRIBUTE. REPEAT SCALE AS NEEDED.

(ROTATE)

	E	VG	G	F	P	DON'T KNOW	REFUSED
C ()a. [REDACTED]	5	4	3	2	1	Y	X
D ()b. [REDACTED]	5	4	3	2	1	Y	X
E ()c. [REDACTED]	5	4	3	2	1	Y	X

*Request 26 Attachment A
 pages 2 of 4*

MAJOR PROCESS AREA: FIELD SERVICE (NON-EMERGENCY)

26. [REDACTED]

(READ LIST EXCEPT FOR DON'T KNOW AND REFUSED)?

Excellent 5
 Very good 4
 Good 3
 Fair, or 2
 Poor. 1
 DON'T KNOW Y
 REFUSED X

SKIP TO Q.28 < _____

27. [REDACTED]

(ROTATE)	E	VG	G	F	P	DON'T KNOW	REFUSED
()a. [REDACTED]	5	4	3	2	1	Y	X
()b. [REDACTED]	5	4	3	2	1	Y	X
()c. [REDACTED]	5	4	3	2	1	Y	X
()d. [REDACTED]	5	4	3	2	1	Y	X

*Request 26 Attachment A
 pages 3 of 4*

MAJOR PROCESS AREA: SERVICE RESTORATION

28.

[REDACTED]

Excellent 5
 Very good 4
 Good 3
 Fair, or 2
 Poor. 1
 DON'T KNOW Y
 REFUSED X

SKIP TO Q.30 < _____

29.

[REDACTED]

(ROTATE)

()b.

[REDACTED]

E	VG	G	F	P	DON'T KNOW	REFUSED
5	4	3	2	1	Y	X

()d.

[REDACTED]

5	4	3	2	1	Y	X
---	---	---	---	---	---	---

()e.

[REDACTED]

5	4	3	2	1	Y	X
---	---	---	---	---	---	---

*Request 26 Attachment A
 pages 4 of 4*

FOURTH QUARTER 1992

FOURTH QUARTER 1993

Florida Power & Light Company
FPSC Review of Distribution System
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Pages 1 of 4

26 B

MAJOR PROCESS AREAS

Now, I would like to ask you about some specific aspects of the services provided by FPL. For many of the questions we will be using a rating scale of "Excellent," "Very Good," "Good," "Fair," or "Poor." Please base your answers on your own experiences as well as what you may have read or heard. If you feel you can't judge FPL on a particular item, please say "I can't judge" or "I don't know."

MAJOR PROCESS AREA: ELECTRIC POWER

A 16. [REDACTED]

KNOW AND REFUSED)?

Excellent	5
Very Good	4
Good	3
Fair, or	2
Poor	1
DON'T KNOW	Y
REFUSED	X

SKIP TO Q.18 < _____

B 17. Specifically, how would you rate FPL in terms of ... (ATTRIBUTE)? ASK FOR EACH ATTRIBUTE. REPEAT SCALE AS NEEDED.

	(ROTATE)	E	VG	G	F	P	DON'T KNOW	REFUSED
C ()a.	[REDACTED]	5	4	3	2	1	Y	X
D ()b.	[REDACTED]	5	4	3	2	1	Y	X
E ()c.	[REDACTED]	5	4	3	2	1	Y	X

Request 26 ATTACHMENT B
pages 274

MAJOR PROCESS AREA: FIELD SERVICE (NON-EMERGENCY)

A. 26.

[REDACTED]

Excellent 5
 Very good 4
 Good 3
 Fair, or 2
 Poor. 1
 DON'T KNOW Y
 REFUSED X

SKIP TO Q.28 < _____

B. 27.

[REDACTED]

ASK FOR EACH ATTRIBUTE. REPEAT SCALE AS NEEDED.

(ROTATE)	E	VG	G	F	P	DON'T KNOW	REFUSED
C. ()a. [REDACTED]	5	4	3	2	1	Y	X
D. ()b. [REDACTED]	5	4	3	2	1	Y	X
E. ()c. [REDACTED]	5	4	3	2	1	Y	X
F. ()d. [REDACTED]	5	4	3	2	1	Y	X

Request 26 ATTACHMENT B
 pages 3 of 4

MAJOR PROCESS AREA: SERVICE RESTORATION

A 28.

KNOW AND REFUSED)?

Excellent 5
 Very good 4
 Good 3
 Fair, or 2
 Poor. 1
 DON'T KNOW Y
 REFUSED X

SKIP TO Q.30 < _____

B 29.

(ROTATE)

C ()b.

E	VG	G	F	P	DON'T KNOW	REFUSED
5	4	3	2	1	Y	X

D ()d.

5	4	3	2	1	Y	X
---	---	---	---	---	---	---

E ()e.

5	4	3	2	1	Y	X
---	---	---	---	---	---	---

Request 26 ATTACHMENT B
pages 4 of 4

FOURTH QUARTER 1993

FOURTH QUARTER 1994

Florida Power & Light Company
FPSC Review of Distribution System
Staff 1st Request
Request 26 ATTACHMENT C
Pages 1 of 4

26C

MAJOR PROCESS AREAS

Now, I would like to ask you about some specific aspects of the services provided by FPL. For many of the questions we will be using a rating scale of "Excellent," "Very Good," "Good," "Fair," or "Poor." Please base your answers on your own experiences as well as what you may have read or heard. If you feel you can't judge FPL on a particular item, please say "I can't judge" or "I don't know."

MAJOR PROCESS AREA: ELECTRIC POWER

A.

16.

[REDACTED]

Excellent 1
 Very Good 2
 Good 3
 Fair, or 4
 Poor 5
 [DON'T KNOW Y
 REFUSED X

SKIP TO Q.18 < _____

B.

17.

[REDACTED] (ATTRIBUTE)? ASK FOR EACH
 ATTRIBUTE. REPEAT SCALE AS NEEDED.

(ROTATE)

C.

(a.)

[REDACTED]

	E	VG	G	F	P	DON'T KNOW	REFUSED
1	2	3	4	5	Y	X	

D.

(b.)

[REDACTED]

1	2	3	4	5	Y	X
---	---	---	---	---	---	---

E.

(c.)

[REDACTED]

1	2	3	4	5	Y	X
---	---	---	---	---	---	---

Request 26 ATTACHMENT C
 pages 2 of 4

MAJOR PROCESS AREA: FIELD SERVICE (NON-EMERGENCY)

A.

26.

you say ... (READ LIST EXCEPT FOR DON'T KNOW AND REFUSED)?

Excellent 1
 Very good 2
 Good 3
 Fair, or 4
 Poor. 5
 DON'T KNOW Y
 REFUSED X

SKIP TO Q.28 < _____

B.

27.

(ATTRIBUTE)?
 ASK FOR EACH ATTRIBUTE. REPEAT SCALE AS NEEDED.

(ROTATE)	E	VG	G	F	P	DON'T KNOW	REFUSED
C. ()a. [REDACTED]	1	2	3	4	5	Y	X
D. ()b. [REDACTED]	1	2	3	4	5	Y	X
E. ()c. [REDACTED]	1	2	3	4	5	Y	X
F. ()d. [REDACTED]	1	2	3	4	5	Y	X

*Request 26 ATTACHMENT B.C.
 pages 3 of 4*

MAJOR PROCESS AREA: SERVICE RESTORATION

A. 28.

[REDACTED] (READ LIST EXCEPT FOR DON'T
KNOW AND REFUSED)?

Excellent	1
Very good	2
Good	3
Fair, or	4
Poor.	5
DON'T KNOW	Y
REFUSED	X

SKIP TO Q.30 < _____

B. 29.

[REDACTED] ATTRIBUTE)?
ASK FOR EACH ATTRIBUTE. REPEAT SCALE AS NEEDED.

(ROTATE)

	E	VG	G	E	P	DON'T KNOW	REFUSED
C. (b) [REDACTED]	1	2	3	4	5	Y	X
D. (d) [REDACTED]	1	2	3	4	5	Y	X
E. (e) [REDACTED]	1	2	3	4	5	Y	X

Lynn Fisher

4-14

25 What extent
 A X C

Request 26 ATTORNEY C
 pages 4 of 4

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MAJOR PROCESS AREAS

Now, I would like to ask you about some specific aspects of the services provided by FPL. For many of the questions we will be using a rating scale of "Excellent," "Very Good," "Good," "Fair," or "Poor." Please base your answers on your own experiences as well as what you may have read or heard.

MAJOR PROCESS AREA: ELECTRIC POWER

- A. 16. First, I'd like to talk with you about the electricity FPL provides. How would you rate [REDACTED] Would you say ... (READ LIST EXCEPT FOR DON'T KNOW AND REFUSED)

Excellent	1
Very Good	2
Good	3
Fair, or	4
Poor	5
[DON'T KNOW	9
[REFUSED	8

SKIP TO Q.18 <_____

- B. 17. Specifically, how would you rate FPL in terms of ... (ATTRIBUTE)? ASK FOR EACH ATTRIBUTE. REPEAT SCALE AS NEEDED.

(ROTATE)

E	VG	G	F	P	DON'T KNOW	REFUSED
---	----	---	---	---	---------------	---------

- C. ()a. [REDACTED]
- | | | | | | | |
|---|---|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 | 9 | 8 |
|---|---|---|---|---|---|---|
- D. ()b. [REDACTED]
- | | | | | | | |
|---|---|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 | 9 | 8 |
|---|---|---|---|---|---|---|
- E. ()c. [REDACTED]
- | | | | | | | |
|---|---|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 | 9 | 8 |
|---|---|---|---|---|---|---|

MAJOR PROCESS AREA: FIELD SERVICE (NON-EMERGENCY)

A. 26. Next, I'd like to ask you some questions about FPL: [REDACTED]

Would you say ... (READ LIST EXCEPT FOR DON'T KNOW AND REFUSED)?

Excellent	1
Very good	2
Good	3
Fair, or	4
Poor.	5
DON'T KNOW	9
REFUSED	8

SKIP TO Q.28<_____

B. 27. [REDACTED] (ATTRIBUTE)?
ASK FOR EACH ATTRIBUTE. REPEAT SCALE AS NEEDED.

(ROTATE)

	<u>E</u>	<u>VG</u>	<u>G</u>	<u>F</u>	<u>P</u>	<u>DON'T KNOW</u>	<u>REFUSED</u>
C. ()a. [REDACTED]	1	2	3	4	5	9	8
D. ()b. [REDACTED]	1	2	3	4	5	9	8
E. ()c. [REDACTED]	1	2	3	4	5	9	8
F. ()d. [REDACTED]	1	2	3	4	5	9	8

MAJOR PROCESS AREA: SERVICE RESTORATION

28.

FOR DON'T KNOW AND REFUSED)?

Excellent	1
Very good	2
Good	3
Fair, or	4
Poor.	5
[DON'T KNOW	9
[REFUSED	8

SKIP TO Q.30<_____

29. _____ (ATTRIBUTE)?

ASK FOR EACH ATTRIBUTE. REPEAT SCALE AS NEEDED.

(ROTATE)

<u>E</u>	<u>VG</u>	<u>G</u>	<u>F</u>	<u>P</u>	<u>DON'T</u> <u>KNOW</u>	<u>REFUSED</u>
1	2	3	4	5	9	8
1	2	3	4	5	9	8
1	2	3	4	5	9	8

26c.1

MAJOR PROCESS AREAS

Now, I would like to ask you about some specific aspects of the services provided by FPL. For many of the questions we will be using a rating scale of "Excellent," "Very Good," "Good," "Fair," or "Poor." Please base your answers on your own experiences as well as what you may have read or heard.

MAJOR PROCESS AREA: ELECTRIC POWER

A. 16.

[REDACTED]
KNOW AND REFUSED)?

[REDACTED] READ LIST EXCEPT FOR DON'T

Excellent	1
Very Good	2
Good	3
Fair, or	4
Poor	5
DON'T KNOW	9
REFUSED	8

- A. 17. Specifically, how would you rate FPL in terms of (ATTRIBUTE)? ASK FOR EACH ATTRIBUTE. REPEAT SCALE AS NEEDED

(ROTATE)

E VG G E P DK REFUSED

B.

()a.

1 2 3 4 5 9 8

C.

17a-1

DON'T KNOW.....99
REFUSED.....88

D.

17a-2

DON'T KNOW.....99
REFUSED.....88

E.

()b.

1 2 3 4 5 9 8

F.

17b-1

DON'T KNOW.....99
REFUSED.....88

G.

17b-2

DON'T KNOW.....99
REFUSED.....88

H.

()c.

1 2 3 4 5 9 8

MAJOR PROCESS AREA: FIELD SERVICE (NON-EMERGENCY)

A 26a.

[REDACTED]
[REDACTED]
LIST EXCEPT FOR DONT KNOW AND REFUSED)?

READ

Excellent	1
Very Good	2
Good	3
Fair, or	4
Poor	5
DONT KNOW	9
REFUSED	8

MAJOR PROCESS AREA: SERVICE RESTORATION

B. 28. Now, please think about th

[REDACTED]
[REDACTED]
KNOW AND REFUSED)?

Excellent	1
Very good	2
Good	3
Fair, or	4
Poor.	5
DONT KNOW	9
REFUSED	8

A 29.

ASK FOR EACH ATTRIBUTE. REPEAT SCALE AS NEEDED

(ROTATE)

E. VG G E P DK REFUSED

B.

()b.

1 2 3 4 5 9 8

C.

()c.

1 2 3 4 5 9 8

D.

29e-1

SECONDS _____
 MINUTES _____
 HOURS _____
 DON'T KNOW99
 REFUSED88

E.

29e-2

SECONDS _____
 MINUTES _____
 HOURS _____
 DON'T KNOW99
 REFUSED88

FIRST HALF 1995 - FIRST HALF 1996

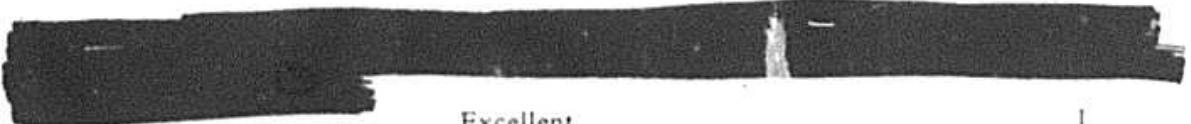
Florida Power & Light Company
FPSC Review of Distribution System
Staff 1st Request
Request 26 ATTACHMENT D
Pages 1 of 8

MAJOR PROCESS AREAS

Now, I would like to ask you about some specific aspects of the services provided by FPL. For many of the questions we will be using a rating scale of "Excellent," "Very Good," "Good," "Fair," or "Poor." Please base your answers on your own experiences as well as what you may have read or heard.

MAJOR PROCESS AREA: ELECTRIC POWER

A. 16.



Excellent	1
Very Good	2
Good	3
Fair, or	4
Poor	5
DON'T KNOW	9
REFUSED	8

A. 17. Specifically, how would you rate FPL in terms of (ATTRIBUTE)? ASK FOR EACH ATTRIBUTE REPEAT SCALE AS NEEDED

(ROTATE)

E VG G E P DK REFUSED

B. ()a. [REDACTED] 2 3 4 5 9 8

C. 17a-1 [REDACTED]
DON'T KNOW 99
REFUSED 88

D. 17a-2 [REDACTED]
DON'T KNOW 99
REFUSED 88

E. ()b. [REDACTED] 1 2 3 4 5 9 8

F. 17b-1 [REDACTED]
DON'T KNOW 99
REFUSED 88

G. 17b-2 [REDACTED]
DON'T KNOW 99
REFUSED 88

H. ()c. [REDACTED] 1 2 3 4 5 9 8

Request 6 Attachment
pages 3 of 8

C MAJOR PROCESS AREA: [REDACTED]

Next I would like you to think about [REDACTED]

A. 26a. [REDACTED]

LIST EXCEPT FOR DON'T KNOW AND REFUSED)?

Excellent	1
Very Good	2
Good	3
Fair, or	4
Poor	5
DON'T KNOW	9
REFUSED	8

E MAJOR PROCESS AREA: [REDACTED]

B. 28. [REDACTED]

Excellent	1
Very good	2
Good	3
Fair, or	4
Poor	5
DON'T KNOW	9
REFUSED	8

- A. 29. Thinking about these instances, how would you rate FPL in terms of (ATTRIBUTE)?
ASK FOR EACH ATTRIBUTE. REPEAT SCALE AS NEEDED

(ROTATE) E VG G E P DK REFUSED

- B. ()b. [REDACTED] 1 2 3 4 5 9 8
- ()e. [REDACTED] 1 2 3 4 5 9 8

C. 29e-1 [REDACTED]

SECONDS _____

MINUTES _____

HOURS _____

DON'T KNOW _____ 99

REFUSED _____ 88

D. 29e-2 [REDACTED]

SECONDS _____

MINUTES _____

HOURS _____

DON'T KNOW _____ 99

REFUSED _____ 88

MAJOR PROCESS AREAS

Now, I would like to ask you about some specific aspects of the services provided by FPL. For many of the questions we will be using a rating scale of "Excellent," "Very Good," "Good," "Fair," or "Poor." Please base your answers on your own experiences as well as what you may have read or heard.

MAJOR PROCESS AREA: ELECTRIC POWER

A. 16. [REDACTED]
DON'T KNOW AND REFUSED)?

- Excellent 1
- Very Good 2
- Good 3
- Fair, or 4
- Poor 5
- [DON'T KNOW 9
- [REFUSED 8

SKIP TO Q.18<-----

B. 17. [REDACTED] Now would you rate FPL in terms of ... (ATTRIBUTE)? ASK FOR EACH ATTRIBUTE. REPEAT SCALE AS NEEDED.

(ROTATE)

E VG G F P DON'T KNOW REFUSED

C. ()a. [REDACTED]

1 2 3 4 5 9 8

D. ()b. [REDACTED]

1 2 3 4 5 9 8

E. ()c. [REDACTED]

1 2 3 4 5 9 8

*Request 26 ATTACHMENT D
pages 6 of 8*

MAJOR PROCESS AREA: FIELD SERVICE (NON-EMERGENCY)

A. 26.

Would you say ... (READ LIST EXCEPT FOR DON'T KNOW AND REFUSED)?

Excellent	1
Very good	2
Good	3
Fair, or	4
Poor.	5
DON'T KNOW	9
REFUSED	8

SKIP TO Q.28<-----

B. 27.

More specifically, how would you rate [REDACTED] (ATTRIBUTE)?
ASK FOR EACH ATTRIBUTE. REPEAT SCALE AS NEEDED.

(ROTATE)	E	VG	G	F	P	DON'T KNOW	REFUSED
C. ()a. [REDACTED]	1	2	3	4	5	9	8
D. ()b. [REDACTED]	1	2	3	4	5	9	8
E. ()c. [REDACTED]	1	2	3	4	5	9	8
F. ()d. [REDACTED]	1	2	3	4	5	9	8

Register 26 ATTACHMENT D
pages 7 of 8

MAJOR PROCESS AREA: SERVICE RESTORATION

A. 28. Now, please think about the [REDACTED]

[REDACTED]
FOR DON'T KNOW AND REFUSED)?

Excellent	1
Very good	2
Good	3
Fair, or	4
Poor.	5
[DON'T KNOW	9
[REFUSED	8

SKIP TO Q.30<-----

B. 29.

[REDACTED]
ASK FOR EACH ATTRIBUTE. REPEAT SCALE AS NEEDED.

(ROTATE)

C. ()b.

[REDACTED]

<u>E</u>	<u>VG</u>	<u>G</u>	<u>F</u>	<u>P</u>	<u>DON'T</u> <u>KNOW</u>	<u>REFUSED</u>
1	2	3	4	5	9	8

D. ()d.

[REDACTED]

1	2	3	4	5	9	8
---	---	---	---	---	---	---

E. ()e.

[REDACTED]

1	2	3	4	5	9	8
---	---	---	---	---	---	---

*Request 26 ATTACHMENT D
pgs 898*

RESIDENTIAL CUSTOMER POWER DISTRIBUTION RELIABILITY TRACKING STUDY

ASK TO SPEAK WITH MALE/FEMALE ADULT HEAD OF HOUSEHOLD, PER YOUR QUOTA.

Hello, I'm _____ from Profile Marketing Research, an area marketing research organization.
We are conducting a brief survey on behalf of Florida Power & Light.

This survey is being conducted among a randomly selected group of FPL customers, so your participation is very important. Results of this survey will be used to help FPL best serve the needs of all customers.

Your cooperation would be greatly appreciated.

A. [REDACTED]
☐ YES--> CONTINUE

☐ NO --> ASK TO SPEAK WITH A PRIMARY DECISION MAKER.
REREAD INTRODUCTION AND CONTINUE.

B. [REDACTED]
☐ YES--> CONTINUE
☐ NO --> READ STATEMENT BELOW AND TERMINATE

"This survey is being conducted among FPL customers who have been living at their current address for the last thirty days. We thank you anyway, for your cooperation."

I would like to ask you just a few brief questions on behalf of FPL. Let me assure you that we are not selling or promoting any product or service. We are only interested in your opinions.

C. [REDACTED]
This survey will take about fifteen minutes or so of your time.

IF RESPONDENT SAYS HE/SHE DOES NOT HAVE TIME, SAY:
May I call you back later today/this evening/this week?

MAKE APPOINTMENT FOR CALLBACK AND RECORD ON CONTACT SHEET.

Florida Power & Light Company
FPSC Review of Distribution System
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Request 26 ATTACHMENT E
Pages 1 of 11

26E

A. 1.

[REDACTED]

Please keep this description in mind, as I ask you just a few questions about what we will refer to as momentary interruptions.

[REDACTED]

- ☐ YES —> CONTINUE
- ☐ NO —> SKIP TO QUESTION 4

B. 2.

[REDACTED]

- ☐ THE LAST DAY OR TWO
- ☐ THE LAST THREE-SEVEN DAYS
- ☐ THE LAST EIGHT TO FOURTEEN DAYS
- ☐ THE LAST FIFTEEN TO THIRTY DAYS
- ☐ THE LAST TWO-THREE MONTHS
- ☐ THE LAST FOUR-SIX MONTHS
- ☐ THE LAST SIX MONTHS-ONE YEAR
- ☐ LONGER AGO THAN THAT
- ☐ (DO NOT READ) UNSURE

C. 3.

Now, I would like you to think about a specific period ... the last THIRTY DAYS.

[REDACTED]

0000 [] NONE

9999 [] (UNSURE)

IF "UNSURE", PROBE AS FOLLOWS: Would you say one ... two ... three ... four ... five ... six ... etc.

*Request 26 attachments
pages 2 of 11*

1) READ THIS VERSION OF QUESTION 4.

Now, I would like you to think about a specific period ... the last THIRTY DAYS.
Let's try to imagine momentary power interruptions of just a second to under one minute.

Q. 3) READ THIS VERSION OF QUESTION 4.

IF [REDACTED]
Let's try to imagine momentary power interruptions of just a second to under one minute.

IF [REDACTED]

BE SURE TO ASK FOR EACH TYPE LISTED BELOW:

ONLY A MINOR INCONVENIENCE

A MAJOR INCONVENIENCE

COMPLETELY INTOLERABLE

[000=none/don't want any at all]

[999=unsure/don't care how many/doesn't matter]

Request 26 ATTACHMENT
pages 3 & 11

- other words, a [REDACTED] that we had been talking about before where [REDACTED]
- B. These are different from the [REDACTED]
- C. Please think only about [REDACTED] in some cases, as I ask you these next few questions.
- D. The questions may sound similar to the ones I asked you previously, but this time we will be talking only about [REDACTED] CLARIFY FURTHER, AS REQUIRED.
- E. Incidentally, as I ask you these questions, please do not [REDACTED] as that was an extraordinary situation.
- F. [REDACTED]

- G. ☐ YES —> CONTINUE
☐ NO —> SKIP TO QUESTION 10

H. 6. [REDACTED]

- ☐ THE LAST DAY OR TWO
- ☐ THE LAST THREE-SEVEN DAYS
- ☐ THE LAST EIGHT TO FOURTEEN DAYS
- ☐ THE LAST FIFTEEN TO THIRTY DAYS
- ☐ THE LAST TWO-THREE MONTHS
- ☐ THE LAST FOUR-SIX MONTHS
- ☐ THE LAST SIX MONTHS-ONE YEAR
- ☐ LONGER AGO THAN THAT
- ☐ (DO NOT READ) UNSURE

A.
8a.

0000 [] NONE → SKIP TO QUESTION 10

9999 [] (UNSURE) → CONTINUE

IF "UNSURE", PROBE AS FOLLOWS: Would you say one ... two ... three ... four ... five ... six ... etc.

B.
8b.

MINUTES _____

HOURS _____

DAYS _____

(NOTE: IF ONLY HAD ONE POWER OUTAGE, RECORD DURATION ABOVE.)

C. IF HAD ONE OR _____ CONTINUE WITH Q. 9a.

HAD _____ TO QUESTION 10.

D.
9a.

E.
9a.

- [] AN ACCIDENT/AUTOMOBILE, TRUCK, ETC.
- [] FPL DOING WORK IN THE AREA
- [] WORK IN THE AREA BY OTHER UTILITIES (THE TELEPHONE COMPANY OR CABLE TV COMPANY)
- [] WORK IN THE AREA BY OTHERS (A CONSTRUCTION COMPANY, A ROAD CREW, ETC.)
- [] STORM/LIGHTNING
- [] HIGH WINDS/TREES ON POWER LINES
- [] NATURAL DISASTER (i.e. FLOODING/HURRICANE/ETC.)
- [] OTHER (SPECIFY) _____

Regur 26 ATTACHMENT
pages 5 of 11

9b.

- ☐ YES → CONTINUE
☐ NO → SKIP TO QUESTION 9b
☐ UNSURE → SKIP TO QUESTION 9b

9b.

- ☐ YES → CONTINUE
☐ NO → SKIP TO QUESTION 10
☐ UNSURE → SKIP TO QUESTION 10
IF "YES" AND HAD MORE THAN ONE OUTAGE, SAY:
Please think about the outage that was most troublesome for you.

9c.

9d.

- ☐ EARLY MORNING, 5 AM BUT BEFORE 8 AM
☐ EARLY MORNING, 8 AM BUT BEFORE 10 AM
☐ MID MORNING, 10 AM BUT BEFORE NOON
☐ MID DAY, 12 NOON BUT BEFORE 2 PM
☐ EARLY AFTERNOON, 2 PM BUT BEFORE 3 PM
☐ LATER AFTERNOON, 3 PM BUT BEFORE 5 PM
☐ EARLY EVENING, 5 PM BUT BEFORE 7 PM
☐ LATER IN THE EVENING, AFTER 7 PM BUT BEFORE 10 PM
☐ AFTER 10 PM BUT BEFORE MIDNIGHT
☐ LATER THAN MIDNIGHT BUT BEFORE 5 AM
☐ OTHER (SPECIFY) _____
☐ (DO NOT READ) UNSURE

9e.

- ☐ ON A WEEKDAY, MONDAY THROUGH FRIDAY
☐ ON A WEEKEND, SATURDAY OR SUNDAY
☐ (DO NOT READ) UNSURE

9f.

- ☐ YES
☐ NO
☐ (DO NOT READ) UNSURE

Request at Attachment
pages 6 & 11

10.

10.

10.

BE SURE TO ASK FOR EACH TYPE LISTED BELOW:

ONLY A MINOR INCONVENIENCE

A MAJOR INCONVENIENCE

COMPLETELY INTOLERABLE

[000=none/don't want any at all]

[999=unsure/don't care how many/doesn't matter]

Request 26 Attachment
pages 7811

11.

BE SURE TO ASK FOR EACH TYPE LISTED BELOW:
DO NOT READ *MINUTES* *HOURS* *DAYS*

MINUTES _____	HOURS _____	DAYS _____
MINUTES _____	HOURS _____	DAYS _____
MINUTES _____	HOURS _____	DAYS _____

[000=none/don't want any at all]
[999=unsure/don't care how many/doesn't matter]

12a.

C.

12b. And, for the same period, the last THIRTY DAYS, in terms of intermittent thunder storms, would you say that it has been . . . READ LIST.

[]
[]
[]
[]
[]
[]
[]

D.

12c.

[] YES —> CONTINUE
[] NO —> SKIP TO QUESTION 13
[] (UNSURE) —> SKIP TO QUESTION 13

E.

12d.

[]
[]
[]
[]

Resurveyed 11/11/11
pages 8 of 11

A Before, we were talking about [REDACTED] might have experienced, over a thirty day period. Now, let's change the subject and think about a longer period ... twelve months or one year.

B And let's think about [REDACTED] ou, a [REDACTED]

C [REDACTED]

D BE SURE TO ASK FOR EACH TYPE LISTED BELOW:

ONLY A MINOR INCONVENIENCE? # _____

A MAJOR INCONVENIENCE? # _____

COMPLETELY INTOLERABLE? # _____

[000=none/don't want any at all]

[999=unsure/don't care how many/doesn't matter]

E
121.

Still thinking about a one year period ... let's move on and talk about [REDACTED] once again. To remind you, what I mean by a [REDACTED] greater than one minute long. In other words, a [REDACTED] as we are defining it would be any complete loss of [REDACTED]

These are different from the [REDACTED] we had been talking about before where the [REDACTED] a few seconds to under one minute.

BE SURE TO ASK FOR EACH TYPE LISTED BELOW:

ONLY A MINOR INCONVENIENCE? # _____

A MAJOR INCONVENIENCE? # _____

COMPLETELY INTOLERABLE? # _____

[000=none/don't want any at all]

[999=unsure/don't care how many/doesn't matter]

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pages 9811

A 13a

- [] YES —> CONTINUE
[] NO —> SKIP TO QUESTION 14

B 13b

- [] EXTREMELY SATISFIED
[x] VERY SATISFIED
[] SOMEWHAT SATISFIED
[] NOT TOO SATISFIED
[] NOT AT ALL SATISFIED
[] (DO NOT READ) UNSURE

C 13b

- [] EXTREMELY SATISFIED
[] VERY SATISFIED
[] SOMEWHAT SATISFIED
[] NOT TOO SATISFIED
[] NOT AT ALL SATISFIED
[] (DO NOT READ) UNSURE

15.

- ☐ EXTREMELY INTERESTED
☐ VERY INTERESTED
☐ SOMEWHAT INTERESTED
☐ NOT TOO INTERESTED
☐ NOT AT ALL INTERESTED
☐ (DO NOT READ) UNSURE

- > SKIP TO QUESTION 16
—> SKIP TO QUESTION 16
—> SKIP TO QUESTION 16
—> ASK REASONS WHY, BELOW
—> ASK REASONS WHY, BELOW
—> SKIP TO QUESTION 16

15a

- ☐ NO REAL PROBLEM WITH THESE KINDS OF INTERRUPTIONS AND OUTAGES
☐ DON'T CONSIDER IT WORTH THE EXPENSE
☐ IS LANDLORD'S CONCERN, NOT MINE
☐ OTHER (SPECIFY) _____

125-135-

16. One last question about FPL

- ☐ EXTREMELY SATISFIED
☐ VERY SATISFIED
☐ SOMEWHAT SATISFIED
☐ NOT TOO SATISFIED
☐ NOT AT ALL SATISFIED
☐ (DO NOT READ) UNSURE

17a

- a. BETWEEN 9:00 AM AND 5 PM 138-1 ☐ YES 2 ☐ NO
b. BETWEEN 5:00 PM AND 9 PM 139-1 ☐ YES 2 ☐ NO

17b

- a. BETWEEN 9:00 AM AND 5 PM 138-1 ☐ YES 2 ☐ NO
b. BETWEEN 5:00 PM AND 9 PM 139-1 ☐ YES 2 ☐ NO

Request 26 ATTACHED
pages 11 of 11

RESIDENTIAL CUSTOMER POWER DISTRIBUTION RELIABILITY TRACKING STUDY

ASK TO SPEAK WITH MALE/FEMALE ADULT HEAD OF HOUSEHOLD, PER YOUR QUOTA.

Hello, I'm _____ from Profile Marketing Research, an area marketing research organization.
We are conducting a brief survey on behalf of Florida Power & Light.

This survey is being conducted among a randomly selected group of FPL customers, so your participation is very important. Results of this survey will be used to help FPL best serve the needs of all customers.

Your cooperation would be greatly appreciated.

A. A. First, would you have a primary involvement in the decision making process, when it comes to programs and services offered by FPL?

[] YES--> CONTINUE

[] NO --> ASK TO SPEAK WITH A PRIMARY DECISION MAKER.
REREAD INTRODUCTION AND CONTINUE.


B. B. Next, as we will be talking about your electric service in the last thirty days, please tell me whether or not you have been there at your current address during this period and using your electric service.

[] YES--> CONTINUE

[] NO --> READ STATEMENT BELOW AND TERMINATE

"This survey is being conducted among FPL customers who have been living at their current address for the last thirty days. We thank you anyway, for your cooperation."

C. I would like to ask you just a few brief questions on behalf of FPL. Let me assure you that we are not selling or promoting any product or service. We are only interested in your opinions.

D. 
This survey will take about fifteen minutes or so of your time.

IF RESPONDENT SAYS HE/SHE DOES NOT HAVE TIME, SAY:
May I call you back later today/this evening/this week?

MAKE APPOINTMENT FOR CALLBACK AND RECORD ON CONTACT SHEET.

Florida Power & Light Company
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26 F

1. The first type of experience I would like to ask you about is a [REDACTED]

What I mean by a [redacted] from just a second to under one minute. The power goes off and comes right back on again, and [redacted] than one minute to other [redacted]

Incidentally, we are not talking about [redacted] where [redacted] and then
brighten once again. We are talking [redacted]

Please keep this description in mind, as I ask you just a few questions about what we will refer to as momentary interruptions.

☐ YES ----> CONTINUE
☐ NO ----> SKIP TO QUESTION 4

 $3, 2$

[] THE LAST DAY OR TWO
[] THE LAST THREE-SEVEN DAYS
[] THE LAST EIGHT TO FOURTEEN DAYS
[] THE LAST FIFTEEN TO THIRTY DAYS
[] THE LAST TWO-THREE MONTHS
[] THE LAST FOUR-SIX MONTHS
[] THE LAST SIX MONTHS-ONE YEAR
[] LONGER AGO THAN THAT
[] (DO NOT READ) UNSURE

3. Now, I would like you to think about a specific period ... the last THIRTY DAYS.

0000 [] NONE

9999 [] (UNSURE)

IF *UNSURE*, PROBE AS FOLLOWS: Would you say one ... two ... three ... four ... five ... six ... etc.

Request 26 ATTACH. F
pages 2 of 11

B. IF [REDACTED] READ THIS VERSION OF QUESTION 4.
Now, I would like you to think about a special period ... the last THIRTY DAYS.
Let's try to [REDACTED] second to under one minute.

[REDACTED]

B. 4. [REDACTED]

C. [REDACTED]

F BE SURE TO ASK FOR EACH TYPE LISTED BELOW:

ONLY A MINOR INCONVENIENCE # _____

A MAJOR INCONVENIENCE # _____

COMPLETELY INTOLERABLE # _____

[000=none/don't want any at all]
[999=unsure/don't care how many/doesn't matter]

Request 26 ATTACH. F
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A Now, I would like to change the subject and talk with you briefly about [REDACTED]
What I mean by a [REDACTED]

B These are different from the [REDACTED] before where the [REDACTED]

C Please think only about [REDACTED]

D The questions may sound similar to the ones I asked you previously, but this time we will be talking only about [REDACTED] RATHER, AS REQUIRED.

E Incidentally, as I ask you these questions, please [REDACTED] during [REDACTED]
[REDACTED] as that was an extraordinary situation.

F [REDACTED]

- ☐ YES --> CONTINUE
☐ NO --> SKIP TO QUESTION 10

G 6. [REDACTED]

- ☐ THE LAST DAY OR TWO
☐ THE LAST THREE-SEVEN DAYS
☐ THE LAST EIGHT TO FOURTEEN DAYS
☐ THE LAST FIFTEEN TO THIRTY DAYS
☐ THE LAST TWO-THREE MONTHS
☐ THE LAST FOUR-SIX MONTHS
☐ THE LAST SIX MONTHS-ONE YEAR
☐ LONGER AGO THAN THAT
☐ (DO NOT READ) UNSURE

H 7. [REDACTED]

RECORD BELOW IN APPROPRIATE CATEGORY.

MINUTES _____

HOURS _____

DAYS _____

(NOTE: IF ONLY HAD ONE POWER OUTAGE, RECORD DURATION ABOVE)

Request 26 ATTACH F
pages 4 & 11

A
8a

0000 [] NONE → SKIP TO QUESTION 10

9999 [] (UNSURE) → CONTINUE

IF "UNSURE", PROBE AS FOLLOWS: Would you say one ... two ... three ... four ... five ... six ... etc.

B
8b

MINUTES _____

HOURS _____

DAYS _____

(NOTE: IF ONLY HAD ONE POWER _____ RECORD DURATION ABOVE.)

C IF HAD ONE OR MORE OUTAGE IN LAST 30 DAYS, CONTINUE WITH Q. 9a.
HAD NO OUTAGES, SKIP TO QUESTION 10.

D
9a

E
9a

- [] AN ACCIDENT/AUTOMOBILE, TRUCK, ETC.
- [] FPL DOING WORK IN THE AREA
- [] WORK IN THE AREA BY OTHER UTILITIES (THE TELEPHONE COMPANY OR CABLE TV COMPANY)
- [] WORK IN THE AREA BY OTHERS (A CONSTRUCTION COMPANY, A ROAD CREW, ETC.)
- [] STORM/LIGHTNING
- [] HIGH WINDS/TREES ON POWER LINES
- [] NATURAL DISASTER (i.e. FLOODING/HURRICANE/ETC.)
- [] OTHER (SPECIFY) _____

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A 9b. [REDACTED]

- ☐ YES -> CONTINUE
- ☐ NO -> SKIP TO QUESTION 9b
- ☐ UNSURE -> SKIP TO QUESTION 9b

B 9b. [REDACTED]

- ☐ YES -> CONTINUE
 - ☐ NO -> SKIP TO QUESTION 10
 - ☐ UNSURE -> SKIP TO QUESTION 10
- IF "YES" AND HAD MORE THAN ONE OUTAGE, SAY:
Please think about the outage that was most troublesome for you.

C 9c. What activity or activities would that be? PROBE.

D 9d. [REDACTED]

- ☐ EARLY MORNING, 5 AM BUT BEFORE 8 AM
- ☐ EARLY MORNING, 8 AM BUT BEFORE 10 AM
- ☐ MID MORNING, 10 AM BUT BEFORE NOON
- ☐ MID DAY, 12 NOON BUT BEFORE 2 PM
- ☐ EARLY AFTERNOON, 2 PM BUT BEFORE 3 PM
- ☐ LATER AFTERNOON, 3 PM BUT BEFORE 5 PM
- ☐ EARLY EVENING, 5 PM BUT BEFORE 7 PM
- ☐ LATER IN THE EVENING, AFTER 7 PM BUT BEFORE 10 PM
- ☐ AFTER 10 PM BUT BEFORE MIDNIGHT
- ☐ LATER THAN MIDNIGHT BUT BEFORE 5 AM
- ☐ OTHER (SPECIFY) _____
- ☐ (DO NOT READ) UNSURE

E 9e. [REDACTED]

- ☐ ON A WEEKDAY, MONDAY THROUGH FRIDAY
- ☐ ON A WEEKEND, SATURDAY OR SUNDAY
- ☐ (DO NOT READ) UNSURE

F 9f. [REDACTED]

- ☐ YES
- ☐ NO
- ☐ (DO NOT READ) UNSURE

Request 26 ATTACH. F
pages 6 of 11

A 10. [REDACTED]
[REDACTED]
[REDACTED]
B 10. [REDACTED]
[REDACTED]
[REDACTED]
C 10. [REDACTED]
[REDACTED]

BE SURE TO ASK FOR EACH TYPE LISTED BELOW:

ONLY A MINOR INCONVENIENCE	# _____
A MAJOR INCONVENIENCE	# _____
COMPLETELY INTOLERABLE	# _____

[000=none/don't want any at all]
[999=unsure/don't care how many/doesn't matter]

Request 26 ATTACH.F.
pages 7 of 11

11.

BE SURE TO ASK FOR EACH TYPE LISTED BELOW:
DO NOT READ "MINUTES" "HOURS" "DAYS"

ONLY A MINOR INCONVENIENCE

MINUTES _____

HOURS _____

DAYS _____

A MAJOR INCONVENIENCE

MINUTES _____

HOURS _____

DAYS _____

COMPLETELY INTOLERABLE

MINUTES _____

HOURS _____

DAYS _____

[000=none/don't want any at all]

[999=unsure/don't care how many/doesn't matter]

12a.

- ☐ WARMER THAN AVERAGE
- ☐ COLDER THAN AVERAGE
- ☐ or AVERAGE FOR THIS TIME OF YEAR
- ☐ (DO NOT READ) UNSURE

12b.

- ☐ EXTREMELY STORMY
- ☐ VERY STORMY
- ☐ SOMEWHAT STORMY
- ☐ NOT TOO STORMY
- ☐ NOT AT ALL STORMY
- ☐ (DO NOT READ) UNSURE

12c.

- ☐ YES —> CONTINUE
- ☐ NO —> SKIP TO QUESTION 13
- ☐ (UNSURE) —> SKIP TO QUESTION 13

12d.

- ☐ HIGH WINDS
- ☐ EXCESSIVE LIGHTNING
- ☐ HEAVY RAINS/FLOODING
- ☐ OTHER (SPECIFY) _____

Request 26 ATTACH F
page 8 of 11

Before, we were talking about [REDACTED]
over a thirty day period. Now, let's change the subject and think about a longer period ... twelve months
or one year.

And let's think about [REDACTED]
[REDACTED]
[REDACTED]

BE SURE TO ASK FOR EACH TYPE LISTED BELOW:

ONLY A MINOR INCONVENIENCE? # _____

A MAJOR INCONVENIENCE? # _____

COMPLETELY INTOLERABLE? # _____

[000=none/don't want any at all]

[999=unsure/don't care how many/doesn't matter]

121. [REDACTED]
[REDACTED]
These are different from the momentary interruptions that we had been talking about before where the
power goes off and comes back on very quickly, within a few seconds to under one minute.
[REDACTED]
[REDACTED]

BE SURE TO ASK FOR EACH TYPE LISTED BELOW:

ONLY A MINOR INCONVENIENCE? # _____

A MAJOR INCONVENIENCE? # _____

COMPLETELY INTOLERABLE? # _____

[000=none/don't want any at all]

[999=unsure/don't care how many/doesn't matter]

Request 26 ATTACH.F
pages 9 of 11

A 13.

- [] YES —> CONTINUE
[] NO —> SKIP TO QUESTION 14

B 13a.

- [] EXTREMELY SATISFIED
[] VERY SATISFIED
[] SOMEWHAT SATISFIED
[] NOT TOO SATISFIED
[] NOT AT ALL SATISFIED
[] (DO NOT READ) UNSURE

C 13b.

- [] EXTREMELY SATISFIED
[] VERY SATISFIED
[] SOMEWHAT SATISFIED
[] NOT TOO SATISFIED
[] NOT AT ALL SATISFIED
[] (DO NOT READ) UNSURE

15. Now, to change the subject, I would like to talk to you about the idea for a new program from FPL.

- ☐ EXTREMELY INTERESTED ----> SKIP TO QUESTION 16
☐ VERY INTERESTED ----> SKIP TO QUESTION 16
☐ SOMEWHAT INTERESTED ----> SKIP TO QUESTION 16
☐ NOT TOO INTERESTED ----> ASK REASONS WHY, BELOW
☐ NOT AT ALL INTERESTED ----> ASK REASONS WHY, BELOW
☐ (DO NOT READ) UNSURE ----> SKIP TO QUESTION 16

15a.

- ☐ NO REAL PROBLEM WITH THESE KINDS OF INTERRUPTIONS AND OUTAGES
☐ DON'T CONSIDER IT WORTH THE EXPENSE.
☐ IS LANDLORD'S CONCERN, NOT MINE
☐ OTHER (SPECIFY) _____

125-135

16.

- ☐ EXTREMELY SATISFIED
☐ VERY SATISFIED
☐ SOMEWHAT SATISFIED
☐ NOT TOO SATISFIED
☐ NOT AT ALL SATISFIED
☐ (DO NOT READ) UNSURE

17a.

- a. BETWEEN 9:00 AM AND 5 PM 138-1 ☐ YES 2 ☐ NO
b. BETWEEN 5:00 PM AND 9 PM 139-1 ☐ YES 2 ☐ NO

17b.

- a. BETWEEN 9:00 AM AND 5 PM 138-1 ☐ YES 2 ☐ NO
b. BETWEEN 5:00 PM AND 9 PM 139-1 ☐ YES 2 ☐ NO

Request 26 ATTACH. F.
pages 11 of 11

RESIDENTIAL CUSTOMER POWER DISTRIBUTION RELIABILITY TRACKING STUDY

ASK TO SPEAK WITH MALE/FEMALE ADULT HEAD OF HOUSEHOLD, PER YOUR QUOTA.

Hello, I'm _____ from Profile Marketing Research, an area marketing research organization. We are conducting a brief survey on behalf of Florida Power & Light.

This survey is being conducted among a randomly selected group of FPL customers, so your participation is very important. Results of this survey will be used to help FPL best serve the needs of all customers.

Your cooperation would be greatly appreciated.

A. First, would you have a primary involvement in the decision making process, when it comes to programs and services offered by FPL?

☐ YES--> CONTINUE

☐ NO --> ASK TO SPEAK WITH A PRIMARY DECISION MAKER.
REREAD INTRODUCTION AND CONTINUE.

B. Next, as we will be talking about your electric service in the last thirty days, please tell me whether or not you have been there at your current address during this period and using your electric service.

☐ YES--> CONTINUE

☐ NO --> READ STATEMENT BELOW AND TERMINATE

"This survey is being conducted among FPL customers who have been living at their current address for the last thirty days. We thank you anyway, for your cooperation."

I would like to ask you just a few brief questions on behalf of FPL. Let me assure you that we are not selling or promoting any product or service. We are only interested in your opinions.

The subject of this survey is _____
with _____

We will be asking you to tell us about your experiences _____

This survey will take about fifteen minutes or so of your time.

IF RESPONDENT SAYS HE/SHE DOES NOT HAVE TIME, SAY:
May I call you back later today/this evening/this week?

MAKE APPOINTMENT FOR CALLBACK AND RECORD ON CONTACT SHEET.

Florida Power & Light Company
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Pages 1 of 11

Please keep this description in mind, as I ask you just a few questions about what we will refer to as momentary interruptions.

First, have you

- ☐ YES —> CONTINUE
☐ NO —> SKIP TO QUESTION 4

b 2. About how many times in the most recent [redacted] would you say you had been within ... READ LIST.

- ☐ THE LAST DAY OR TWO
☐ THE LAST THREE-SEVEN DAYS
☐ THE LAST EIGHT TO FOURTEEN DAYS
☐ THE LAST FIFTEEN TO THIRTY DAYS
☐ THE LAST TWO-THREE MONTHS
☐ THE LAST FOUR-SIX MONTHS
☐ THE LAST SIX MONTHS-ONE YEAR
☐ LONGER AGO THAN THAT
☐ (DO NOT READ) UNSURE

c 3. Now, I would like you to think about a specific period ... [redacted]

0000 [] NONE

9999 [] (UNSURE)

IF "UNSURE", PROBE AS FOLLOWS: Would you say one ... two ... three ... four ... five ... six ... etc.

26 G
2911

IF [REDACTED] 1), READ THIS VERSION OF QUESTION 4.
Now, I would like you to think about a specific period ... the last THIRTY DAYS.

During this period, the last THIRTY DAYS, [REDACTED] in your home, would you guess it would have taken for you to consider it ... ONLY A MINOR INCONVENIENCE ... A MAJOR INCONVENIENCE ... COMPLETELY INTOLERABLE?

A 4. IF [REDACTED] DAYS (Q. 3) READ THIS VERSION OF QUESTION 4.
Let's try to imagine momentary power interruptions of just a second to under one minute.

During this same period, the last THIRTY DAYS, [REDACTED] in your home, would you guess it would have taken for you to consider it ... ONLY A MINOR INCONVENIENCE ... A MAJOR INCONVENIENCE ... COMPLETELY INTOLERABLE?

B 4. IF [REDACTED] READ THIS VERSION OF QUESTION 4:

C During this same period, the [REDACTED]

BE SURE TO ASK FOR EACH TYPE LISTED BELOW:

ONLY A MINOR INCONVENIENCE # _____

A MAJOR INCONVENIENCE # _____

COMPLETELY INTOLERABLE # _____

[000=none/don't want any at all]

[999=unsure/don't care how many/doesn't matter]

26 G
3711

Now, I would like to change the subject and talk with you briefly about [REDACTED]
What I mean [REDACTED]

These are different from the [REDACTED] talking about before where the power [REDACTED]

Please think only about complete [REDACTED]

The questions may sound similar to the ones I asked you previously, but this time we will be talking only about power outages and not momentary interruptions. CLARIFY FURTHER, AS REQUIRED.

Incidentally, as I ask you these questions, please [REDACTED] might have experienced during Hurricane Andrew, as that was an extraordinary situation.

First, have you [REDACTED] several hours or longer, here in the home you live in now, in Florida?

- ☐ YES —> CONTINUE
☐ NO —> SKIP TO QUESTION 10

About [REDACTED] or possibly up to several hours or longer, that you can remember occurring in your home. [REDACTED]
[REDACTED] Would that have been within... READ LIST.

- ☐ THE LAST DAY OR TWO
☐ THE LAST THREE-SEVEN DAYS
☐ THE LAST EIGHT TO FOURTEEN DAYS
☐ THE LAST FIFTEEN TO THIRTY DAYS
☐ THE LAST TWO-THREE MONTHS
☐ THE LAST FOUR-SIX MONTHS
☐ THE LAST SIX MONTHS-ONE YEAR
☐ LONGER AGO THAN THAT
☐ (DO NOT READ) UNSURE

Now, thinking about complete [REDACTED] you might

[REDACTED] Please think about the [REDACTED] experienced in your home.
average length of all other [REDACTED]
RECORD BELOW IN APPROPRIATE CATEGORY.

MINUTES _____

HOURS _____

DAYS _____

(NOTE: IF ONLY HAD [REDACTED])

266
4311

8a. Now, I would like you to think about a specific period ... the last THIRTY DAYS.

0000 [] NONE → SKIP TO QUESTION 10

9999 [] (UNSURE) → CONTINUE

IF "UNSURE", PROBE AS FOLLOWS: Would you say one ... two ... three ... four ... five ... six ... etc.

8b. Now, just thinking about [REDACTED] this home in the last THIRTY DAYS, [REDACTED] RECORD BELOW IN APPROPRIATE CATEGORY.

MINUTES _____

HOURS _____

DAYS _____

(NOTE: IF ONLY HAD ONE POWER OUTAGE, RECORD DURATION ABOVE.)

IF [REDACTED] a.

SKIP TO QUESTION 10.

9a. [REDACTED] READ THIS VERSION:

Please think about the [REDACTED]
How would you characterize [REDACTED] in terms of probable cause?
READ LIST. ROTATE ORDER. CHECK AS MANY AS APPLY.

9a. IF [REDACTED] DAYS, READ THIS VERSION:

Please think about the [REDACTED]
How would you characterize [REDACTED] probable cause?
READ LIST. ROTATE ORDER. CHECK AS MANY AS APPLY.

- [] AN ACCIDENT/AUTOMOBILE, TRUCK, ETC.
- [] FPL DOING WORK IN THE AREA
- [] WORK IN THE AREA BY OTHER UTILITIES (THE TELEPHONE COMPANY OR CABLE TV COMPANY)
- [] WORK IN THE AREA BY OTHERS (A CONSTRUCTION COMPANY, A ROAD CREW, ETC.)
- [] STORM/LIGHTNING
- [] HIGH WINDS/TREES ON POWER LINES
- [] NATURAL DISASTER (i.e. FLOODING/HURRICANE/ETC.)
- [] OTHER (SPECIFY) _____

266
5911

9b. IF

- ☐ YES → CONTINUE
☐ NO → SKIP TO QUESTION 9b
☐ UNSURE → SKIP TO QUESTION 9b

3 9b.

- ☐ YES → CONTINUE
☐ NO → SKIP TO QUESTION 10
☐ UNSURE → SKIP TO QUESTION 10
 IF "YES" AND HAD MORE THAN ONE OUTAGE, SAY:
 Please think about the outage that was most troublesome for you.

9c. What activity or activities would that be? PROBE.

D 9d.

READ LIST. CHECK ONE RESPONSE.

- ☐ EARLY MORNING, 5 AM BUT BEFORE 8 AM
☐ EARLY MORNING, 8 AM BUT BEFORE 10 AM
☐ MID MORNING, 10 AM BUT BEFORE NOON
☐ MID DAY, 12 NOON BUT BEFORE 2 PM
☐ EARLY AFTERNOON, 2 PM BUT BEFORE 3 PM
☐ LATER AFTERNOON, 3 PM BUT BEFORE 5 PM
☐ EARLY EVENING, 5 PM BUT BEFORE 7 PM
☐ LATER IN THE EVENING, AFTER 7 PM BUT BEFORE 10 PM
☐ AFTER 10 PM BUT BEFORE MIDNIGHT
☐ LATER THAN MIDNIGHT BUT BEFORE 5 AM
☐ OTHER (SPECIFY) _____
☐ (DO NOT READ) UNSURE

- ☐ ON A WEEKDAY, MONDAY THROUGH FRIDAY
☐ ON A WEEKEND, SATURDAY OR SUNDAY
☐ (DO NOT READ) UNSURE

9f.

- ☐ YES
☐ NO
☐ (DO NOT READ) UNSURE

266
60811

BE SURE TO ASK FOR EACH TYPE LISTED BELOW:

ONLY A MINOR INCONVENIENCE

A MAJOR INCONVENIENCE

COMPLETELY INTOLERABLE

[000=none/don't want any at all]

[999=unsure/don't care how many/doesn't matter]

266
7811

11.

During this period, on average, how long could a s

BE SURE TO ASK FOR EACH TYPE LISTED BELOW:
DO NOT READ "MINUTES" "HOURS" "DAYS"

ONLY A MINOR INCONVENIENCE

MINUTES _____

HOURS _____

DAYS _____

A MAJOR INCONVENIENCE

MINUTES _____

HOURS _____

DAYS _____

COMPLETELY INTOLERABLE

MINUTES _____

HOURS _____

DAYS _____

[000=none/don't want any at all]

[999=unsure/don't care how many/doesn't matter]

12a.

- ☐ WARMER THAN AVERAGE
- ☐ COLDER THAN AVERAGE
- ☐ or AVERAGE FOR THIS TIME OF YEAR
- ☐ (DO NOT READ) UNSURE

12b.

- ☐ EXTREMELY STORMY
- ☐ VERY STORMY
- ☐ SOMEWHAT STORMY
- ☐ NOT TOO STORMY
- ☐ NOT AT ALL STORMY
- ☐ (DO NOT READ) UNSURE

12c.

- ☐ YES —> CONTINUE
- ☐ NO —> SKIP TO QUESTION 13
- ☐ (UNSURE) —> SKIP TO QUESTION 13

12d.

- ☐ HIGH WINDS
- ☐ EXCESSIVE LIGHTNING
- ☐ HEAVY RAINS/FLOODING
- ☐ OTHER (SPECIFY) _____

266
8-9-11

A Before, we were talking about [REDACTED]
over a thirty day period. Now, let's change the subject and think about a longer period ... twelve months
or one year.

B And let's think about [REDACTED]

C Over the past year, in your home, how [REDACTED] would have
taken for you to consider it. . . ONLY A MINOR INCONVENIENCE . . . A MAJOR INCONVENIENCE . .
.COMPLETELY INTOLERABLE?

D BE SURE TO ASK FOR EACH TYPE LISTED BELOW:

ONLY A MINOR INCONVENIENCE? # _____

A MAJOR INCONVENIENCE? # _____

COMPLETELY INTOLERABLE? # _____

[000=none/don't want any at all]

[999=unsure/don't care how many/doesn't matter]

12. Still thinking about a one year period . . . let's move on and talk about [REDACTED]
remind you, what I mean by a [REDACTED]

These are different from the [REDACTED]

Over the past year, in your home, [REDACTED]
you to consider it. . . ONLY A MINOR INCONVENIENCE . . . A MAJOR INCONVENIENCE . .
.COMPLETELY INTOLERABLE?

BE SURE TO ASK FOR EACH TYPE LISTED BELOW:

ONLY A MINOR INCONVENIENCE? # _____

A MAJOR INCONVENIENCE? # _____

COMPLETELY INTOLERABLE? # _____

[000=none/don't want any at all]

[999=unsure/don't care how many/doesn't matter]

266
9811

13. Changing the subject somewhat...

- ☐ YES —> CONTINUE
☐ NO —> SKIP TO QUESTION 14

13a. IF CALLED FPL:

- ☐ EXTREMELY SATISFIED
☐ VERY SATISFIED
☐ SOMEWHAT SATISFIED
☐ NOT TOO SATISFIED
☐ NOT AT ALL SATISFIED
☐ (DO NOT READ) UNSURE

13b.

- ☐ EXTREMELY SATISFIED
☐ VERY SATISFIED
☐ SOMEWHAT SATISFIED
☐ NOT TOO SATISFIED
☐ NOT AT ALL SATISFIED
☐ (DO NOT READ) UNSURE

14. Now, I would like to change the subject once again and talk with you about your
There are several different

a. Which of these would be your top priority? READ LIST BELOW. ROTATE ORDER.
RECORD "1" FOR TOP PRIORITY.

b. Which of these would be your second priority? READ REMAINING TWO CHOICES BELOW.
RECORD "2" FOR SECOND PRIORITY.
RECORD "3" FOR REMAINING ITEM.

DO NOT ACCEPT "NO PREFERENCE" OR "ALL ARE THE SAME."
SAY: IF YOU HAD TO MAKE A CHOICE, WHICH WOULD IT BE?

266
10711

15. Now, to change the subject, I would like to talk to you about the idea for a new program from FPL

FPL could provide certain kinds of

- | | | |
|------------------------------------------------|-------|------------------------|
| <input type="checkbox"/> EXTREMELY INTERESTED | ----> | SKIP TO QUESTION 16 |
| <input type="checkbox"/> VERY INTERESTED | ----> | SKIP TO QUESTION 16 |
| <input type="checkbox"/> SOMEWHAT INTERESTED | ----> | SKIP TO QUESTION 16 |
| <input type="checkbox"/> NOT TOO INTERESTED | ----> | ASK REASONS WHY, BELOW |
| <input type="checkbox"/> NOT AT ALL INTERESTED | ----> | ASK REASONS WHY, BELOW |
| <input type="checkbox"/> (DO NOT READ) UNSURE | ----> | SKIP TO QUESTION 16 |

15a. IF "NOT TOO"/"NOT AT ALL" INTERESTED:

- ☐ NO REAL PROBLEM WITH THESE KINDS OF INTERRUPTIONS AND OUTAGES
- ☐ DON'T CONSIDER IT WORTH THE EXPENSE
- ☐ IS LANDLORD'S CONCERN, NOT MINE
- ☐ OTHER (SPECIFY) _____

125-135

16. One last question about FPL

- ☐ EXTREMELY SATISFIED
- ☐ VERY SATISFIED
- ☐ SOMEWHAT SATISFIED
- ☐ NOT TOO SATISFIED
- ☐ NOT AT ALL SATISFIED
- ☐ (DO NOT READ) UNSURE

17a.

- | | | |
|-----------------------------|--------------|---------|
| a. BETWEEN 9:00 AM AND 5 PM | 138-1[] YES | 2[] NO |
| b. BETWEEN 5:00 PM AND 9 PM | 139-1[] YES | 2[] NO |

17b.

- | | | |
|-----------------------------|--------------|---------|
| a. BETWEEN 9:00 AM AND 5 PM | 138-1[] YES | 2[] NO |
| b. BETWEEN 5:00 PM AND 9 PM | 139-1[] YES | 2[] NO |

266
11/8/11

RESIDENTIAL CUSTOMER POWER DISTRIBUTION RELIABILITY TRACKING STUDY

ASK TO SPEAK WITH MALE/FEMALE ADULT HEAD OF HOUSEHOLD, PER YOUR QUOTA.

Hello, I'm _____ from Profile Marketing Research, an area marketing research organization. We are conducting a brief survey on behalf of Florida Power & Light.

This survey is being conducted among a randomly selected group of FPL customers, so your participation is very important. Results of this survey will be used to help FPL best serve the needs of all customers.

Your cooperation would be greatly appreciated.

A. First, would you have a primary involvement in the decision making process, when it comes to programs and services offered by FPL?

[] YES—> CONTINUE

[] NO —> ASK TO SPEAK WITH A PRIMARY DECISION MAKER.
REREAD INTRODUCTION AND CONTINUE.

B. Next, as we will be talking about your electric service in the last thirty days, please tell me whether or not you have been there at your current address during this period and using your electric service.

[] YES—> CONTINUE

[] NO —> READ STATEMENT BELOW AND TERMINATE

"This survey is being conducted among FPL customers who have been living at their current address for the last thirty days. We thank you anyway, for your cooperation."

I would like to ask you just a few brief questions on behalf of FPL. Let me assure you that we are not selling or promoting any product or service. We are only interested in your opinions.

=====

A 1. The first type of experience I would like to ask you about is a [REDACTED]

[REDACTED]

Incidentally, we are not talking about brighten once again. [REDACTED]

Please keep this description in mind, as I ask you just a few questions about what we will refer to as momentary interruptions.

First, have [REDACTED]

- [] YES —> CONTINUE
[] NO —> SKIP TO QUESTION 4

B 2

- [] THE LAST DAY OR TWO
[] THE LAST THREE-SEVEN DAYS
[] THE LAST EIGHT TO FOURTEEN DAYS
[] THE LAST FIFTEEN TO THIRTY DAYS
[] THE LAST TWO-THREE MONTHS
[] THE LAST FOUR-SIX MONTHS
[] THE LAST SIX MONTHS-ONE YEAR
[] LONGER AGO THAN THAT
[] (DO NOT READ) UNSURE

C 3. Now, I would like you to think about a specific period ... the last THIRTY DAYS.

0000 [] NONE

9999 [] (UNSURE)

IF "UNSURE", PROBE AS FOLLOWS: Would you say one ... two ... three ... four ... five ... six ... etc.

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During this same period, the last THIRTY DAYS, I

BE SURE TO ASK FOR EACH TYPE LISTED BELOW:

ONLY A MINOR INCONVENIENCE # _____

A MAJOR INCONVENIENCE # _____

COMPLETELY INTOLERABLE # _____

[000=none/don't want any at all]
[999=unsure/don't care how many/doesn't matter]

Florida Power & Light Company
FPSC Review of Distribution System
Staff 1st Request
Request 26 ATTACHMENT 14
Pages 3 of 11

A5. Now, I would like to change the subject and talk with you briefly [REDACTED]

These are different from the [REDACTED]

The questions may sound similar to the ones I asked you previously, but this time we will be talking only about power outages and not momentary interruptions. CLARIFY FURTHER, AS REQUIRED.

Incidentally, as I ask you these questions, please do not [REDACTED] as that was an extraordinary situation.

First, have you ever [REDACTED]

- ☐ YES —> CONTINUE
☐ NO —> SKIP TO QUESTION 10

B. 6. About how long ago was the most recent [REDACTED] or possibly up to several hours or longer, than [REDACTED]

- ☐ THE LAST DAY OR TWO
☐ THE LAST THREE-SEVEN DAYS
☐ THE LAST EIGHT TO FOURTEEN DAYS
☐ THE LAST FIFTEEN TO THIRTY DAYS
☐ THE LAST TWO-THREE MONTHS
☐ THE LAST FOUR-SIX MONTHS
☐ THE LAST SIX MONTHS-ONE YEAR
☐ LONGER AGO THAN THAT
☐ (DO NOT READ) UNSURE

C. 7. Now, thinking about complete [REDACTED]

RECORD BELOW IN APPROPRIATE CATEGORY.

MINUTES _____

HOURS _____

DAYS _____

(NOTE: IF ONLY HAD ONE POWER OUTAGE, RECORD DURATION ABOVE)

Florida Power & Light Company
FPSC Review of Distribution System
Staff 1st Request
Request 26 ATTACHMENT 14
Pages 4 of 11

8a.

0000 [] NONE → SKIP TO QUESTION 10

9999 [] (UNSURE) → CONTINUE

IF "UNSURE", PROBE AS FOLLOWS: Would you say one ... two ... three ... four ... five ... six ... etc.

8b.

MINUTES _____

HOURS _____

DAYS _____

(NOTE: IF ONLY HAD ONE POWER OUTAGE, RECORD DURATION ABOVE.)

IF HAD

9a.

9a.

[] AN ACCIDENT/AUTOMOBILE, TRUCK, ETC.

[] FPL DOING WORK IN THE AREA

[] WORK IN THE AREA BY OTHER UTILITIES (THE TELEPHONE COMPANY OR CABLE TV COMPANY)

[] WORK IN THE AREA BY OTHERS (A CONSTRUCTION COMPANY, A ROAD CREW, ETC.)

[] STORM/LIGHTNING

[] HIGH WINDS/TREES ON POWER LINES

[] NATURAL DISASTER (i.e. FLOODING/HURRICANE/ETC.)

[] OTHER (SPECIFY) _____

9b.

- ☐ YES → CONTINUE
☐ NO → SKIP TO QUESTION 9b
☐ UNSURE → SKIP TO QUESTION 9b

9b. IF HAD

- ☐ YES → CONTINUE
☐ NO → SKIP TO QUESTION 10
☐ UNSURE → SKIP TO QUESTION 10

IF "YES" AND HAD MORE THAN ONE OUTAGE, SAY:
Please think about the outage that was most troublesome for you.

9c. What activity or activities would that be? PROBE.

9d.

READ LIST. CHECK ONE RESPONSE

- ☐ EARLY MORNING, 5 AM BUT BEFORE 8 AM
☐ EARLY MORNING, 8 AM BUT BEFORE 10 AM
☐ MID MORNING, 10 AM BUT BEFORE NOON
☐ MID DAY, 12 NOON BUT BEFORE 2 PM
☐ EARLY AFTERNOON, 2 PM BUT BEFORE 3 PM
☐ LATER AFTERNOON, 3 PM BUT BEFORE 5 PM
☐ EARLY EVENING, 5 PM BUT BEFORE 7 PM
☐ LATER IN THE EVENING, AFTER 7 PM BUT BEFORE 10 PM
☐ AFTER 10 PM BUT BEFORE MIDNIGHT
☐ LATER THAN MIDNIGHT BUT BEFORE 5 AM
☐ OTHER (SPECIFY) _____
☐ (DO NOT READ) UNSURE

9e.

- ☐ ON A WEEKDAY, MONDAY THROUGH FRIDAY
☐ ON A WEEKEND, SATURDAY OR SUNDAY
☐ (DO NOT READ) UNSURE

9f.

- ☐ YES
☐ NO
☐ (DO NOT READ) UNSURE

10. [REDACTED] (Q. 5) READ THIS VERSION OF QUESTION 13:
Now, I would like you to think about a specific period ... the last THIRTY DAYS.
Let's try to [REDACTED]

During this same period, the last THIRTY DAYS, how many [REDACTED]
[REDACTED] ONLY A MINOR INCONVENIENCE ... A MAJOR
INCONVENIENCE ... COMPLETELY INTOLERABLE?

B 10. IF DID [REDACTED] DAYS (Q.8), READ THIS VERSION OF QUESTION 4.
Let's try [REDACTED]

During this same period, the last THIRTY DAYS, how many complete power outages, in your home, would you
guess it would have taken for you to consider it. . . ONLY A MINOR INCONVENIENCE ... A MAJOR
INCONVENIENCE ... COMPLETELY INTOLERABLE?

C 10. [REDACTED]

BE SURE TO ASK FOR EACH TYPE LISTED BELOW:

ONLY A MINOR INCONVENIENCE	# _____
A MAJOR INCONVENIENCE	# _____
COMPLETELY INTOLERABLE	# _____

[000=none/don't want any at all]

[999=unsure/don't care how many/doesn't matter]

11. Again, let's think about the past **THIRTY DAYS**. Remember, we are speaking about [REDACTED]

BE SURE TO ASK FOR EACH TYPE LISTED BELOW:
DO NOT READ "MINUTES" "HOURS" "DAYS"

ONLY A MINOR INCONVENIENCE	MINUTES _____	HOURS _____	DAYS _____
A MAJOR INCONVENIENCE	MINUTES _____	HOURS _____	DAYS _____
COMPLETELY INTOLERABLE	MINUTES _____	HOURS _____	DAYS _____

[000=none/don't want any at all]
[999=unsure/don't care how many/doesn't matter]

B 12a. [REDACTED]

- ☐ WARMER THAN AVERAGE
- ☐ COLDER THAN AVERAGE
- ☐ or AVERAGE FOR THIS TIME OF YEAR
- ☐ (DO NOT READ) UNSURE

C 12b. [REDACTED]

- ☐ EXTREMELY STORMY
- ☐ VERY STORMY
- ☐ SOMEWHAT STORMY
- ☐ NOT TOO STORMY
- ☐ NOT AT ALL STORMY
- ☐ (DO NOT READ) UNSURE

D 12c. [REDACTED]

- ☐ YES —> CONTINUE
- ☐ NO —> SKIP TO QUESTION 13
- ☐ (UNSURE) —> SKIP TO QUESTION 13

E 12d. [REDACTED]

- ☐ HIGH WINDS
- ☐ EXCESSIVE LIGHTNING
- ☐ HEAVY RAINS/FLOODING
- ☐ OTHER (SPECIFY) _____

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ize
A

Before, we were talking about [REDACTED]
over a thirty day period. Now, let's change the subject and think about a longer period ... twelve months
or one year.

[REDACTED]
Over the past year, in your home, [REDACTED]
taken for you to consider it. . . ONLY A MINOR INCONVENIENCE . . . A MAJOR INCONVENIENCE . .
. COMPLETELY INTOLERABLE?

BE SURE TO ASK FOR EACH TYPE LISTED BELOW:

ONLY A MINOR INCONVENIENCE? # _____

A MAJOR INCONVENIENCE? # _____

COMPLETELY INTOLERABLE? # _____

[000=none/don't want any at all]

[999=unsure/don't care how many/doesn't matter]

121.

B

[REDACTED]
These are different from the [REDACTED]
[REDACTED]
[REDACTED]
ONLY A MINOR INCONVENIENCE . . . A MAJOR INCONVENIENCE . .
. COMPLETELY INTOLERABLE?

BE SURE TO ASK FOR EACH TYPE LISTED BELOW:

ONLY A MINOR INCONVENIENCE? # _____

A MAJOR INCONVENIENCE? # _____

COMPLETELY INTOLERABLE? # _____

[000=none/don't want any at all]

[999=unsure/don't care how many/doesn't matter]

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13. Changing the subject somewhat

Other than during

- ☐ YES —> CONTINUE
☐ NO —> SKIP TO QUESTION 14

13a.

- ☐ EXTREMELY SATISFIED
☐ VERY SATISFIED
☐ SOMEWHAT SATISFIED
☐ NOT TOO SATISFIED
☐ NOT AT ALL SATISFIED
☐ (DO NOT READ) UNSURE

13b.

- ☐ EXTREMELY SATISFIED
☐ VERY SATISFIED
☐ SOMEWHAT SATISFIED
☐ NOT TOO SATISFIED
☐ NOT AT ALL SATISFIED
☐ (DO NOT READ) UNSURE

- | | | |
|------------------------------------------------|----|------------------------|
| <input type="checkbox"/> EXTREMELY INTERESTED | —> | SKIP TO QUESTION 16 |
| <input type="checkbox"/> VERY INTERESTED | —> | SKIP TO QUESTION 16 |
| <input type="checkbox"/> SOMEWHAT INTERESTED | —> | SKIP TO QUESTION 16 |
| <input type="checkbox"/> NOT TOO INTERESTED | —> | ASK REASONS WHY, BELOW |
| <input type="checkbox"/> NOT AT ALL INTERESTED | —> | ASK REASONS WHY, BELOW |
| <input type="checkbox"/> (DO NOT READ) UNSURE | —> | SKIP TO QUESTION 16 |

15a. IF "NOT TOO"/"NOT AT ALL" INTERESTED:

- ☐ NO REAL PROBLEM WITH THESE KINDS OF INTERRUPTIONS AND OUTAGES
- ☐ DON'T CONSIDER IT WORTH THE EXPENSE
- ☐ IS LANDLORD'S CONCERN, NOT MINE
- ☐ OTHER (SPECIFY) _____

125-135-

16. _____ tion about FPL

- ☐ EXTREMELY SATISFIED
- ☐ VERY SATISFIED
- ☐ SOMEWHAT SATISFIED
- ☐ NOT TOO SATISFIED
- ☐ NOT AT ALL SATISFIED
- ☐ (DO NOT READ) UNSURE

17a. _____

- | | | |
|-----------------------------|--------------|---------|
| a. BETWEEN 9:00 AM AND 5 PM | 138-1[] YES | 2[] NO |
| b. BETWEEN 5:00 PM AND 9 PM | 139-1[] YES | 2[] NO |

17b. _____

- | | | |
|-----------------------------|--------------|---------|
| a. BETWEEN 9:00 AM AND 5 PM | 138-1[] YES | 2[] NO |
| b. BETWEEN 5:00 PM AND 9 PM | 139-1[] YES | 2[] NO |

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MAJOR PROCESS AREAS

Now, I would like to ask you about some specific aspects of the services provided by FPL. For many of the questions, we will be using a rating scale of "Excellent", "Very Good", "Good", "Fair", or "Poor". Please base your answers on your own experiences as well as what you may have read or heard. If you feel you can't judge FPL on a particular item, please say "I can't judge" or "I don't know."

MAJOR PROCESS AREA: ELECTRIC POWER

14.

(READ LIST EXCEPT FOR DON'T KNOW AND REFUSED)?

Excellent	5
Very Good	4
Good	3
Fair, or	2
Poor	1
DON'T KNOW	Y
REFUSED	X

SKIP TO Q.16 <.....

15. More specifically, how would you rate FPL in terms of ... (ATTRIBUTE)? ASK FOR EACH ATTRIBUTE. REPEAT SCALE AS NEEDED.

(ROTATE)

	E	VG	G	F	P	DON'T KNOW	REFUSED
(a) [REDACTED]	5	4	3	2	1	Y	X
(b) [REDACTED]	5	4	3	2	1	Y	X
(c) [REDACTED]	5	4	3	2	1	Y	X

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*not able to locate survey
results for 1992.*

R. B. [signature]

GS

MAJOR PROCESS AREA: FIELD SERVICE (NON-EMERGENCY)

13. Next, I'd like to ask you some questions about [REDACTED]

... (READ LIST EXCEPT FOR DON'T KNOW AND REFUSED)?

Excellent 5
 Very good 4
 Good 3
 Fair, or 2
 Poor. 1
☐ DON'T KNOW Y
☐ REFUSED X

SKIP TO Q.25 <-----

24. [REDACTED] ... (ATTRIBUTE)?
 ASK FOR EACH ATTRIBUTE. REPEAT SCALE AS NEEDED.

(ROTATE)	E	VG	G	F	P	DON'T KNOW	REF
() a. [REDACTED]	5	4	3	2	1	Y	X
() b. [REDACTED]	5	4	3	2	1	Y	X
() c. [REDACTED]	5	4	3	2	1	Y	X
() d. [REDACTED]	5	4	3	2	1	Y	X
() e. [REDACTED]	5	4	3	2	1	Y	X

MEDIUM CUSTOMERS ONLY

() f. [REDACTED]	5	4	3	2	1	Y	X
-------------------	---	---	---	---	---	---	---

MAJOR PROCESS AREA: SERVICE RESTORATION

25. Now I would like you to think about the [REDACTED]

EXCEPT FOR DON'T KNOW AND REFUSED)?

Excellent	5
Very good	4
Good	3
Fair, or	2
Poor.	1
DON'T KNOW	Y
REFUSED	X

SKIP TO Q.27 <-----

26. [REDACTED]

REPEAT SCALE AS NEEDED.

(ROTATE)

	E	VG	G	F	P	DON'T KNOW	REFUSED
()a. [REDACTED]	5	4	3	2	1	Y	X
()b. [REDACTED]	5	4	3	2	1	Y	X
()c. [REDACTED]	5	4	3	2	1	Y	X
()d. [REDACTED]	5	4	3	2	1	Y	X

Reliability Study - Large Demand

[REDACTED]

6 [REDACTED]

A 4a. [REDACTED]

- | | | | |
|--------------------------|--------|---|--------------------|
| <input type="checkbox"/> | YES | → | CONTINUE |
| <input type="checkbox"/> | NO | → | SKIP TO QUESTION 7 |
| <input type="checkbox"/> | UNSURE | → | SKIP TO QUESTION 7 |

B 4b. [REDACTED]

C 4c. [REDACTED]

KW _____

KVA _____

D 4d. [REDACTED]

KW _____

E 4e. [REDACTED]

% _____

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A

5.

[REDACTED]

- ☐ YES/ALL
- ☐ YES/SOME
- ☐ NO
- ☐ UNSURE

B

6a.

[REDACTED]

- | | | | |
|--------------------------|---------------------------|----|-------------------|
| <input type="checkbox"/> | AUTOMATIC TRANSFER SWITCH | —> | CONTINUE |
| <input type="checkbox"/> | MANUAL TRANSFER SWITCH | —> | SKP TO QUESTION 7 |
| <input type="checkbox"/> | UNSURE | —> | SKP TO QUESTION 7 |

C

6b.

[REDACTED]

- ☐ OPEN TRANSITION TRANSFER
- ☐ CLOSED TRANSITION TRANSFER
- ☐ UNSURE

[REDACTED]

[REDACTED]

D

7.

[REDACTED]

- ☐ YES
- ☐ NO
- ☐ UNSURE

26 J
2 7 25

E [REDACTED]

A 8a. [REDACTED] Canon

- ☐ YES -> CONTINUE
- ☐ NO -> SKIP TO QUESTION 8c
- ☐ UNSURE -> SKIP TO QUESTION 8c

B 8b. [REDACTED]

% _ _ _

F [REDACTED]

C 8c. [REDACTED]

- ☐ YES -> CONTINUE
- ☐ NO -> SKIP TO QUESTION 9
- ☐ UNSURE -> SKIP TO QUESTION 9

D 8d. [REDACTED]

% _ _ _

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E. [REDACTED]

A 9. [REDACTED]

- | | | | |
|--------------------------|--------|----|---------------------|
| <input type="checkbox"/> | YES | —> | CONTINUE |
| <input type="checkbox"/> | NO | —> | SKIP TO QUESTION 9d |
| <input type="checkbox"/> | UNSURE | —> | SKIP TO QUESTION 9d |

B 9b. [REDACTED]

kW _____

C 9c. [REDACTED]

% _____

NOW SKIP TO QUESTION 10a

D 9d. IF YOU ARE NOT CURRENTLY COGENERATING: [REDACTED]

- | | |
|--------------------------|-------------------|
| <input type="checkbox"/> | EXTREMELY LIKELY |
| <input type="checkbox"/> | VERY LIKELY |
| <input type="checkbox"/> | SOMEWHAT LIKELY |
| <input type="checkbox"/> | NOT TOO LIKELY |
| <input type="checkbox"/> | NOT AT ALL LIKELY |
| <input type="checkbox"/> | UNSURE |

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F

[REDACTED]

G

[REDACTED]

A

10a.

[REDACTED]

B

10b.

[REDACTED]
(IF YOU DON'T HAVE GENERATORS ON SITE, SKIP Q. 10b)

C

10c.

[REDACTED]
(IF YOU DON'T HAVE ANY OF THESE TYPES OF BACKUP POWER SUPPLIES, SKIP Q. 10c)

D

10d.

[REDACTED]

E

10e.

[REDACTED]

Please use a five point scale where a rating of '5' would indicate 'extremely critical' and a rating of '1' would indicate 'not at all critical.' You may use any number from a high of '5' to a low of '1' to do so.

26J
5925

EQUIPMENT INVENTORY

	A Q. 10a	B Q. 10b	C Q. 10c	D Q. 10d	E Q. 10e
					EXTREMELY - "NOT AT ALL" 5 4 3 2 1
Mainframe computers					5 4 3 2 1
PC's					5 4 3 2 1
Communications equipment (telephone fax, etc.)					5 4 3 2 1
Cash registers					5 4 3 2 1
Other office equipment					5 4 3 2 1
Safety/fire equipment (e.g. fire alarms)					5 4 3 2 1
Security equipment (e.g. burglar alarms)					5 4 3 2 1
Broadcast equipment (e.g. radio, TV, cable)					5 4 3 2 1
Chillers					5 4 3 2 1
Chiller monitoring systems					5 4 3 2 1
Air conditioning systems other than chillers					5 4 3 2 1
HVAC control systems					5 4 3 2 1
Ventilation/blowers/fans					5 4 3 2 1
Medical - Operating room, other critical care equipment					5 4 3 2 1
Medical - Equipment room other than critical care					5 4 3 2 1
Printing presses and printing equipment					5 4 3 2 1
Essential computerized business/manufacturing/process equipment					5 4 3 2 1
Essential non-computerized business/manufacturing/process equipment					5 4 3 2 1
Light motors					5 4 3 2 1
Heavy motors					5 4 3 2 1
Motor control centers					5 4 3 2 1
Production line circuits					5 4 3 2 1
Water processing and pumping equipment					5 4 3 2 1
Other pumps					5 4 3 2 1
Elevators					5 4 3 2 1
Energy management systems					5 4 3 2 1
Other control systems					5 4 3 2 1
Cooking/electric ovens/other cooking equipment					5 4 3 2 1
Hot water heating					5 4 3 2 1
Refrigeration equipment					5 4 3 2 1
Freezers					5 4 3 2 1
Outdoor lighting					5 4 3 2 1
Lighting (other)					5 4 3 2 1

265 6925

ABOUT SERVICE RELIABILITY IN GENERAL AT THIS LOCATION

A

11. How would you rate the [REDACTED]

- ☐ EXCELLENT
- ☐ VERY GOOD
- ☐ GOOD
- ☐ FAIR
- ☐ POOR
- ☐ UNSURE

B

12. [REDACTED]

Please rank these in terms of your priority.
WRITE IN RANK # NEXT TO EACH ITEM BELOW.

- 1 = Top Priority
- 2 = Second Priority
- 3 = Third Priority
- 4 = Last in terms of Priority

C

— [REDACTED]

D

— [REDACTED]

E

— [REDACTED]

F

— [REDACTED]

F [REDACTED]

A

[REDACTED]

B

13.

[REDACTED]

- ☐ EXTREMELY PROBLEMATIC
- ☐ VERY PROBLEMATIC
- ☐ SOMEWHAT PROBLEMATIC
- ☐ NOT TOO PROBLEMATIC
- ☐ NOT AT ALL PROBLEMATIC
- ☐ UNSURE

C

14a.

[REDACTED]

ONLY A MINOR INCONVENIENCE

D

14b.

[REDACTED]

A MAJOR INCONVENIENCE

E

14c.

[REDACTED]

COMPLETELY INTOLERABLE

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15.

A:

\$

B 16a.

C 16b.

D 16c.

E 16d.

F 16e.

G 16f.

A 1a.

On an overall basis, how would you [REDACTED]

- ☐ EXCELLENT
- ☐ VERY GOOD
- ☐ GOOD
- ☐ FAIR
- ☐ POOR
- ☐ UNSURE

B 17b.

[REDACTED]
Why do you say that? Any other reasons?
PLEASE BE AS SPECIFIC AS POSSIBLE.

ABOUT LONGER POWER OUTAGES AT THIS LOCATION

A

Next, please think about

as we stated

What we mean by a

B

18.

of READ LIST.

- ☐ EXTREMELY PROBLEMATIC
- ☐ VERY PROBLEMATIC
- ☐ SOMEWHAT PROBLEMATIC
- ☐ NOT TOO PROBLEMATIC
- ☐ NOT AT ALL PROBLEMATIC
- ☐ UNSURE

26J 12-9-25

ABOUT PLANNED OUTAGES

B

As you know, there are [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

B 19a.

[REDACTED]

- ☐ YES
☐ NO
☐ UNSURE

C 19b.

[REDACTED]

- ☐ UNDER 15 MINUTES
☐ 15 MINUTES TO 1/2 HOUR
☐ 1/2 HOUR TO 1 HOUR
☐ 2-3 HOURS
☐ 4-6 HOURS
☐ 7-9 HOURS
☐ 10-12 HOURS
☐ OVER 12 HOURS BUT LESS THAN ONE DAY
☐ ONE DAY ADVANCE NOTICE
☐ TWO-THREE DAYS ADVANCE NOTICE
☐ FOUR-SIX DAYS ADVANCE NOTICE
☐ LONGER THAN THAT
☐ UNSURE

6 [REDACTED]

A 20a.

[REDACTED]
[REDACTED]

[REDACTED] # _____

B 20b.

[REDACTED]

C 20c.

[REDACTED]
[REDACTED] # _____

D 20d.

[REDACTED]

E 20e.

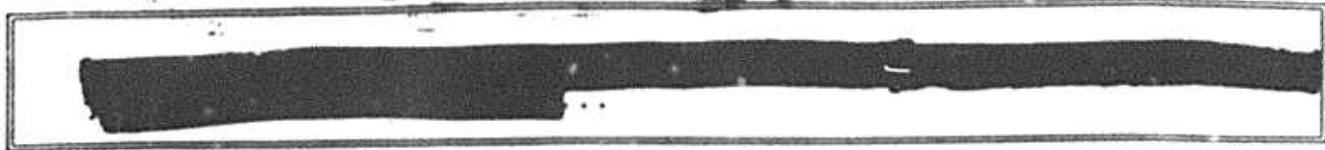
[REDACTED]

COMPLETELY INTOLERABLE # _____

F 20f.

[REDACTED]

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A 21a. [REDACTED]

DAY OF WEEK _____

TIME OF DAY _____

B 21b. [REDACTED]

\$ _____

C 22a. [REDACTED]

DAY OF WEEK _____

TIME OF DAY _____

D 22b. [REDACTED] te

\$ _____

26J 15 of 25

A 23a.

[REDACTED]

B 23b.

[REDACTED]

C 23c.

[REDACTED]

D 23d.

[REDACTED]

E 23e.

[REDACTED]

F 23f.

[REDACTED]

26J 16 of 25

A 23g.

- ☐ YES -> CONTINUE
- ☐ NO -> SKIP TO QUESTION 24a, NEXT PAGE
- ☐ UNSURE -> SKIP TO QUESTION 24a, NEXT PAGE

B 23h.

- ☐ WITHIN THE PAST THREE MONTHS
- ☐ WITHIN THE PAST FOUR-SIX MONTHS
- ☐ WITHIN THE PAST SEVEN MONTHS - ONE YEAR
- ☐ LONGER AGO THAN THAT
- ☐ UNSURE

C 23i.

- ☐ EXCELLENT
- ☐ VERY GOOD
- ☐ GOOD
- ☐ FAIR
- ☐ POOR
- ☐ UNSURE

D 23j.

Any other reasons?
PLEASE BE AS SPECIFIC AS POSSIBLE.

G

[REDACTED]

B

24a.

[REDACTED]

ONLY A MINOR INCONVENIENCE

B

24b.

[REDACTED]

C

24c.

[REDACTED]

A MAJOR INCONVENIENCE

D

24d.

[REDACTED]

E

24e.

[REDACTED]

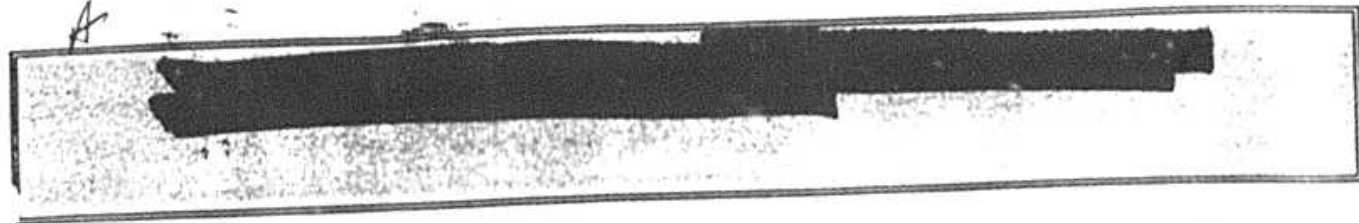
COMPLETELY INTOLERABLE

F

24f.

[REDACTED]

A



B 25a



DAY OF WEEK _____

TIME OF DAY _____

C 25b.



\$ _____

D 26a



DAY OF WEEK _____

TIME OF DAY _____

E 26b.



\$ _____

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27a.

Given

[REDACTED]

27b.

[REDACTED]

27c.

[REDACTED]

27d.

[REDACTED]

27e.

[REDACTED]

27f.

[REDACTED]

28.

[REDACTED]

- ☐ FASTER THAN DURING PERIODS OF GOOD WEATHER
- ☐ SLOWER THAN DURING PERIODS OF GOOD WEATHER
- ☐ or, THE SAME AS DURING PERIODS OF GOOD WEATHER
- ☐ UNSURE

[REDACTED]

A 29a.

[REDACTED]

- ☐ EXCELLENT
- ☐ VERY GOOD
- ☐ GOOD
- ☐ FAIR
- ☐ POOR
- ☐ UNSURE

B 29b.

[REDACTED]

Why do you say that? Any other reasons?
PLEASE BE AS SPECIFIC AS POSSIBLE.

265 21 y25

900T VOLTAGE IRREGULARITIES

A

[REDACTED]

B

30.

[REDACTED]

- ☐ EXTREMELY PROBLEMATIC
- ☐ VERY PROBLEMATIC
- ☐ SOMEWHAT PROBLEMATIC
- ☐ NOT TOO PROBLEMATIC
- ☐ NOT AT ALL PROBLEMATIC
- ☐ UNSURE

C

31a.

[REDACTED]

CHECK ONE RESPONSE.

- ☐ [REDACTED] AS LIGHTNING, RAIN, WIND, ETC.
- ☐ [REDACTED] ORIGINATE WITHIN THE PREMISES, AT THIS LOCATION
- ☐ [REDACTED] AT ORIGINATE FROM THE UTILITY SYSTEM
- ☐ [REDACTED]
- ☐ [REDACTED]

D

31b.

What others do you view as causes? CHECK AS MANY AS APPLY.

- ☐ [REDACTED] AS LIGHTNING, RAIN, WIND, ETC.
- ☐ [REDACTED] ORIGINATE WITHIN THE PREMISES, AT THIS LOCATION
- ☐ [REDACTED] ORIGINATE FROM THE UTILITY SYSTEM
- ☐ [REDACTED]
- ☐ [REDACTED]

E

32.

[REDACTED]

\$ _____

26J 22 7 25

A 33a. Given [REDACTED]

B 33b. What would be second, in terms of [REDACTED]

C 33c. What would be third, in terms of [REDACTED]

D 33d. [REDACTED]

E 33e. What would be second, in terms of [REDACTED]

F 33f. What would be third, in terms of causing [REDACTED]

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34a.

On an overall basis, how would you rate

location?

- ☐ EXCELLENT
- ☐ VERY GOOD
- ☐ GOOD
- ☐ FAIR
- ☐ POOR
- ☐ UNSURE

34b.

- ☐ EXCELLENT
- ☐ VERY GOOD
- ☐ GOOD
- ☐ FAIR
- ☐ POOR
- ☐ UNSURE

35.

- ☐ YES --> Please specify _____
- ☐ NO
- ☐ UNSURE

36.

Now, to change the subject once again . . .

US-96
Benchmark
Survey

Reliability of Electric Power

A [REDACTED] Again use a 1 to 10 scale, with 1 meaning very dissatisfied and 10 meaning very satisfied.

		Very Dissatisfied										Very Satisfied									
		1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10
B	7.	[REDACTED]																			
C	8.	[REDACTED]																			
D	9.	[REDACTED]																			
E	10.	[REDACTED]																			
F	11.	[REDACTED]																			
G	12.	[REDACTED]																			

Power Quality

H In addition to [REDACTED]

I Again using a ten point scale, please rate [REDACTED]

		Very Dissatisfied										Very Satisfied									
		1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10
J	13.	[REDACTED]																			
K	14.	[REDACTED]																			
L	15.	[REDACTED]																			

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Reliability of Electric Power

A [REDACTED]									
B C D E F G	12.	[REDACTED]							
	13.	[REDACTED]							
	14.	[REDACTED]							
	15.	[REDACTED]							
	16.	[REDACTED]							
	17.	[REDACTED]							
		[REDACTED]							
H		[REDACTED]							

Very Dissatisfied					Very Satisfied				
1	2	3	4	5	6	7	8	9	10
1	2	3	4	5	6	7	8	9	10
1	2	3	4	5	6	7	8	9	10
1	2	3	4	5	6	7	8	9	10
1	2	3	4	5	6	7	8	9	10
1	2	3	4	5	6	7	8	9	10
1	2	3	4	5	6	7	8	9	10
1	2	3	4	5	6	7	8	9	10

1995

TQS NATIONAL BENCHMARK

LARGEST USERS
(> 5000 Kwd)

200-499kw Reliability Study

Next, a brief series of questions to determine what [REDACTED]
[REDACTED] this will help FPL to understand your needs when it comes
to [REDACTED]

BACK-UP SYSTEMS AND PROTECTIVE DEVICES AT THIS LOCATION/GENERATORS

A 4a. [REDACTED]

- | | | | |
|--------------------------|--------|---|--------------------|
| <input type="checkbox"/> | YES | → | CONTINUE |
| <input type="checkbox"/> | NO | → | SKIP TO QUESTION 7 |
| <input type="checkbox"/> | UNSURE | → | SKIP TO QUESTION 7 |

B 4b. [REDACTED]

C 4c. [REDACTED]

kW _____

F [REDACTED]

kVA _____

D 4d. [REDACTED]

kW _____

E 4e. [REDACTED]

% _____

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E [REDACTED]

A 8a. { [REDACTED]

[]	YES	—>	CONTINUE
[]	NO	—>	SKIP TO QUESTION 8c
[]	UNSURE	—>	SKIP TO QUESTION 8c

B 8b. { [REDACTED]

% — — —

[REDACTED]

C 8c. { [REDACTED]

[]	YES	—>	CONTINUE
[]	NO	—>	SKIP TO QUESTION 9
[]	UNSURE	—>	SKIP TO QUESTION 9

D 8d. { [REDACTED]

% — — —

26AA
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[REDACTED]

A
B
C
D

9. [REDACTED]

- ☐ YES → CONTINUE
- ☐ NO → SKIP TO QUESTION 9d
- ☐ UNSURE → SKIP TO QUESTION 9d

B

9b. [REDACTED]

kW _____

C

9c. [REDACTED]

% _____
NOW SKIP TO QUESTION 10a

D

9d. [REDACTED]

- ☐ EXTREMELY LIKELY
- ☐ VERY LIKELY
- ☐ SOMEWHAT LIKELY
- ☐ NOT TOO LIKELY
- ☐ NOT AT ALL LIKELY
- ☐ UNSURE

26A
4 7 25

ABOUT EQUIPMENT ON SITE AT THIS LOCATION

A

[REDACTED]

B 10a. [REDACTED]

[REDACTED]

C 10b. [REDACTED]

D 10c. [REDACTED]

E 10d. [REDACTED]

F 10e. [REDACTED]

Please use a five point scale where a rating of '5' would indicate 'extremely critical' and a rating of '1' would indicate 'not at all critical.' You may use any number from a high of '5' to a low of '1' to do so.

26AA
5 of 25

EQUIPMENT INVENTORY

	A	B	C	D	E
	Q. 10a	Q. 10b	Q. 10c	Q. 10d	Q. 10e
					"EXTREMELY" - "NOT AT ALL"
					5 4 3 2 1
Mainframe computers					5 4 3 2 1
PC's					5 4 3 2 1
Communications equipment (telephone fax, etc.)					5 4 3 2 1
Cash registers					5 4 3 2 1
Other office equipment					5 4 3 2 1
Safety/fire equipment (e.g. fire alarms)					5 4 3 2 1
Security equipment (e.g. burglar alarms)					5 4 3 2 1
Broadcast equipment (e.g. radio, TV, cable)					5 4 3 2 1
Chillers					5 4 3 2 1
Chiller monitoring systems					5 4 3 2 1
Air conditioning systems other than chillers					5 4 3 2 1
HVAC control systems					5 4 3 2 1
Ventilation/blowers/fans					5 4 3 2 1
Medical - Operating room, other critical care equipment					5 4 3 2 1
Medical - Equipment room other than critical care					5 4 3 2 1
Printing presses and printing equipment					5 4 3 2 1
Essential computerized business/manufacturing/process equipment					5 4 3 2 1
Essential non-computerized business/manufacturing/process equipment					5 4 3 2 1
Light motors					5 4 3 2 1
Heavy motors					5 4 3 2 1
Motor control centers					5 4 3 2 1
Production line circuits					5 4 3 2 1
Water processing and pumping equipment					5 4 3 2 1
Other pumps					5 4 3 2 1
Elevators					5 4 3 2 1
Energy management systems					5 4 3 2 1
Other control systems					5 4 3 2 1
Cooking/electric ovens/other cooking equipment					5 4 3 2 1
Hot water heating					5 4 3 2 1
Refrigeration equipment					5 4 3 2 1
Freezers					5 4 3 2 1
Outdoor lighting					5 4 3 2 1
Lighting (other)					5 4 3 2 1

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EQUIPMENT INVENTORY

ALL OTHER

PLEASE LIST BELOW AND ANSWER Q. 10b-e FOR EACH

A
Q. 10bB
Q. 10cC
Q. 10dD
Q. 10e

"EXTREMELY" - "NOT AT ALL"

5 4 3 2 1

5 4 3 2 1

5 4 3 2 1

5 4 3 2 1

5 4 3 2 1

5 4 3 2 1

5 4 3 2 1

5 4 3 2 1

5 4 3 2 1

5 4 3 2 1

5 4 3 2 1

5 4 3 2 1

5 4 3 2 1

5 4 3 2 1

5 4 3 2 1

5 4 3 2 1

5 4 3 2 1

5 4 3 2 1

5 4 3 2 1

5 4 3 2 1

5 4 3 2 1

5 4 3 2 1

5 4 3 2 1

5 4 3 2 1

5 4 3 2 1

5 4 3 2 1

5 4 3 2 1

5 4 3 2 1

5 4 3 2 1

5 4 3 2 1

5 4 3 2 1

5 4 3 2 1

5 4 3 2 1

5 4 3 2 1

5 4 3 2 1

26/1/11
7/09/25

H [REDACTED]

A 11. [REDACTED]

- ☐ EXCELLENT
- ☐ VERY GOOD
- ☐ GOOD
- ☐ FAIR
- ☐ POOR
- ☐ UNSURE

B 12. [REDACTED]

C [REDACTED]

D [REDACTED]

E [REDACTED]

F [REDACTED]

Please rank these in terms of your priority.
WRITE IN RANK # NEXT TO EACH ITEM BELOW.

- 1 = Top Priority
- 2 = Second Priority
- 3 = Third Priority
- 4 = Last in terms of Priority

G { [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

AT THIS LOCATION

The first type of experience to be discussed in detail is

B 13.

- ☐ EXTREMELY PROBLEMATIC
- ☐ VERY PROBLEMATIC
- ☐ SOMEWHAT PROBLEMATIC
- ☐ NOT TOO PROBLEMATIC
- ☐ NOT AT ALL PROBLEMATIC
- ☐ UNSURE

C 14a. Please think about a one year period.

F

G

ONLY A MINOR INCONVENIENCE

D 14b.

A MAJOR INCONVENIENCE

E 14c.

COMPLETELY INTOLERABLE

B 16a.

[REDACTED]

C 16b.

[REDACTED]

D 16c.

[REDACTED]

E 16d.

[REDACTED]

F 16e.

[REDACTED]

G 16f.

[REDACTED]

A 1a.



- ☐ EXCELLENT
- ☐ VERY GOOD
- ☐ GOOD
- ☐ FAIR
- ☐ POOR
- ☐ UNSURE

B 17b.



Why do you say that? Any other reasons?
PLEASE BE AS SPECIFIC AS POSSIBLE.

F ABOUT LONGER POWER OUTAGES AT THIS LOCATION

A

Next, please think about [REDACTED] As we stated before, let's exclude any experiences that may have occurred as a result of Hurricane Andrew.

What we mean by a [REDACTED]

C

D

E

The questions may sound similar to the ones you were asked previously, but this time they refer [REDACTED]

B 18.

- [] EXTREMELY PROBLEMATIC
- [] VERY PROBLEMATIC
- [] SOMEWHAT PROBLEMATIC
- [] NOT TOO PROBLEMATIC
- [] NOT AT ALL PROBLEMATIC
- [] UNSURE

D ABOUT PLANNED OUTAGES

A

As you know, [REDACTED]

We would like to ask you a series of questions about what you would consider [REDACTED]

First, please think about [REDACTED]

B 19a.

- [] YES
[] NO
[] UNSURE

C 19b.

- [] UNDER 15 MINUTES
[] 15 MINUTES TO 1/2 HOUR
[] 1/2 HOUR TO 1 HOUR
[] 2-3 HOURS
[] 4-6 HOURS
[] 7-9 HOURS
[] 10-12 HOURS
[] OVER 12 HOURS BUT LESS THAN ONE DAY
[] ONE DAY ADVANCE NOTICE
[] TWO-THREE DAYS ADVANCE NOTICE
[] FOUR-SIX DAYS ADVANCE NOTICE
[] LONGER THAN THAT
[] UNSURE

H

Please continue to think about

A 20a.

G

B 20b.

C 20c.

A MAJOR INCONVENIENCE

D 20d.

E 20e.

COMPLETELY INTOLERABLE

F 20f.

E

Still thinking about [REDACTED]

A 21a.

[REDACTED]

DAY OF WEEK _____

TIME OF DAY _____

B 21b.

[REDACTED]

\$ _____

C 22a.

[REDACTED]

DAY OF WEEK _____

TIME OF DAY _____

D 22b.

[REDACTED]

\$ _____

A 23a.

[REDACTED]

B 23b.

[REDACTED]

C 23c.

[REDACTED]

D 23d.

[REDACTED]

E 23e.

[REDACTED]

F 23f.

[REDACTED]

A 23g.

- [] YES --> CONTINUE
[] NO --> SKIP TO QUESTION 24a, NEXT PAGE
[] UNSURE --> SKIP TO QUESTION 24a, NEXT PAGE

B 23h.

- [] WITHIN THE PAST THREE MONTHS
[] WITHIN THE PAST FOUR-SIX MONTHS
[] WITHIN THE PAST SEVEN MONTHS - ONE YEAR
[] LONGER AGO THAN THAT
[] UNSURE

C 23i.

- [] EXCELLENT
[] VERY GOOD
[] GOOD
[] FAIR
[] POOR
[] UNSURE

D 23j.

Why do you say that? Any other reasons?
PLEASE BE AS SPECIFIC AS POSSIBLE.

6

[Redacted]

A

24a.

[Redacted]

ONLY A MINOR INCONVENIENCE

B

24b.

[Redacted]

C

24c.

[Redacted]

A MAJOR INCONVENIENCE

D

24d.

[Redacted]

E

24e.

[Redacted]

COMPLETELY INTOLERABLE

F

24f.

[Redacted]

E

[REDACTED]

A 25a.

[REDACTED]

DAY OF WEEK _____

TIME OF DAY _____

B 25b.

[REDACTED]

\$ _____

C 26a.

[REDACTED]

DAY OF WEEK _____

TIME OF DAY _____

D 26b.

[REDACTED]

\$ _____

A 27a.

[REDACTED]

B 27b.

[REDACTED]

C 27c.

[REDACTED]

D 27d.

[REDACTED]

E 27e.

[REDACTED]

F 27f.

[REDACTED]

G 28.

[REDACTED]

- ☐ FASTER THAN DURING PERIODS OF GOOD WEATHER
- ☐ SLOWER THAN DURING PERIODS OF GOOD WEATHER
- ☐ or, THE SAME AS DURING PERIODS OF GOOD WEATHER
- ☐ UNSURE

C [REDACTED]

A 29a. [REDACTED]

- ☐ EXCELLENT
- ☐ VERY GOOD
- ☐ GOOD
- ☐ FAIR
- ☐ POOR
- ☐ UNSURE

B 29b. [REDACTED]

[REDACTED] r reasons?
PLEASE BE AS SPECIFIC AS POSSIBLE.

26M

f [REDACTED] S

A

[REDACTED]

B 30.

[REDACTED]

- ☐ EXTREMELY PROBLEMATIC
- ☐ VERY PROBLEMATIC
- ☐ SOMEWHAT PROBLEMATIC
- ☐ NOT TOO PROBLEMATIC
- ☐ NOT AT ALL PROBLEMATIC
- ☐ UNSURE

C 31a.

[REDACTED]

- ☐ EQUIPMENT THAT HAS LOW TOLERANCES TO POWER VARIATIONS
- ☐ ENVIRONMENTAL DISTURBANCES SUCH AS LIGHTNING, RAIN, WIND, ETC.
- ☐ ELECTRICAL DISTURBANCES THAT ORIGINATE WITHIN THE PREMISES, AT THIS LOCATION
- ☐ ELECTRICAL DISTURBANCES THAT ORIGINATE FROM THE UTILITY SYSTEM
- ☐ UNSURE

D 31b.

[REDACTED]

- ☐ EQUIPMENT THAT HAS LOW TOLERANCES TO POWER VARIATIONS
- ☐ ENVIRONMENTAL DISTURBANCES SUCH AS LIGHTNING, RAIN, WIND, ETC.
- ☐ ELECTRICAL DISTURBANCES THAT ORIGINATE WITHIN THE PREMISES, AT THIS LOCATION
- ☐ ELECTRICAL DISTURBANCES THAT ORIGINATE FROM THE UTILITY SYSTEM
- ☐ UNSURE

E 32

[REDACTED]

\$ _____

26M

A 33a. [REDACTED]

B 33b. [REDACTED]

C 33c. [REDACTED]

D 33d. [REDACTED]

E 33e. [REDACTED]

F 33f. [REDACTED]

A 34a. 

- ☐ EXCELLENT
- ☐ VERY GOOD
- ☐ GOOD
- ☐ FAIR
- ☐ POOR
- ☐ UNSURE

B 34b. 

- ☐ EXCELLENT
- ☐ VERY GOOD
- ☐ GOOD
- ☐ FAIR
- ☐ POOR
- ☐ UNSURE



C 35. 

- ☐ YES → Please specify _____
- ☐ NO
- ☐ UNSURE

D 36. 

PROCESS AREAS

A Now, I would like to ask you about some specific aspects of the services provided to your organization by FPL. For many of the questions, we will be using a rating scale of "Excellent," "Very Good," "Good," "Fair," or "Poor."

restoration [REDACTED]
co [REDACTED]

PROCESS AREA: ELECTRIC POWER

B 15. The first area is electric power. How would you [REDACTED]
[REDACTED] Would you say ... (READ LIST EXCEPT FOR DON'T KNOW AND
REFUSED)?

Excellent	1
Very Good	2
Good	3
Fair, or	4
Poor	5
DON'T KNOW	8
REFUSED	9

C 5a-1 To what extent do you agree [REDACTED]
w [REDACTED] Would you say... (READ LIST EXCEPT FOR DON'T KNOW
AND REFUSED)?

Strongly Agree	1
Agree	2
Neither Agree nor Disagree	3
Disagree	4
Strongly Disagree	5
DON'T KNOW	8
REFUSED	9

A 5b. There are several different ways FPL could allocate funds and which way would you like you to prioritize.

ROTATE ORDER-DO NOT ROTATE ONE, TWO, THREE, FOUR

- One, reducing the [REDACTED]
- Two, reducing the [REDACTED]
- Three, shortening [REDACTED]
- Four, [REDACTED] amount of [REDACTED]

1. Which of these four items (INSERT FOUR ITEMS IN THE SAME ORDER) would be your top priority relative to the needs at this location? READ LIST BELOW. RECORD A "1" FOR TOP PRIORITY.
2. Of the remaining three items (INSERT ITEMS), which would be your second priority? READ REMAINING THREE CHOICES. RECORD A "2" FOR SECOND PRIORITY.
3. Of the remaining two items (INSERT ITEMS), which would be your third priority? READ REMAINING TWO CHOICES. RECORD A "3" FOR THIRD PRIORITY.
4. FOURTH PRIORITY BY DEFAULT. RECORD A "4".

DO NOT ACCEPT "NO PREFERENCE" OR "ALL ARE THE SAME" CLARIFY WITH:
If you had to make a choice in terms of allocation of FPL resources, which would it be?

B
U
A
M
____ F [REDACTED]
____ R [REDACTED]
____ S [REDACTED]
____ I [REDACTED] (stage)

DON'T KNOW 8
REFUSED 9

26 N.1
287

A

16b-1 IF FIRST TIME [REDACTED] APPEARS, READ FULL LEAD IN. IF SECOND TIME, CAN READ ONLY IF NECESSARY OR AS CLARIFIER.

Regardless of whether [REDACTED] his

[REDACTED] and

[REDACTED]

[REDACTED]

E

How many [REDACTED]
consider [REDACTED] influence over a one year period?

DON'T KNOW.....8

REFUSED.....9

B

16b-2 Over [REDACTED] to
be [REDACTED]

DON'T KNOW.....8

REFUSED.....9

C

()c. [REDACTED]

1 2 3 4 5 8 9

D

()d. providing the right [REDACTED]
[REDACTED] requests
[REDACTED]
[REDACTED]

1 2 3 4 5 8 9

26N.1
487

PROCESS AREA: SERVICE RESTORATION

- A 23. Now, I would like you to think about the [REDACTED] instances where your organization's electric service has been interrupted. How would you rate the [REDACTED] (EXCEPT FOR DON'T KNOW AND REFUSED)?

Excellent	1
Very Good	2
Good	3
Fair, or	4
Poor	5
DON'T KNOW	8
REFUSED	9

- B 24. This [REDACTED] ... (ATTRIBUTE)? (ASK FOR EACH ATTRIBUTE. REPEAT SCALE AS NEEDED.)

(ROTATE)

<u>E</u>	<u>VG</u>	<u>G</u>	<u>F</u>	<u>P</u>	<u>DK</u>	<u>REFUSED</u>
----------	-----------	----------	----------	----------	-----------	----------------

C () a. [REDACTED] 1 2 3 4 5 8 9

D () b. [REDACTED] 1 2 3 4 5 8 9

E () d. [REDACTED] 1 2 3 4 5 8 9

A

24d-1

[REDACTED]

location.

SECONDS _____
 MINUTES _____
 HOURS _____
 DAYS _____
 DON'T KNOW 8
 REFUSED 9

B

24d-2

And in terms of [REDACTED]
 [REDACTED]

SECONDS _____
 MINUTES _____
 HOURS _____
 DAYS _____
 DON'T KNOW 8
 REFUSED 9

C

()e.

[REDACTED]
 of [REDACTED]
 y [REDACTED]

1 2 3 4 5 8 9

26 N.1
 6 87

PROCESS AREAS

Now, I would like to ask you about some specific aspects of the services provided to your company by FPL. For many of the questions, we will be using a rating scale of "Excellent," "Very Good," "Good," "Fair," or "Poor." Areas we will be

energy, safety, programs and communications.

PROCESS AREA: ELECTRIC POWER

14. The first area is electric power. How would you rate [REDACTED] [REDACTED] would you say ... (READ LIST EXCEPT FOR DON'T KNOW AND REFUSED)?

SKIP TO Q.15<-----	Excellent	1
SKIP TO Q.15<-----	Very Good	2
	Good	3
	Fair, or	4
	Poor	5
	DON'T KNOW	9
SKIP TO Q.16<-----	REFUSED	8

14a. What [REDACTED] (PLEASE REPEAT AND CLARIFY)

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- A* 15. More specifically, how would you rate FPL in terms of ... (ATTRIBUTE)? ASK FOR EACH ATTRIBUTE. REPEAT SCALE AS NEEDED.

	(ROTATE)	E	VG	G	F	P	DK	REF
<i>B</i>	()a. [REDACTED]	1	2	3	4	5	9	8
	[REDACTED]							
	[REDACTED]							
<i>C</i>	()b. [REDACTED]	1	2	3	4	5	9	8
<i>i</i>	[REDACTED]							
	[REDACTED]							
	SE [REDACTED]							
<i>D</i>	()c. [REDACTED]	1	2	3	4	5	9	8
	[REDACTED]							

26N.2
2074

PROCESS AREA: NON-EMERGENCY FIELD SERVICES

B

A

23. Next, I'd like to ask you some questions about FPL [REDACTED] that
[REDACTED] would you rate [REDACTED] Would
you say ... (READ LIST EXCEPT FOR DON'T KNOW AND REFUSED)?

Excellent	1
Very good	2
Good	3
Fair, or	4
Poor	5
DON'T KNOW	9
REFUSED	8

26N.2
384

PROCESS AREA: SERVICE RESTORATION

F

- A 25. Now, I would like you to think about the [REDACTED] by FPL in [REDACTED] and you say ... (READ LIST EXCEPT FOR DON'T KNOW AND REFUSED)?

	Excellent	1
	Very good	2
	Good	3
	Fair, or	4
	Poor	5
SKIP TO Q.26-1	DON'T KNOW	9
	REFUSED	8

- B 26. Thinking about instances when your company's electric [REDACTED] how often enough attribute. REPEAT SCALE AS NEEDED.

	(ROTATE)	E	VG	G	F	P	DK	REF
C () a.	[REDACTED]	1	2	3	4	5	9	8
D () c.	[REDACTED]	1	2	3	4	5	9	8
E () d.	[REDACTED]	1	2	3	4	5	9	8

26 N.2
484

PROCESS AREAS

Now, I would like to ask you about some specific aspects of the services provided to your company by FPL. For many of the questions, we will be using a rating scale of "Excellent," "Very Good," "Good," "Fair," or "Poor." If you feel you can't judge FPL on a particular item, please say "I can't judge" or "I don't know."

PROCESS AREA: ELECTRIC POWER

- A 14. Based on your company's experiences or what you may have read or heard, how would you rate the [REDACTED] you say ... (READ LIST EXCEPT FOR DON'T KNOW AND REFUSED)?

Excellent 1
Very Good 2
Good 3
Fair, or 4
Poor 5
- DON'T KNOW 9
- REFUSED 8

SKIP TO Q.16<-----

- B 15. More specifically, how would you rate FPL in terms of ... (ATTRIBUTE)? ASK FOR EACH ATTRIBUTE. REPEAT SCALE AS NEEDED.

(ROTATE)

E VG G F P DK REF

C () [REDACTED] that

1 2 3 4 5 9 8

D () b. [REDACTED] than

1 2 3 4 5 9 8

E () c. providing a constant level of [REDACTED] or [REDACTED]

1 2 3 4 5 9 8

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SDREL94 QRE
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PROCESS AREA: [REDACTED]

My next set of questions concerns the [REDACTED] FPL in order to keep their systems functional and prevent [REDACTED] from occurring that would affect your company.

- A 23. Based on your company's experiences or what you may have read or heard, how would you rate the [REDACTED] would you say... (READ LIST EXCEPT FOR DON'T KNOW AND REFUSED)?

Excellent 1
Very good 2
Good 3
Fair, or 4
Poor 5
- DON'T KNOW 9
- REFUSED 8

SKIP TO Q.25<-----

- B 24. Thinking about maintenance services, how would you rate FPL in terms of ... (ATTRIBUTE)? ASK FOR EACH ATTRIBUTE. REPEAT SCALE AS NEEDED.

(ROTATE)

	E	VG	G	F	P	DK	REF
() a. [REDACTED]	1	2	3	4	5	9	8
() b. [REDACTED]	1	2	3	4	5	9	8
() c. [REDACTED]	1	2	3	4	5	9	8
() d. [REDACTED]	1	2	3	4	5	9	8

26 N. 3
2 of 3

PROCESS AREA: [REDACTED]

- A 25. Now, I would like you to think about the repair or restoration service provided by FPL in instances where your company's electric service has been interrupted. Based on your company's experiences, or anything you may have read or heard, how would you rate [REDACTED] would you say ... (READ LIST EXCEPT FOR DON'T KNOW AND REFUSED)?

Excellent 1
 Very good 2
 Good 3
 Fair, or 4
 Poor 5
 DON'T KNOW 9
 REFUSED 8

SKIP TO Q.26-1

- B 26. Thinking about instances when your company [REDACTED] would you rate FPL in terms of ... (ATTRIBUTE)? ASK FOR EACH ATTRIBUTE. REPEAT SCALE AS NEEDED.

(ROTATE)

E VG G E P DK REF

C () a. [REDACTED] 1 2 3 4 5 9 8

D () b. [REDACTED] 1 2 3 4 5 9 8

E () c. [REDACTED] 1 2 3 4 5 9 8

F () d. [REDACTED] 1 2 3 4 5 9 8

26 N.3

3 8 3

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PROCESS AREAS

Now, I would like to ask you about some specific aspects of the services provided to your company by FPL. For many of the questions, we will be using a rating scale of "Excellent," "Very Good," "Good," "Fair," or "Poor." If you feel you can't judge FPL on a particular item, please say "I can't judge" or "I don't know."

PROCESS AREA: ELECTRIC POWER

- A 14. Based on your company's experiences or what you may have read or heard, how would you rate the [REDACTED] Would you say ... (READ LIST EXCEPT FOR DON'T KNOW AND REFUSED):

Excellent 1
Very Good 2
Good 3
Fair, or 4
Poor 5
DON'T KNOW 9
REFUSED 8

SKIP TO Q.16 <-----

- B 15. More specifically, how would you rate FPL in terms of ... (ATTRIBUTE)? ASK FOR EACH ATTRIBUTE. REPEAT SCALE AS NEEDED.

	(ROTATE)	E	VG	G	F	P	DK	REF
C () a.	[REDACTED]	1	2	3	4	5	9	8
D () b.	[REDACTED]	1	2	3	4	5	9	8
E () c.	[REDACTED] charges or	1	2	3	4	5	9	8

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PROCESS AREA: [REDACTED] C

(GENERAL SERVICE ONLY)

- A
23. Next, I'd like to ask you some questions about [REDACTED] ces, that would
[REDACTED] field, such as [REDACTED] and maintenance
[REDACTED] Based on your company, [REDACTED] what you may have
[REDACTED] could you say ... (READ LIST EXCEPT
FOR DON'T KNOW AND REFUSED)?

Excellent	1
Very good	2
Good	3
Fair, or	4
Poor.	5
DON'T KNOW	9
REFUSED	8

SKIP TO Q.25 <-----

(SMALL ONLY)

- D
- B
- My next set of questions concerns [REDACTED] company.
[REDACTED]
23. Based on [REDACTED] you rate
the [REDACTED] (READ LIST
EXCEPT FOR DON'T KNOW AND REFUSED)?

Excellent	1
Very good	2
Good	3
Fair, or	4
Poor.	5
DON'T KNOW	9
REFUSED	8

SKIP TO Q.25 <-----

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PROCESS AREA: [REDACTED] G

- A 25. Now, I would like you to think about [REDACTED] by FPL in [REDACTED] company's [REDACTED] overall quality [REDACTED] (READ LIST EXCEPT FOR DON'T KNOW AND REFUSED)?

Excellent 1
Very good 2
Good 3
Fair, or 4
Poor. 5
DON'T KNOW 9
REFUSED 8

SKIP TO Q.26-1 (SMALL)] <---
SKIP TO Q.27 (GENERAL)]

- B 26. Thinking about instances when your [REDACTED] how would you rate FPL in terms of ... (ATTRIBUTE)? ASK FOR EACH ATTRIBUTE. REPEAT SCALE AS NEEDED.

(ROTATE)

C ()a. [REDACTED]

E	VG	G	F	P	DK	REF
1	2	3	4	5	9	8

D ()b. [REDACTED]

1	2	3	4	5	9	8
---	---	---	---	---	---	---

E ()c. [REDACTED]

1	2	3	4	5	9	8
---	---	---	---	---	---	---

F ()d. [REDACTED]

1	2	3	4	5	9	8
---	---	---	---	---	---	---

MAJOR PROCESS AREAS

Now, I would like to ask you about some specific aspects of the services provided by FPL. For many of the questions, we will be using a rating scale of "Excellent", "Very Good", "Good", "Fair", or "Poor". Please base your answers on your own experiences as well as what you may have read or heard. If you feel you can't judge FPL on a particular item, please say "I can't judge" or "I don't know."

MAJOR PROCESS AREA: ELECTRIC POWER

- A 14. Based on your company's experiences or what you may have read or heard, how would you rate the [REDACTED] Would you say ... (READ LIST EXCEPT FOR DON'T KNOW AND REFUSED)?

Excellent 5
 Very Good 4
 Good 3
 Fair, or 2
 Poor 1
☐ DON'T KNOW Y
☒ REFUSED X

SKIP TO Q.16 <

- B 15. Specifically, how would you rate FPL in terms of ... (ATTRIBUTE)? ASK FOR EACH ATTRIBUTE. REPEAT SCALE AS NEEDED.

(ROTATE)

E VG G F P DON'T KNOW REFUSED

C () a. providing best power 5 4 3 2 1 Y X

D () b. [REDACTED] 5 4 3 2 1 Y X

E () c. providing [REDACTED] 5 4 3 2 1 Y X

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SMALL

MAJOR PROCESS AREA: [REDACTED]

13. Next, I'd like to ask you some questions about [REDACTED] that would be the people who work in the field, such as meter readers, tree trimmers and maintenance crews. Based on your company's experiences or what you may have read or heard, how would you rate [REDACTED] Would you say ... (READ LIST EXCEPT FOR DON'T KNOW AND REFUSED)?

Excellent 5
 Very good 4
 Good 3
 Fair, or 2
 Poor. 1
 DON'T KNOW Y
 REFUSED X

SKIP TO Q.25 <-----

24. More specifically, how would you rate [REDACTED] ATTRIBUTE)? ASK FOR EACH ATTRIBUTE. REPEAT SCALE AS NEEDED.

(ROTATE)

	E	VG	G	F	P	DON'T KNOW	REF
() a. [REDACTED]	5	4	3	2	1	Y	X
() b. [REDACTED]	5	4	3	2	1	Y	X
() c. [REDACTED]	5	4	3	2	1	Y	X
() d. [REDACTED]	5	4	3	2	1	Y	X
() e. [REDACTED]	5	4	3	2	1	Y	X

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() f. [REDACTED] 5 4 3 2 1 Y X

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MAJOR PROCESS AREA: [REDACTED]

- A 25. Now I would like you to think about the repair [REDACTED] in instances where your company's electric service has been interrupted. Based on your [REDACTED] the [REDACTED] LIST EXCEPT FOR DON'T KNOW AND REFUSED)?

Excellent 5
 Very good 4
 Good 3
 Fair, or 2
 Poor. 1
☐ DON'T KNOW Y
☐ REFUSED X

SKIP TO Q.27 <.....

- B 26. Thinking of [REDACTED] (ATTRIBUTE)? ASK FOR EACH ATTRIBUTE REPEAT SCALE AS NEEDED.

(ROTATE)		E	VG	G	F	P	DON'T KNOW	REFUSED
C	()a. [REDACTED]	5	4	3	2	1	Y	X
D	()b. [REDACTED]	5	4	3	2	1	Y	X
E	()c. [REDACTED]	5	4	3	2	1	Y	X
F	()d. [REDACTED]	5	4	3	2	1	Y	X

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PROCESS AREAS

Now, I would like to ask you about some specific aspects of the services provided to your organization by FPL. For many of the questions, we will be using a rating scale of "Excellent," "Very Good," "Good," "Fair," or "Poor."

PROCESS AREA: Electric Power

14. The first area is electric power. How would you rate the [REDACTED] [REDACTED] could you say ... (READ LIST EXCEPT FOR DON'T KNOW AND REFUSED)?

Excellent	1
Very Good	2
Good	3
Fair, or	4
Poor	5
DON'T KNOW	9
REFUSED	8

- 14a-1. To what extent [REDACTED] [REDACTED] (READ LIST EXCEPT FOR DON'T KNOW AND REFUSED)?

Strongly Agree	1
Agree	2
Neither Agree nor Disagree	3
Disagree	4
Strongly Disagree	5
DON'T KNOW	9
REFUSED	8

14a.

ROTATE ORDER-DO NOT ROTATE ONE, TWO, THREE, FOUR

1. [REDACTED] items (INSERT FOUR ITEMS IN THE SAME ORDER) would be your top priority relative to the needs at this location? READ LIST BELOW. RECORD A "1" FOR TOP PRIORITY.

2. Of the remaining three items (INSERT ITEMS), which would be your second priority? READ REMAINING THREE CHOICES. RECORD A "2" FOR SECOND PRIORITY.

3. Of the remaining two items (INSERT ITEMS), which would be your third priority? READ REMAINING TWO CHOICES. RECORD A "3" FOR THIRD PRIORITY.

4. FOURTH PRIORITY BY DEFAULT. RECORD A "4"

DO NOT ACCEPT "NO PREFERENCE" OR "ALL ARE THE SAME" CLARIFY WITH: If you had to make a choice in terms of allocation of FPL resources, which would it be?

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] outage
[REDACTED]

15. Still [REDACTED]
 (ATTRIBUTE)? (ASK FOR EACH ATTRIBUTE. REPEAT SCALE AS NEEDED)
 (ROTATE)

ATTRIBUTES

E V G E P D REF
 G K

()a. [REDACTED] 1 2 3 4 5 9 8

15a-2 IF FIRST [REDACTED] D IN IF SECOND
 TIME, CAN READ ONLY IF NECESSARY OR AS CLARIFIER:

Regardless of whether or not [REDACTED] ced at

DON'T KNOW..... 9
 REFUSED..... 8

15a-3 [REDACTED]

DON'T KNOW..... 9
 REFUSED..... 8

A ()b. [REDACTED] 1 2 3 4 5 9 8

B 15b-2 IF FIRST TIME [REDACTED] IS, READ FULL LEAD IN IF SECOND TIME, CAN READ ONLY IF NECESSARY OR AS CLARIFIER

Regardless of [REDACTED] always that you believe [REDACTED] su [REDACTED] How [REDACTED] your period?

DON'T KNOW	9
REFUSED	8

C 15b-3 [REDACTED] b [REDACTED]

DON'T KNOW	9
REFUSED	8

D ()c. [REDACTED] 1 2 3 4 5 9 8

E ()d. [REDACTED] 1 2 3 4 5 9 8

A 23. Think [REDACTED] electric service has been [REDACTED] FOR EACH
 ATTRIBUTE. REPEAT SCALE AS NEEDED)
 (ROTATE)

ATTRIBUTES

E VG G E P DK REF

B () a. [REDACTED] 1 2 3 4 5 9 8

C () b. [REDACTED] 1 2 3 4 5 9 8

D () c. [REDACTED] 1 2 3 4 5 9 8

E 23e-1 [REDACTED] er

SECONDS _____
 MINUTES _____
 HOURS _____
 DAYS _____
 DON'T KNOW 9
 REFUSED 8

F 23e-2 [REDACTED]

SECONDS _____
 MINUTES _____
 HOURS _____
 DAYS _____
 DON'T KNOW 9
 REFUSED 8

G () f. [REDACTED] ur
 [REDACTED] 1 2 3 4 5 9 8

PROCESS AREA: [REDACTED]

A 20 [REDACTED] think about the [REDACTED] FBI order
[REDACTED]

B 20a [REDACTED] ?
Would you say... (RENE- DID EXCEPT FOR DONT KNOW AND REFUSED)

Excellent	1
Very Good	2
Good	3
Fair, or	4
Poor	5
DONT KNOW	9
REFUSED	8

PROCESS AREAS

Now, I would like to ask you about some specific aspects [REDACTED]

[REDACTED] For many of the questions, we will be using a rating scale of "Excellent," "Very Good," "Good," "Fair," or "Poor". Areas we will briefly cover are:

[REDACTED] energy conservation, and communications.

PROCESS AREA: Electric Power

14. The first area is electric power. How would you rate the [REDACTED] by FPL? Would you say [REDACTED] (READ LIST EXCEPT FOR DON'T KNOW AND REFUSED)?

Excellent	1
Very Good	2
Good	3
Fair, or	4
Poor	5
DON'T KNOW	9
REFUSED	8

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A 14a

[REDACTED] going to read you four items

B ROTATE ORDER-DO NOT ROTATE ONE, TWO, THREE, FOUR

One, reducing [REDACTED]

Two, reducing [REDACTED]

up to several hours or possibly even longer, in some cases.

Four, impacting the quality of power provided, in terms of assuring the right

1. Which of these four items (INSERT FOUR ITEMS IN THE SAME ORDER) would be your top priority relative to the needs at this location? READ LIST BELOW. RECORD A "1" FOR TOP PRIORITY

2. Of the remaining three items (INSERT ITEMS), which would be your second priority? READ REMAINING THREE CHOICES RECORD A "2" FOR SECOND PRIORITY.

3. Of the remaining two items (INSERT ITEMS), which would be your third priority? READ REMAINING TWO CHOICES RECORD A "3" FOR THIRD PRIORITY.

4. FOURTH PRIORITY BY DEFAULT RECORD A "4"

DO NOT ACCEPT "NO PREFERENCE" OR "ALL ARE THE SAME" CLARIFY WITH: If you had to make a choice in terms of allocation of FPL resources, which would it be?

C
D
E
F
[REDACTED]

- 14b. Now imagine you have 100 points to divide between these same four items (INSERT FOUR ITEMS IN THE SAME ORDER AS RANKED BY RESPONDENT) How would you divide these 100 points among these four items relative to the needs at this location? (READ FIRST RANKED ITEM, ASK FOR POINT ALLOCATION. READ SECOND RANKED ITEM, ASK FOR POINT ALLOCATION, ETC. TO END.) (IF NECESSARY, TELL RESPONDENT HOW MANY POINTS HE/SHE HAS LEFT. MAKE SURE THAT RESPONDENT UNDERSTANDS TASK, I.E., DOES NOT GIVE MORE POINTS TO 4TH RANKED THAN TO 3RD RANKED CRITERIA, ETC.)

[PROGRAMMING NOTE: AS GO THROUGH ITEMS, 2ND ITEM CAN ONLY BE EQUAL TO OR LESS THAN 1ST ITEM; 3RD ITEM EQUAL TO OR LESS THAN 2ND ITEM; 4TH ITEM EQUAL TO OR LESS THAN 3RD ITEM.]

TOTAL SHOULD EQUAL 100 POINTS

A	[REDACTED]	9
B	[REDACTED]	8
C	[REDACTED]	
D	[REDACTED]	

A 15. [REDACTED] (ROTATE) [REDACTED] (DED)

ATTRIBUTES

E VG G F P DK REF

B ()a. [REDACTED] 1 2 3 4 5 9 8

ASK Q. 15a-1 OF CUSTOMERS WHO RATED 15a "FAIR" OR "POOR"

C 15a-1 Why do you say that? (PROBE ONCE AND CLARIFY)

D 15a-2 [REDACTED] been
such as cost, [REDACTED] process, etc.

[REDACTED]
[REDACTED]

DON'T KNOW..... 9
REFUSED..... 8

E 15a-3 Over a one year period, [REDACTED] be

DON'T KNOW..... 9
REFUSED..... 8

A

()b.

[REDACTED]

1 2 3 4 5 9 8

4	5
---	---

ASK Q. 15b-1 OF CUSTOMERS WHO RATED 15b "FAIR" OR "POOR"

B

15b-1 Why do you say that? (PROBE ONCE AND CLARIFY)

C

15b-2 Regardless of whether [REDACTED]
 e [REDACTED] at [REDACTED]
 [REDACTED] operations process flow etc...
 [REDACTED] of just a second to [REDACTED]
 [REDACTED] for a one year

L

DON'T KNOW..... 9
 REFUSED..... 8

D

15b-3 Over [REDACTED] however [REDACTED]

DON'T KNOW..... 9
 REFUSED..... 8

()c

[REDACTED]

1 2 3 4 5 9 8

ASK Q. 15c-1 OF CUSTOMERS WHO RATED 15c "FAIR" OR "POOR"

15c-1

[REDACTED] (VERIFY)

()d

[REDACTED]

1 2 3 4 5 9 8

ASK Q. 15d-1 OF CUSTOMERS WHO RATED 15d "FAIR" OR "POOR"

15d-

[REDACTED] (VERIFY)

PROCESS AREA: System Maintenance E

A 20. My next service call was [REDACTED] PL in
or [REDACTED] ng that
would affect your company.

B 20a. How would [REDACTED] by FPL?
Would you say . . . (READ LIST EXCEPT FOR DON'T KNOW AND REFUSED)?

Excellent	1
Very Good	2
Good	3
Fair, or	4
Poor	5
DON'T KNOW	9
REFUSED	8

PROCESS AREA: Service Restoration F

C 22. [REDACTED]

D 22a. How [REDACTED]
Would you say . . . (READ LIST EXCEPT FOR DON'T KNOW AND REFUSED)?

Excellent	1
Very Good	2
Good	3
Fair, or	4
Poor	5
DON'T KNOW	9
REFUSED	8

A 23. Thinking about instances when your [REDACTED] in [REDACTED] terms of (ATTRIBUTE)? (ASK FOR EACH ATTRIBUTE. REPEAT SCALE AS NEEDED)

(ROTATE)

	ATTRIBUTES	E	VG	G	F	P	DK	REF
B	() a [REDACTED]	1	2	3	4	5	9	8
a	() b [REDACTED]	1	2	3	4	5	9	8
D	() e [REDACTED]	1	2	3	4	5	9	8

E 23e- [REDACTED] you to

CONF [REDACTED]

SECONDS _____

MINUTES _____

HOURS _____

DON'T KNOW..... 9

REFUSED..... 8

F 23e-2 [REDACTED] to

MINUTES _____

HOURS _____

DON'T KNOW..... 9

REFUSED..... 8

G	() f [REDACTED]	1	2	3	4	5	9	8
---	------------------	---	---	---	---	---	---	---

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8 98

PROCESS AREAS

Now, I would like to ask you about some specific aspects of the services provided to your company by FPL. For many of the questions, we will be using a rating scale of "Excellent," "Very Good," "Good," "Fair," or "Poor." If you feel you can't judge FPL on a particular item, please say "I can't judge" or "I don't know."

PROCESS AREA: Electric Power

- A 14. Based on your company's experiences or what you may have read or heard, how would you rate the [REDACTED] provided by FPL? Would you say . . . (READ LIST EXCEPT FOR DON'T KNOW AND REFUSED)?

Excellent 1
 Very Good 2
 Good 3
 Fair, or 4
 Poor 5
 SKIP TO Q.16 <----- DON'T KNOW 9
 SKIP TO Q.16 <----- REFUSED 8

- B 15. [REDACTED] would you [REDACTED] (ASK FOR EACH ATTRIBUTE. REPEAT SCALE AS NEEDED.)

(ROTATE)

ATTRIBUTES

		E	VG	G	F	P	DK	REF
C	() a. P [REDACTED] With [REDACTED]	1	2	3	4	5	9	8
D	() b. [REDACTED] [REDACTED]	1	2	3	4	5	9	8
E	() c. [REDACTED] or dips	1	2	3	4	5	9	8
F	() d. P [REDACTED] [REDACTED]	1	2	3	4	5	9	8

PROCESS AREA: S [REDACTED] J

A 20. [REDACTED] problems from occurring
th [REDACTED]

B 20a. Ba [REDACTED] heard.
[REDACTED] rmed by
[REDACTED] Would you say . . . (READ LIST EXCEPT FOR DON'T KNOW AND
REFUSED)?

Excellent 1
Very Good 2
Good 3
Fair, or 4
Poor 5

SKIP TO Q.22 <---- DON'T KNOW 9
SKIP TO Q.22 <---- REFUSED 8

C 21. Th [REDACTED] would you rate FPL on . . .
(ATTRIBUTE) (ASK FOR EACH ATTRIBUTE. REPEAT SCALE AS NEEDED.)

ATTRIBUTES

E VG G F P DK REF

D () c. [REDACTED]
[REDACTED]
[REDACTED]
1 2 3 4 5 9 8

E () d. [REDACTED]
[REDACTED]
[REDACTED]
1 2 3 4 5 9 8

F () e. [REDACTED]
[REDACTED]
[REDACTED]
1 2 3 4 5 9 8

G () f. [REDACTED]
[REDACTED]
[REDACTED]
1 2 3 4 5 9 8

H () g. [REDACTED] work
eff [REDACTED]
1 2 3 4 5 9 8

I () h. [REDACTED] meet
[REDACTED]
1 2 3 4 5 9 8

PROCESS AREA: [REDACTED] I

A 22. N [REDACTED] provided
by [REDACTED] where your company [REDACTED]

B 22a. B [REDACTED] d.
h [REDACTED] 2?
Would you say . . . (READ LIST EXCEPT FOR DON'T KNOW AND REFUSED)?

Excellent 1
Very Good 2
Good 3
Fair, or 4
Poor 5
SKIP TO Q.24 <---- DON'T KNOW 9
SKIP TO Q.24 <---- REFUSED 8

C 23. This [REDACTED] [REDACTED]
[REDACTED] would you rate FPL in terms of . . .
(ATTRIBUTE)? (ASK FOR EACH ATTRIBUTE. REPEAT SCALE AS NEEDED.)

ATTRIBUTES

		E	VG	G	E	P	DK	REF
D	() a. [REDACTED]	1	2	3	4	5	9	8
E	() b. [REDACTED] ur	1	2	3	4	5	9	8
	sc [REDACTED]							
F	() e. [REDACTED]	1	2	3	4	5	9	8
G	() f. A [REDACTED] it [REDACTED]	1	2	3	4	5	9	8
H	() g. H [REDACTED] ment	1	2	3	4	5	9	8

MAJOR PROCESS AREAS

Now, I would like to ask you about some specific aspects of the services provided to your company by FPL. For many of the questions, we will be using a rating scale of "Excellent," "Very Good," "Good," "Fair," or "Poor." If you feel you can't judge FPL on a particular item, please say "I can't judge" or "I don't know."

MAJOR PROCESS AREA: Electric Power

14. Based on your company's experiences or what you may have read or heard, how would you rate the [REDACTED] by FPL? Would you say . . . (READ LIST EXCEPT FOR DON'T KNOW AND REFUSED)?

Excellent	1
Very Good	2
Good	3
Fair	4
or, Poor	5
SKIP TO Q.16 <---- DON'T KNOW	9
SKIP TO Q.16 <---- REFUSED	8

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15. Now, thinking of [REDACTED]
[REDACTED]... (ATTRIBUTE)? (ASK FOR EACH ATTRIBUTE. REPEAT
SCALE AS NEEDED.)

(ROTATE)

ATTRIBUTES

E VG G F P DK REF

() a.  1 2 3 4 5 9 8

() b.  1 2 3 4 5 9 8

() c.  1 2 3 4 5 9 8

() d. P [REDACTED] 1 2 3 4 5 9 8

MAJOR PROCESS AREA: [REDACTED]

A 22. [REDACTED]

B 22a. Based on [REDACTED] experiences, how would you rate the [REDACTED] restoration service? Would you say . . . (READ LIST EXCEPT FOR DON'T KNOW AND REFUSED)?

Excellent	1
Very Good	2
Good	3
Fair	4
or, Poor	5
SKIP TO Q.24 <--- DON'T KNOW	9
SKIP TO Q.24 <--- REFUSED	8

C 23. The [REDACTED] (ATTRIBUTE)? (ASK FOR EACH ATTRIBUTE. REPEAT SCALE AS NEEDED.)

ATTRIBUTES

		<u>E</u>	<u>VG</u>	<u>G</u>	<u>F</u>	<u>P</u>	<u>DK</u>	<u>REF</u>
D	() a. [REDACTED]	1	2	3	4	5	9	8
E	() b. [REDACTED]	1	2	3	4	5	9	8
F	() e. [REDACTED]	1	2	3	4	5	9	8
G	() f. [REDACTED]	1	2	3	4	5	9	8
H	() g. [REDACTED]	1	2	3	4	5	9	8

MAJOR PROCESS AREAS

Now I would like to ask you about some specific aspects of the services provided to your company by FPL. For many of the questions, we will be using a rating scale of "Excellent," "Very Good," "Good," "Fair," or "Poor." If you feel you can't judge FPL on a particular item, please say "I can't judge" or "I don't know."

MAJOR PROCESS AREA: Electric Power

- A 14. Based on your company's experiences or what you may have read or heard, how would you rate the [REDACTED] by FPL? Would you say . . . (READ LIST EXCEPT FOR DON'T KNOW AND REFUSED)?

Excellent	5
Very good	4
Good	3
Fair	2
or, Poor	1
SKIP TO Q.16 <--- DON'T KNOW	Y
SKIP TO Q.16 <--- REFUSED	X

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- A 15. Now, thinking about specific areas ~~redacted~~ could you rate FPL in terms of . . . (ATTRIBUTE)? (ASK FOR EACH ATTRIBUTE. REPEAT SCALE AS NEEDED.)

(ROTATE)

ATTRIBUTES

		E	VG	G	F	P	DK	REF
B	() a. redacted at	5	4	3	2	1	Y	X
C	() b. redacted power	5	4	3	2	1	Y	X
D	() c. redacted	5	4	3	2	1	Y	X
E	() d. redacted machinery	5	4	3	2	1	Y	X

26 0.5

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MAJOR PROCESS AREA: S [REDACTED] 1

A 20. My perception of [REDACTED] formed by FPL in
of [REDACTED] problems now occurring.

B 20a. Based on your company's experiences or what you may have read or heard, how
v [REDACTED]
Would you say . . . (READ LIST EXCEPT FOR DON'T KNOW AND REFUSED)?

Excellent 5
Very good 4
Good 3
Fair 2
or, Poor 1
SKIP TO Q.22 <---- DON'T KNOW Y
SKIP TO Q.22 <---- REFUSED X

C 21. [REDACTED] would you rate FPL on
(ATTRIBUTE). (ROR FOR EACH ATTRIBUTE, REPEAT SCALE AS NEEDED.)

ATTRIBUTES

E VG G F P DK REF

D () c. [REDACTED] 5 4 3 2 1 Y X

E () d. [REDACTED] 5 4 3 2 1 Y X

F () e. [REDACTED] 5 4 3 2 1 Y X

G () f. [REDACTED] 5 4 3 2 1 Y X

H () g. [REDACTED] 5 4 3 2 1 Y X

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MAJOR PROCESS AREA: [REDACTED] 11

A 22. Now I would like you to think about [REDACTED] provided by FPL in instances where your company's electric service has been interrupted.

B 22a. Based on your [REDACTED] experience, how would you say... (READ LIST EXCEPT FOR DON'T KNOW AND REFUSED)?

Excellent	5
Very good	4
Good	3
Fair	2
or, Poor	1
SKIP TO Q.24 <--- DON'T KNOW	Y
SKIP TO Q.24 <--- REFUSED	X

C 23. Thinking about your experiences in instances where [REDACTED] S [REDACTED] you rate FPL in terms of... (ATTRIBUTE)? (ASK FOR EACH ATTRIBUTE. REPEAT SCALE AS NEEDED.)

ATTRIBUTES

		<u>E</u>	<u>VG</u>	<u>G</u>	<u>F</u>	<u>P</u>	<u>DK</u>	<u>REF</u>
D	() a. [REDACTED]	5	4	3	2	1	Y	X
E	() b. [REDACTED]	5	4	3	2	1	Y	X
F	() e. [REDACTED]	5	4	3	2	1	Y	X
G	() f. A [REDACTED]	5	4	3	2	1	Y	X

26 0.5
4 94

PROCESS AREAS

Now, I would like to ask you about some specific aspects of the services provided to your organization by FPL. For many of the questions, we will be using a rating scale of "Excellent," "Very Good," "Good," "Fair," or "Poor." Areas we will briefly cover are: electric power, service restoration billing, customer service, preventative maintenance, design/construction, energy conservation and communications.

PROCESS AREA: ELECTRIC POWER

15. The first area is electric power. How would you rate the [REDACTED] [REDACTED] Would you say ... (READ LIST EXCEPT FOR DON'T KNOW AND REFUSED)?

Excellent	1
Very Good	2
Good	3
Fair, or	4
Poor	5
DON'T KNOW	8
REFUSED	9

- 5a-1 To what extent do you agree that the reliability of [REDACTED] [REDACTED] would you say... (READ LIST EXCEPT FOR DON'T KNOW AND REFUSED)?

Strongly Agree	1
Agree	2
Neither Agree nor Disagree	3
Disagree	4
Strongly Disagree	5
DON'T KNOW	8
REFUSED	9

- A 6. Still thinking about electric power, how would you rate FPL in terms of ... (ATTRIBUTE)?
(ASK FOR EACH ATTRIBUTE. REPEAT SCALE AS NEEDED)

(ROTATE)

E VG G F P DON'T KNOW REFUSED

B ()a. 1 2 3 4 5 8 9

C 16a-1 IF FIRST TIME TOLERANCE APPEARS, READ FULL LEAD IN. IF SECOND TIME, CAN READ ONLY IF NECESSARY OR AS CLARIFIER.
Regardless of whether or not the

DON'T KNOW.....8
REFUSED.....9

D 16a-2 Overor
DON'T KNOW.....8
REFUSED.....9

E ()b. 1 2 3 4 5 8 9

A

16b-1 IF FIRST TIME TOLERANCE APPEARS, READ FULL LEAD IN. IF SECOND TIME, CAN READ ONLY IF NECESSARY OR AS CLARIFIER.

Regardless of whether or not [REDACTED] experienced at this location, and taking into account all ways that you believe your organization could be [REDACTED] manpower, operations, process flow, etc...

How many [REDACTED] consider to [REDACTED] year period?

DON'T KNOW 8

REFUSED 9

B

16b-2 Over [REDACTED] how many [REDACTED] be [REDACTED]

DON'T KNOW 8

REFUSED 9

C

()c. [REDACTED] 1 2 3 4 5 8 9

D

()d. [REDACTED] 1 2 3 4 5 8 9

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477

PROCESS AREA: SERVICE RESTORATION

23. Now, I would like you to think about the repair or restoration service provided by FPL in instances where your organization's electric service has been interrupted. How would you rate the [REDACTED] would you say ... (READ LIST EXCEPT FOR DON'T KNOW AND REFUSED)?

Excellent	1
Very Good	2
Good	3
Fair, or	4
Poor	5
DON'T KNOW	8
REFUSED	9

24. Thinking about instances when your organization's electric service has been interrupted, how would you rate FPL in terms of ... (ATTRIBUTE)? (ASK FOR EACH ATTRIBUTE REPEAT SCALE AS NEEDED.)

(ROTATE)

<u>E</u>	<u>VG</u>	<u>G</u>	<u>F</u>	<u>P</u>	<u>DK</u>	<u>REFUSED</u>
----------	-----------	----------	----------	----------	-----------	----------------

- | | | | | | | | | |
|------------------|---|---|---|---|---|---|---|---|
| ()a. [REDACTED] | 1 | 1 | 2 | 3 | 4 | 5 | 8 | 9 |
| ()b. [REDACTED] | 1 | 2 | 3 | 4 | 5 | 8 | 9 | |
| ()d. [REDACTED] | 1 | 2 | 3 | 4 | 5 | 8 | 9 | |

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 5087

A

24d-1 In terms of duration, how long would a single power outage be for you to consider

[REDACTED]

SECONDS _____
 MINUTES _____
 HOURS _____
 DAYS _____
 DON'T KNOW 8
 REFUSED 9

B

24d-2 A
 co

[REDACTED]

SECONDS _____
 MINUTES _____
 HOURS _____
 DAYS _____
 DON'T KNOW 8
 REFUSED 9

C

()e.

[REDACTED]
 you [REDACTED]

1 2 3 4 5 8 9

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 697

C PROCESS AREA: S [REDACTED]


B Next I'd like to ask you to think about [REDACTED]

[REDACTED] affect your organization.

A 21. How [REDACTED] would you say ... (READ LIST EXCEPT FOR DON'T KNOW AND REFUSED)?

Excellent	1
Very Good	2
Good	3
Fair, or	4
Poor	5
DON'T KNOW	8
REFUSED	9

PROCESS AREAS

Now, I would like to ask you about some specific aspects of the services provided to your company by FPL. For many of the questions, we will be using a rating scale of "Excellent," "Very Good," "Good," "Fair," or "Poor." 

P
CPROCESS AREA: ELECTRIC POWER

15. The first area is electric power.  (READ LIST EXCEPT FOR DON'T KNOW AND REFUSED)

SKIP TO Q. 16<-----	- Excellent	1
	- Very Good	2
	- Good	3
	- Fair, or	4
	- Poor	5
	- DON'T KNOW	8
SKIP TO Q. 17<-----	- REFUSED	9

15a.



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Attachment P.2

16. More specifically, how would you rate FPL in terms of (ATTRIBUTE)? (ASK FOR EACH ATTRIBUTE REPEAT SCALE AS NEEDED)

(ROTATE)		<u>E</u>	<u>VG</u>	<u>G</u>	<u>F</u>	<u>P</u>	<u>DON'T</u> <u>KNOW</u>	<u>REFUSED</u>
B	()a. [REDACTED] or [REDACTED] P [REDACTED]	1	2	3	4	5	8	9
C	()b. [REDACTED] without [REDACTED] [REDACTED] not [REDACTED] [REDACTED] te [REDACTED]	1	2	3	4	5	8	9
D	()c. [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]	1	2	3	4	5	8	9
E	()d. P [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]	1	2	3	4	5	8	9

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PROCESS AREA: S [REDACTED] B

My next set of questions concern the [REDACTED] and [REDACTED]
 sy [REDACTED] problems from occurring that would affect your company

A 21 How would you rate the overall quality of maintenance services performed by FPL? Would you say (READ LIST EXCEPT FOR DON'T KNOW AND REFUSED)?

Excellent	1
Very Good	2
Good	3
Fair, or	4
Poor	5
DON'T KNOW	8
REFUSED	9

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PROCESS AREA: SERVICE RESTORATION *6*

- A* 23 Now, I would like you to think about the [REDACTED] FPL in instances where your company's electric service has been [REDACTED] How would you rate [REDACTED] Would you say (READ LIST EXCEPT FOR DON'T KNOW AND REFUSED)?

Excellent	1
Very Good	2
Good	3
Fair, or	4
Poor	5
DON'T KNOW	8
REFUSED	9

SKIP TO Q.24-1<-----

- B* 24 Thinking about instances when your company [REDACTED] would you rate FPL in terms of ... (ATTRIBUTE)? (ASK FOR EACH ATTRIBUTE REPEAT SCALE AS NEEDED.)

(ROTATE)	E	VG	G	F	P	DO NOT KNOW	REFUSED
<i>C</i> ()a. [REDACTED]	1	2	3	4	5	8	9
<i>D</i> ()b. [REDACTED]	1	2	3	4	5	8	9
<i>E</i> ()d. [REDACTED]	1	2	3	4	5	8	9
<i>F</i> ()e. [REDACTED]	1	2	3	4	5	8	9

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PROCESS AREAS

Now, I would like to ask you about some specific aspects of the services provided to your company by FPL. For many of the questions, we will be using a rating scale of "Excellent," "Very Good," "Good," "Fair," or "Poor." If you feel you can't judge FPL on a particular item, please say "I can't judge" or "I don't know."

PROCESS AREA: ELECTRIC POWER

15. Based on your company's experiences or what you may have read or heard, how would you rate the [REDACTED] should you say ... (READ LIST EXCEPT FOR DON'T KNOW AND REFUSED)?

Excellent	1
Very Good	2
Good	3
Fair, or	4
Poor	5
DON'T KNOW	8
REFUSED	9

SKIP TO Q.17 <-----

16. More specifically, how would you rate FPL in terms of ... (ATTRIBUTE)? (ASK FOR EACH ATTRIBUTE. REPEAT SCALE AS NEEDED.)

(ROTATE)

	E	VG	G	F	P	DON'T KNOW	REFUSED
()a. [REDACTED] without	1	2	3	4	5	8	9
()b. [REDACTED]	1	2	3	4	5	8	9
()c. p [REDACTED] er	1	2	3	4	5	8	9
()d. [REDACTED]	1	2	3	4	5	8	9

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PROCESS AREA: S [REDACTED] H

ly next set of questions concern the [REDACTED]

sy [REDACTED] occurring that would affect your company.

- A 21. Based on your company's experiences or what you may have read or heard, how would you rate the [REDACTED] Would you say (READ LIST EXCEPT FOR DON'T KNOW AND REFUSED)?

Excellent	1
Very Good	2
Good	3
Fair, or	4
Poor	5
DON'T KNOW	8
REFUSED	9

SKIP TO Q.23 <-----

- 3 22. Thinking about maintenance services, how would you rate FPL in terms of (ATTRIBUTE)? (ASK FOR EACH ATTRIBUTE. REPEAT SCALE AS NEEDED.)

(ROTATE)

E VG G E P DON'T KNOW REF

()a. [REDACTED] 1 2 3 4 5 8 9

D ()b. [REDACTED] 1 2 3 4 5 8 9

E ()d. [REDACTED] 1 2 3 4 5 8 9

F ()e. [REDACTED] 1 2 3 4 5 8 9

G ()f. [REDACTED] 1 2 3 4 5 8 9

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PROCESS AREA: SERVICE RESTORATION

13. Now, I would like you to think about [REDACTED] PL in [REDACTED] based on your [REDACTED] the [REDACTED] would you say ... (READ LIST EXCEPT FOR DON'T KNOW AND REFUSED)?

Excellent 1
Very Good 2
Good 3
Fair, or 4
Poor 5
DON'T KNOW 8
REFUSED 9

SKIP TO Q.24-1 <-----

24. Thinking about instances when your [REDACTED] would you rate FPL in terms of ... (ATTRIBUTE)? (ASK FOR EACH ATTRIBUTE. REPEAT SCALE AS NEEDED.)

(ROTATE)

	E	VG	G	F	P	DON'T KNOW	REFUSED
(a) [REDACTED]	1	2	3	4	5	8	9
(b) [REDACTED]	1	2	3	4	5	8	9
(c) [REDACTED]	1	2	3	4	5	8	9
(d) [REDACTED]	1	2	3	4	5	8	9
(e) [REDACTED]	1	2	3	4	5	8	9

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PROCESS AREAS

Now, I would like to ask you about some specific aspects of the services provided to your company by FPL. For many of the questions, we will be using a rating scale of "Excellent," "Very Good," "Good," "Fair," or "Poor." If you feel you can't judge FPL on a particular item, please say "I can't judge" or "I don't know."

PROCESS AREA: ELECTRIC POWER

15.

LIST EXCEPT FOR DON'T KNOW AND REFUSED)?

Excellent	1
Very Good	2
Good	3
Fair, or	4
Poor	5
DON'T KNOW	9
REFUSED	8

SKIP TO Q.17 <-----

16.

ATTRIBUTE)? (ASK FOR EACH ATTRIBUTE. REPEAT SCALE AS NEEDED.)

(ROTATE)

E	VG	G	F	P	DON'T KNOW	REFUSED
---	----	---	---	---	------------	---------

()a. 1 2 3 4 5 9 8

()b. 1 2 3 4 5 9 8

()c. 1 2 3 4 5 9 8

()d. 1 2 3 4 5 9 8

PROCESS AREA: [REDACTED] A

B M [REDACTED]
S [REDACTED] and prevent [REDACTED] occurring that would affect your company.

C 21. Based on your company's experiences or what you [REDACTED] how would you rate the [REDACTED] would you say ... (READ LIST EXCEPT FOR DON'T KNOW AND REFUSED)?

- Excellent 1
- Very Good 2
- Good 3
- Fair, or 4
- Poor. 5
- DON'T KNOW 9
- REFUSED 8

SKIP TO Q.23 <-----

22. Thinking about [REDACTED] of ... (ATTRIBUTE)? (ASK FOR EACH ATTRIBUTE. REPEAT SCALE AS NEEDED.)

(ROTATE)	E	VG	G	F	P	DON'T KNOW	REF
() a. [REDACTED] [REDACTED] ye [REDACTED]	1	2	3	4	5	9	8
() b. [REDACTED] w [REDACTED] [REDACTED]	1	2	3	4	5	9	8
() d. [REDACTED] [REDACTED]	1	2	3	4	5	9	8
() e. [REDACTED] [REDACTED]	1	2	3	4	5	9	8
() f. [REDACTED] P [REDACTED]	1	2	3	4	5	9	8

MAJOR PROCESS AREAS

Now, I would like to ask you about some specific aspects of the services provided by FPL. For many of the questions, we will be using a rating scale of "Excellent", "Very Good", "Good", "Fair", or "Poor". Please base your answers on your own experiences as well as what you may have read or heard. If you feel you can't judge FPL on a particular item, please say "I can't judge" or "I don't know."

MAJOR PROCESS AREA: ELECTRIC POWER

14. B. [REDACTED] and how would you say ...
(READ LIST EXCEPT FOR DON'T KNOW AND REFUSED)?

Excellent	5
Very Good	4
Good	3
Fair, or	2
Poor	1
DON'T KNOW	Y
REFUSED	X

SKIP TO Q.16 <-----

15. [REDACTED] (ATTRIBUTE)? ASK FOR EACH ATTRIBUTE. REPEAT SCALE AS NEEDED.

(ROTATE)

E	VG	G	F	P	DON'T KNOW	REFUSED
---	----	---	---	---	------------	---------

() a. [REDACTED] 5 4 3 2 1 Y X

() b. [REDACTED] 5 4 3 2 1 Y X

() c. [REDACTED] 5 4 3 2 1 Y X

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MEJ

MAJOR PROCESS AREA

13. Next, I'd like to ask you some questions about

... (READ LIST EXCEPT FOR DON'T KNOW AND REFUSED)?

Excellent 5
 Very good 4
 Good 3
 Fair, or 2
 Poor. 1
 DON'T KNOW Y
 REFUSED X

SKIP TO Q.25 <-----

24. More specifically, how would you rate (ATTRIBUTE)?
 ASK FOR EACH ATTRIBUTE. REPEAT SCALE AS NEEDED.

(ROTATE)

	E	VG	G	F	P	DONT KNOW	REF
()a.	5	4	3	2	1	Y	X
()b.	5	4	3	2	1	Y	X
()c.	5	4	3	2	1	Y	X
()d.	5	4	3	2	1	Y	X
()e.	5	4	3	2	1	Y	X

MEDIUM CUSTOMERS ONLY

()f.

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MAJOR PROCESS AREA: S. [REDACTED] 6

- A 25. Now I would like [REDACTED] by FPL.
[REDACTED] on your
[REDACTED] y ... (READ LIST
EXCEPT FOR DON'T KNOW AND REFUSED)?

Excellent 5
Very good 4
Good 3
Fair, or 2
Poor. 1
DON'T KNOW Y
REFUSED X

SKIP TO Q.27 <-----

- B 26. Thinking about instances when [REDACTED]
would you rate FPL in terms of ... (ATTRIBUTE)? ASK ! OR EACH ATTRIBUTE.
REPEAT SCALE AS NEEDED.

(ROTATE)

		E	VG	G	F	P	DON'T KNOW	REFUSED
C	()a. [REDACTED]	5	4	3	2	1	Y	X
D	() [REDACTED]	5	4	3	2	1	Y	X
E	()c. [REDACTED]	5	4	3	2	1	Y	X
F	()d. [REDACTED]	5	4	3	2	1	Y	X

PROCESS AREAS

Now, I would like to ask you about some specific aspects of the services provided to your company by FPL. For many of the questions, we will be using a rating scale of "Excellent," "Very Good," "Good," "Fair," or "Poor." If you feel you can't judge FPL on a particular item, please say "I can't judge" or "I don't know."

PROCESS AREA: ELECTRIC POWER

- A 14. Based on your company's experiences or what you may have read or heard, how would you rate the [REDACTED]? Would you say ... (READ LIST EX [REDACTED] FOR DON'T KNOW AND REFUSED)?

Excellent 1
Very Good 2
Good 3
Fair, or 4
Poor 5
DON'T KNOW 9
REFUSED 8

SKIP TO Q.16 <-----

- B 15. Mo [REDACTED] ATTRIBUTE? ASK FOR EACH ATTRIBUTE. REPEAT SCALE AS NEEDED.

(ROTATE)

E VG G E P DK REF

C () a [REDACTED] 1 2 3 4 5 9 8

D () b [REDACTED] 1 2 3 4 5 9 8

E () c [REDACTED] 1 2 3 4 5 9 8

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C. PROCESS AREA: [REDACTED]

(GENERAL SERVICE ONLY)

A 23. Next, I'd like to ask you some questions about [REDACTED]

be the [REDACTED]

FOR DON'T KNOW AND REFUSED)?

Excellent 1
Very good 2
Good 3
Fair, or 4
Poor. 5
DON'T KNOW 9
REFUSED 8

SKIP TO Q.25 <-----

(SMALL ONLY)

D My next set of questions c [REDACTED]

curring that would affect your company.

B 23. Based on your company's experiences or what you may have read or heard, how would you rate the overall quality of maintenance services performed by FPL? Would you say ... (READ LIST EXCEPT FOR DON'T KNOW AND REFUSED)?

Excellent 1
Very good 2
Good 3
Fair, or 4
Poor. 5
DON'T KNOW 9
REFUSED 8

SKIP TO Q.25 <-----

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(GENERAL SERVICE ONLY)

24. M [REDACTED] (ATTRIBUTE)? ASK FOR EACH ATTRIBUTE. REPEAT SCALE AS NEEDED.

(ROTATE)		E	VG	G	E	P	DK	REF
B	()a. [REDACTED]	1	2	3	4	5	9	8
C	()b. [REDACTED]	1	2	3	4	5	9	8
D	()c. [REDACTED]	1	2	3	4	5	9	8
E	()d. [REDACTED]	1	2	3	4	5	9	8

(SMALL ONLY)

24. Thinking about maintenance services, how would you rate FPL's field service in terms of (ATTRIBUTE)? ASK FOR EACH ATTRIBUTE. REPEAT SCALE AS NEEDED.

(ROTATE)		E	VG	G	E	P	DK	REF
G	()a. [REDACTED]	1	2	3	4	5	9	8
H	()b. [REDACTED]	1	2	3	4	5	9	8
I	()c. [REDACTED]	1	2	3	4	5	9	8
J	()d. [REDACTED]	1	2	3	4	5	9	8

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PROCESS AREA: [REDACTED]

25. Now, I would like you [REDACTED] FPL in [REDACTED] company's [REDACTED] rate the overall quality of [REDACTED] Would you say ... (READ LIST EXCEPT FOR DON'T KNOW AND REFUSED):

Excellent 1
Very good 2
Good 3
Fair, or 4
Poor. 5
DON'T KNOW 9
REFUSED 8

SKIP TO Q.26-1 (SMALL)
SKIP TO Q.27 (GENERAL)

26. Thinking about instances when you [REDACTED], how would you rate FPL in terms of ... (ATTRIBUTE)? ASK FOR EACH ATTRIBUTE. REPEAT SCALE AS NEEDED.

(ROTATE)

()a.

E	VG	G	F	P	DK	REF
1	2	3	4	5	9	8

()b.

1	2	3	4	5	9	8
---	---	---	---	---	---	---

()c.

1	2	3	4	5	9	8
---	---	---	---	---	---	---

()d.

1	2	3	4	5	9	8
---	---	---	---	---	---	---

A 8 Again, assuming your company has alternatives, what would rely on [REDACTED] (READ LIST EXCEPT FOR DON'T KNOW AND REFUSED)?

- Extremely likely 1
- Very 2
- Somewhat 3
- Not very 4
- or, Not at all likely 5
- DON'T KNOW 9
- REFUSED 8

MAJOR PROCESS AREAS:

Now I would like to ask you about some specific aspects of the services provided to your company by (INSERT COMPANY NAME). For many of the questions, we will be using a rating scale of "Excellent," "Very Good," "Good," "Fair," or "Poor." If you feel you can't judge them on a particular item, please say "I can't judge" or "I don't know."

MAJOR PROCESS AREA: Electric Power

B 10. Based on your company's experience or what you may have read or heard, how would you rate the [REDACTED] provided by (INSERT COMPANY NAME)? Would you say [REDACTED] (READ LIST EXCEPT FOR DON'T KNOW AND REFUSED)?

- Excellent 1
- Very Good 2
- Good 3
- Fair 4
- or, Poor 5
- SKIP TO Q.12 <---DON'T KNOW 9
- SKIP TO Q.12 <---REFUSED 8

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Now, thin

ra [REDACTED] in terms of [REDACTED] (ATTRIBUTE) (NOW FOR EACH ATTRIBUTE. REPEAT SCALE AS NEEDED.)

() ROTATE ATTRIBUTES

E VG G F P DK REF

B

() a.

Pr [REDACTED]

1 2 3 4 5 9 8

t [REDACTED] (e)

C

() b.

Resist [REDACTED] power

1 2 3 4 5 9 8

that [REDACTED]

D

() c.

P [REDACTED]

1 2 3 4 5 9 8

E

() d.

P [REDACTED]

1 2 3 5 9 8

MAJOR PROCESS AREA: [REDACTED]

My next set of questions concern the [REDACTED] formed by (INSERT

[REDACTED] that would affect [REDACTED]

- A 16. Based on your company's experiences or what you may have read or heard, how would you rate the [REDACTED] by [REDACTED] Would you say [REDACTED] (READ LIST EXCEPT FOR DON'T KNOW AND REFUSED)?

Excellent	1
Very Good	2
Good	3
Fair	4
or, Poor	5
SKIP TO Q.18 <----DON'T KNOW	9
SKIP TO Q.18 <----REFUSED	8

- B 17. Thinking of [REDACTED] you rate (IN [REDACTED] ATTRIBUTE)? (ASK FOR EACH ATTRIBUTE. REPEAT SCALE AS NEEDED.)

() ROTATE ATTRIBUTES

E VG G F P DK REF

- C () a. [REDACTED] 1 2 3 4 5 9 8

- D () b. [REDACTED] 1 2 3 4 5 9 8

- E () c. [REDACTED] 1 2 3 4 5 9 8

- F () d. [REDACTED] 1 2 3 4 5 9 8

MAJOR PROCESS AREA: [REDACTED] F

- A 18. Now I would like you to [REDACTED] processes
where your company's [REDACTED]

Excellent [REDACTED] 1
Very Good [REDACTED] 2
Good [REDACTED] 3
Fair [REDACTED] 4
or, Poor [REDACTED] 5
SKIP TO Q.20 <----DON'T KNOW [REDACTED] 9
SKIP TO Q.20 <----REFUSED [REDACTED] 8

- B 19. Thinking about your [REDACTED] F
in terms of . . . (ATTRIBUTE)? (ASK FOR EACH ATTRIBUTE. REPEAT SCALE
AS NEEDED.)

() ROTATE ATTRIBUTES

		E	VG	G	F	P	DK	REF
C () a.	[REDACTED]	1	2	3	4	5	9	8
D () b.	[REDACTED]	1	2	3	4	5	9	8
E () c.	[REDACTED]	1	2	3	4	5	9	8
F () d.	[REDACTED]	1	2	3	4	5	9	8
G () e.	[REDACTED]	1	2	3	4	5	9	8

Distribution

Environmental Assessment

March 1997

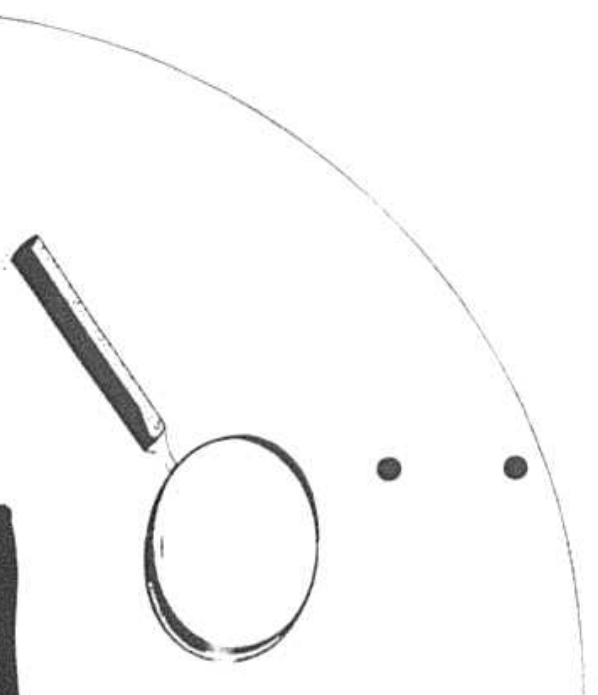






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Executive Summary - Summary of Findings

▪ Benchmarking

- Distribution O&M cost is among the top quartile of low cost utilities in the nation for both KWH and Customer. In Florida, Distribution ranks behind both TECO and FPC.
- Service Unavailability has risen steadily since '92 with a leveling off in '96 and remains in the second quartile of comparable utilities. Distribution focused on the restoration component to achieve indicator target, while customers rank priority of reliability component as: 1) Momentaries, 2) Major Interruptions, 3) Restoration and 4) Power Quality
- Distribution safety and employee staffing appear to be at or above average

▪ Customer Expectations

- The majority of service quality survey results continue a downward satisfaction trend since 1994. Walker Surveys states that while FPL's reliability may not have deteriorated in the past year, the significant changes in customers' accepted tolerance ranges indicates customers have raised their expectations.
- Per the national benchmark for large CI customers, FPL is in a poor comparative position on reliability to other regional utilities
- M1 customers have higher satisfaction levels, reflecting RPI improvement efforts

▪ Regulatory Structure

- Distribution is expected to maintain responsibility for asset planning and operation of the network
- Competitively bid construction, maintenance and other service work activities
- Traditional cost-of-service regulation is expected to be replaced with performance based ratemaking

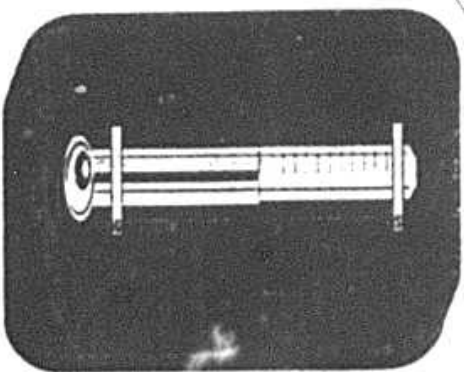


Executive Summary -Recommendations

- **Strong Customer Orientation**
 - Renew emphasis on customer satisfaction, establishing customer service expectations for the work force. Initiate strategy, utilizing surveys, to reverse customer perceptions.
- **Cost Effective Operations**
 - Evaluate current reliability strategies affecting customer satisfaction while maintaining competitive cost position
 - Evaluate work processes to improve productivity/efficiency
- **Speed, Simplicity and Flexibility**
 - Position organization for future re-regulation, preparing for performance based ratemaking and markets with new products and services
 - Utilize diverse group of departments/individuals to develop future strategies
- **Commitment to Quality**
 - Develop Environmental Assessment Action Plan
 - Identify department/individual responsible for conducting environmental assessments; recommending strategic direction and measuring improvements
 - Participate in benchmark committees, rank competitive position in the industry
 - Conduct market screening and identify target benchmark companies for analysis, improvement opportunities and visitations
 - Acquire competitive intelligence (ie..customer satisfaction, customer demographics, etc.)
 - Develop plan to build employee skill base for future environmental assessments
 - Refocus on quality improvement tools and techniques

Benchmarking

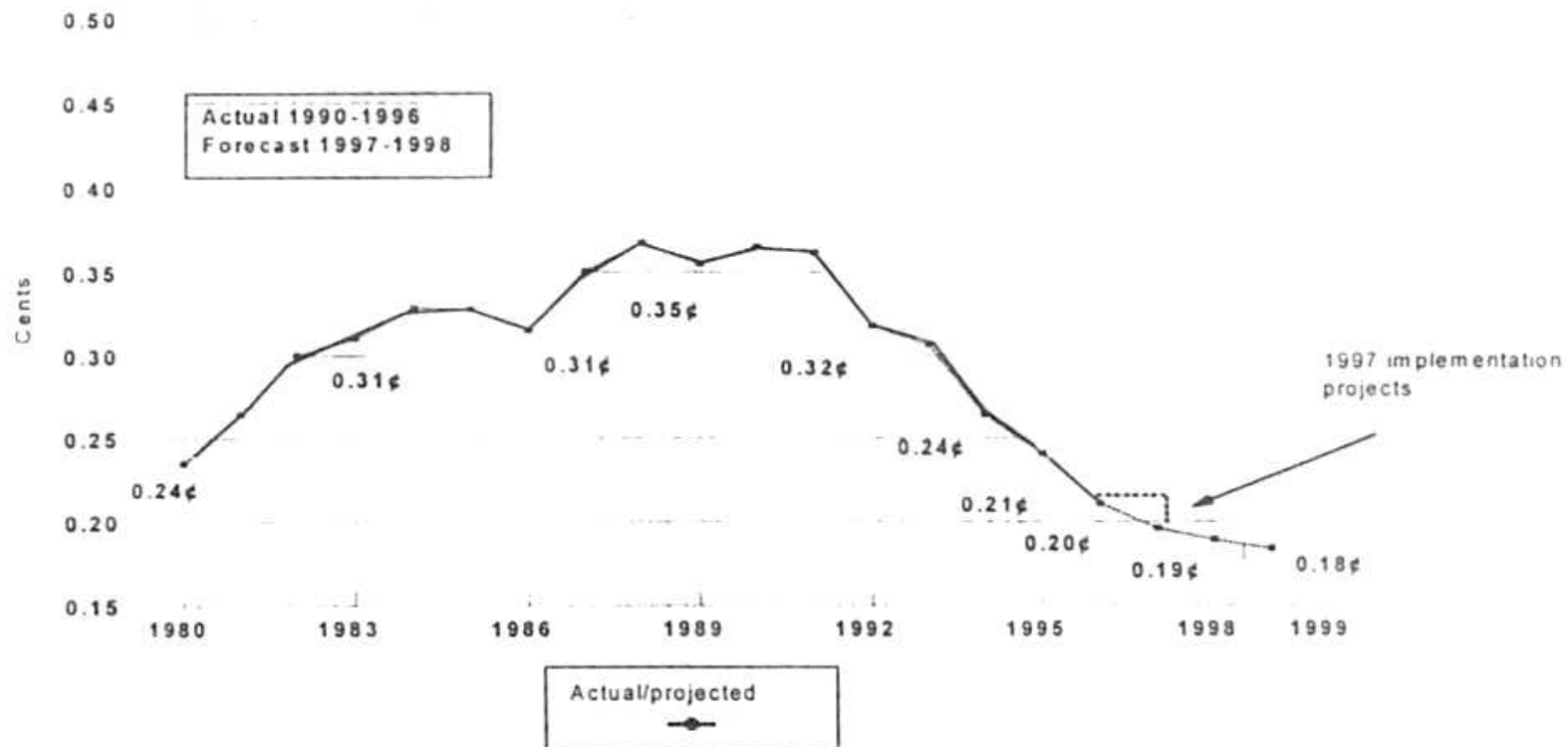
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Cost - O&M/KWH

DISTRIBUTION FERC
O&M COST PER KWH



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Cost - O&M/KWH

TOP QUARTILE

1995 US Utilities - Distribution
(>35% Residential)
O&M Cents/Retail KWH

RANK	UTILITY	O&M/KWH	KWH/CUST
1	TEXAS UTILITIES ELEC CO	0.152	3683
2	NEVADA POWER CO	0.150	2650
3	MASSA ELECTRIC CO	0.112	3443
4	VIRGINIA ELEC & POWER CO	0.112	3178
5	NEW ORLEANS PUBLIC SERV	0.108	2895
6	FLORIDA POWER CORP	0.106	2198
7	ATLANTIC CITY ELECTRIC CO	0.185	1768
8	PUERTO RICO POWER & LIGHT	0.211	2015
9	FLORIDA POWER & LIGHT CO	0.217	2178
10	ELECTRA NORTON ELEC CO	0.217	1605
11	WASHINGTON WATER POWER CO	0.222	2410
12	SAN DIEGO GAS & ELEC CO	0.229	1564
13	FLORIDA POWER & LIGHT CO	0.239	2488
14	PORTLAND GENERAL ELEC CO	0.238	2486
15	ARIZONA PUBLIC SERVICE CO	0.242	2515
16	CENTRAL LOUISIANA ELEC CO	0.245	3023
17	UNION ELECTRIC CO	0.254	2660
18	JOSEPH LIGHT & POWER	0.254	2477
19	POTOMAC EDISON CO	0.258	2105
20	GULF POWER CO	0.268	2831
21	METROPOLITAN EDISON CO	0.271	2585
22	UTICORP UNITED INC	0.274	2675
23	PENNSYLVANIA POWER & LT	0.276	2423
24	SEABOARD DISTRICT ELEC CO	0.284	2156
25	SCOTLUMBUS SOUTHERN POWER	0.280	2188
26	SOUTHWESTERN ELEC SERV CO	0.288	2384
27	MISSISSIPPI POWER & LIGHT	0.300	2087
28	CITIZENS UTILITIES CO	0.304	1922
29	SAVANNAH ELEC & POWER CO	0.304	2817
30	MONTANA DAKOTA UTILITIES	0.341	1724

Group Avg. >35% resl only (0.28)

FPL '95 (0.24)

FPL '96 (0.21)

Regional Avg (0.20)

US Utilities Ranked 1 - 53
(10Us only)

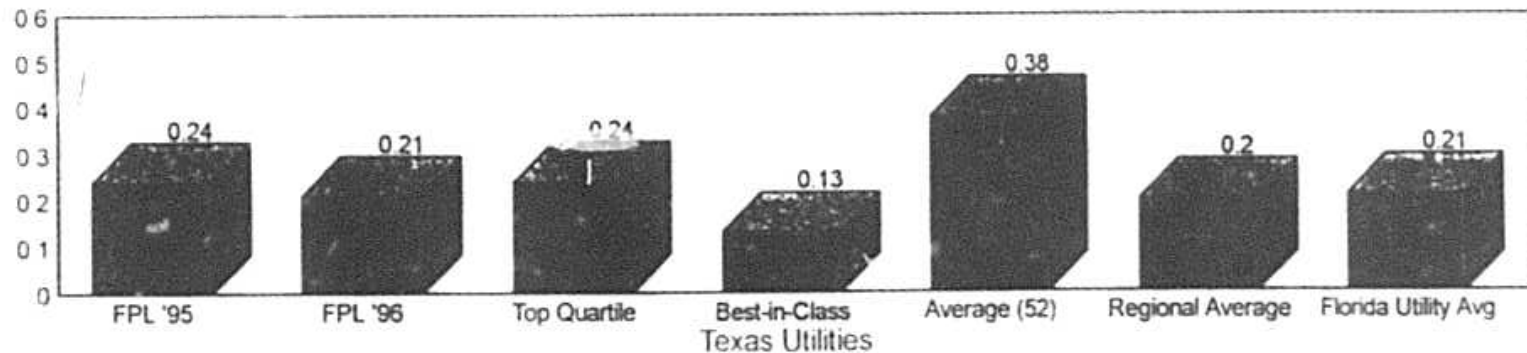
Source: UDI FERC Form 1

PC 000000

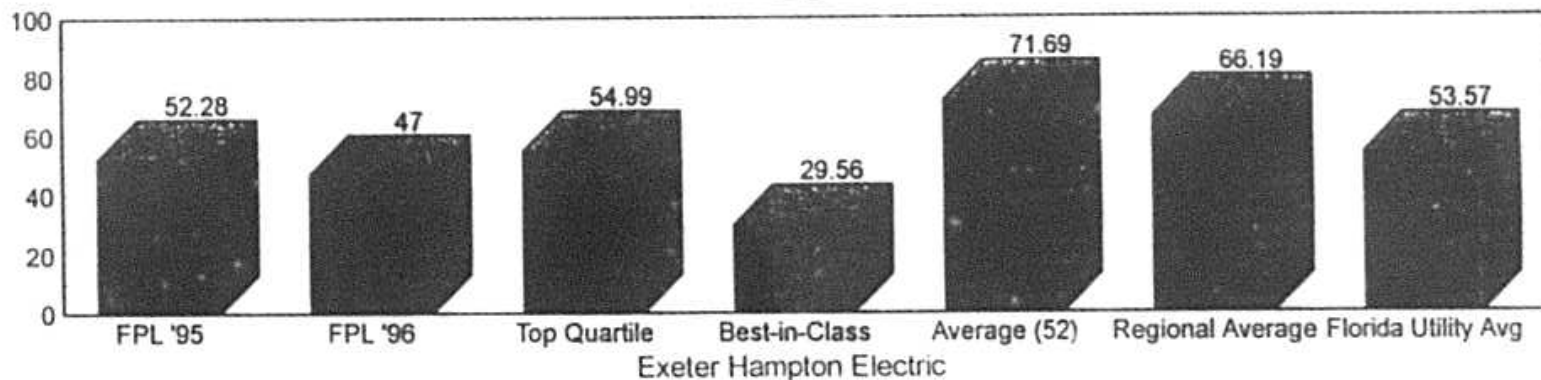
Distribution O&M cents/retail kwh

Cost - O&M/KWH (IOU's)

O&M cents/kwh
>35% Residential
1995



O&M \$/Customer
>35% Residential
1995



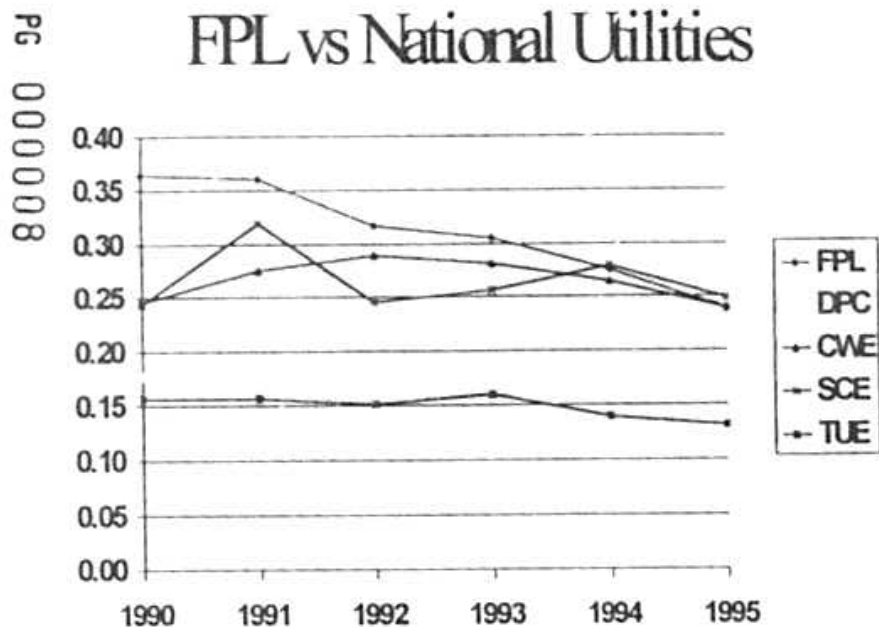
Source: UDI, FERC, (Average, Top Decile and Quartile based on 52 utilities with residential sales of at least 35% of their total sales)
Regional Average is for Alabama Power, Carolina Power & Light, Duke, FPC, Georgia Power, Gulf Power, S Carolina Electric & Gas, TECO, Mississippi Power, Louisiana Power



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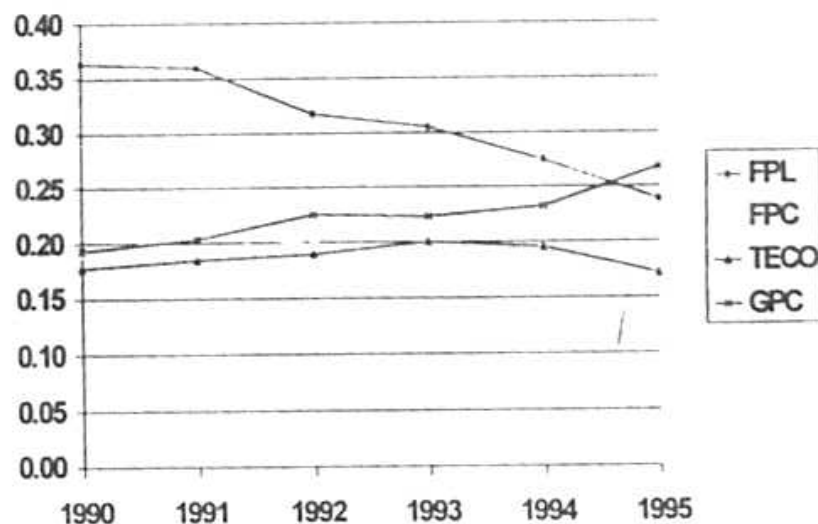
Cost - O&M/KWH

Distribution O&M
Cost/kwh (cents/kwh)
FPL vs National Utilities



Source: 1990-1995 FERC Form 1 Data from EIA Database

Distribution O&M
Cost/kwh (cents/kwh)
Florida Utilities



Source: 1990-1995 FERC Form 1 Data from EIA Database

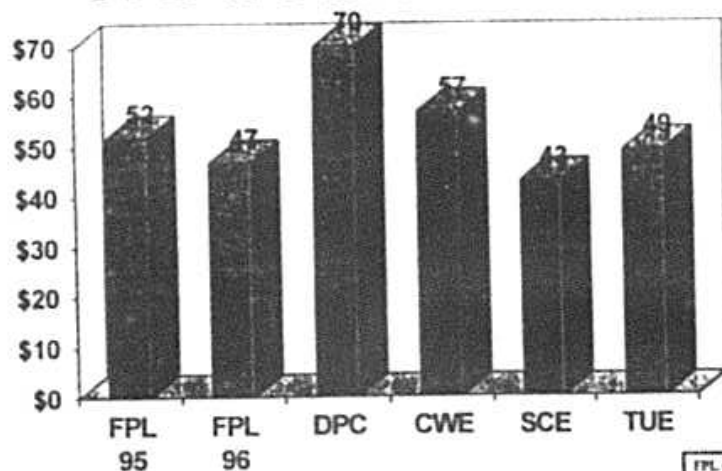


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Cost - O&M/Customer

Distribution O&M
Cost/Customer, 1995
FPL vs National Utilities

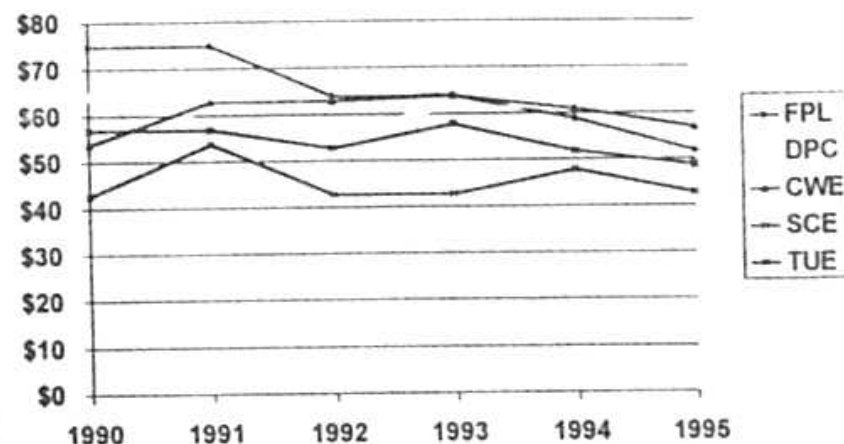
Pg 0000009



FPL = Florida Power & Light Co
DPC = Duke Power Co
CWE = Commonwealth Edison Co
SCE = Southern California Edison
TUE = Texas Utilities Electric Co

Source: 1995 FERC Form 1 Data from LER Database

Distribution O&M
Cost/Customer
FPL vs National Utilities



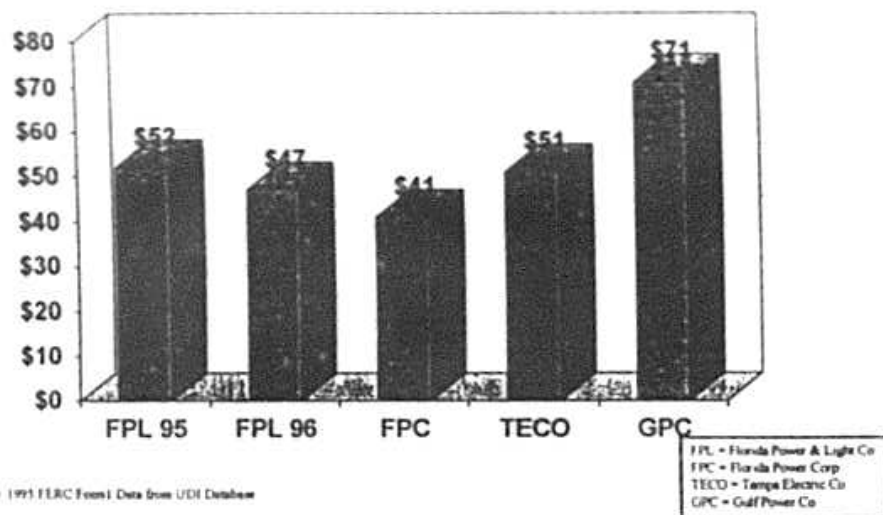
Source: 1990-1995 FERC Form 1 Data from LER Database



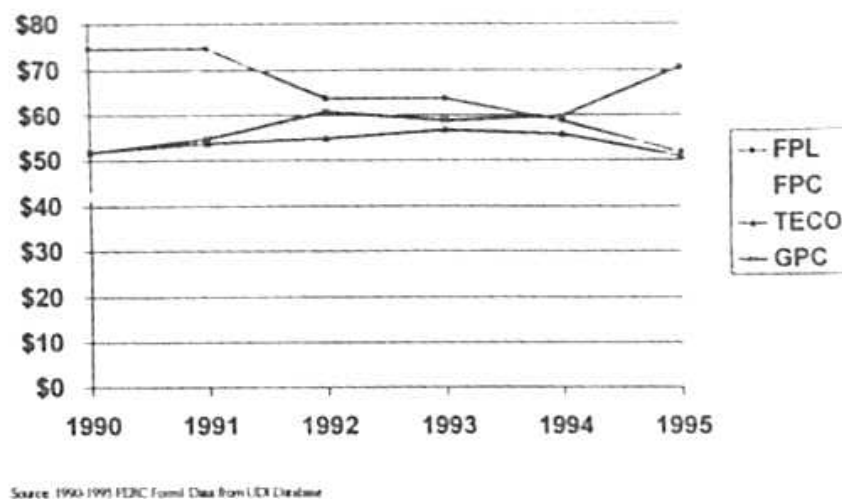
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Cost - O&M/Customer

Distribution O&M
Cost/Customer, 1995
Florida Utilities

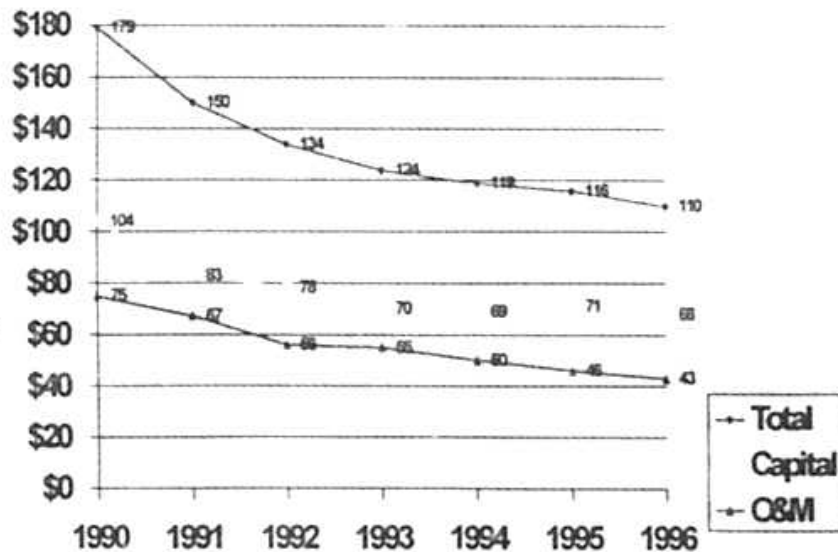


Distribution O&M
Cost/Customer
Florida Utilities, 1990 - 1995

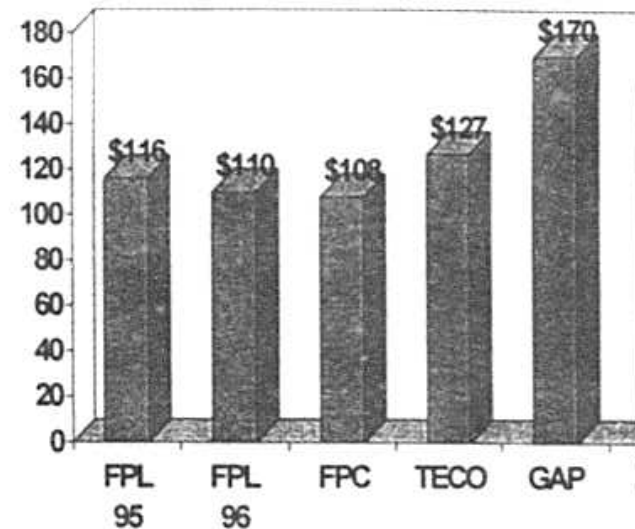


Cost - Total/Customer

Distribution Cost/Customer
O&M and Capital
1990 - 1996



Distribution
Total Cost/Customer
1995





Cost - Inventory

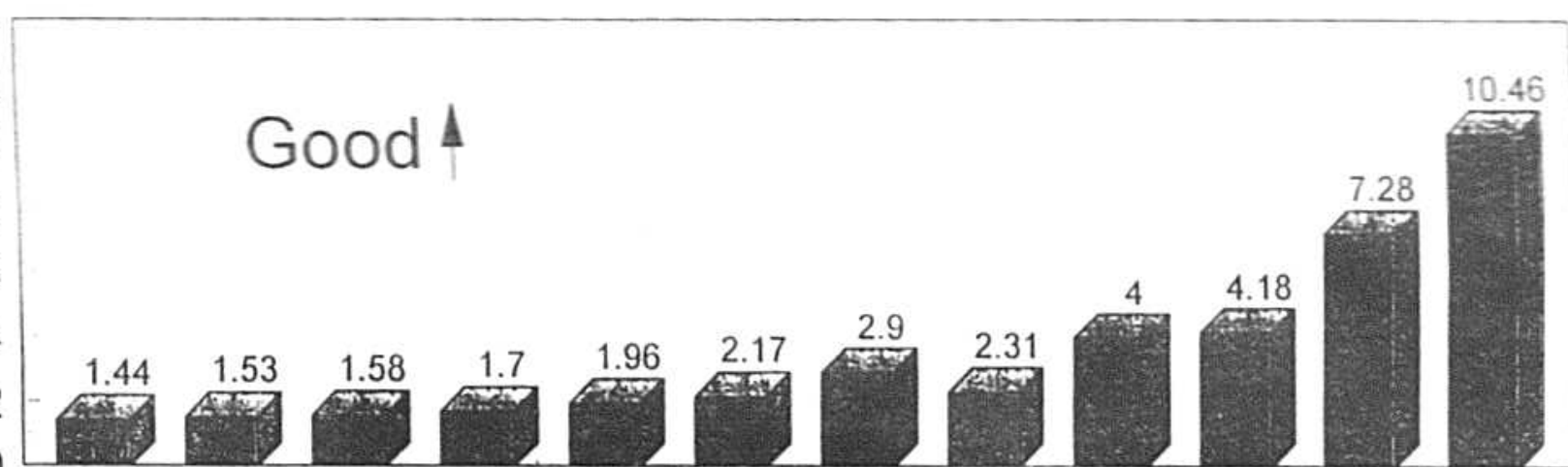
Distribution

Inventory Turn-Over
1995

Ratio

PG 000012

Good ↑

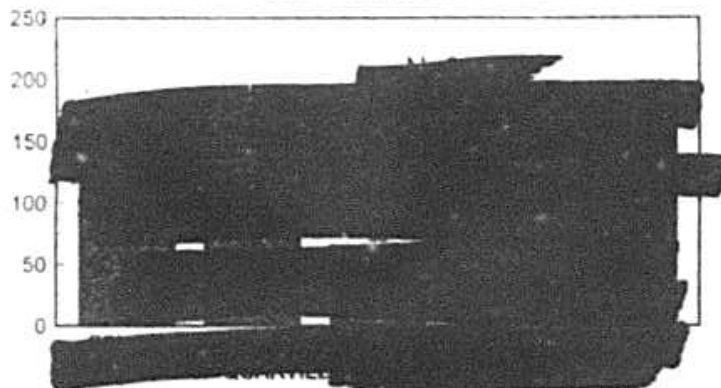


Source: EUCG T&D Performance Committee Database - 1995

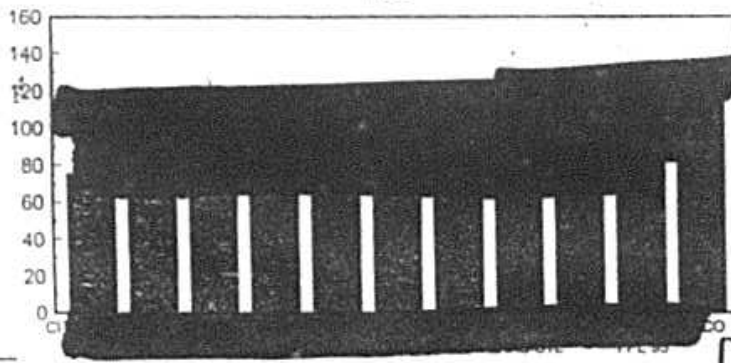
Reliability - Service Unavailability

PG 000013

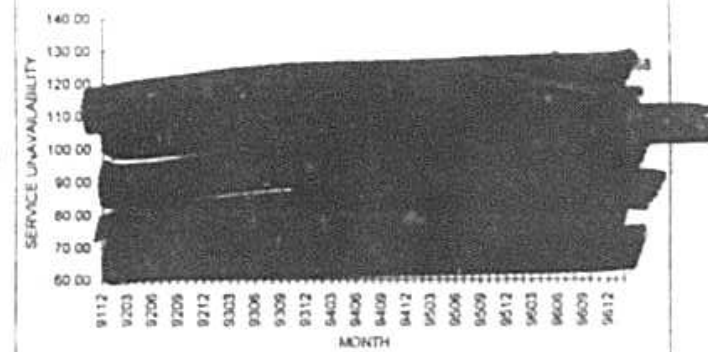
North American Electric Reliability Council
1996 - Includes Storm



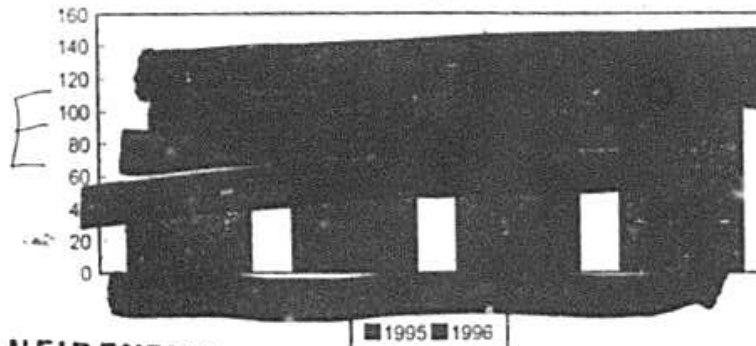
EUCG T&D Performance Committee
1995



FPL SERVICE UNAVAILABILITY (91.06, EXCLUDING PLANNED
INTERRUPTIONS)



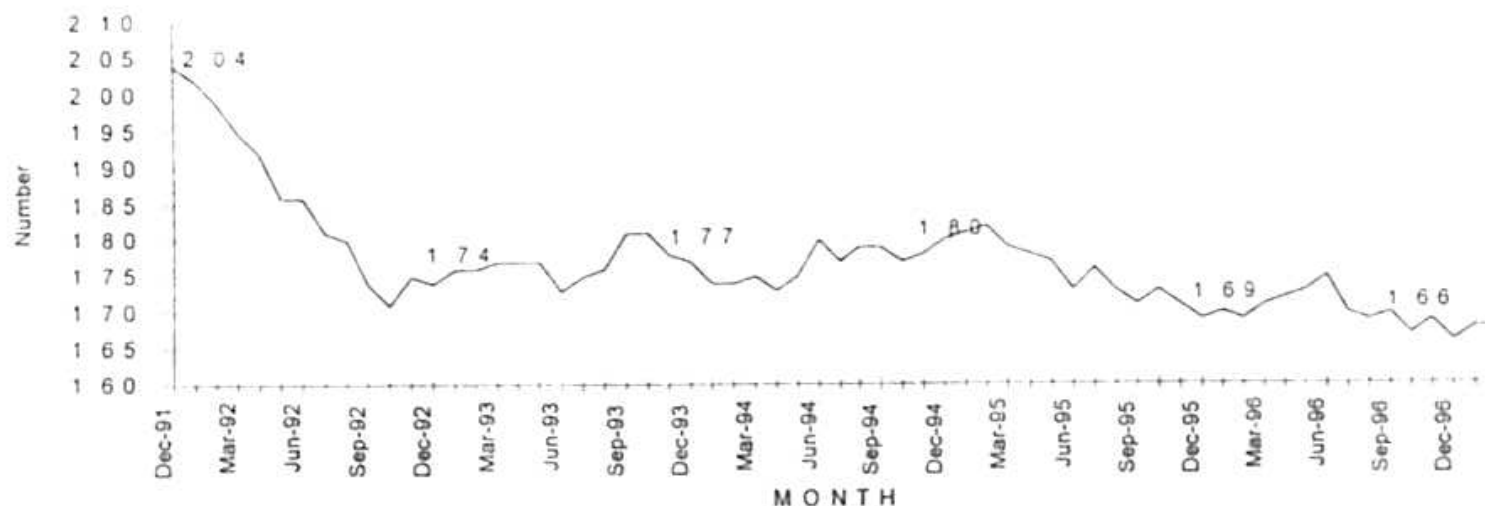
Florida Utilities
1996



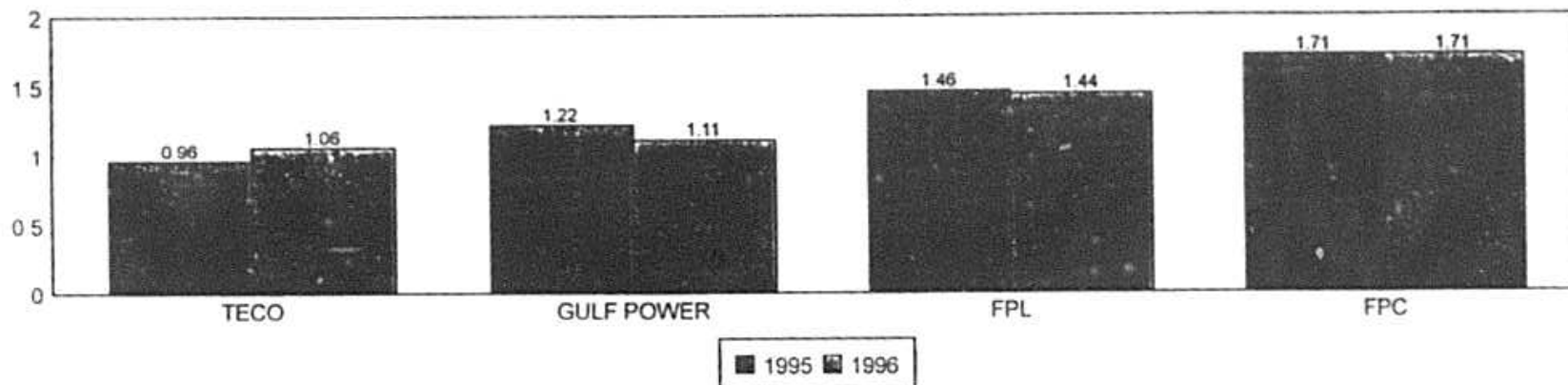
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Reliability - Interruption/Mile

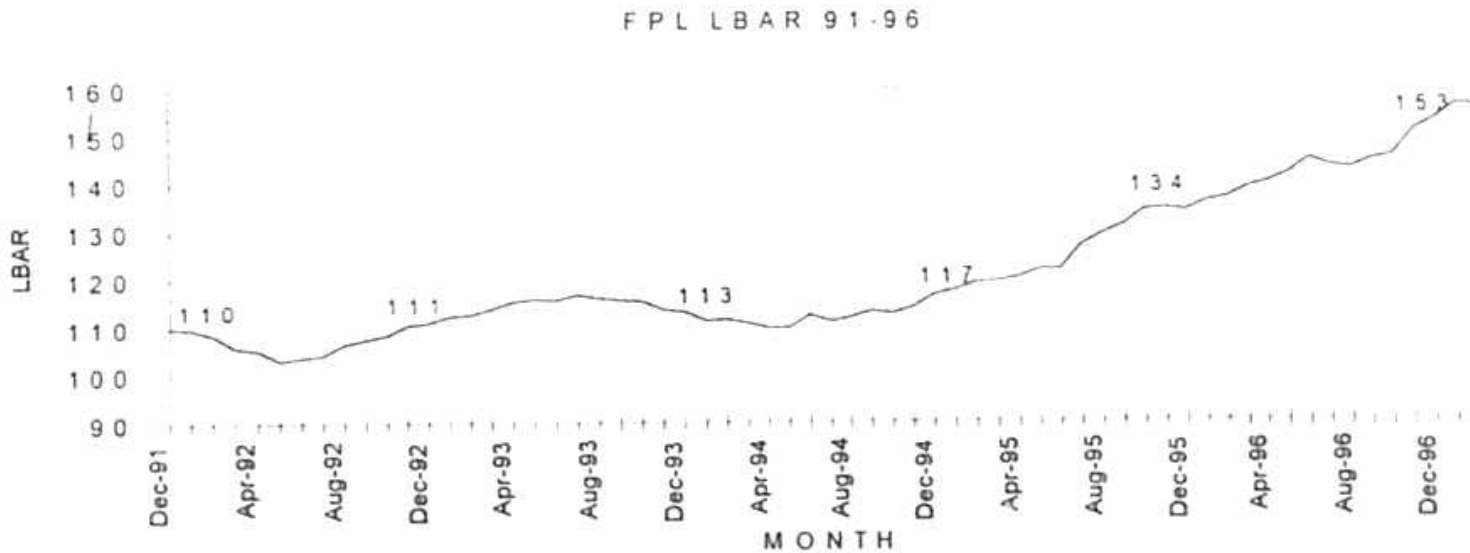
FPL INTERRUPTIONS PER MILE 91 96



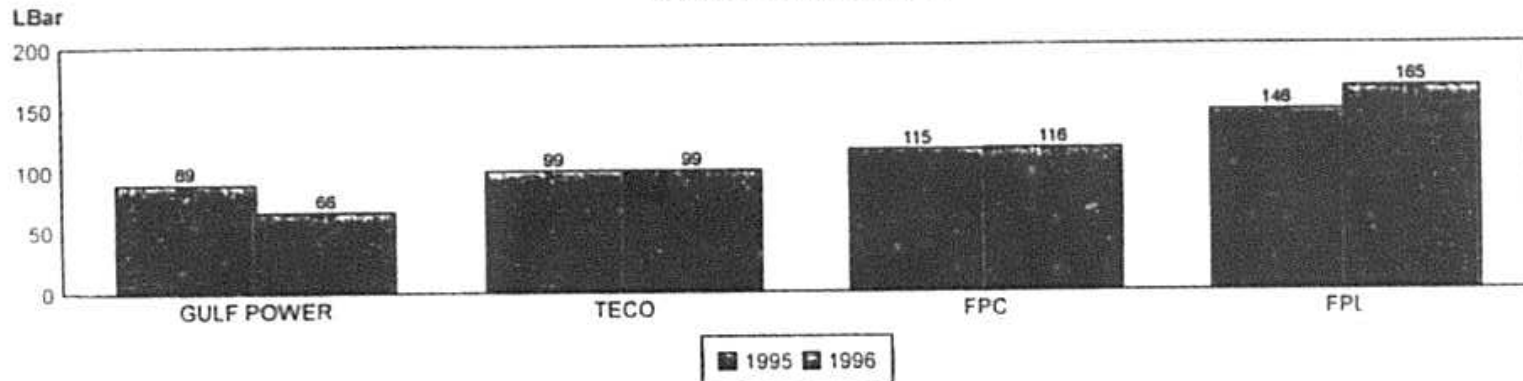
Florida Utilities
Excludes Planned Interruptions



Reliability - Restoration Time



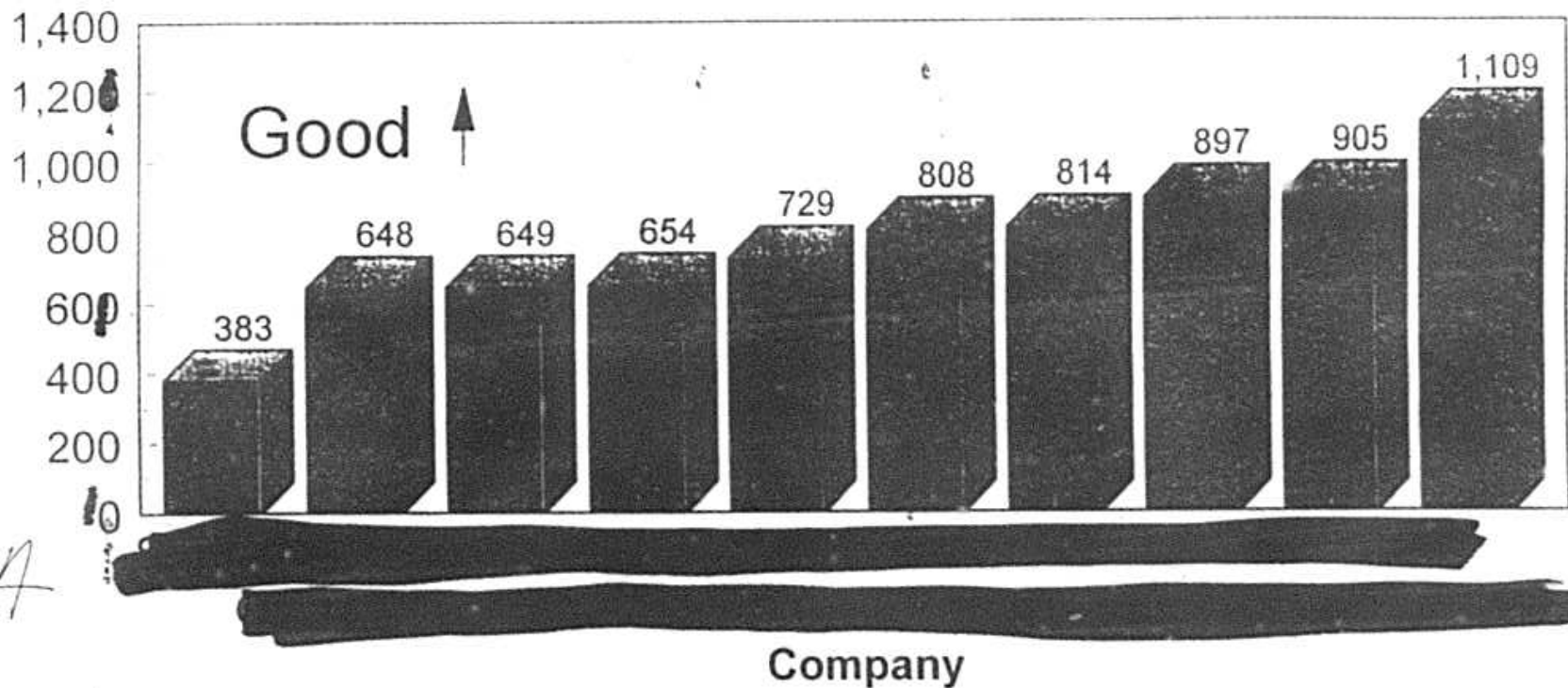
Florida Utilities
Excludes Planned Interruptions



Employee Staffing

Distribution

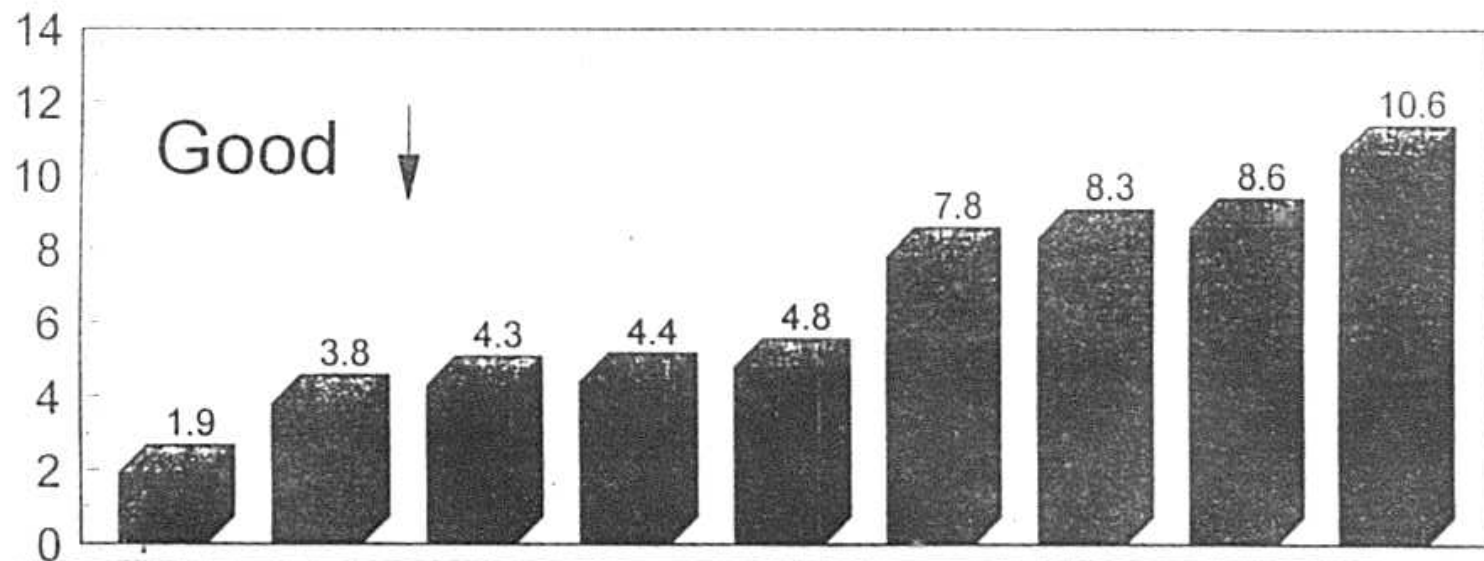
Customers per FTE Employees
1995



Source: EUCG T&D Performance Committee Database - 1995

Safety

Distribution OSHA Safety Rate 1995



Company

Source: EUCG T&D Performance Committee Database - 1995

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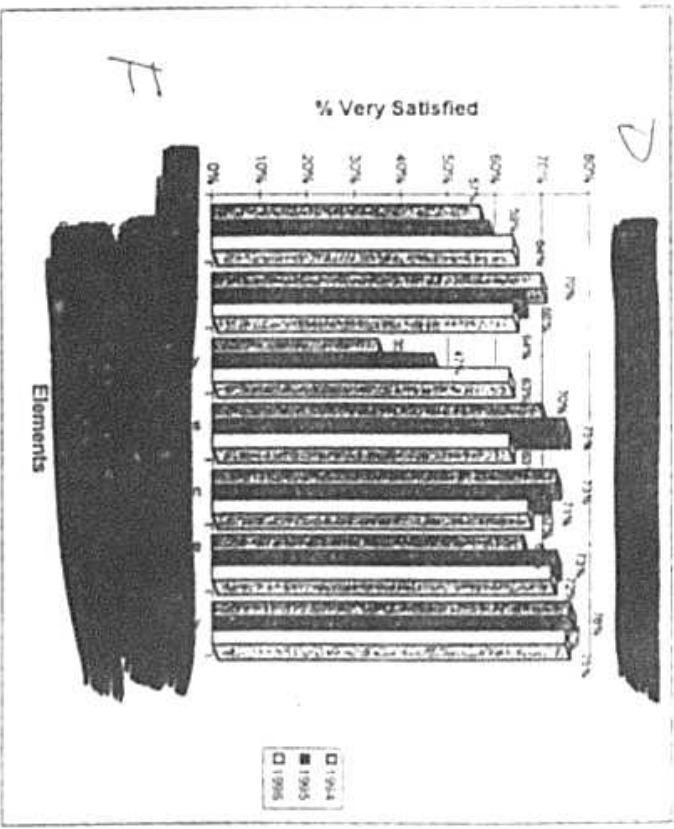
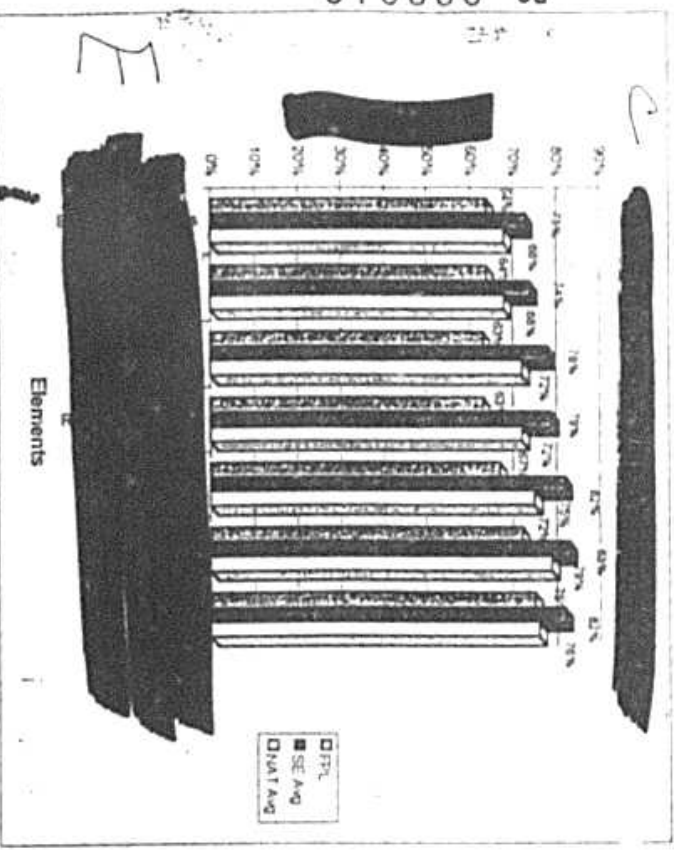
A

[REDACTED]

B

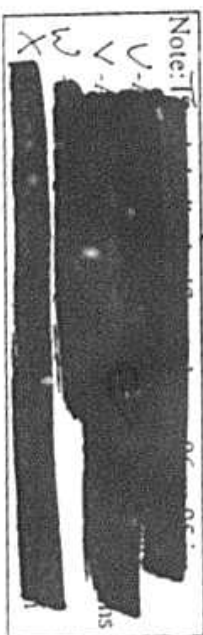
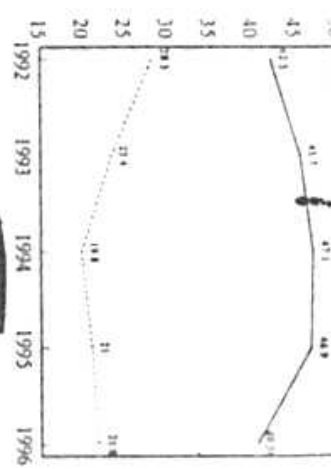
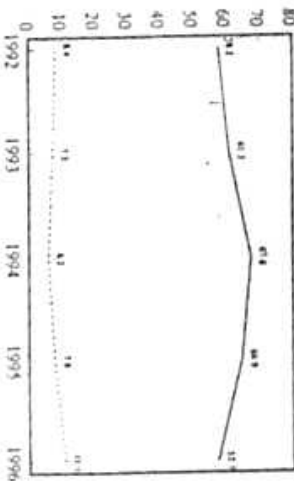
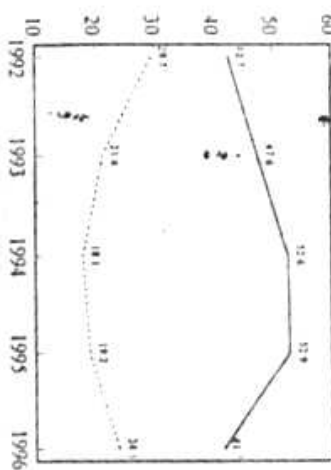
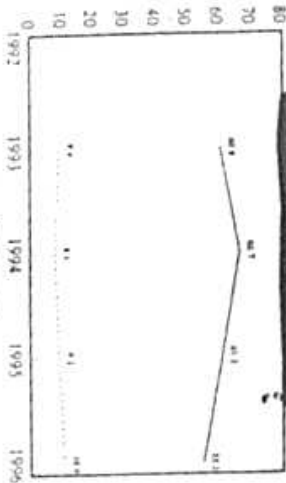
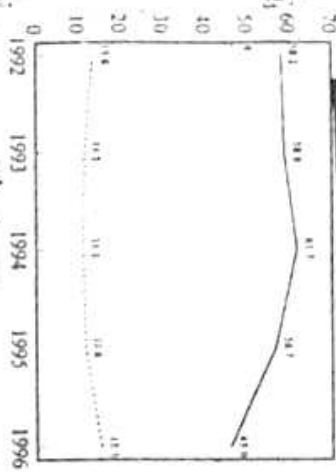
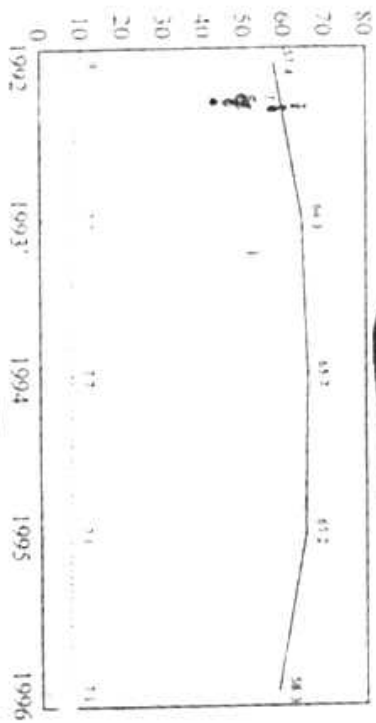
[REDACTED]

PC 000019



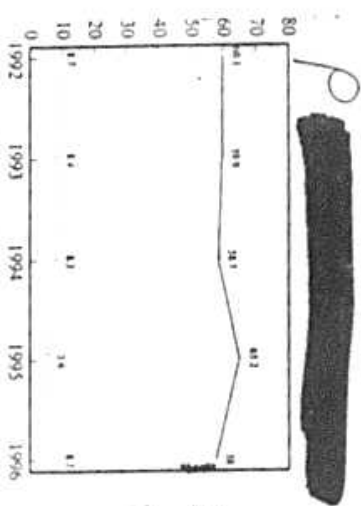
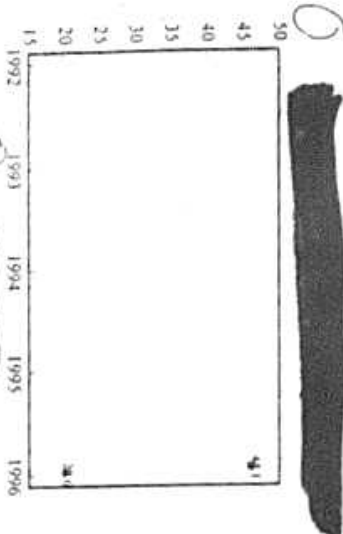
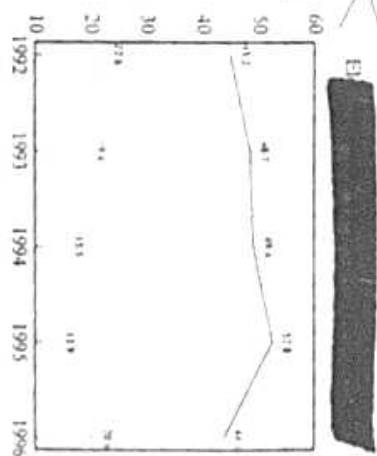
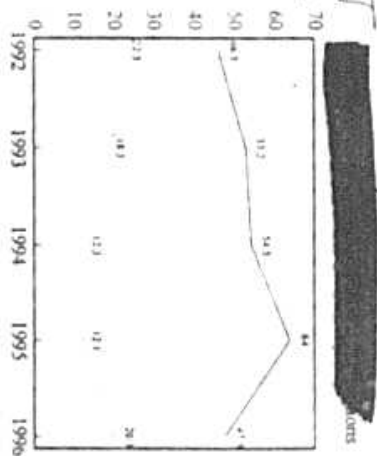
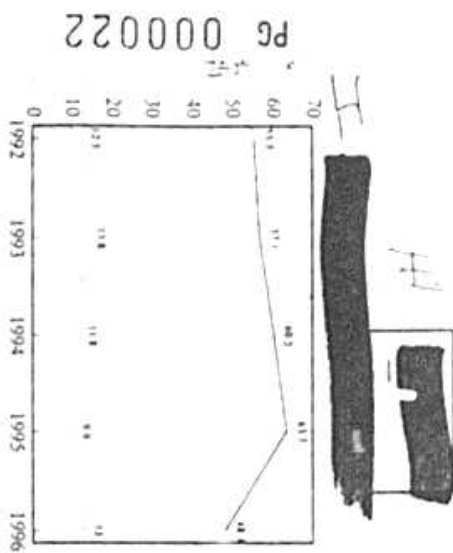
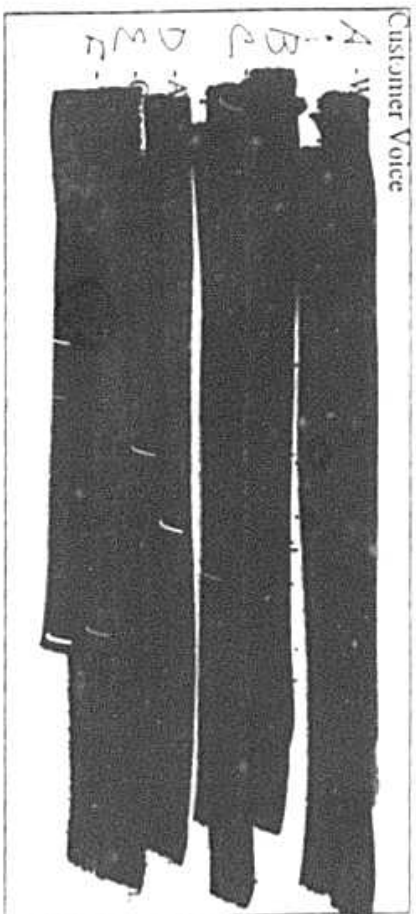
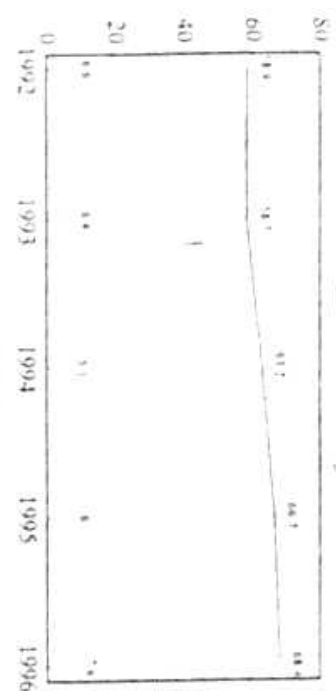
Summary Comments:

1994
[REDACTED]

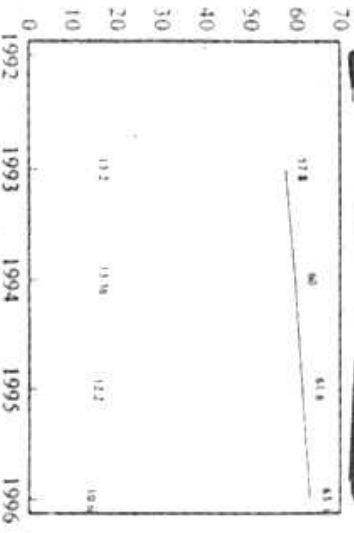
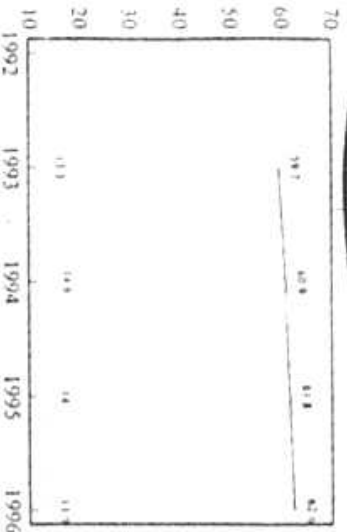
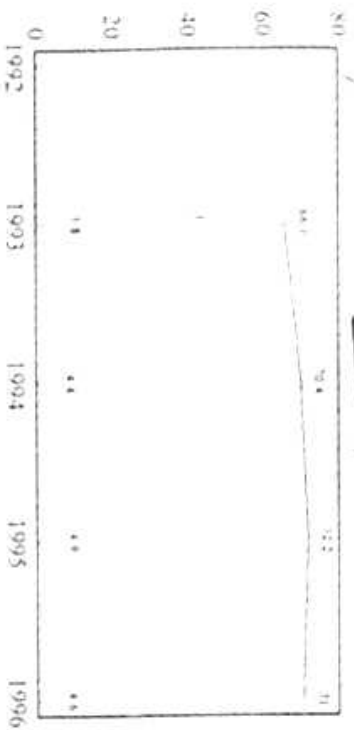


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Customer Voice



CONFIDENTIAL



Customer Voice

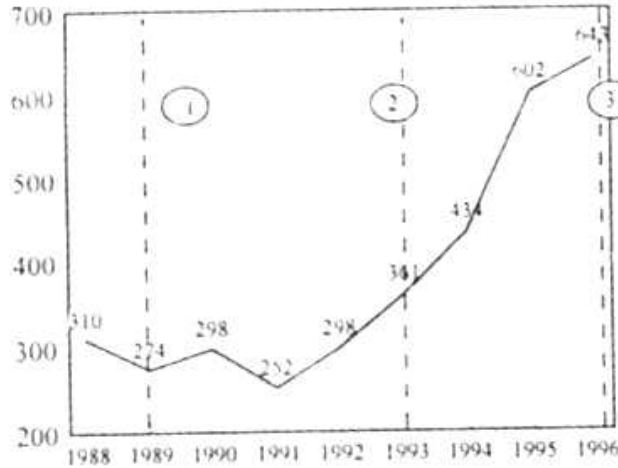
K [REDACTED]
L [REDACTED]
M [REDACTED]
N [REDACTED]
O [REDACTED]
P [REDACTED]
Q [REDACTED]
R [REDACTED]
S [REDACTED]
T [REDACTED]
U [REDACTED]
V [REDACTED]
W [REDACTED]
X [REDACTED]
Y [REDACTED]
Z [REDACTED]

CONFIDENTIAL

A

FPSC Activity

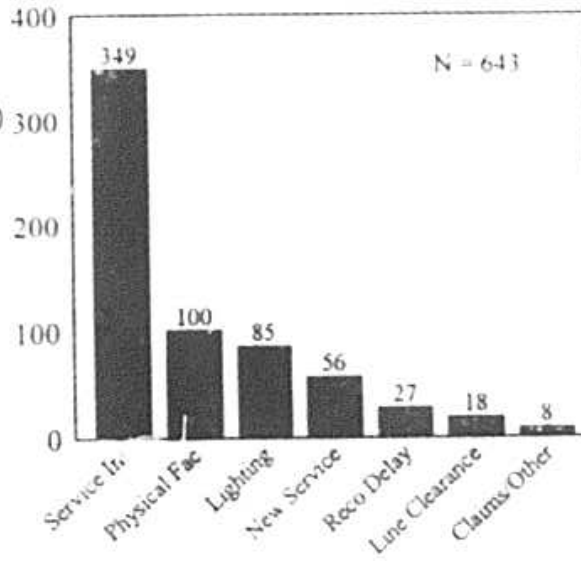
New Service/Phy Facility Serv. Int Lighting-Line Clear
1987 - 1996



- #1 - FPSC local offices closed 1988
- #2 - Tracking change - Group nomenclature
- #3 - Tracking change - Violations

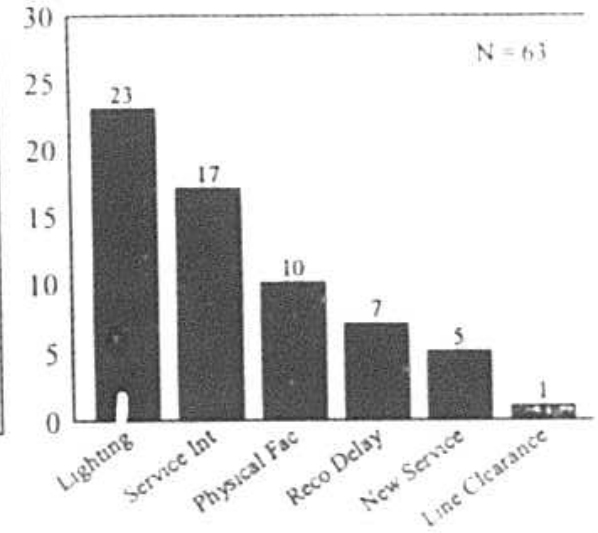
B

1996 FPSC Inquiries



C

1996 FPSC Inquiries - Violations of FAC, Tariff and/or Company Policy

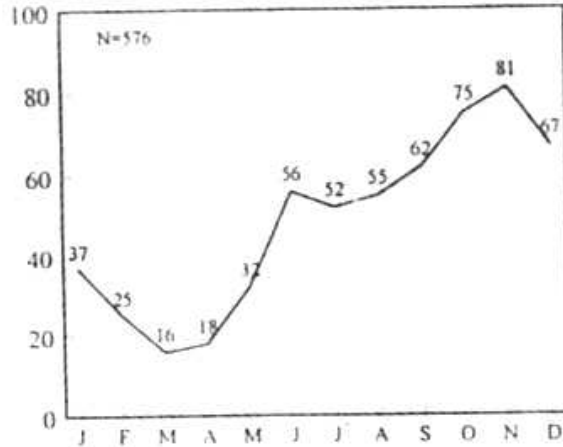


Pg 000025

	FPL	Florida Pwr	FPUC	Gulf	Tampa
Inquiries	1722	349	2	39	66
Infractions	170	34	0	3	4
Infraction/1000 custs	.0549	.0302	.0000	.0106	.0090

Executive Contacts

1996



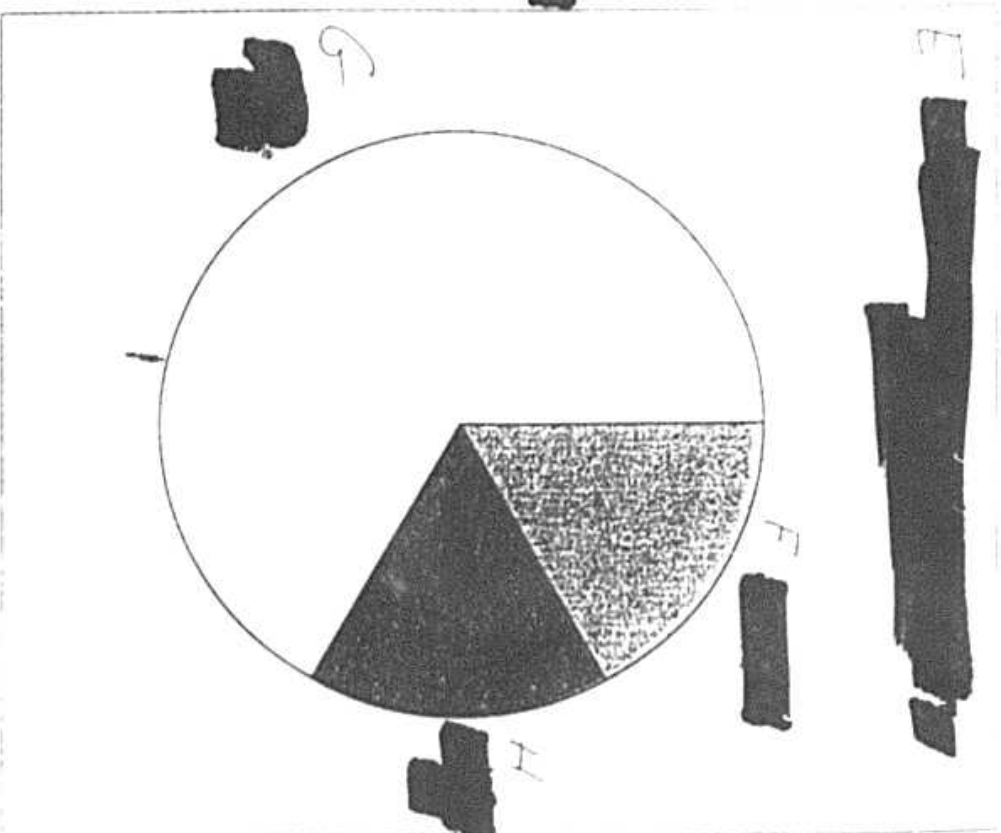
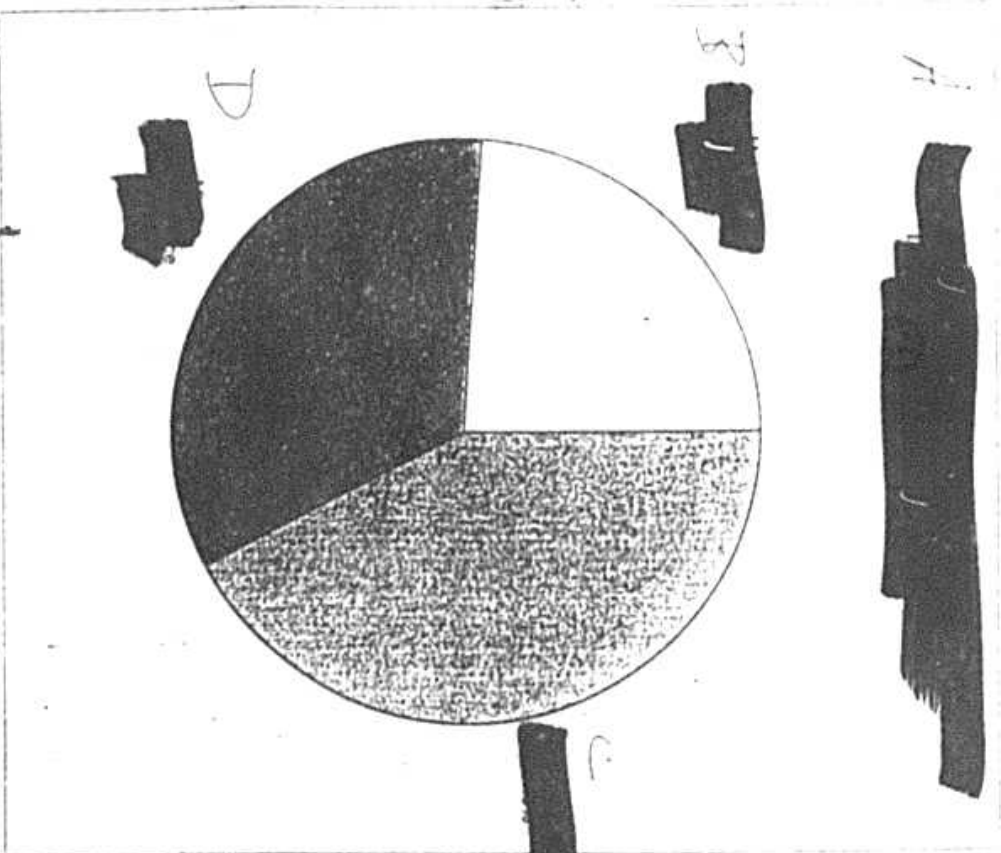
Sample of 92 PSC's:

- Street light repair average: 18 days (L=1 to H=55)
- Service Interruption: 272 mins (L= 63 to H=469)
- Momentary Interruption: 27 MPLs within 6 months
- Ground Straps: 59 days to remove

Customer Voice:

- Information - ETR, ETAs, FPL plans
- Safety (Ground straps, lighting)

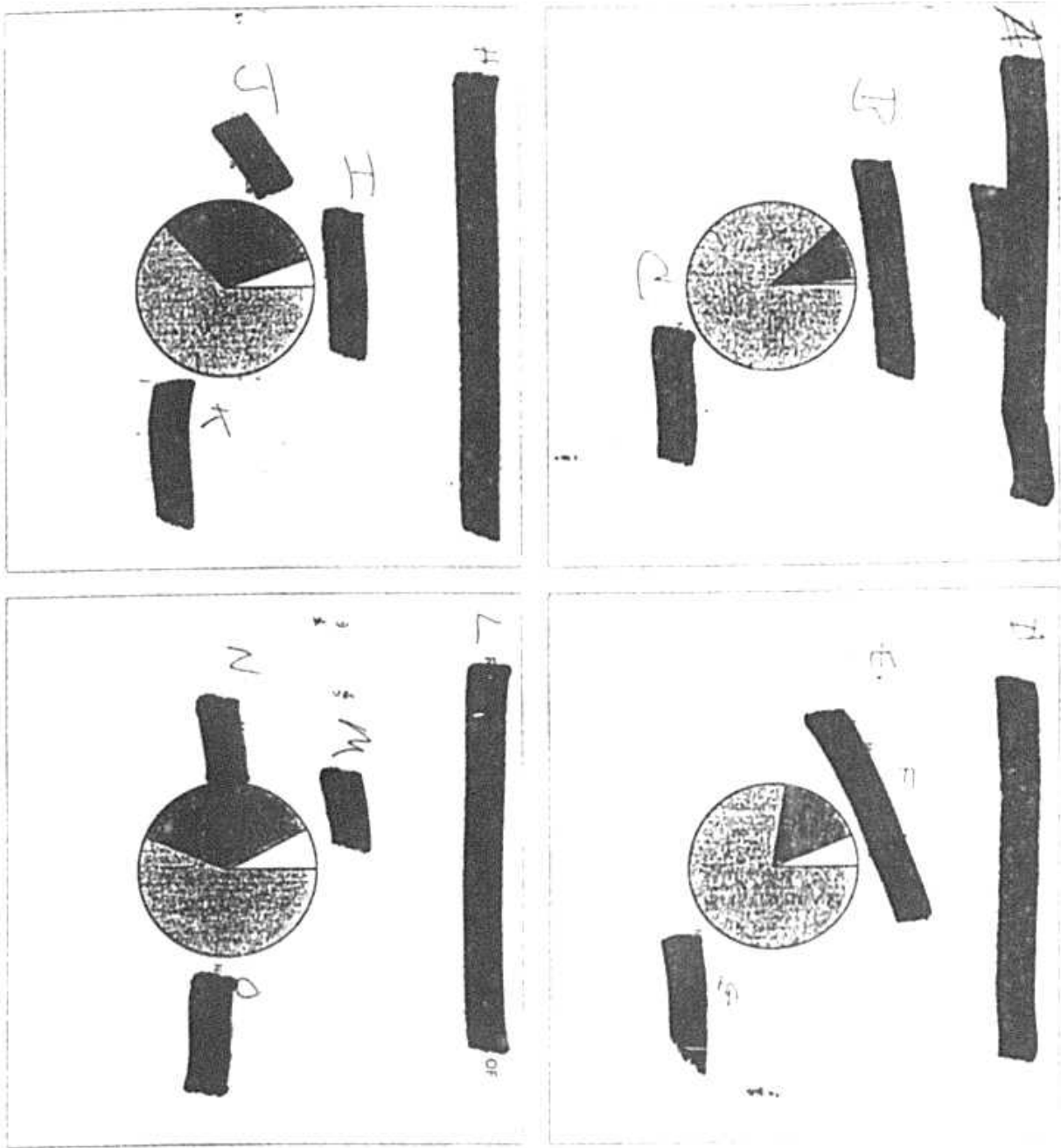
FPL accountable/responsible regardless of Tariff 2.5



MOM96FDR CSV

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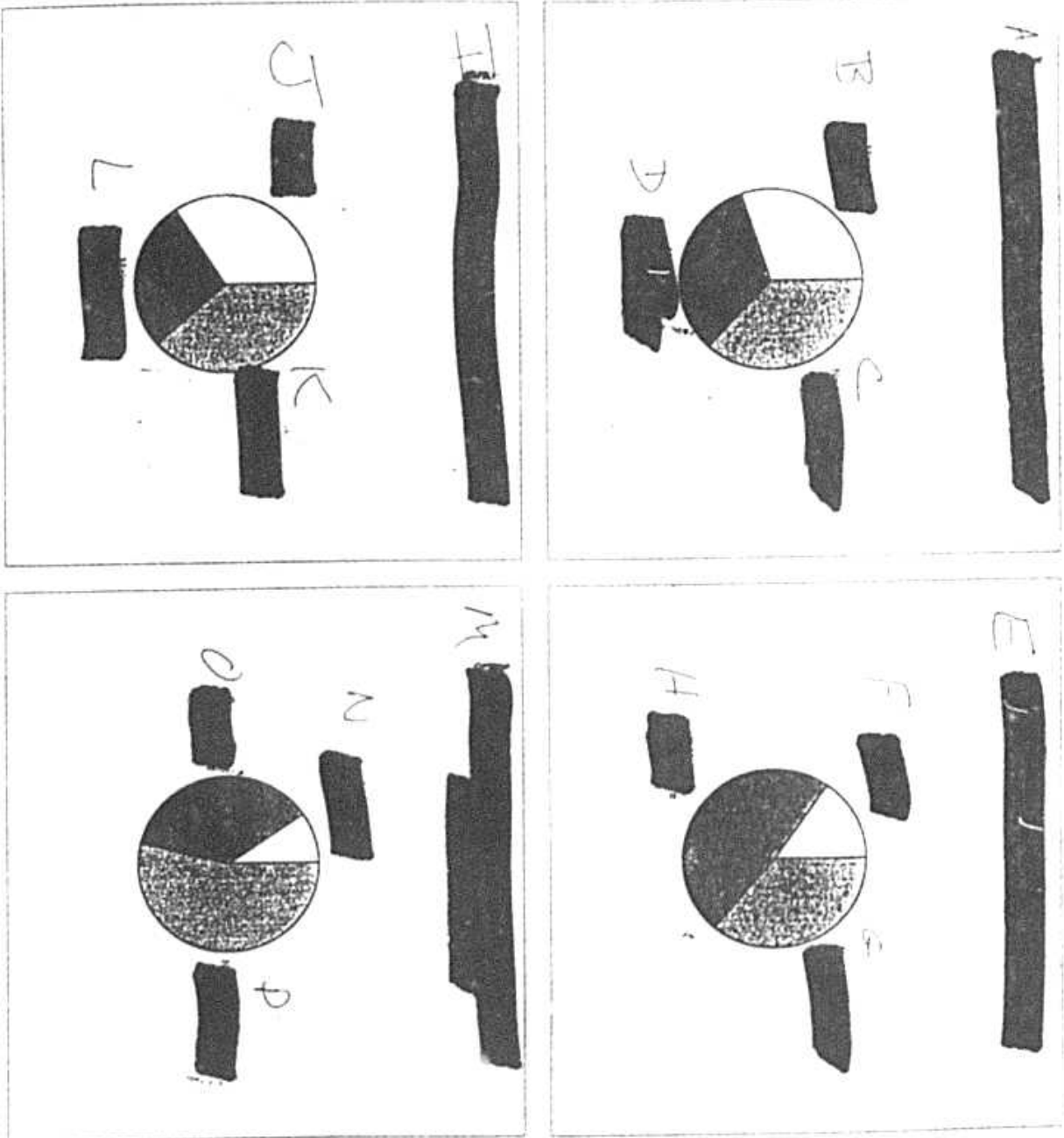
SPM032797



IBINTS96.XLS

CONFIDENTIAL

SFMA032797



TBDUR96.XLS
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Regulatory Environment

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Retail Wheeling Activity



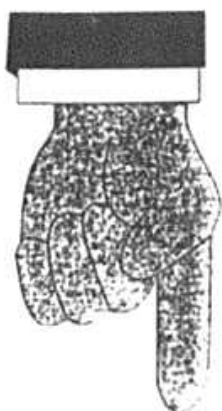
Pg 000030



Future Regulatory Structure

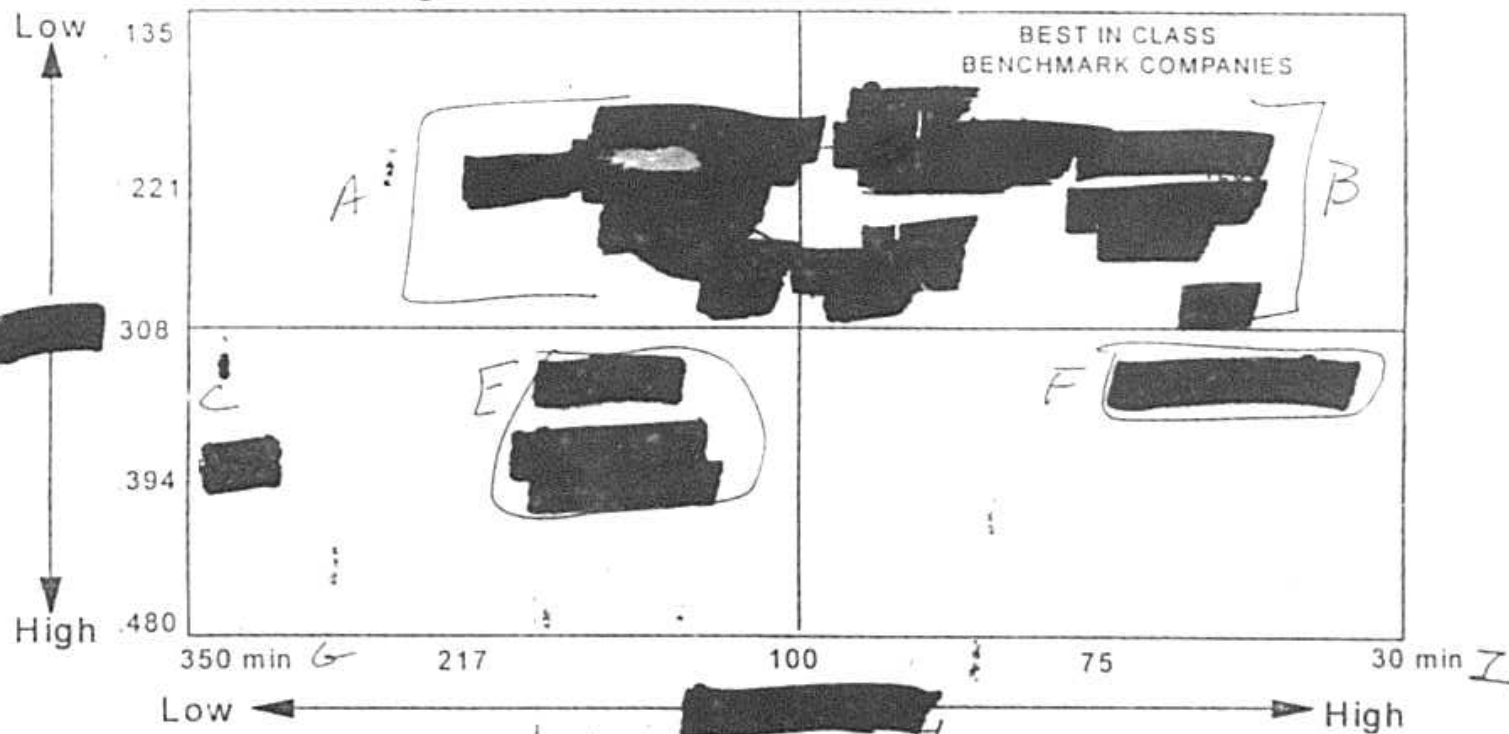
- Geographic Monopoly: PSC Re-regulated
- Provide retail delivery of power to end-use customers either directly or through retail management companies
- Maintain responsibility for Asset Management Planning (ie..planning maintenance and expansion), emphasis on maximizing asset utilization and value creation
- Maintain responsibility for network operations to ensure safety and reliability
- Competitively bid construction, maintenance and other service work activities
- Traditional cost-of-service regulation will be replaced with performance based ratemaking. Service provided in accordance with established performance standards (ie..meeting customer requirements in reliability and service quality parameters).
- Rate structure based on cents/kwh or fixed cost per customer demand

Appendix



Best-in-Class

Regional & National Benchmarks

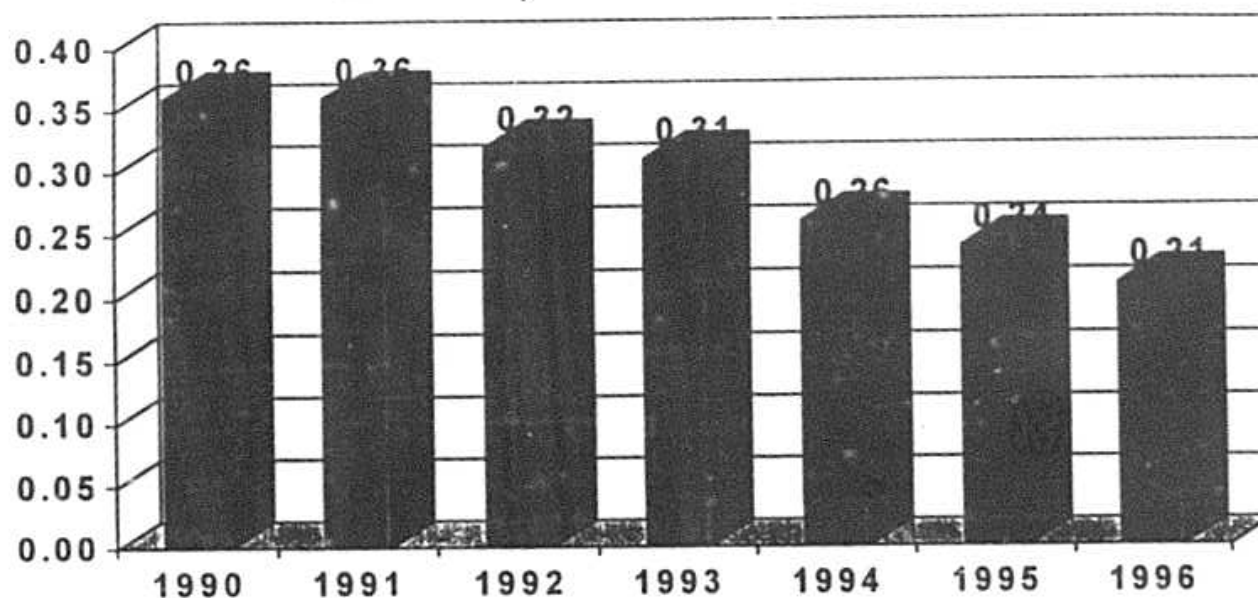


QUALITY - AVERAGE SERVICE UNAVAILABILITY PER CUSTOMER PER YEAR
COST - DIST O&M C PER KWH

- Benchmarking efforts will be directed toward moving the Distribution business unit into the best in class quadrant
- Expand benchmarking efforts to focus on companies with a demonstrated balance of [redacted] J
- By 1998 Distribution cost per kwh will be near the best in the benchmark group with a focus on improving overall reliability

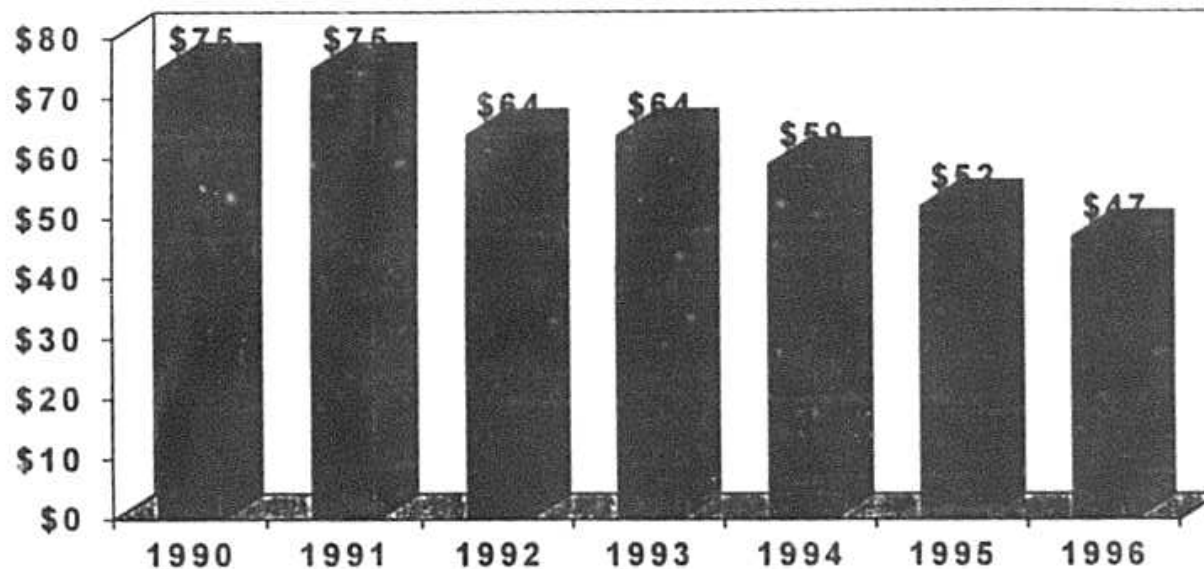
Cost - O&M/KWH

Distribution O & M
Cost/kwh
FPL, 1990 - 1996



Cost - O&M/Customer

Distribution O & M
Cost/Customer
FPL, 1990 - 1996

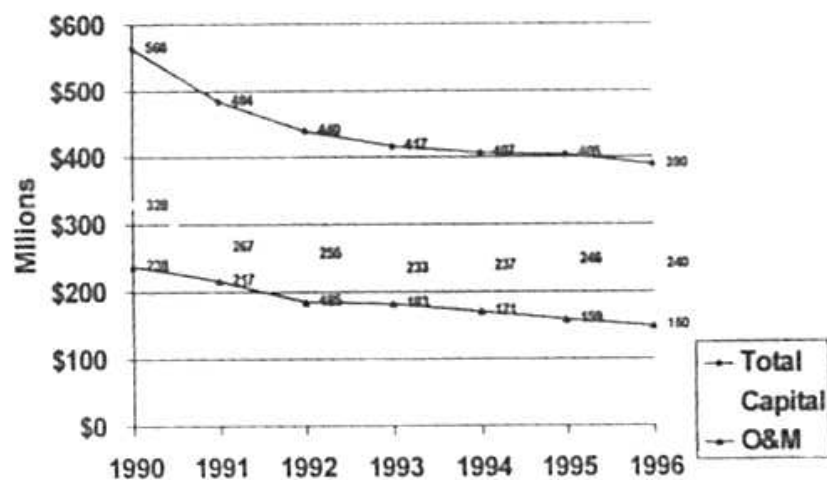


Source 1990-1995 FERC Form 1 Data from UDI Database

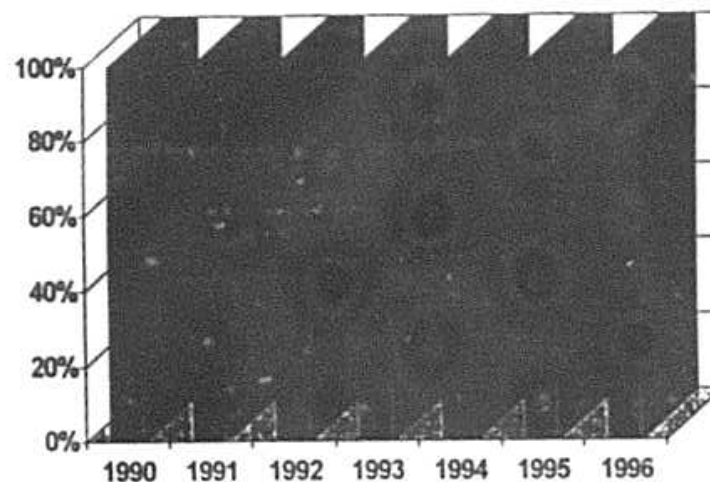
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Cost - Total

Distribution
Total Cost, 1990 - 1996
O&M and Capital



Distribution
Total Cost, 1990 - 1996
O&M and Capital

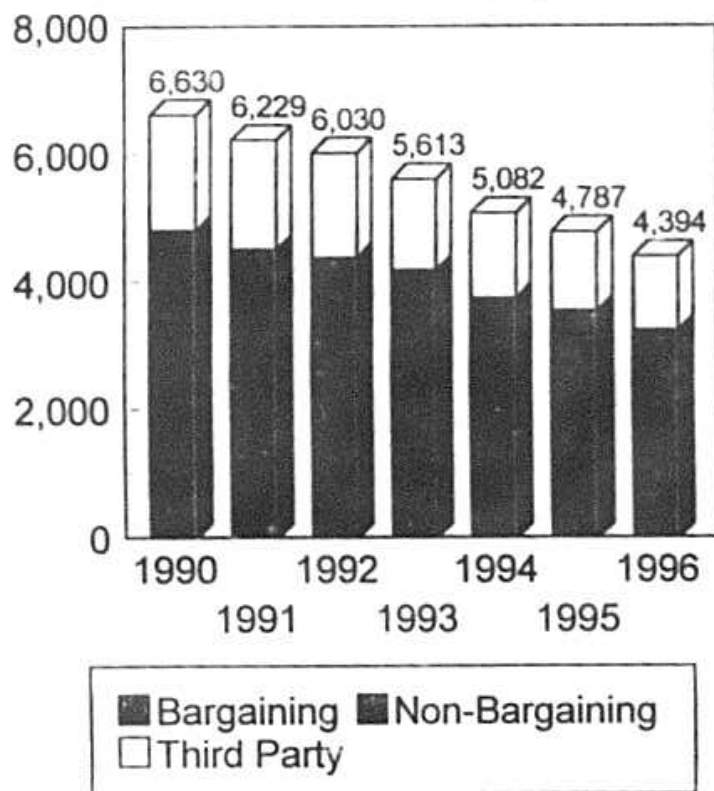


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Employee Staffing

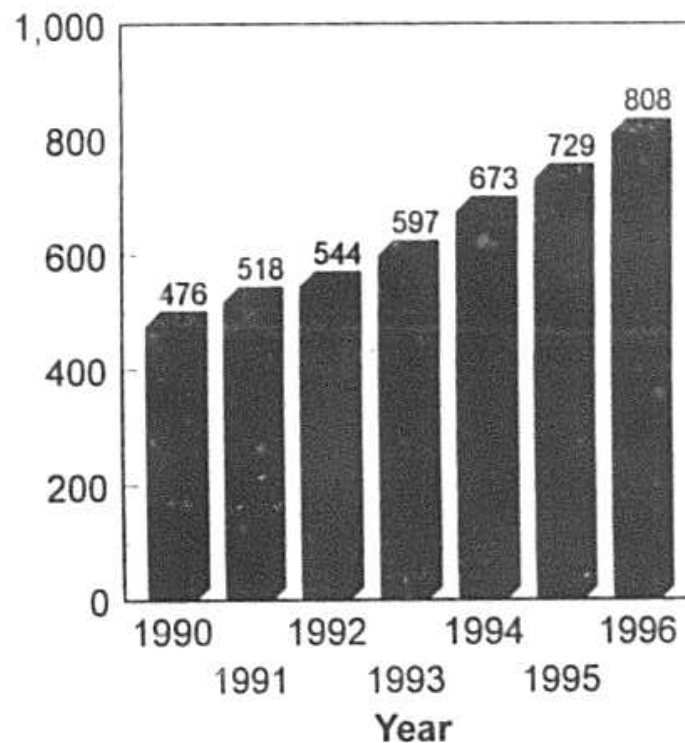
FPL Distribution

Number of FTE Employees



FPL Distribution

Customers per FTE Employees

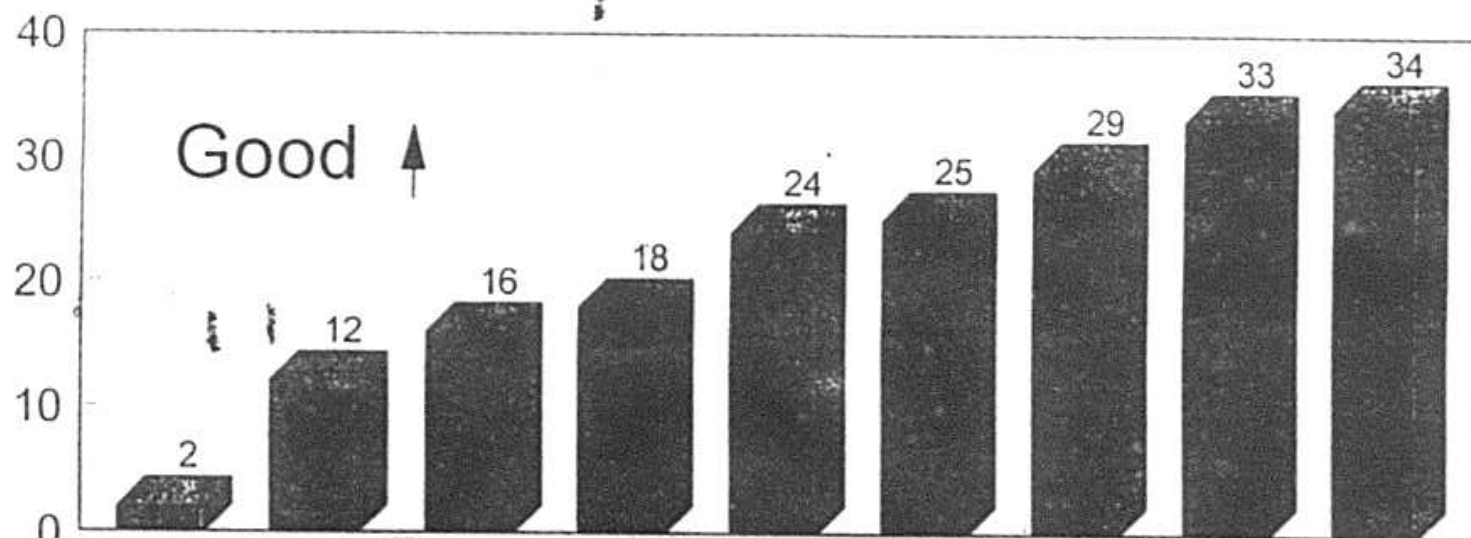


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Employee Staffing

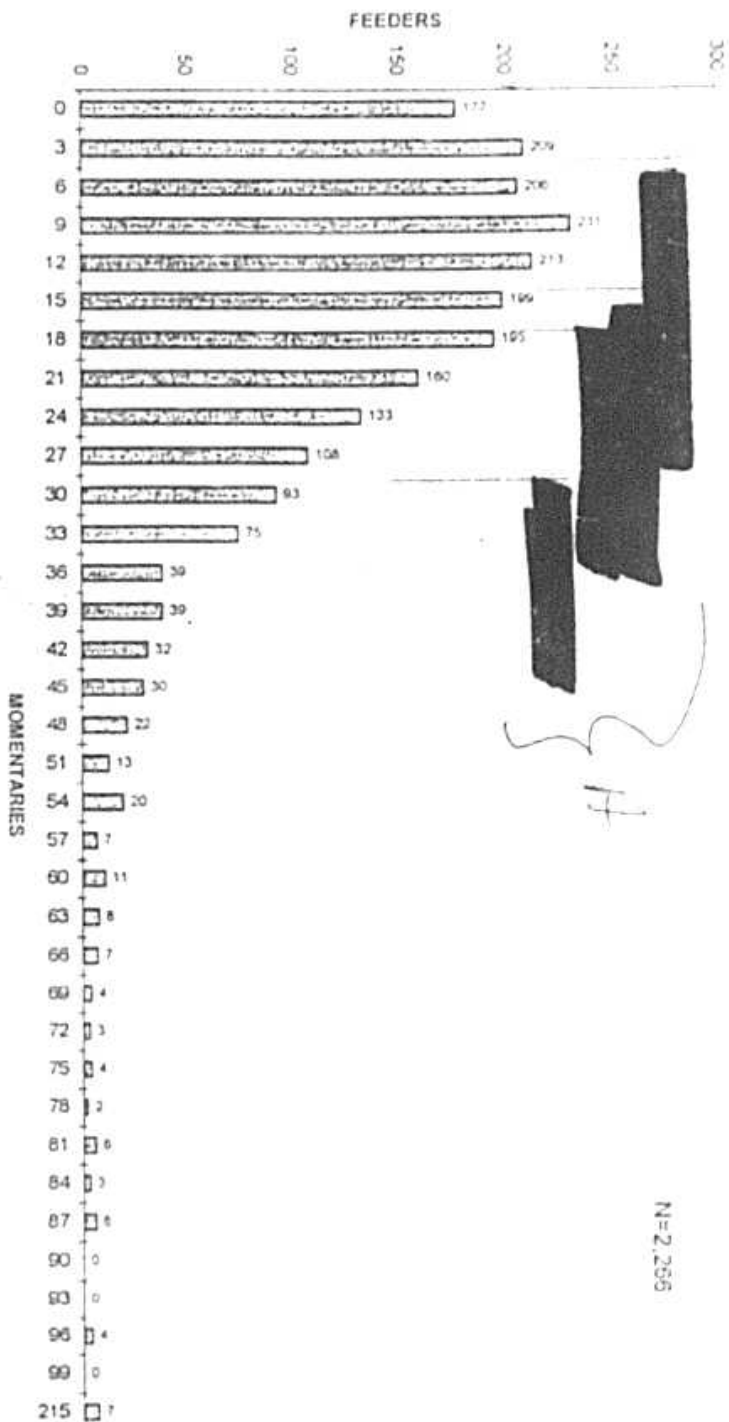
Distribution

Circuit Miles per Distribution Employee
1995



Source: EUCG T&D Performance Committee Database - 1995

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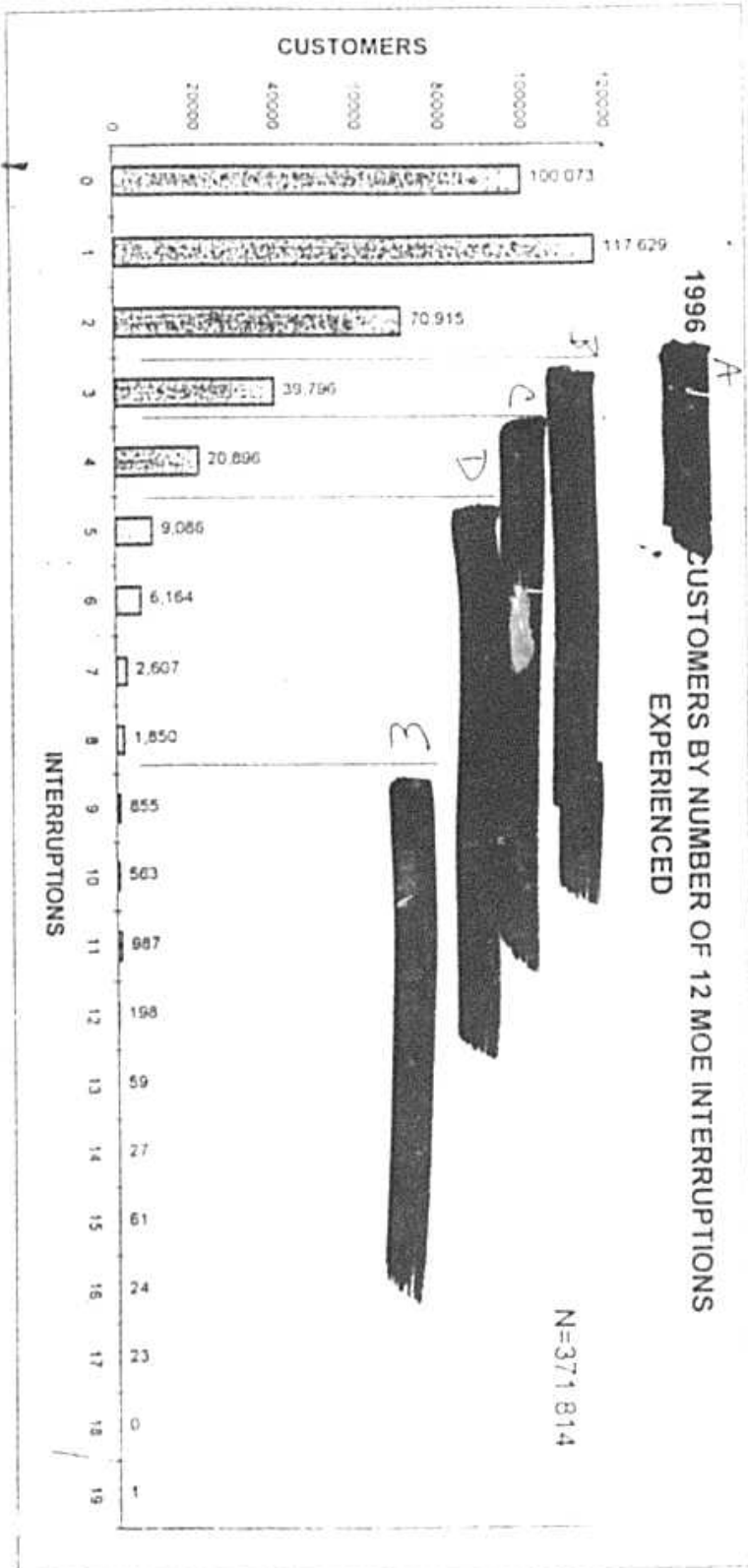


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MOM196FDR CSV

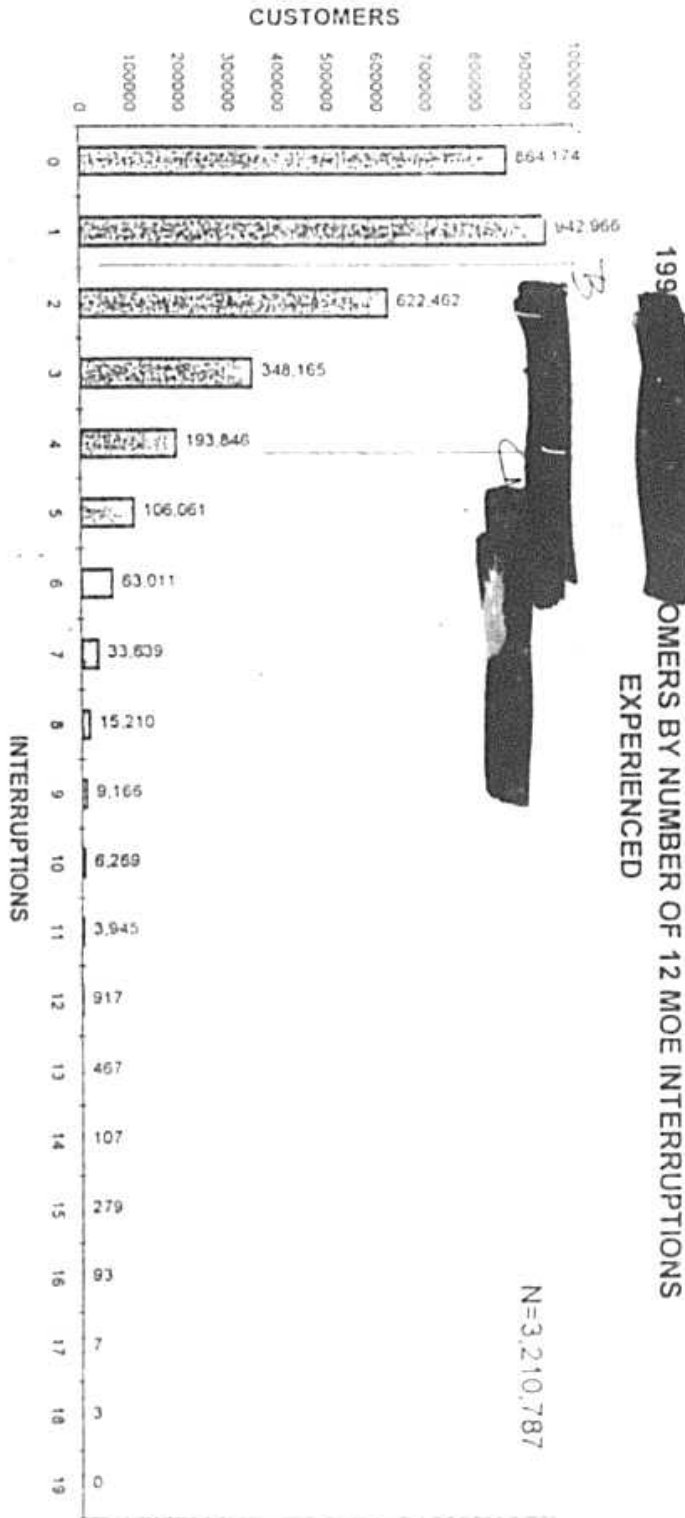
CONFIDENTIAL

SPM032797



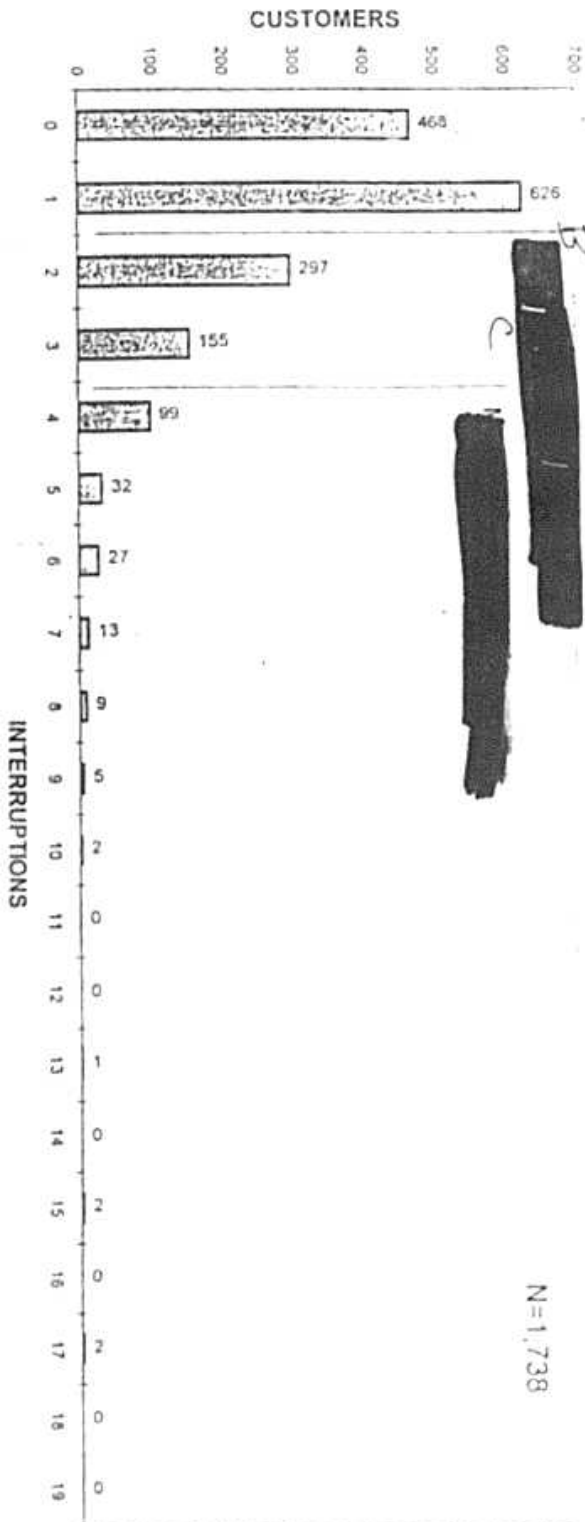
TBINTS96 XLS

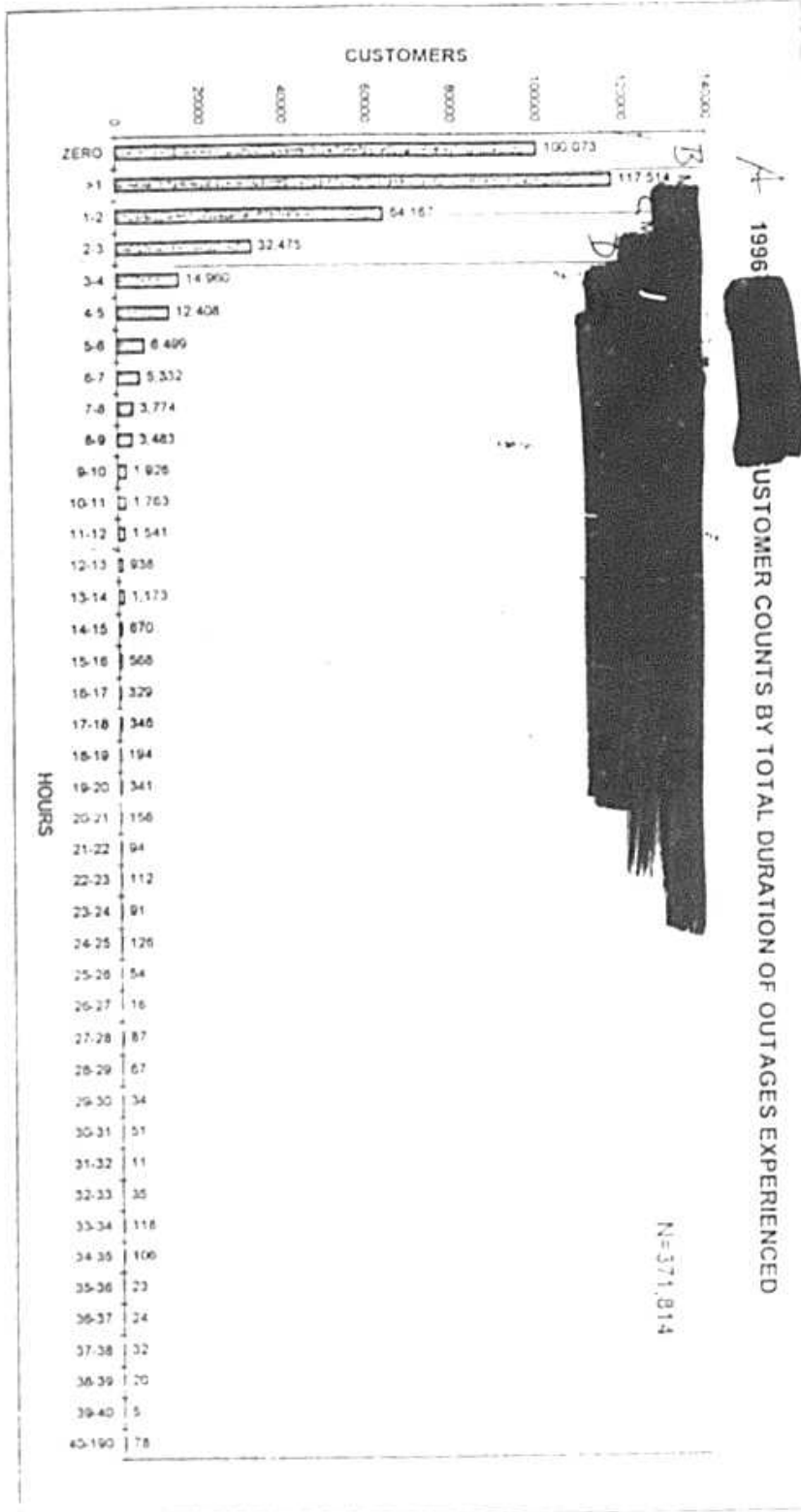
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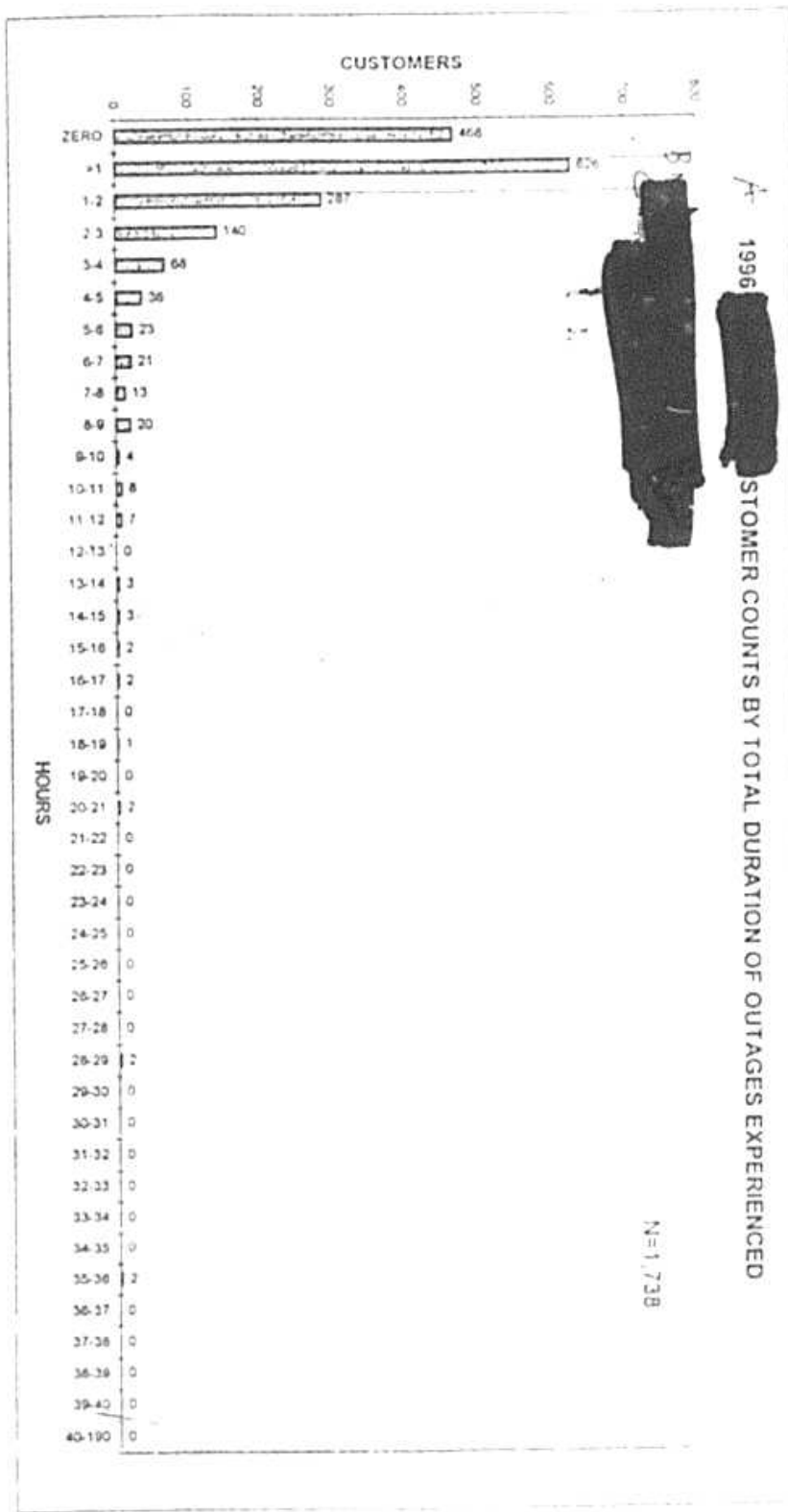


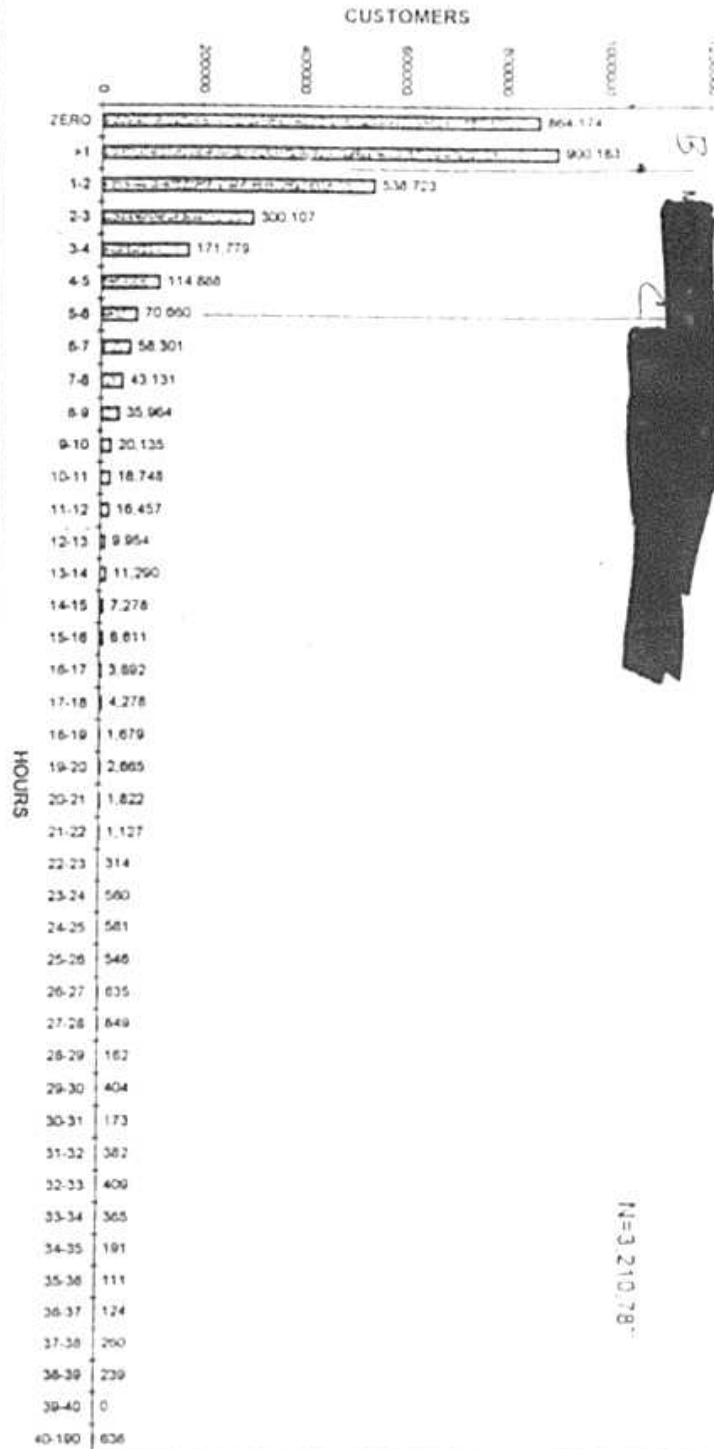
199 CUSTOMERS BY NUMBER OF 12 MOE INTERRUPTIONS EXPERIENCED

1996 CUSTOMERS BY NUMBER OF 12 MOE INTERRUPTIONS EXPERIENCED

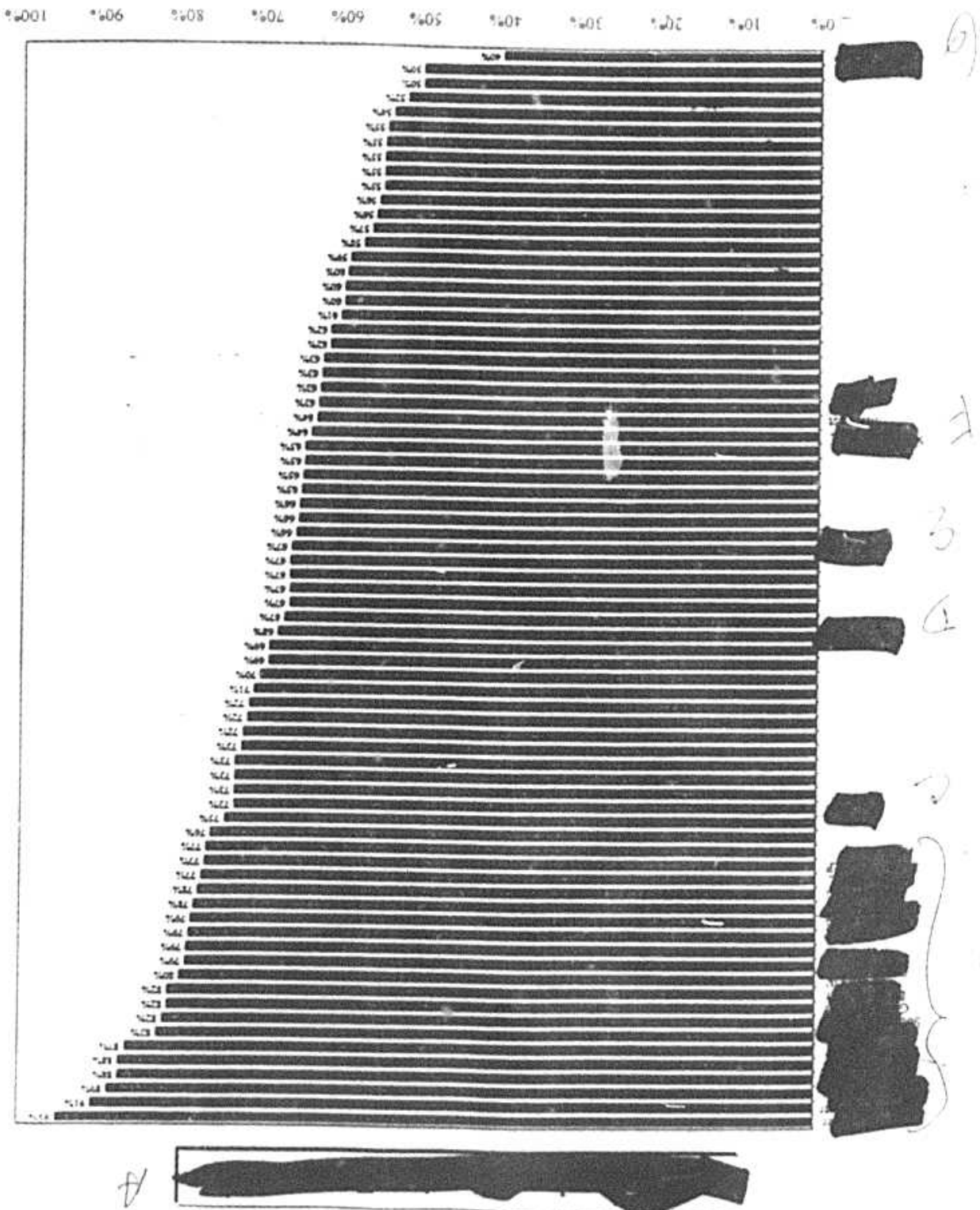




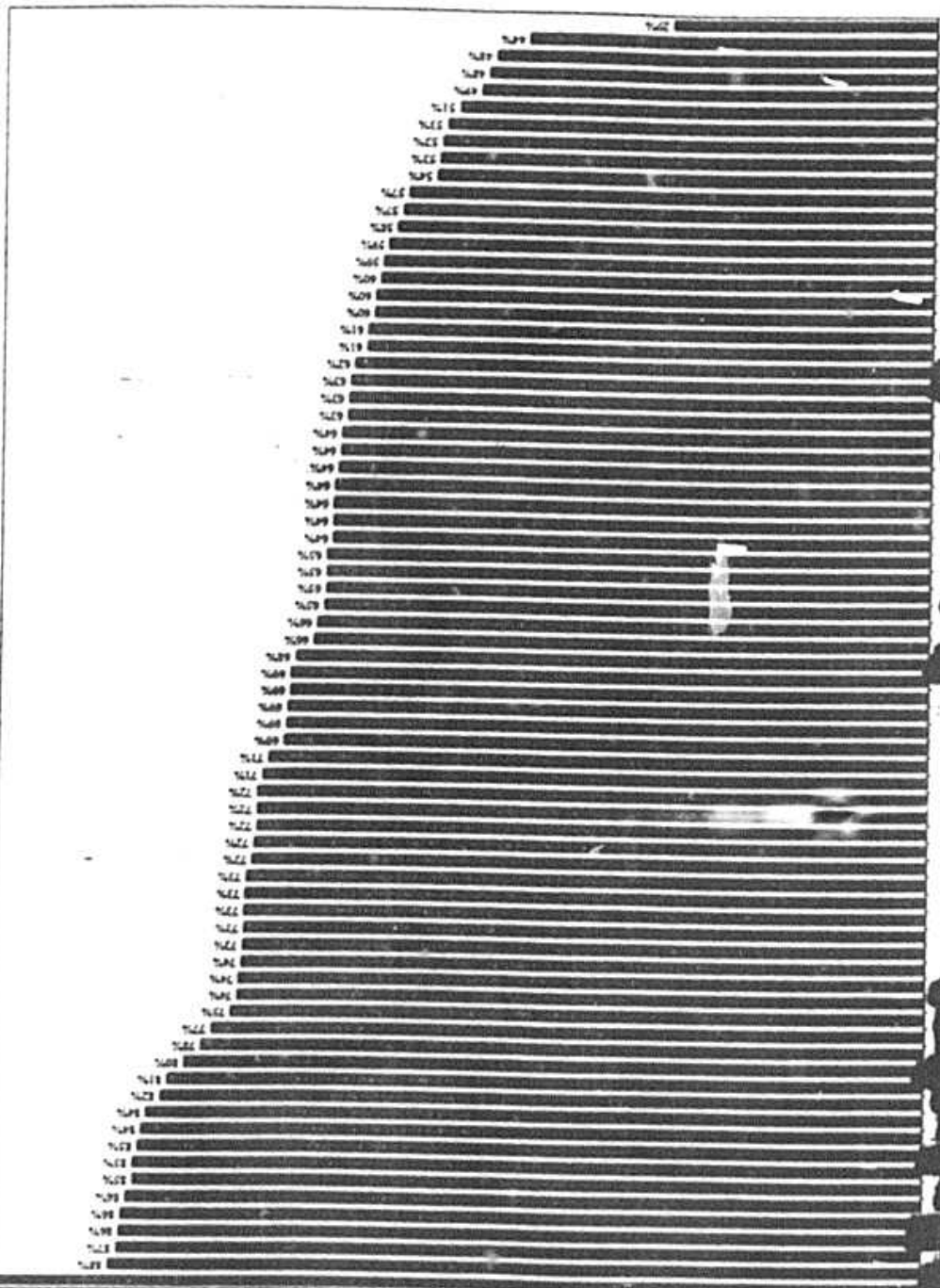




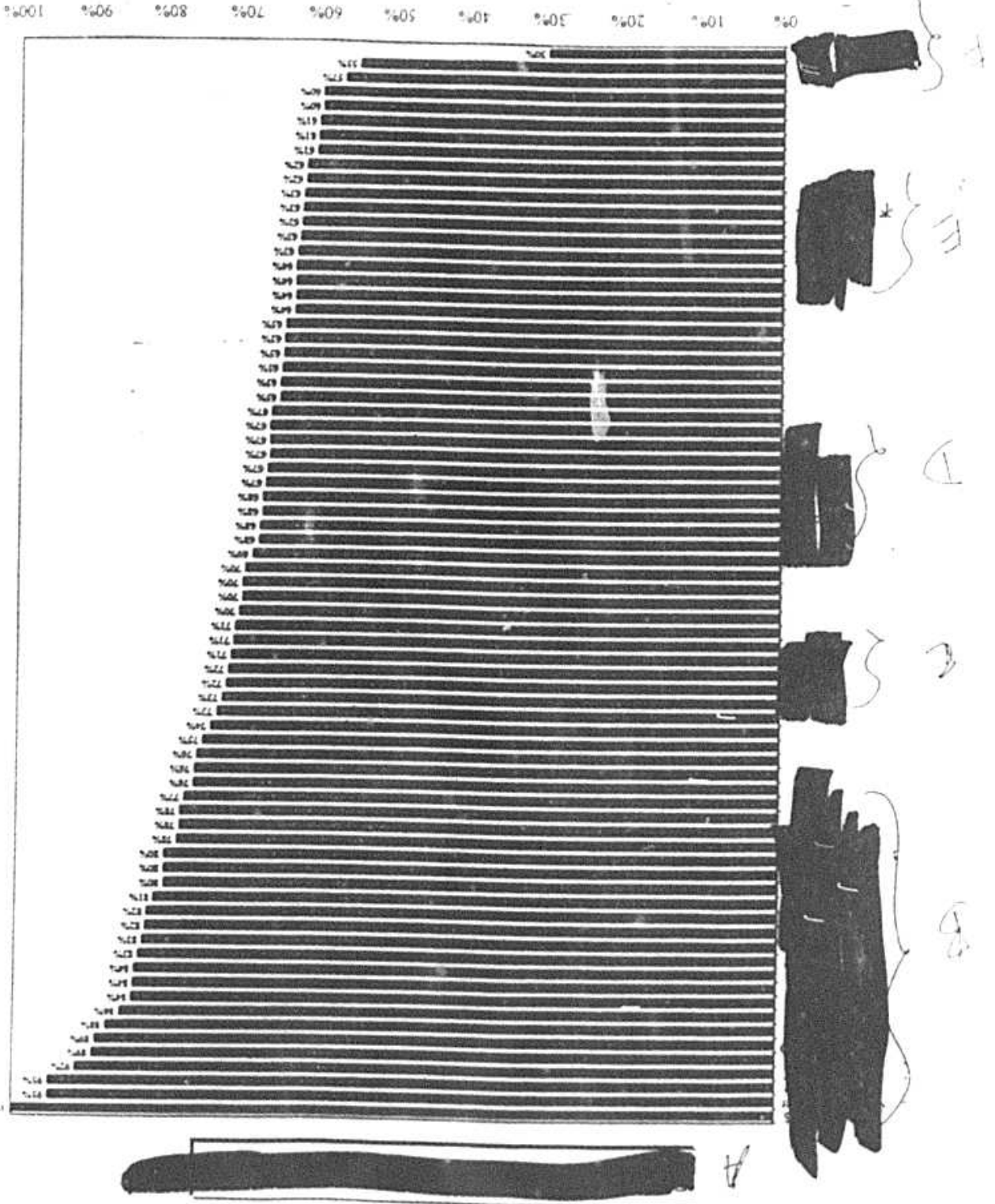
1996 CUSTOMER COUNTS BY TOTAL DURATION OF OUTAGES EXPERIENCED



0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

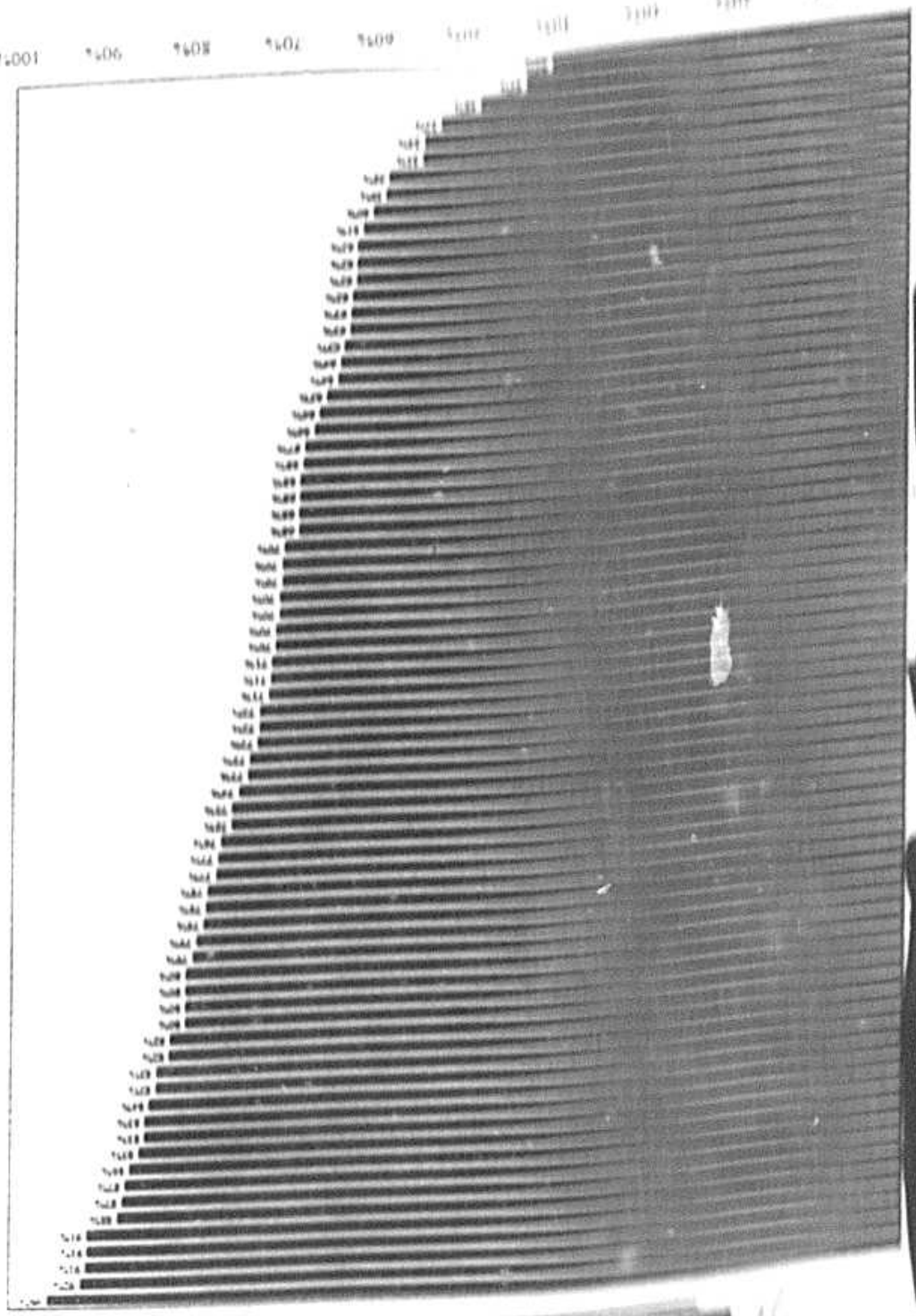


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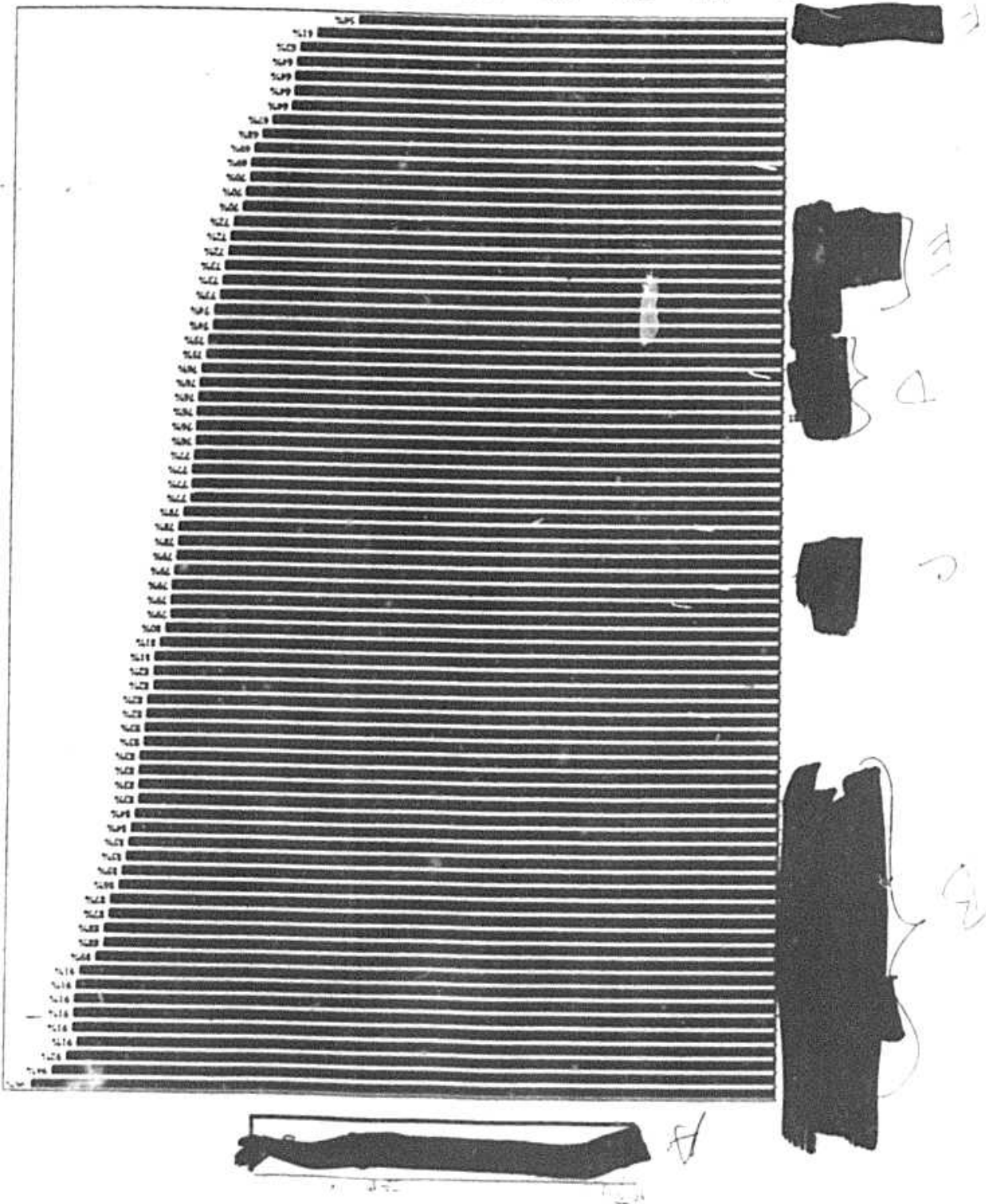
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100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0%



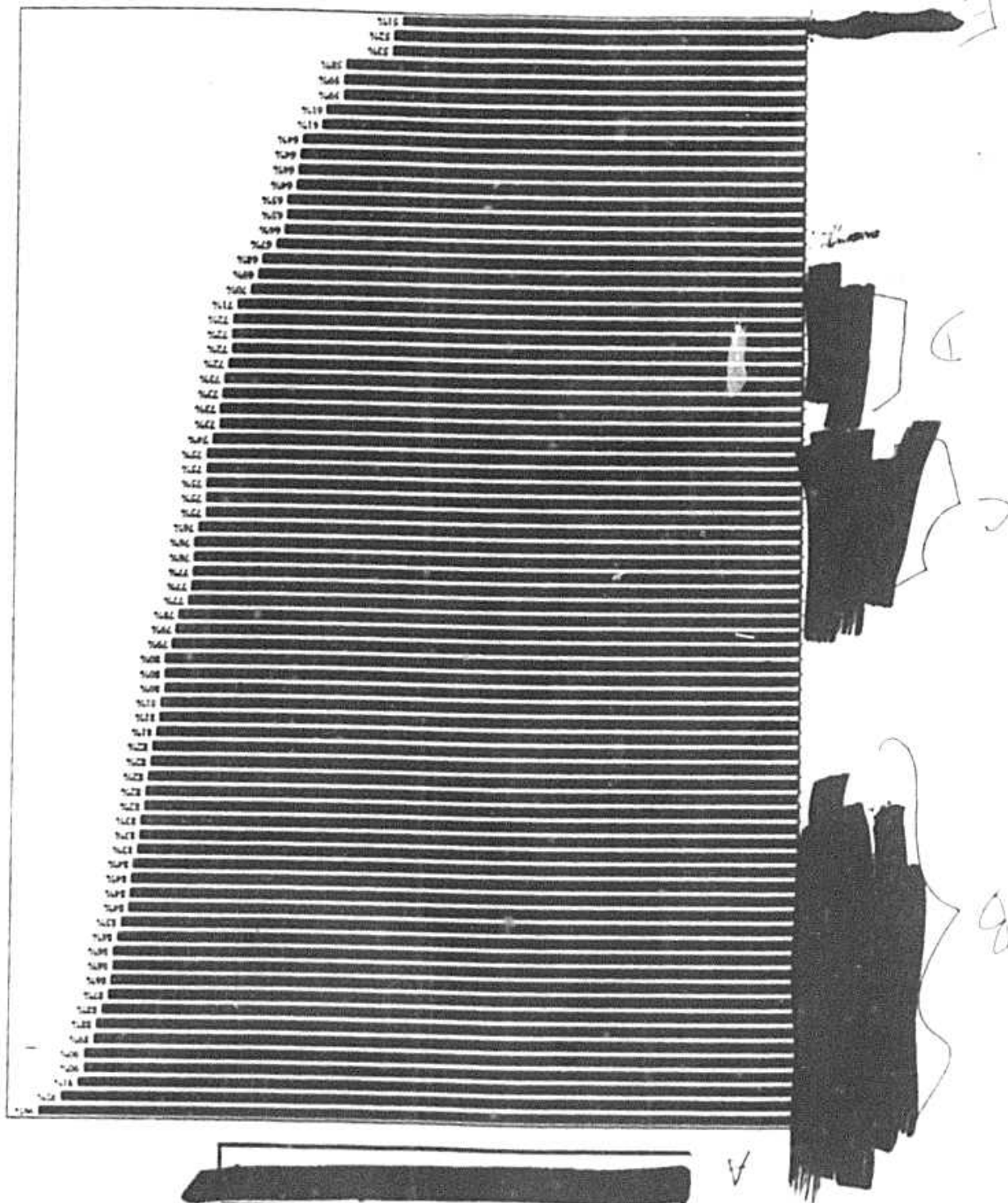
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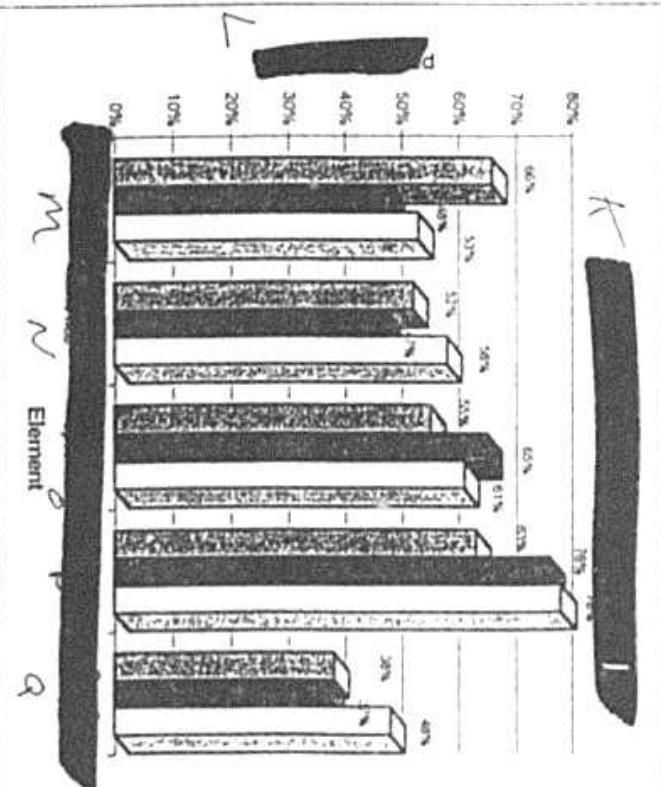
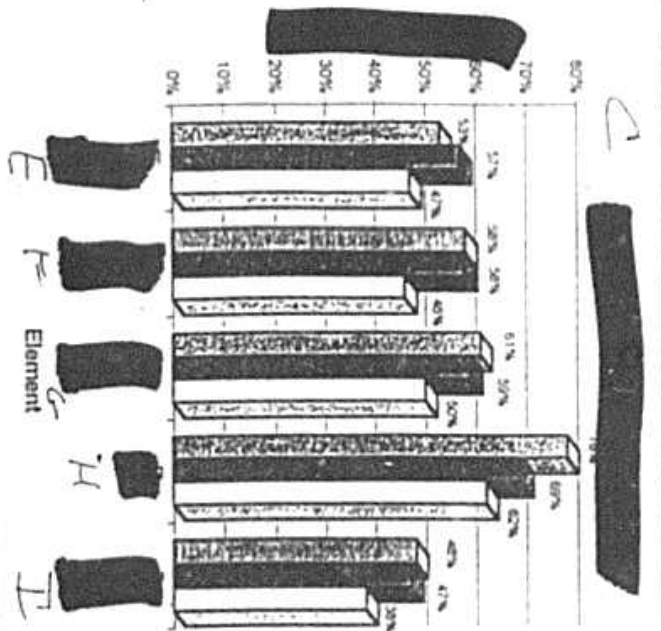


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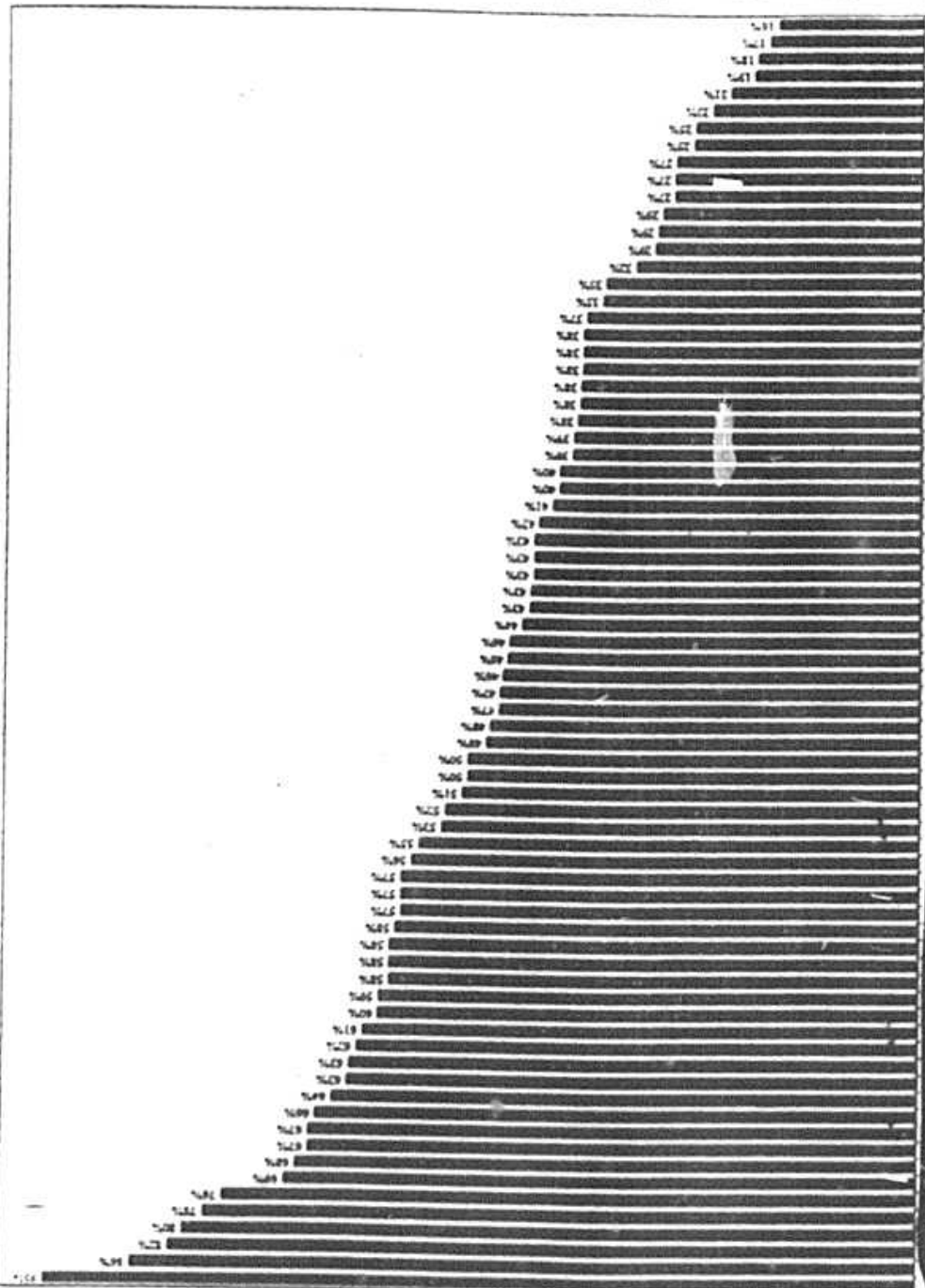


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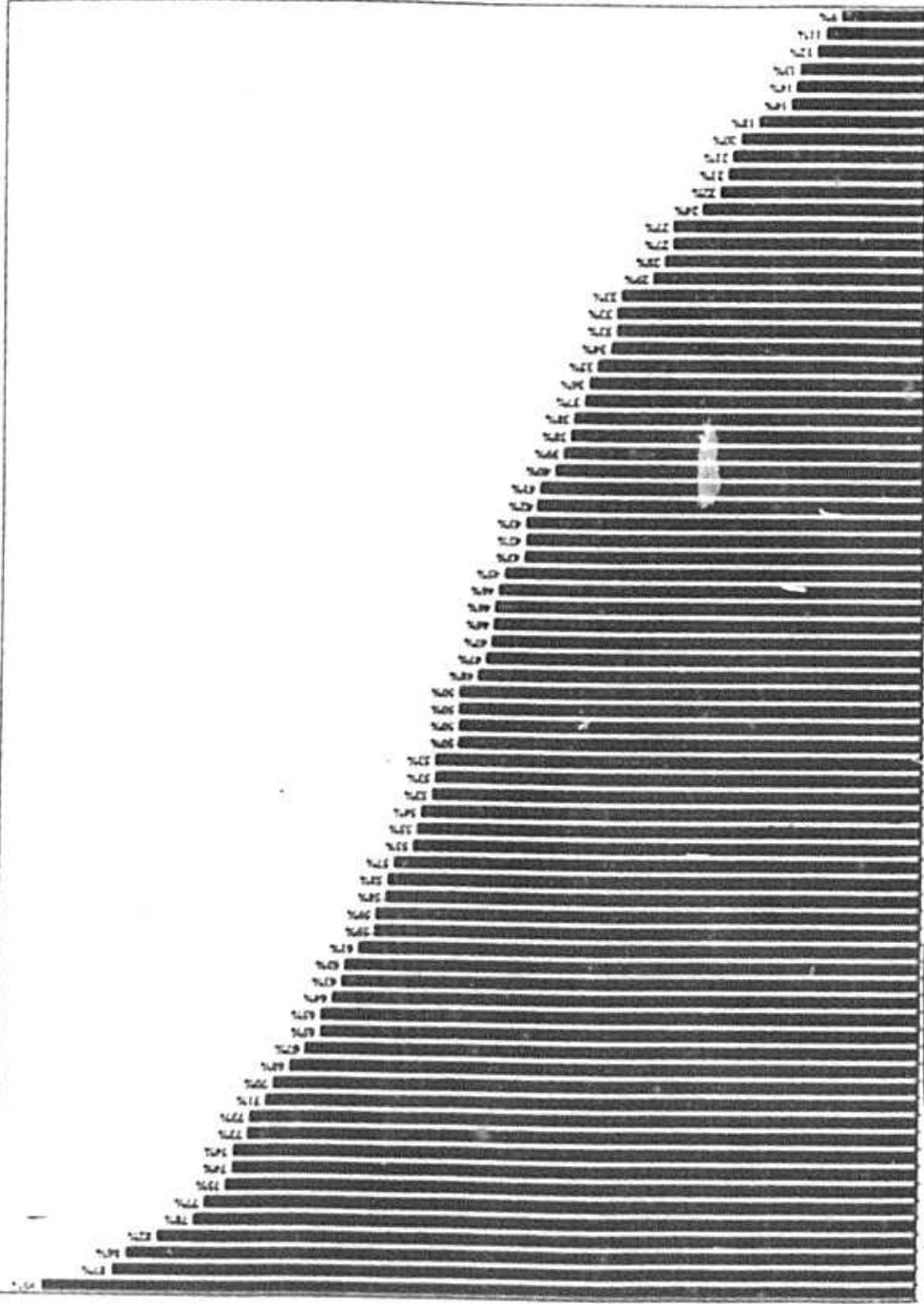
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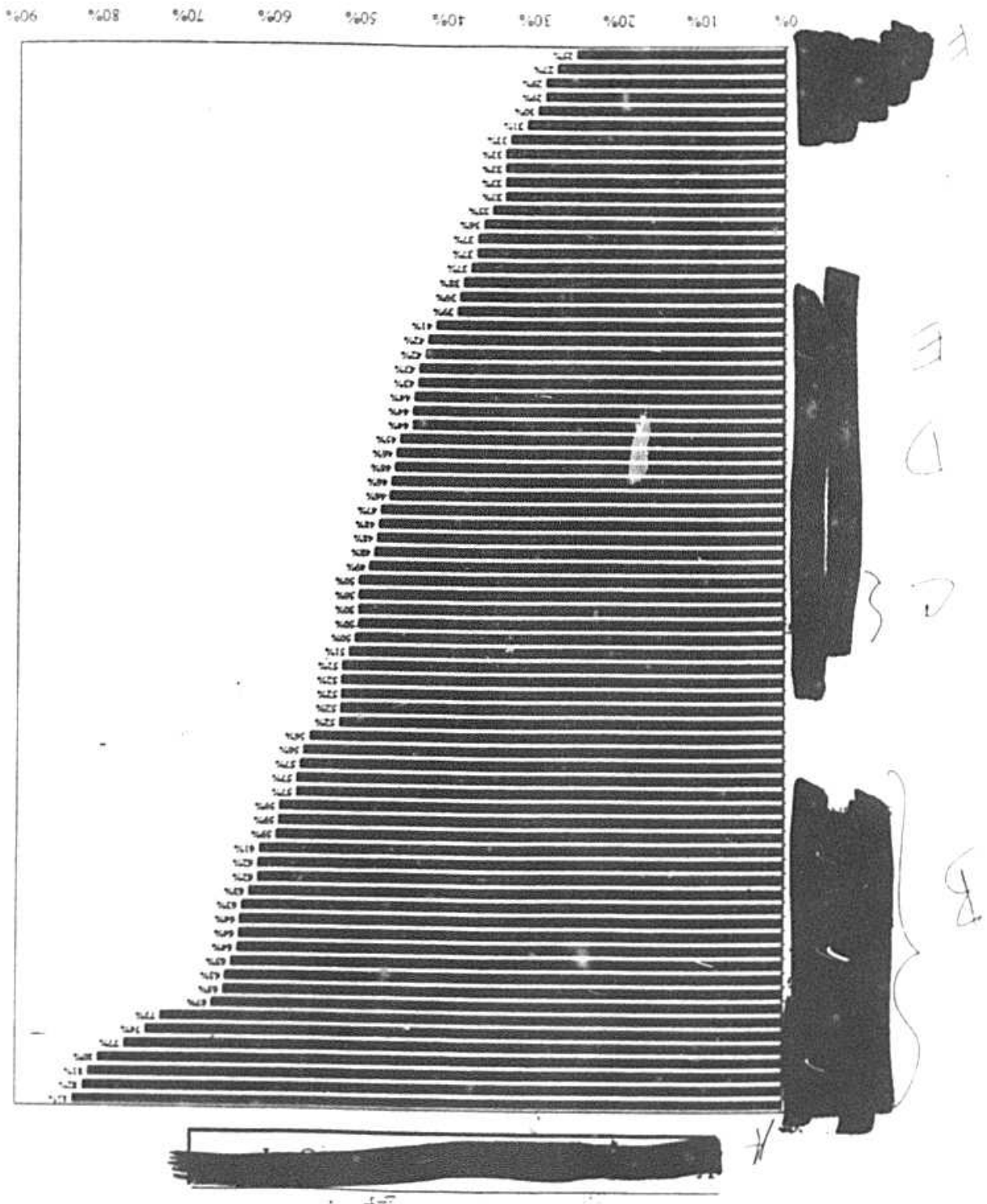
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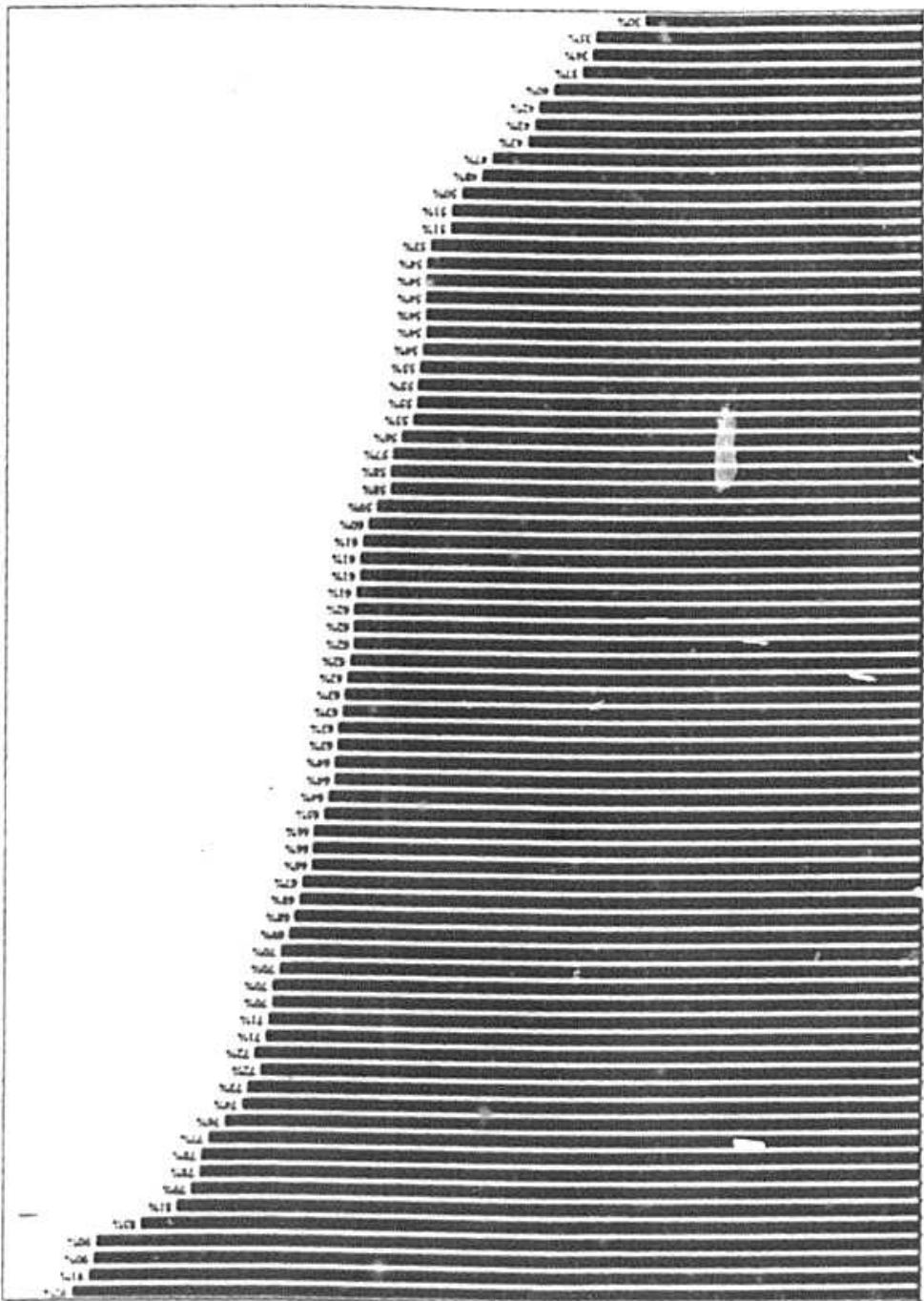
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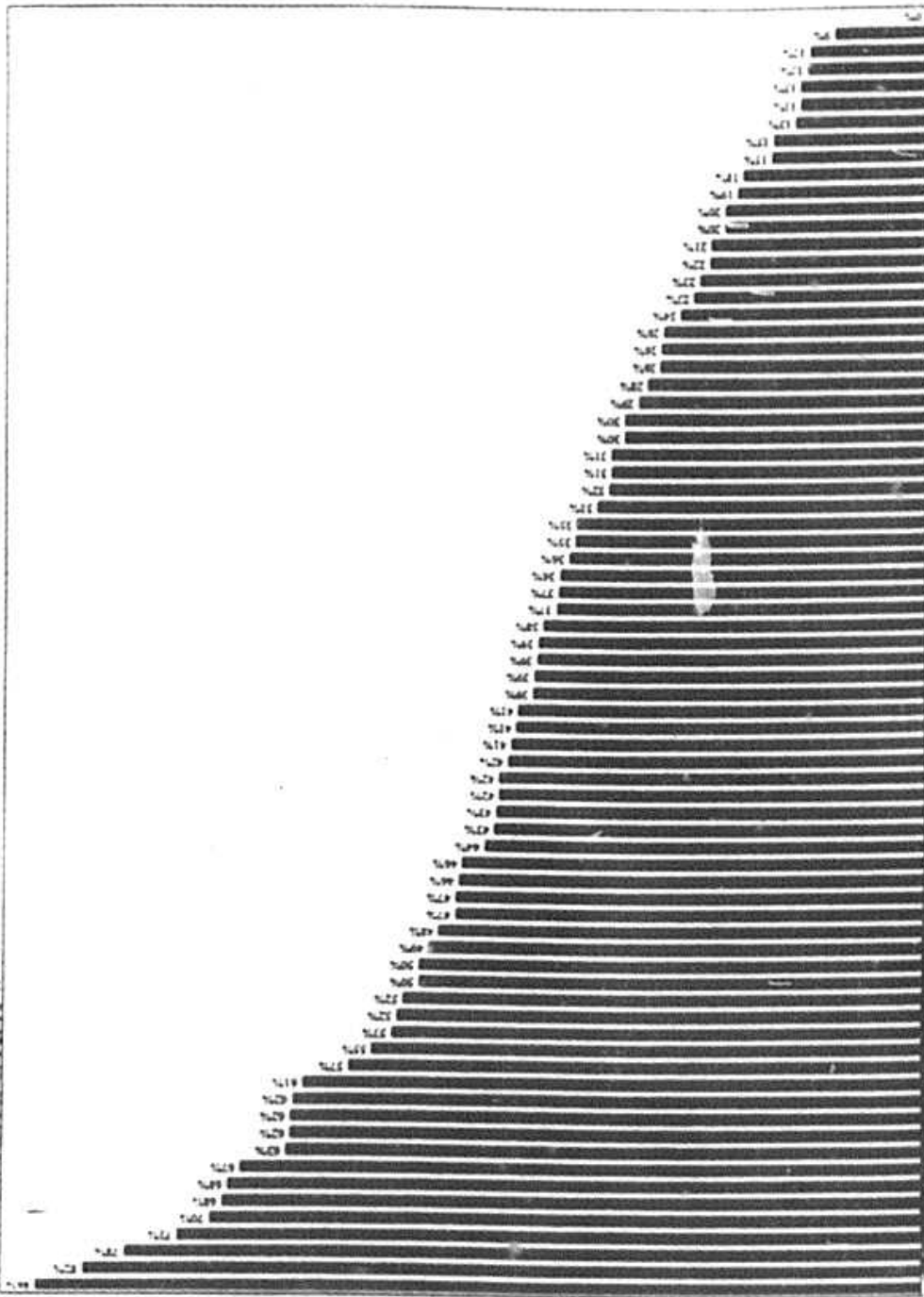
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Electric Industry Restructuring Proposals
March 25, 1996

	Generation	Transmission	Distribution	Stranded Investments	Market structure	Obligation to serve	DSM and social programs
California's Final Order (of 12/20/95 as modified 1/6/96) Implementation date: 1/1/98	Incentive to encourage voluntary divestiture of 50% of fossil fuel generating assets to avoid market power problems. Must sell all energy of non-divested plants to the pool.	Continued ownership of transmission facilities, but an Independent System Operator will be created to coordinate the daily scheduling and dispatch of generation, and the delivery of supplies.	Regulation of rates, terms and conditions not subject to competition using performance based regulation (PBR). Must purchase all energy from the pool.	100% recovery through a non-bypassable Competitive Transition Charge (CTC). Valuation to be finished by 2003 and complete collection of the CTC by 2005.	Creation of a spot market, direct access through bilateral contracts and contracts for differences. Continued ownership of generation, transmission and distribution facilities.	Continued obligation to serve those who elect to stay with the distribution utility. Two main rates: the traditional rate (average cost of power times consumption) or a load shifting (hourly or half-hourly) rate.	Continued commitment to DSM, renewable resources, minority, environmental and low income programs. Creation of a non-bypassable "public goods charge" on retail sales.
New Hampshire's Bill 1392 Implementation date: 1/1/98	Legal separation of generation from T&D. Generation companies are not allowed to own distribution companies, but may own marketing services.	Transmission remains a regulated function. Assets to be reformed under the NEPOOL plan.	Distribution companies must sell their generation and aggregation / marketing services by the end of a two year period after the initiation of competition.	Interim stranded cost recovery for two years only. Less than full recovery of stranded costs if bundled rates exceed the regional average.	Hybrid model emphasizing bilateral contracts and pool or spot market purchases.	The distribution company is still obligated to provide universal service and provide default power to residential customers and to C/I customers for for a six month period after the onset of competition.	Establishment of a competitively neutral \$13.2 million systems benefit charge to fund public policy programs. Existing DSM programs will be phased out within 2 yrs from the implementation of retail choice.

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Massachusetts' Power Choice	Separation of generation into separately owned unregulated companies by 2000. After 7/97 customers are charged spot market prices for basic service generation. Generation company may enter into bilateral contracts, sell to the pool and retail electricity.	Distribution companies which own transmission facilities lease them to the ISO. The ISO charges generators or purchasers for transmission and ancillary services. Transmission pricing and lease compensation will be regulated by FERC.	The Distribution Company provides service to all customers and basic service to those without a supplier. Incentive regulation. Pricing based on average generation cost minus consumption. Load profiles provided to customers and suppliers.	Reasonable opportunity to recover investments, but no guarantee of 100% recovery. Interim CTC collected beginning in '97. Valuation of non T&D assets to be done thru spinoff or auction from 1/98 to 12/00. By 2001 the CTC is adjusted to reflect actual revenues from sale of assets.	By 1/98 all customers are free to purchase power from any qualified generator or retailer. Pilot programs available to 10% of each customer class by 1/97. Unregulated company is formed by 1/98 to perform all retail functions under a <u>distinct</u> name. Load aggregation is permitted.	The Distribution Company remains the provider of last resort to all customers, even those dropped by other suppliers for any reason, including non payment. Customers may switch from and to as they please.	Distribution companies maintain current levels of cost effective DSM and renewable energy programs not provided by retail suppliers. Distribution rates should provide sufficient revenues to continue low income programs.
Vermont's							

FIVE YEAR PLAN - DISTRIBUTION SERVICES PLANNING

17-Apr-87

DESCRIPTION

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SUMMER LOADS - BVA

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FIVE YEAR PLAN - DISTRIBUTION SERVICES PLANNING

17-Apr-87

SUMMER LOADS - BYA

DESCRIPTION

A

1983A 1984A 1985A 1986A 1987A 1988A 1989A 1989A 1990A 1990A

FIVE YEAR PLAN SUMMARY - EAST AREA

2853.3	2945.2	2958.1	3148.8	3247.8	3407.3	3570.1	3722.3	3884.2	4051.5	4208.1	4308.1
92.0	13.8	187.7	100.8	159.7	162.8	162.2	161.8	167.2	213.9	148.6	148.6
3.2%	0.5%	6.3%	3.2%	4.8%	4.8%	4.5%	4.5%	4.5%	3.0%	0.0%	0.0%
45.3	44.8	41.7	42.5	42.7	43.1	44.1	45.0	46.4	47.8	48.5	48.5
1.68	1.71	1.79	1.78	1.76	1.74	1.69	1.64	1.60	1.56	1.51	1.51
2462.7	2454.1	2418.8	2415.8	2463.4	2542.8	2641.7	2755.0	2830.2	2915.9	3008.5	3008.5
297	306	319	322	328	332	343	351	354	361	365	365
8.1	8.0	7.8	7.5	7.5	7.7	7.7	7.8	8.0	8.1	8.2	8.2
445.8	513.2	538.2	731.0	784.2	864.5	928.4	977.3	1074.0	1145.6	1188.6	1188.6
33	38	47	58	64	70	75	80	85	87	90	90
13.5	13.5	11.5	12.6	12.3	12.4	12.4	12.2	12.6	13.2	13.3	13.3
4281.8	5041.8	5308.8	5808.1	5793.1	5838.1	6018.1	6105.1	6238.1	6354.1	6348.1	6348.1
330	343	368	380	387	402	418	431	438	448	455	455
3334.0	3463.5	3628.5	3837.1	4008.6	4175.6	4432.6	4738.2	4984.8	5215.3	5111.8	5111.8
63	66	71	74	78	79	81	83	84	85	85	85

FIVE YEAR PLAN - DISTRIBUTION SERVICES PLANNING

17-Apr-87

DESCRIPTION

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SUMMER LOADS - NYA


1983A 1984 1985A 1986A 1987A 1988A 1989A 1990A 1991A 1992A 1993A 1994A 1995A 1996 1997 1998 1999 2000

FIVE YEAR PLAN SUMMARY - WEST AREA

2223.7	2230.7	2234.6	2450.4	2700.1	2704.2	2873.3	2873.0	3006.3	3162.8	3256.8	3256.8
62.0	68.8	75.8	75.8	249.7	4.1	169.1	99.7	83.3	96.5	162.5	96.0
2.8%	3.0%	3.2%	3.2%	0.2%	0.2%	6.3%	3.5%	3.1%	3.1%	3.0%	0.0%
38.3	38.7	37.7	38.3	40.3	38.8	42.3	43.7	45.1	45.8	46.8	46.8
1.96	2.00	2.21	2.26	2.21	2.23	2.08	2.02	1.95	1.81	1.87	1.87
1221.6	1230.1	1239.4	1224.5	1264.2	1,118.0	1256.3	1273.8	1299.5	1313.5	1324.5	1324.5
15.7	16.1	16.1	16.2	16.1	15.9	16.3	16.4	16.5	16.5	16.5	16.5
7.8	7.8	7.5	7.8	7.9	7.8	7.7	7.8	7.9	8.0	8.1	8.1
1002.1	1055.8	1168.0	1225.8	1435.9	1698.2	1817.0	1898.4	1766.8	1848.3	1824.3	1824.3
111	114	123	128	142	145	147	151	151	156	157	157
9.0	9.3	8.5	8.6	10.1	10.3	11.0	11.3	11.7	11.9	12.3	12.3
4362	4570	5254	5548	5982	6022	5992	5992	5992	6047	6102	6102
268	275	284	290	303	304	310	315	316	321	322	322
2967	2989	3000	3014	4131	4170	4240	4330	4400	4577	4612	4612
58	59	63	64	67	68	68	68	68	68	70	70
14662.5	15115.1	15628.5	16208.5	16933.8	17278.0	18168.7	18823.7	19601.8	20303.7	21042.9	21042.9
463.6	513.4	581.0	724.3	345.2	689.7	755.0	678.2	701.8	739.2	739.2	739.2
3.7%	3.7%	3.7%	4.3%	2.0%	2.0%	4.2%	4.5%	4.8%	4.7%	4.8%	4.8%
42.8	43.1	42.7	43.3	43.2	42.9	44.2	45.7	46.8	47.8	48.8	48.8
1.85	1.87	1.83	1.83	1.94	1.93	1.88	1.81	1.78	1.75	1.68	1.68
44.5	40.6	43.6	41.9	40.7	41.2	38.5	36.6	36.6	33.1	33.1	33.1
21	21	21	21	21	21	1.19	1.17	1.17	1.14	1.14	1.14
21	1.9	2.1	2.0	1.9	2.0	2.1	2.2	2.2	2.4	2.4	2.4
11654.2	11733.7	11947.9	12136.5	12425.0	12535.1	12922.8	13337.4	13859.7	14642.6	14447.8	14447.8
1,540	1,570	1,612	1,638	1,671	1,700	1,751	1,781	1,796	1,817	1,840	1,840
7.8	7.5	7.4	7.4	7.4	7.4	7.4	7.5	7.6	7.7	7.9	7.9
2803.8	3320.8	3637.0	4031.1	4468.1	4702.7	5208.4	5548.7	5905.8	6228.0	6562.2	6562.2
257	284	318	348	388	415	446	465	480	493	502	502
11.5	11.7	11.5	11.8	11.6	11.3	11.7	11.8	12.3	12.8	13.1	13.1
27191.8	28335.8	30138.1	31324.4	32903.5	33388.5	33877.5	34284.5	34803.5	35587.5	35587.5	35587.5
1,787	1,854	1,828	1,828	2,057	2,115	2,187	2,246	2,278	2,342	2,342	2,342
18628.8	19580.7	20801.4	21984.8	23038.4	23555.8	24113.9	24743.5	25372.8	26234.8	26578.3	26578.3
344	351	366	374	382	403	411	414	421	425	431	431

In accordance with Commission Rule 25-22.006, these documents are proprietary and confidential business information as defined in 364.183, 366.093 or 367.153, F. S. These documents have been labeled "confidential"

Florida Power & Light Company
FPSC Review of Distribution System
Staff 4th Request
Request 7
Pages 1 of 1




Q9 Please describe any underground cable injection efforts at FPL over the period 1992 to date. Identify the responsible organization, the annual amount of cable injected by type, and the associated costs.

When the underground direct buried primary cable has a failure for the first time, it is repaired. If it fails a second time, a decision is made to either inject or replace the cable. This decision is based on the number of splices. If there are two or less, it is injected. If there are more than two splices, it is replaced. However, if there is spare conduit, the cable is replaced and would not be considered for injection regardless of the number of splices.

Attached are copies of the FPL's Distribution Construction Standards 1996 Underground Cable Replacement/Injection policy, as well as the 1995/1996 Underground Cable Replacement policy.

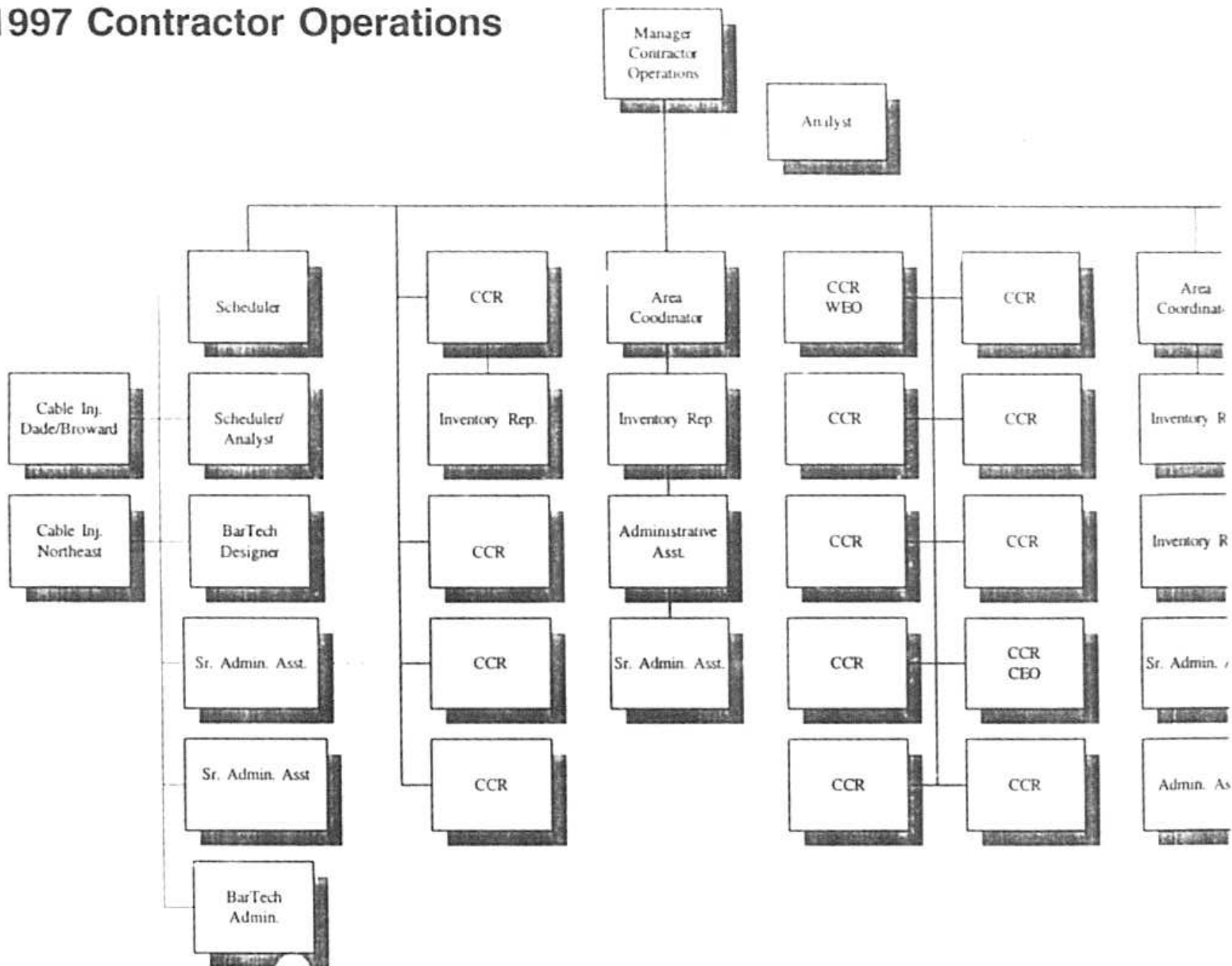
Cable injection is handled through the Contract Administration Department. The following table outlines cable injection at FPL from 1992 to date:

<u>A</u> Year	<u>B</u> Footage	<u>C</u> Price per foot injected
1992	534,045	
1993	380,110	
1994	160,730	
1995	3,050	
1996	554,606	
1997	375,638	

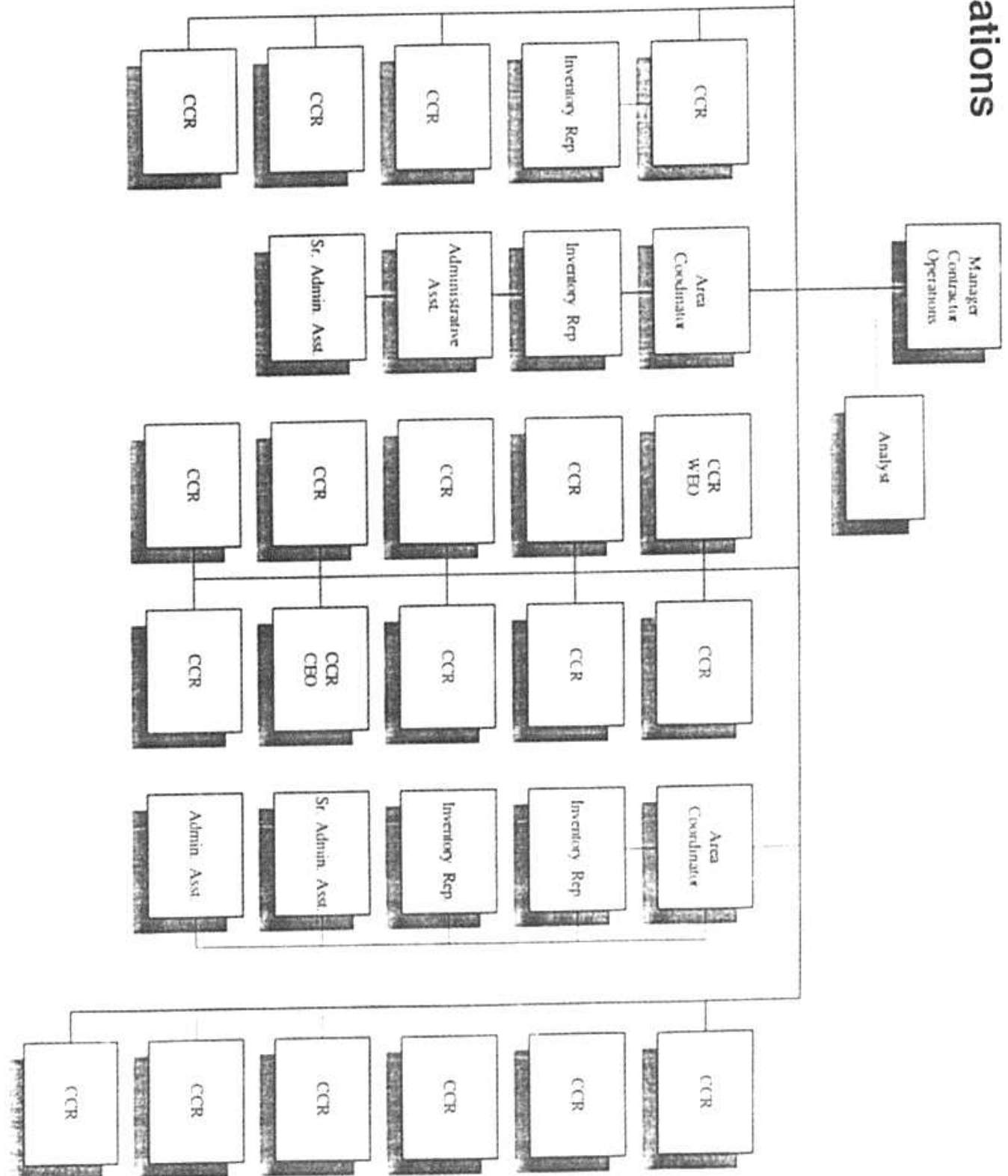
Cable injection was limited in 1995 while a new "flow-thru" splice was developed and implemented.

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1997 Contractor Operations



Operations



Request

Pages

4 of

2

1. The first step is to identify the problem. In this case, the problem is that the company is not meeting its sales targets.

THE FOLLOWING INFORMATION IS FOR THE USER'S INFORMATION ONLY. IT IS NOT A WARRANTY. THE USER SHOULD ALWAYS TAKE THE FOLLOWING PRECAUTIONS: THE USER SHOULD ALWAYS BE INSTALLED IN A SAFE PLACE FROM TRAFFIC. THE USER SHOULD ALWAYS BE INSTALLED IN A SAFE PLACE FROM TRAFFIC. THE USER SHOULD ALWAYS BE INSTALLED IN A SAFE PLACE FROM TRAFFIC.

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Florida Power & Light Company
FPSC Review of Distribution System
Staff 4th Request
Request 9
Pages 6 of 7

URD CABLE REPLACEMENT

A STATEMENT OF POLICY

UV-21

As of May 1985, FPL adopted a cable-in-conduit policy that applies to all URD feeder, primary lateral, secondary, service and streetlight cables. Over the years, existing URD facilities at FPL have ranged in design from direct buried to an all cable-in-conduit system. Direct buried facilities will fail over time and will ultimately need to be replaced with cable-in-conduit. A procedure for replacement of all URD facilities is given in T&D Procedures, Section 2507.1/2.

For direct buried URD cables, an allowed number of failures is given in the chart below and in sections 2507.1 and 2507.2 of T&D Procedures before replacement with all cable-in-conduit is necessary. A plastic tag shall be placed near the ends of spliced cables to record the number of failures. (See UV-12)

For URD cables already installed in conduit or where cables are direct buried with spare conduit available, cable splicing should never take place following a dig-in or failure. A new run of cable should always be installed in conduit from termination to termination after the conduit has been repaired.

URD CABLE TYPE	DIELECTRIC FAILURES BEFORE REPLACEMENT
DIRECT BURIED PRIMARY LATERAL WITH SPARE CONDUIT	Replace at First Failure
DIRECT BURIED PRIMARY LATERAL WITHOUT SPARE CONDUIT	Replace at Second Failure
DIRECT BURIED SECONDARY /SERVICE LATERAL	Replace at Second Failure
DIRECT BURIED FEEDER	Replace at Fourth Failure
ALL CABLE IN CONDUIT	Replace at First Failure

Cable pulling points should only be installed for new construction and should be FPL designated where necessitated by cable pulling constraints. A buried concrete pull box shall be installed at these points. Splices should never be installed to repair a dig-in or cable failure on a URD cable-in-conduit system unless the splice is in an existing FPL pull box previously designated as a cable pulling point.

STANDARDS
OH & UG DISTRIBUTION SYSTEM
FLORIDA POWER & LIGHT COMPANY

Florida Power & Light Company
FPSC Review of Distribution System
Staff 4th Request
Request 7
Pages 7 of 7

ORIG <u>AM</u>	NO SCALE	APPROVED <u>RK Ciles</u>
DRAWN <u>B</u>	DATE <u>7-1-87</u>	DIRECTOR, DISTRIBUTION ENGINEERING
CHECKED <u>Cal</u>		

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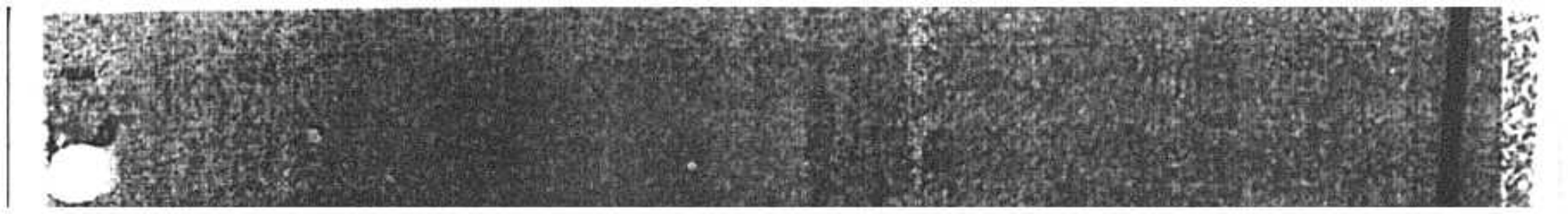


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INTRODUCTION

An investigation is usually necessary before the Company can take a position of either accepting or rejecting a customer's claim. It is suggested that a timely investigation be made in order to take advantage of the factual situation before changes occur as well as preserve evidence that might otherwise be lost. You can maintain the goodwill of the customer when you investigate promptly and inform them of the Company's position, even though you may be denying responsibility for their damage, so considerable tact and diplomacy must be used when explaining continuity of service and service irregularities even though every reasonable effort is made to avoid them. (Review the Tariff, Rules and Regulations to familiarize yourself with FPL's responsibility to the customer).

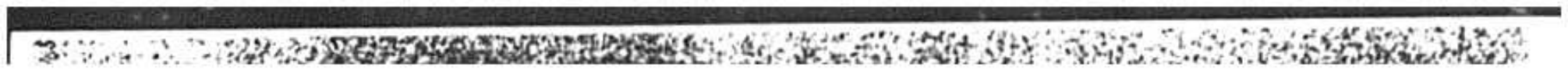
Generally, the goal of conducting the investigation and building the claim file consists of:

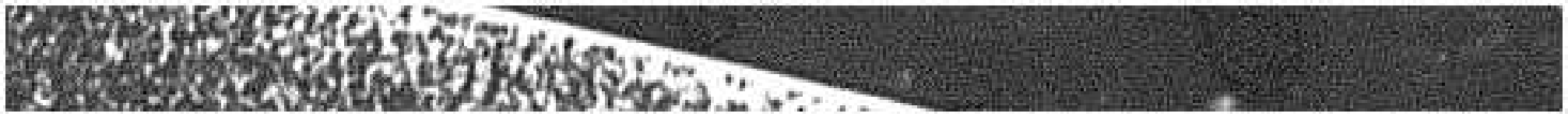
- Obtaining supporting FPL documents such as CIS printouts, trouble records, crew time sheets, etc.
- Interviewing and documenting conversations with the customer, neighbors, employees, etc. Use of the personal/phone contact memo is useful to record time, dates, etc.
- Going to the scene, if necessary photographing property damaged or the cause of damage. Making a sketch of the scene and taking measurements, if needed.
- Verifying what was damaged, making notations as to the age, condition, make and model of the items involved in the claim.
- Obtaining original invoices, repair bills and estimates from the customer and verifying the work and the dollar amounts with the repair facility.

Remember, facts usually leave a paper trail, so verify every statement or conclusion made.

Occasionally, a good idea to help prevent a fraudulent claim from being made is to send a "Statement of Claimant" form to the individual (attached). If you suspect a claim of this type, the notice in red on the form may forewarn any idea of fraud.

This collection of data, applied to certain legal elements, should provide terms for a fair resolution to our customer's concerns.





OUR ROLE AS AN INVESTIGATOR

An investigator is a finder of facts; what really happened vs. what someone thinks happened.

Below are four basic terms that, if learned, will provide a clear and organized thought pattern to help you handle an investigation involving property damage.

- **3 POINT LIABILITY RULE**
- **NEGLIGENCE (DEFINED) (4 ELEMENTS)**
- **PROXIMATE CAUSE**
- **MITIGATED DAMAGES**

Basically, any liability (defined as justly or legally responsible for a financial obligation or debt) involving a claim against a particular party can be determined by using the **3 Point Liability Rule**.

The rule consists of 3 questions:

1. Was (FPL) negligent?
2. Was (the customer) negligent?
3. Was (the customer's) damage proximately caused by (FPL's) negligence?

Negligence is a subject about which many books have been written. Generally, it is a form of wrong conduct. If one were to prove negligence, certain "elements" must be shown. These 4 elements are:

1. (FPL) owed a duty to the (customer).
(An example would be our Tariff: Rules & Regulations, etc.)
2. (FPL) violated that duty (did something wrong).
3. There was a causal connection between the negligent conduct and the resulting harm or damage.
4. There was an actual loss or damage.

Proximate Cause (in terms of property) is defined as "the hazard to which a loss can be directly attributed such as wind, fire, lightning, car, person, etc.

EXECUTIVE TYPE CALLS

COURSE OF ACTION:

On cases involving customers who wish to be beyond the representative.

1. Refer to Lead Person.
2. Assistant Supervisor.
3. Statewide Supervisor.

On cases that customers may demand immediate attention, provide the following number:

305 - 552-3552

Follow this type of action with a "CC:Mail" note to the Assistant Supervisor and a copy to the Statewide Supervisor.

Under no circumstances give out any phone number other than the one provided for these type of calls.

CLAIMS TRACKING SYSTEM (CTS)
PUBLIC PROPERTY DAMAGE
ACCIDENT CODES AND EXAMPLES

REV. 6/1/97

ACC SUB

CODECODE

00 UNDER INVESTIGATION

- 10 ● For use on pending claims, where you are not certain of the accident type.
Change to appropriate accident type when investigation has been completed.

01 CUT-IN-ERROR

- 10 ● cut wrong customer.
- 11 ● cut account which should not have been cut.

02 DELAYED RECO/CM

- 10 ● took too long to reconnect customer.
- 11 ● took too long to connect meter.

03 IMPROPER CONNECTION

- 10 ● improper voltage when connected.
- 11 ● connected hot leg to neutral.
- 12 ● connected to wrong equipment or power facilities.
- 13 ● connected high leg to hotleg or neutral.
- 14 ● improper phase rotation.
- 15 ● improper service connections.
- 16 ● improper transformer connections.

EMPLOYEE DAMAGED PROPERTY

- Non-electrical damages caused by FPL employee. The type of damage usually does not fit into any other category. (*NOT FOR VEHICLE DAMAGE*)
- 10 • animals
- 11 • driveway/patio slab
- 12 • fence/gates
- 13 • landscaping - bushes/shrubs/flowers
- 14 • mailbox
- 15 • meter can
- 16 • roof/gutters
- 17 • ruts/lawn
- 18 • septic tank
- 19 • sprinkler
- 20 • trees
- 21 • vehicles (non-moving damage only)
- 22 • window/doors
- 99 • miscellaneous

05 INSIDE TROUBLE - CUSTOMER ADVISED

- 10 ● damages allegedly caused by FPL, however, it was determined that "inside trouble"

 was the cause.
 - customer breaker failed.
 - customer fuses failed.
 - customer wiring failed.
 - customer equipment failed. (no cause found)
- 11 ● customer advised incorrectly by Distribution
- 12 ● customer advised incorrectly by Customer Service

06 DIG-IN / UNDERGROUND LOCATION GIVEN AND LOCATIONS GOOD

- 10 ● telephone/fiber cable cut
- 11 ● water line cut
- 12 ● sewer line cut
- 13 ● CATV cable cut
- 14 ● gas line cut
- 15 ● sprinkler system cut

07 DIG-IN/NO UNDERGROUND LOCATION REQUEST MADE BY FPLCOMPANY

- 10 ● telephone/fiber cable cut
- 11 ● water line cut
- 12 ● sewer line cut
- 13 ● CATV cable cut
- 14 ● gas line cut
- 15 ● sprinkler system cut

08 DIG-IN / UNDERGROUND LOCATION

- not given by the requested utility, developer, homeowner, etc.
- 10 • telephone/fiber cable cut
- 11 • water line cut
- 12 • sewer line cut
- 13 • CATV cable cut
- 14 • gas line cut
- 15 • sprinkler system cut

09 DIG-IN / UNDERGROUND LOCATION

- marked incorrectly by the requested utility, developer, homeowner, etc.
- 10 • telephone/fiber cable cut
- 11 • water line cut
- 12 • sewer line cut
- 13 • CATV cable cut
- 14 • gas line cut
- 15 • sprinkler system cut

10 OPEN NEUTRAL

- | | | | | |
|----|---|------------------------------------------|---|------------------|
| 10 | • | neutral connector failed at weather head | A | Multiple Calls |
| 11 | • | neutral open or broken on service drop | B | Decay/Age |
| 12 | • | neutral open on secondary | C | Salt Spray |
| 13 | • | neutral open on transformer connector | D | Loose Connection |
| 14 | • | neutral open inside meter can | | |

11 WIRE DOWN

- 10 ● wire scraped surface of car
- 11 ● energized wire downed on building or other facility
- 12 ● any damage done by a downed wire
- 13 ● crew dropped line
- 99 ● miscellaneous

12 TREE IN WIRES

- 10 ● service drop opened
- 11 ● primary grounded
- 12 ● primary / secondary cross-phased
- 13 ● hot leg to neutral, due to tree wearing off insulation

13 ACTS OF NATURE

- 10 ● birds, squirrels, other animals
- 11 ● natural causes beyond FPL control
- 12 ● extreme weather related causes
 - hurricane
 - high winds
 - lightning
 - tornado
 - heavy rains
 - tropical storm
- 99 ● miscellaneous

14 SINGLE PHASING (FOR 3 PHASE EQUIPMENT ONLY)

- 10 ● loss of one or more phases resulting in motor damage

15 SERVICE CONTINUITY

- | | | | | |
|----|---|---------------------------------|---|------------------|
| 10 | • | complete power failure | A | Multiple Calls |
| 11 | • | partial power failure | B | Decay/Age |
| 12 | • | feeder interruption (unplanned) | C | Salt Spray |
| 13 | • | cable failure | D | Loose Connection |

16 TRANSFORMER FAILURE

- 10 • damage was due to transformer failure

17 REGULATOR FAILURE

- 10 • damage was due to regulator failure at substation

18 FEEDER RELAYS

- 10 • damage was due to feeder relays

19 CONTRACTOR

- 10 • damage was due to work done by FPL contractor
(refer to contract administrator)
- 20 • damage was due to work done by Non-FPL individual

20 OTHER - SEE COMMENTS

- 10 • any miscellaneous accident types not covered by listed codes
(explain in detail)
- 11 • lightning arrestor (blue bottom)

21 TRANSPONDER

- 10 • type of instrument installed for Load Management

22 ROTTEN POLE

- 10 • damage due to rotten pole falling

23 HOT LEG

- 10 • trouble ticket may indicate damage caused by hot leg
- 11 • damage was due to hot leg out

LAW DEPARTMENT CONTACT LIST

CLAIMS SOUTH - SCL/GO

9250 W. FLAGLER ST. (ZIP 33174)
P.O. BOX 029100
MIAMI, FL 33102-9100
FAX: 305/552-3865

PHONE # CELL PHONE BEEPER #

MANAGER: ADAMS, R. F. (RAY) A
AGENTS: JACOB, J. F. (JOHN) B
OLYMPIO, R. G. (RICK) C
PASCARELLA, M.C. (MARK) D
WATKINS, G. A. (GLENN) E

CLAIMS NORTH - NCL/JB

700 UNIVERSE BLVD.
P.O. BOX 14000
JUNO BEACH, FL 33408-0420
FAX: 561/691-7202

PHONE # CELL PHONE BEEPER #

MANAGER: SWEENEY, G. L. (GEORGE) F
AGENTS: McCARTNEY, D. C. (DAVE) G
SILVESTRI, A. (ANGELO) H

CLAIMS - DAYTONA (NORTH) - NCL/CSN

425 WILLIAMSON BLVD. (ZIP 32114)
P.O. BOX 2851
DAYTONA BEACH, FL 32120-2851
FAX: 904/254-2367

PHONE # CELL PHONE BEEPER #

AGENT: WILLIAMS, R.E. (BOB) I

CLAIMS - SARASOTA (SOUTH) - SCL/AOW

100 ELECTRIC BLVD.
P.O. BOX 1119
SARASOTA, FL 34230-1119
FAX: 941/379-7514

PHONE # CELL PHONE BEEPER #

AGENT: DUFFY, W. M. (WALLY) J

RELEASES

GENERAL RELEASE

A release involving property damage is a legal document executed by (or on behalf of) a person claiming property damage stating that in consideration of a specified number of dollars, the claimant agrees to accept that amount of money in full satisfaction of any claims he might have now or in the future and to bring no further action for recovery in connection with that particular claim.

CORPORATE RELEASE

A corporation, which distinguishes itself from other forms of business enterprise, is considered by the law to be a separate legal entity, a separate "person". Hence, a **Corporate Release** is required for all corporations that hold legal ownership to the property damaged by FPL regardless of the dollar amount.

Example: Following a thorough investigation, FPL accepts responsibility for damage to a grinding machine damaged by high voltage. The Claimant paid \$325.00 to repair the equipment. What to do?

Upon receipt, review the bill always to see if 1) the bill is reasonable, and 2) that the bill represents only the repair/replacement of what was damaged.

Note: When damage occurs and liability is determined, the responsibility is to bring the claimant's property back to its original condition - not to make it better than it was originally. This is known as **betterment**.

Betterment is not allowable in adjusting claims. That is one reason depreciation guidelines were established for the insurance industry.

NO RELEASE OF ANY TYPE IS LEGALLY SOUND UNLESS THERE IS CONSIDERATION (MONEY PASSING HANDS) (NUDUM PACTUM (Latin) NAKED PROMISE UNLESS BACKED BY CONSIDERATION).

Example: The claimant calls you and states he will not sign the release unless the check is in his hand. What to do? Explain to the claimant that upon receipt of the release, a check, properly filled out, will be mailed.

NEVER mail a check without a signed release in your hand.

NON-CORPORATE RELEASES

Any business other than a corporation falls under this category. Any claim exceeding \$1000.00 requires a written release from the claimant. For example, a sole proprietorship, a general partnership or limited partnership. This will also include businesses under fictitious names.

It is important when obtaining a release to establish the true owner of the property damaged, otherwise your release may become a useless transaction.

All checks for non-corporate type claims are stamped on the back of each check by the voucher prior to delivery to the individual.



April 15, 1997

Dear Sir:

Enclosed is a Release for \$_____ for damages which occurred at _____, FL. Please sign on the line indicated, print your name and title and have your signature witnessed by two people. As soon as we receive the signed release we will forward your check. Enclosed is a self-addressed stamped envelope for your convenience. Thank you for your cooperation.

Sincerely,

T.A. McKeown
Claims Representative-North Area

TAM/cw

Enclosure

Release and Compromise of All Claims

Date: _____

FPL CLM# _____

In consideration of _____ (\$ _____), paid by FLORIDA POWER & LIGHT COMPANY receipt of which is hereby acknowledged as the only consideration for this release, _____ hereby releases and forever discharges the said FLORIDA POWER & LIGHT COMPANY from any and all claims, rights and demands which said _____ ever had or may have in connection with any and all damages and liabilities resulting from or which in the future may arise out of an accident or injury which happened at _____, FL on _____.

_____ HAVE READ AND FULLY UNDERSTAND THIS RELEASE.

WITNESSES;

Title:

FEDERAL TAX ID# OR S/S# _____

PROPERTY DAMAGE RELEASE

Know All Men By These Presents:

That the Undersigned, being of lawful age, for sole consideration of _____ Dollars (\$ _____) to be paid to _____ do/does hereby and for my/our/its heirs, executors, administrators, successors and assigns release, acquit and forever discharge

and his, her, their, or its parents, subsidiaries, related entities, agents, employees and all other related or affiliated persons, firms, corporations or partnerships of and from any and all claims, actions, causes of action, demands, rights, damages, costs, loss of service, expenses and compensation whatsoever, which the undersigned now has/have or which may hereafter accrue on account of or in any way growing out of any and all known and unknown, foreseen and unforeseen property damage and the consequences thereof resulting or to result from the occurrence on or about the _____ day of _____, 19 _____, at or near _____

It is understood and agreed that this settlement is the compromise of a doubtful and disputed claim, and that the payment made is not to be construed as an admission of liability on the part of the party or parties hereby released, and that said releasees deny liability therefor and intend merely to avoid litigation and buy their peace.

The undersigned further declare(s) and represent(s) that no promise, inducement or agreement not herein expressed has been made to the undersigned, and that this Release contains the entire agreement between the parties hereto, and that the terms of this Release are contractual and not a mere recital.

THE UNDERSIGNED HAS READ THE FOREGOING RELEASE AND FULLY UNDERSTANDS IT.

Signed, sealed and delivered this _____ day of _____, 19 _____

CAUTION: READ BEFORE SIGNING BELOW

_____	_____ LS
Witness	
_____	_____ LS
Witness	
_____	_____ LS
Witness	

STATE OF FLORIDA)
) as:
COUNTY OF)

The foregoing instrument was acknowledged before me this _____ day of _____, 19 _____, by _____, () who is personally known to me or () who has produced _____ (type of identification) as identification and who () did () did not take an oath.

Notary Public

Form 862 (Non-Stocked) Rev. 4/93



P.O. Box 2851, Daytona Beach, FL 32120-2851

May 5, 1997

CASE# _____

IF FPL IS FOUND TO BE LIABLE FOR YOUR DAMAGE, FOLLOW THE REQUESTED CRITERIA FOR TIMELY PROCESSING OF YOUR REQUEST. COMPLETE THE ATTACHED "STATEMENT OF CLAIM" AND RETURN IN THE ENCLOSED SELF-ADDRESSED ENVELOPE.

- A). ANY ITEMS THAT ARE REPAIRABLE WILL BE COVERED WHEN PROPER DOCUMENTATION IS PROVIDED, INVOICES SIGNED AND DATED SHOWING ALL MATERIAL USED FOR REPAIRS.
- B). ANY ITEMS THAT HAVE BEEN DETERMINED NON-REPAIRABLE AND ATTESTED TO BY A RECOGNIZED REPAIR SERVICE AND PROPER DOCUMENTATION PROVIDED. REPLACEMENT COST WILL BE MADE BASED ON DEPRECIATION OF THE NON-REPAIRABLE ITEM.
- C). ALL ITEMS DEEMED BEYOND REPAIR AND REPLACEMENT BECOMES THE PROPERTY OF FPL AT TIME SETTLEMENT IS MADE.

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO INJURE, DEFRAUD OR DECEIVE ANY INSURANCE COMPANY FILES A STATEMENT OF CLAIM CONTAINING ANY FALSE, INCOMPLETE OR MISLEADING INFORMATION IS GUILTY OF A FELONY OF THE THIRD DEGREE FLORIDA STATUTE 817.234.

SIGNATURE _____

SOCIAL SECURITY#/TAX ID# _____

FN:K:IDSBMCLAIMS\PubCLSTM.WPD

STATEMENT OF CLAIMANT

OWNER OF PROPERTY:

ADDRESS: _____

WORK# _____ **HOME#** _____

SS# _____

PLACE OF INCIDENT: _____

DATE AND TIME OF OCCURRENCE: _____

DESCRIBE DAMAGE FOR WHICH CLAIM IS BEING MADE: _____

DESCRIPTION OF DAMAGED EQUIPMENT, IF ANY:

	MAKE:	SERIAL#	MODEL#	TYPE:	AGE/COST:
1.	_____	_____	_____	_____	_____
2.	_____	_____	_____	_____	_____
3.	_____	_____	_____	_____	_____
4.	_____	_____	_____	_____	_____
5.	_____	_____	_____	_____	_____

HOW DID INCIDENT HAPPEN? (GIVE FULL ACCOUNT)

NAME OF HOMEOWNERS INSURANCE COMPANY: _____

ADDRESS: _____ **POLICY#** _____ **PH#** _____

AMOUNT FOR WHICH CLAIM IS BEING MADE: _____

**ATTACH ALL REPAIR ESTIMATES AND/OR OTHER
PROOF OF LOSS FOR THE ABOVE.**

SIGNATURE _____

DATE _____

D/A: _____
CASE # _____
TCMS# _____

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO
INJURE, DEFRAUD OR DECEIVE ANY INSURANCE
COMPANY FILES A STATEMENT OF CLAIM
CONTAINING ANY FALSE, INCOMPLETE OR
MISLEADING INFORMATION IS GUILTY OF A FELONY
OF THE THIRD DEGREE.

FLORIDA STATUTE 817.234

FN K:\DSBN\CLAIMS\CLAIMANT WPD

Revised 6/1/97

**NOTE: OPEN NEUTRAL CONDITIONS WILL NOT DAMAGE 240
VOLT APPLIANCES SUCH AS WATER HEATERS, RANGES OR AIR
CONDITIONING COMPRESSORS. IT MIGHT DAMAGE 120 VOLT
LIGHTS, TIMERS, ETC. ON A 240 VOLT CIRCUIT.**

CUT IN ERROR

A cut in error is usually just that . . .

Assumptions, however, can grow from one wrong piece of information. It is imperative to verify every statement or allegation. As stated in the introduction, "facts usually leave a paper trail" to verify the happening. If not, it should raise suspicions in the investigator.

Review these important points:

- Did FPL follow collection procedures - was the customer cut in error?
- Did collector cut proper meter number? (Possibly crossed meters.)
- Did customer follow extension or agreement?
- Was collector at correct address?
- Was customer reconnected in a timely manner? How long was customer off? Hours _____
- Did customer take any steps to protect his food or property? (Mitigating Damages)
- Obtain original receipts if applicable - meals, hotels, etc.
- Requesting a list of food spoiled from the customer is not a wise choice. Typically the dollar amount requested will increase - negotiate and use good common sense. Some of the food quantity supposedly spoiled wouldn't fit in 3 refrigerators, let alone one! Field check these.
- All FPL associated customer/trouble records should be part of the file.
- Refrigerator damage due to spoiled food is rare. Any refrigerator turned off will smell. Be careful!

TRANSFORMER FAILURE

Transformer failure can be caused by many reasons. Typically, the TCMS screen does not show why it failed. It is necessary, therefore, to contact the troubleman and or repair foreman to obtain the reasons if known. If no known reason exists, review these comments:

- A failed transformer does not necessarily cause high or damaging voltage.
- If necessary, notify the service center to "hold or tag" the transformer so that it can be examined by the Transformer Repair Facility in Miami.
- Review continuity of service (Tariff, etc.).
- Use the 3 Point Liability Rule as a guide.
- Was a contractor performing work?

IMPROPER CONNECTIONS

Occasionally, an improper connection is made during repair or construction efforts causing an irregular condition that may damage customer facilities.

- Follow the **3 Point Liability Rule**.
- Determine who made the error. (Contractor, etc.)
- Remember, negligence does not necessarily mean that liability exists.

Example: FPL becomes negligent after improperly connecting a service being replaced due to age causing damage to a condominium's 3 phase elevator motor.

3 Point Liability Rule:

- Was FPL negligent? Yes.
- Was the customer negligent? Under the National Electric Code 620-53., Electric Elevators: "...the customer shall be protected against improper phase rotation, over current, and single phasing condition for three phase motors..." Now, did the customer provide this protection equipment? If so, did it work properly? If not, then FPL, although providing an improper connection, would not be responsible under 2.5, Continuity of Service and Point #3 of the **3 Point Liability Rule**.

DIG - INS

Dig-ins, defined as damage to underground equipment and property not owned by FPL, are classified into three categories in the Public Property Damage Claims Tracking System. They are:

1. Dig-in - No Locations Requested.
2. Dig-in - Incorrect Locations.
3. Dig-in - Locations Not Given.

By far, the category "No Locations Requested" is the largest in terms of claims paid. Nevertheless, following the standard **3 Point Liability Rule** is still required. To assist in asking the right questions, a compilation of some are listed:

- Was FPL at location of damage on day and time of damage?
- Did FPL request locations before digging?
- Was FPL given the locations requested?
- Were the locations accurate?
- Did FPL follow the locations given?
- Was FPL the only company digging at this scene?
- Was the damaged property originally installed at the proper depth?
- Are the repairs reasonable and justified? Request a breakdown of charges: labor hours, rate of labor, material used.

In many cases, a Property Damage Report (PDR) will come directly from the service center. Because it does, this is not necessarily admitting negligence, it may mean the crew wanted to report the cut line. Also, many companies will never bill FPL for damages. Don't drum up business by contacting companies. Let them do their investigation and bill the proper party if they choose to pursue a claim.

LOSS OF BUSINESS CLAIMS

Typically, when a business is "shut down" because of a failure in continuity of service or some wrongful act by Florida Power & Light Company, a claim might be submitted for loss of business.

After a complete investigation of the cause, you should consider:

IF NEGLIGENT, FPL WOULD ONLY OWE THE LOST PROFIT, NOT THE BUSINESS EXPENSE.

CONTRACTOR CLAIMS INVOLVING PROPERTY DAMAGE

Florida Power & Light Company, from time to time, contracts work out to others. The agreement between FPL and the contractor is known as an Indemnity Agreement.

FPL contracts with independent contractors only. That is, subcontractors are not used. The difference is in the control or involvement that the hiring company (FPL) is not vicariously liable for the torts (wrong doings) of the independent contractor.

Under an indemnity agreement with FPL, an independent contractor promises to "protect, defend and hold free and harmless...." FPL from any liabilities whatsoever.

Any damage done by contractor to a customer's property is to be handled between the contractor and the customer. The Contract Admin Inspector would only become involved if the customer is completely dissatisfied with the repairs done by the contractor.

The contractor's purchase order specifications states:

The property owner will be notified the same day of property damage. Contractor will provide to the customer, in a letter form, the name and phone number of the contractor's representative who will handle the claim.

Any damages to public or private property caused by contract crews must be repaired immediately and at contractor's expense. If within seven (7) working days (including the day of notification) repairs have not been made to owner's satisfaction, FPL reserves the right to repair or have repaired all damages and deduct any costs, including but not limited to administrative costs.

All figures are 12 month ending by month.

Area translation is:

Area Translation:

A

B

CONFIDENTIAL

Year	1970	1971	1972	1973	1974	1975	1976	1977	1978	1979
1.0	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
1.1	1.10	1.11	1.12	1.13	1.14	1.15	1.16	1.17	1.18	1.19
1.2	1.20	1.21	1.22	1.23	1.24	1.25	1.26	1.27	1.28	1.29
1.3	1.30	1.31	1.32	1.33	1.34	1.35	1.36	1.37	1.38	1.39
1.4	1.40	1.41	1.42	1.43	1.44	1.45	1.46	1.47	1.48	1.49
1.5	1.50	1.51	1.52	1.53	1.54	1.55	1.56	1.57	1.58	1.59
1.6	1.60	1.61	1.62	1.63	1.64	1.65	1.66	1.67	1.68	1.69
1.7	1.70	1.71	1.72	1.73	1.74	1.75	1.76	1.77	1.78	1.79
1.8	1.80	1.81	1.82	1.83	1.84	1.85	1.86	1.87	1.88	1.89
1.9	1.90	1.91	1.92	1.93	1.94	1.95	1.96	1.97	1.98	1.99
2.0	2.00	2.01	2.02	2.03	2.04	2.05	2.06	2.07	2.08	2.09
2.1	2.10	2.11	2.12	2.13	2.14	2.15	2.16	2.17	2.18	2.19
2.2	2.20	2.21	2.22	2.23	2.24	2.25	2.26	2.27	2.28	2.29
2.3	2.30	2.31	2.32	2.33	2.34	2.35	2.36	2.37	2.38	2.39
2.4	2.40	2.41	2.42	2.43	2.44	2.45	2.46	2.47	2.48	2.49
2.5	2.50	2.51	2.52	2.53	2.54	2.55	2.56	2.57	2.58	2.59
2.6	2.60	2.61	2.62	2.63	2.64	2.65	2.66	2.67	2.68	2.69
2.7	2.70	2.71	2.72	2.73	2.74	2.75	2.76	2.77	2.78	2.79
2.8	2.80	2.81	2.82	2.83	2.84	2.85	2.86	2.87	2.88	2.89
2.9	2.90	2.91	2.92	2.93	2.94	2.95	2.96	2.97	2.98	2.99
3.0	3.00	3.01	3.02	3.03	3.04	3.05	3.06	3.07	3.08	3.09
3.1	3.10	3.11	3.12	3.13	3.14	3.15	3.16	3.17	3.18	3.19
3.2	3.20	3.21	3.22	3.23	3.24	3.25	3.26	3.27	3.28	3.29
3.3	3.30	3.31	3.32	3.33	3.34	3.35	3.36	3.37	3.38	3.39
3.4	3.40	3.41	3.42	3.43	3.44	3.45	3.46	3.47	3.48	3.49
3.5	3.50	3.51	3.52	3.53	3.54	3.55	3.56	3.57	3.58	3.59
3.6	3.60	3.61	3.62	3.63	3.64	3.65	3.66	3.67	3.68	3.69
3.7	3.70	3.71	3.72	3.73	3.74	3.75	3.76	3.77	3.78	3.79
3.8	3.80	3.81	3.82	3.83	3.84	3.85	3.86	3.87	3.88	3.89
3.9	3.90	3.91	3.92	3.93	3.94	3.95	3.96	3.97	3.98	3.99
4.0	4.00	4.01	4.02	4.03	4.04	4.05	4.06	4.07	4.08	4.09
4.1	4.10	4.11	4.12	4.13	4.14	4.15	4.16	4.17	4.18	4.19
4.2	4.20	4.21	4.22	4.23	4.24	4.25	4.26	4.27	4.28	4.29
4.3	4.30	4.31	4.32	4.33	4.34	4.35	4.36	4.37	4.38	4.39
4.4	4.40	4.41	4.42	4.43	4.44	4.45	4.46	4.47	4.48	4.49
4.5	4.50	4.51	4.52	4.53	4.54	4.55	4.56	4.57	4.58	4.59
4.6	4.60	4.61	4.62	4.63	4.64	4.65	4.66	4.67	4.68	4.69
4.7	4.70	4.71	4.72	4.73	4.74	4.75	4.76	4.77	4.78	4.79
4.8	4.80	4.81	4.82	4.83	4.84	4.85	4.86	4.87	4.88	4.89
4.9	4.90	4.91	4.92	4.93	4.94	4.95	4.96	4.97	4.98	4.99
5.0	5.00	5.01	5.02	5.03	5.04	5.05	5.06	5.07	5.08	5.09
5.1	5.10	5.11	5.12	5.13	5.14	5.15	5.16	5.17	5.18	5.19
5.2	5.20	5.21	5.22	5.23	5.24	5.25	5.26	5.27	5.28	5.29
5.3	5.30	5.31	5.32	5.33	5.34	5.35	5.36	5.37	5.38	5.39
5.4	5.40	5.41	5.42	5.43	5.44	5.45	5.46	5.47	5.48	5.49
5.5	5.50	5.51	5.52	5.53	5.54	5.55	5.56	5.57	5.58	5.59
5.6	5.60	5.61	5.62	5.63	5.64	5.65	5.66	5.67	5.68	5.69
5.7	5.70	5.71	5.72	5.73	5.74	5.75	5.76	5.77	5.78	5.79
5.8	5.80	5.81	5.82	5.83	5.84	5.85	5.86	5.87	5.88	5.89
5.9	5.90	5.91	5.92	5.93	5.94	5.95	5.96	5.97	5.98	5.99
6.0	6.00	6.01	6.02	6.03	6.04	6.05	6.06	6.07	6.08	6.09
6.1	6.10	6.11	6.12	6.13	6.14	6.15	6.16	6.17	6.18	6.19
6.2	6.20	6.21	6.22	6.23	6.24	6.25	6.26	6.27	6.28	6.29
6.3	6.30	6.31	6.32	6.33	6.34	6.35	6.36	6.37	6.38	6.39
6.4	6.40	6.41	6.42	6.43	6.44	6.45	6.46	6.47	6.48	6.49
6.5	6.50	6.51	6.52	6.53	6.54	6.55	6.56	6.57	6.58	6.59
6.6	6.60	6.61	6.62	6.63	6.64	6.65	6.66	6.67	6.68	6.69
6.7	6.70	6.71	6.72	6.73	6.74	6.75	6.76	6.77	6.78	6.79
6.8	6.80	6.81	6.82	6.83	6.84	6.85	6.86	6.87	6.88	6.89
6.9	6.90	6.91	6.92	6.93	6.94	6.95	6.96	6.97	6.98	6.99
7.0	7.00	7.01	7.02	7.03	7.04	7.05	7.06	7.07	7.08	7.09
7.1	7.10	7.11	7.12	7.13	7.14	7.15	7.16	7.17	7.18	7.19
7.2	7.20	7.21	7.22	7.23	7.24	7.25	7.26	7.27	7.28	7.29
7.3	7.30	7.31	7.32	7.33	7.34	7.35	7.36	7.37	7.38	7.39
7.4	7.40	7.41	7.42	7.43	7.44	7.45	7.46	7.47	7.48	7.49
7.5	7.50	7.51	7.52	7.53	7.54	7.55	7.56	7.57	7.58	7.59
7.6	7.60	7.61	7.62	7.63	7.64	7.65	7.66	7.67	7.68	7.69
7.7	7.70	7.71	7.72	7.73	7.74	7.75	7.76	7.77	7.78	7.79
7.8	7.80	7.81	7.82	7.83	7.84	7.85	7.86	7.87	7.88	7.89
7.9	7.90	7.91	7.92	7.93	7.94	7.95	7.96	7.97	7.98	7.99
8.0	8.00	8.01	8.02	8.03	8.04	8.05	8.06	8.07	8.08	8.09
8.1	8.10	8.11	8.12	8.13	8.14	8.15	8.16	8.17	8.18	8.19
8.2	8.20	8.21	8.22	8.23	8.24	8.25	8.26	8.27	8.28	8.29
8.3	8.30	8.31	8.32	8.33	8.34	8.35	8.36	8.37	8.38	8.39
8.4	8.40	8.41	8.42	8.43	8.44	8.45	8.46	8.47	8.48	8.49
8.5	8.50	8.51	8.52	8.53	8.54	8.55	8.56	8.57	8.58	8.59
8.6	8.60	8.61	8.62	8.63	8.64	8.65	8.66	8.67	8.68	8.69
8.7	8.70	8.71	8.72	8.73	8.74	8.75	8.76	8.77	8.78	8.79
8.8	8.80	8.81	8.82	8.83	8.84	8.85	8.86	8.87	8.88	8.89
8.9	8.90	8.91	8.92	8.93	8.94	8.95	8.96	8.97	8.98	8.99
9.0	9.00	9.01	9.02	9.03	9.04	9.05	9.06	9.07	9.08	9.09
9.1	9.10	9.11	9.12	9.13	9.14	9.15	9.16	9.17	9.18	9.19
9.2	9.20	9.21	9.22	9.23	9.24	9.25	9.26	9.27	9.28	9.29
9.3	9.30	9.31	9.32	9.33	9.34	9.35	9.36	9.37	9.38	9.39
9.4	9.40	9.41	9.42	9.43	9.44	9.45	9.46	9.47	9.48	9.49
9.5	9.50	9.51	9.52	9.53	9.54	9.55	9.56	9.57	9.58	9.59
9.6	9.60	9.61	9.62	9.63	9.64	9.65	9.66	9.67	9.68	9.69
9.7	9.70	9.71	9.72	9.73	9.74	9.75	9.76	9.77	9.78	9.79
9.8	9.80	9.81	9.82	9.83	9.84	9.85	9.86	9.87	9.88	9.89
9.9	9.90	9.91	9.92	9.93	9.94	9.95	9.96	9.97	9.98	9.99
10.0	10.00	10.01	10.02	10.03	10.04	10.05	10.06	10.07	10.08	10.09

RESEARCH, TRAINING & TOURING EXPENSES									
1970	1971	1972	1973	1974	1975	1976	1977	1978	1979
1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
1.01	1.01	1.01	1.01	1.01	1.01	1.01	1.01	1.01	1.01
1.02	1.02	1.02	1.02	1.02	1.02	1.02	1.02	1.02	1.02
1.03	1.03	1.03	1.03	1.03	1.03	1.03	1.03	1.03	1.03
1.04	1.04	1.04	1.04	1.04	1.04	1.04	1.04	1.04	1.04
1.05	1.05	1.05	1.05	1.05	1.05	1.05	1.05	1.05	1.05
1.06	1.06	1.06	1.06	1.06	1.06	1.06	1.06	1.06	1.06
1.07	1.07	1.07	1.07	1.07	1.07	1.07	1.07	1.07	1.07
1.08	1.08	1.08	1.08	1.08	1.08	1.08	1.08	1.08	1.08
1.09	1.09	1.09	1.09	1.09	1.09	1.09	1.09	1.09	1.09
1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10
1.11	1.11	1.11	1.11	1.11	1.11	1.11	1.11	1.11	1.11
1.12	1.12	1.12	1.12	1.12	1.12	1.12	1.12	1.12	1.12
1.13	1.13	1.13	1.13	1.13	1.13	1.13	1.13	1.13	1.13
1.14	1.14	1.14	1.14	1.14	1.14	1.14	1.14	1.14	1.14
1.15	1.15	1.15	1.15	1.15	1.15	1.15	1.15	1.15	1.15
1.16	1.16	1.16	1.16	1.16	1.16	1.16	1.16	1.16	1.16
1.17	1.17	1.17	1.17	1.17	1.17	1.17	1.17	1.17	1.17
1.18	1.18	1.18	1.18	1.18	1.18	1.18	1.18	1.18	1.18
1.19	1.19	1.19	1.19	1.19	1.19	1.19	1.19	1.19	1.19
1.20	1.20	1.20	1.20	1.20	1.20	1.20	1.20	1.20	1.20
1.21	1.21	1.21	1.21	1.21	1.21	1.21	1.21	1.21	1.21
1.22	1.22	1.22	1.22	1.22	1.22	1.22	1.22	1.22	1.22
1.23	1.23	1.23	1.23	1.23	1.23	1.23	1.23	1.23	1.23
1.24	1.24	1.24	1.24	1.24	1.24	1.24	1.24	1.24	1.24
1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25	1.25
1.26	1.26	1.26	1.26	1.26	1.26	1.26	1.26	1.26	1.26
1.27	1.27	1.27	1.27	1.27	1.27	1.27	1.27	1.27	1.27
1.28	1.28	1.28	1.28	1.28	1.28	1.28	1.28	1.28	1.28
1.29	1.29	1.29	1.29	1.29	1.29	1.29	1.29	1.29	1.29
1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30
1.31	1.31	1.31	1.31	1.31	1.31	1.31	1.31	1.31	1.31
1.32	1.32	1.32	1.32	1.32	1.32	1.32	1.32	1.32	1.32
1.33	1.33	1.33	1.33	1.33	1.33	1.33	1.33	1.33	1.33
1.34	1.34	1.34	1.34	1.34	1.34	1.34	1.34	1.34	1.34
1.35	1.35	1.35	1.35	1.35	1.35	1.35	1.35	1.35	1.35
1.36	1.36	1.36	1.36	1.36	1.36	1.36	1.36	1.36	1.36
1.37	1.37	1.37	1.37	1.37	1.37	1.37	1.37	1.37	1.37
1.38	1.38	1.38	1.38	1.38	1.38	1.38	1.38	1.38	1.38
1.39	1.39	1.39	1.39	1.39	1.39	1.39	1.39	1.39	1.39
1.40	1.40	1.40	1.40	1.40	1.40	1.40	1.40	1.40	1.40
1.41	1.41	1.41	1.41	1.41	1.41	1.41	1.41	1.41	1.41
1.42	1.42	1.42	1.42	1.42	1.42	1.42	1.42	1.42	1.42
1.43	1.43	1.43	1.43	1.43	1.43	1.43	1.43	1.43	1.43
1.44	1.44	1.44	1.44	1.44	1.44	1.44	1.44	1.44	1.44
1.45	1.45	1.45	1.45	1.45	1.45	1.45	1.45	1.45	1.45
1.46	1.46	1.46	1.46	1.46	1.46	1.46	1.46	1.46	1.46
1.47	1.47	1.47	1.47	1.47	1.47	1.47	1.47	1.47	1.47
1.48	1.48	1.48	1.48	1.48	1.48	1.48	1.48	1.48	1.48
1.49	1.49	1.49	1.49	1.49	1.49	1.49	1.49	1.49	1.49
1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50
1.51	1.51	1.51	1.51	1.51	1.51	1.51	1.51	1.51	1.51
1.52	1.52	1.52	1.52	1.52	1.52	1.52	1.52	1.52	1.52
1.53	1.53	1.53	1.53	1.53	1.53	1.53	1.53	1.53	1.53
1.54	1.54	1.54	1.54	1.54	1.54	1.54	1.54	1.54	1.54
1.55	1.55	1.55	1.55	1.55	1.55	1.55	1.55	1.55	1.55
1.56	1.56	1.56	1.56	1.56	1.56	1.56	1.56	1.56	1.56
1.57	1.57	1.57	1.57	1.57	1.57	1.57	1.57	1.57	1.57
1.58	1.58	1.58	1.58	1.58	1.58	1.58	1.58	1.58	1.58
1.59	1.59	1.59	1.59	1.59	1.59	1.59	1.59	1.59	1.59
1.60	1.60	1.60	1.60	1.60	1.60	1.60	1.60	1.60	1.60
1.61	1.61	1.61	1.61	1.61	1.61	1.61	1.61	1.61	1.61
1.62	1.62	1.62	1.62	1.62	1.62	1.62	1.62	1.62	1.62
1.63	1.63	1.63	1.63	1.63	1.63	1.63	1.63	1.63	1.63
1.64	1.64	1.64	1.64	1.64	1.64	1.64	1.64	1.64	1.64
1.65	1.65	1.65	1.65	1.65	1.65	1.65	1.65	1.65	1.65
1.66	1.66	1.66	1.66	1.66	1.66	1.66	1.66	1.66	1.66
1.67	1.67	1.67	1.67	1.67	1.67	1.67	1.67	1.67	1.67
1.68	1.68	1.68	1.68	1.68	1.68	1.68	1.68	1.68	1.68
1.69	1.69	1.69	1.69	1.69	1.69	1.69	1.69	1.69	1.69
1.70	1.70	1.70	1.70	1.70	1.70	1.70	1.70	1.70	1.70
1.71	1.71	1.71	1.71	1.71	1.71	1.71	1.71	1.71	1.71
1.72	1.72	1.72	1.72	1.72	1.72	1.72	1.72	1.72	1.72
1.73	1.73	1.73	1.73	1.73	1.73	1.73	1.73	1.73	1.73
1.74	1.74	1.74	1.74	1.74	1.74	1.74	1.74	1.74	1.74
1.75	1.75	1.75	1.75	1.75	1.75	1.75	1.75	1.75	1.75
1.76	1.76	1.76	1.76	1.76	1.76	1.76	1.76	1.76	1.76
1.77	1.77	1.77	1.77	1.77	1.77	1.77	1.77	1.77	1.77
1.78	1.78	1.78	1.78	1.78	1.78	1.78	1.78	1.78	1.78
1.79	1.79	1.79	1.79	1.79	1.79	1.79	1.79	1.79	1.79
1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80
1.81	1.81	1.81	1.81	1.81	1.81	1.81	1.81	1.81	1.81
1.82	1.82	1.82	1.82	1.82	1.82	1.82	1.82	1.82	1.82
1.83	1.83	1.83	1.83	1.83	1.83	1.83	1.83	1.83	1.83
1.84	1.84	1.84	1.84	1.84	1.84	1.84	1.84	1.84	1.84
1.85	1.85	1.85	1.85	1.85	1.85	1.85	1.85	1.85	1.85
1.86	1.86	1.86	1.86	1.86	1.86	1.86	1.86	1.86	1.86
1.87	1.87	1.87	1.87	1.87	1.87	1.87	1.87	1.87	1.87
1.88	1.88	1.88	1.88	1.88	1.88	1.88	1.88	1.88	1.88
1.89	1.89	1.89	1.89	1.89	1.89	1.89	1.89	1.89	1.89
1.90	1.90	1.90	1.90	1.90	1.90	1.90	1.90	1.90	1.90
1.91	1.91	1.91	1.91	1.91	1.91	1.91	1.91	1.91	1.91
1.92	1.92	1.92	1.92	1.92	1.92	1.92	1.92	1.92	1.92
1.93	1.93	1.93	1.93	1.93	1.93	1.93	1.93	1.93	1.93
1.94	1.94	1.94	1.94	1.94	1.94	1.94	1.94	1.94	1.94
1.95	1.95	1.95	1.95	1.95	1.95	1.95	1.95	1.95	1.95
1.96	1.96	1.96	1.96	1.96	1.96	1.96	1.96	1.96	1.96
1.97	1.97	1.97	1.97	1.97	1.97	1.97	1.97	1.97	1.97
1.98	1.98	1.98	1.98	1.98	1.98	1.98	1.98	1.98	1.98
1.99	1.99	1.99	1.99	1.99	1.99	1.99	1.99	1.99	1.99
2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00
2.01	2.01	2.01	2.01	2.01	2.01	2.01	2.01	2.01	2.01
2.02	2.02	2.02	2.02	2.02	2.02	2.02	2.02	2.02	2.02
2.03	2.03	2.03	2.03	2.03	2.03	2.03	2.03	2.03	2.03
2.04	2.04	2.04	2.04	2.04	2.04	2.04	2.04	2.04	2.04
2.05	2.05	2.05	2.05	2.05	2.05	2.05	2.05	2.05	2.05
2.06	2.06	2.06	2.06	2.06	2.06	2.06	2.06	2.06	2.06
2.07	2.07	2.07	2.07	2.07	2.07	2.07	2.07	2.07	2.07
2.08	2.08	2.08	2.08	2.08	2.08	2.08	2.08	2.08	2.08
2.09	2.09	2.09	2.09	2.09	2.09	2.09	2.09	2.09	2.09
2.10	2.10	2.10	2.10	2.10	2.10	2.10	2.10	2.10	2.10
2.11	2.11	2.11	2.11	2.11	2.11	2.11	2.11	2.11	2.11
2.12	2.12	2.12	2.12	2.12	2.12	2.12	2.12	2.12	2.12
2.13	2.13	2.13	2.13	2.13	2.13	2.13	2.13	2.13	2.13
2.14	2.14	2.14	2.14	2.14	2.14	2.14	2.14	2.14	2.14
2.15	2.15	2.15	2.15	2.15	2.15	2.15	2.15	2.15	2.15
2.16	2.16	2.16	2.16	2.16	2.16	2.16	2.16	2.16	2.16
2.17	2.17	2.17	2.17	2.17	2.17	2.17	2.17	2.17	2.17
2.18	2.18	2.18	2.18	2.18	2.18	2.18	2.18	2.18	2.18
2.19	2.19	2.19	2.19	2.19	2.19	2.19	2.19	2.19	2.19
2.20	2.20	2.20	2.20	2.20	2.20	2.20	2.20	2.20	2.20
2.21	2.21	2.21	2.21	2.21	2.21	2.21	2.21	2.21	2.21
2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22	2.22
2.23	2.23	2.23	2.23	2.23	2.23	2.23	2.23	2.23	2.23
2.24	2.24	2.24	2.24	2.24	2.24	2.24	2.24	2.24	2.24
2.25	2.25	2.25	2.25	2.25	2.25	2.25	2.25	2.25	2.25
2.26	2.26	2.26	2.26	2.26	2.26	2.26	2.26	2.26	2.26
2.27	2.27	2.27	2.27	2.27	2.27	2.27	2.27	2.27	2.27
2.28	2.28	2.28	2.28	2.28	2.28	2.28	2.28	2.28	2.28
2.29	2.29	2.29	2.29	2.29	2.29	2.29	2.29	2.29	2.29
2.30	2.30	2.30	2.30	2.					

Public Service Commission

Docket #

Contents

DOCKET NO. 971668-1

GENERAL FILE POUCH NO. 5

BEGINNING: 13330-97 ENDING: 01123-98

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ATTACHMENT

971668-EI

A

TWO SETS

ACK _____
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APP _____
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CTR _____
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LIN _____
OPC _____
RCH _____
SEC 1 _____
WAS _____
OTH _____

DOCUMENT NUMBER-DATE

13330 DEC 31 6

FPSC-RECORDS/REPORTING

TO: AUDIT MANAGER Vinson

DATE: _____

THE REQUESTED RECORD OR DOCUMENTATION:

- (1) ☒ HAS BEEN PROVIDED TODAY
- (2) ☐ CANNOT BE PROVIDED BY THE REQUESTED DATE BUT WILL BE MADE AVAILABLE BY _____
- (3) ☒ AND IN MY OPINION, ITEM(S) 26-27-28 IS(ARE) PROPRIETARY AND CONFIDENTIAL BUSINESS INFORMATION AS DEFINED IN 384.183, 388.093, OR 387.158, F.S. TO MAINTAIN CONTINUED CONFIDENTIAL HANDLING OF THIS MATERIAL, THE UTILITY OR OTHER PERSON MUST, WITHIN 21 DAYS AFTER THE AUDIT EXIT CONFERENCE, FILE A REQUEST FOR CONFIDENTIAL CLASSIFICATION WITH THE DIVISION OF RECORDS AND REPORTING. REFER TO RULE 25-22.008, F.A.C.
- (4) ☐ THE ITEM WILL NOT BE PROVIDED. (SEE ATTACHED MEMORANDUM)

David E. Woodall - Director Dist. Eng and Tech.
(SIGNATURE AND TITLE OF RESPONDENT)

Distribution: Original: Utility (for completion and return to Auditor)
Copy: Audit File and FPSC Analyst

CONFIDENTIAL

Commercial & Industrial Customer Opinion Survey, Fourth Quarter, 1992

METHODOLOGY

The Commercial and Industrial Customer Opinion Survey is based on 354 telephone interviews with small and medium energy users and 152 in-person interviews with large energy users, among a cross-section of businesses in FPC's service territory. The total number of interviews completed in each division is:

	<u>Large Energy Users</u> #	<u>Small/Medium Energy Users</u> #
<u>Total</u>	<u>152</u>	<u>154</u>
South Suncoast	49	101
North Suncoast	32	101
Central	-	22
Northern	-	6
Ridge	-	6
Mid-Florida	44	53
Eastern	25	58
Headquarters *	2	7

* Outside FPC's service territory

Small and medium sized customers include those who use 100 - 350 kW per year and large customers use 350 kW and over per year. As a general rule, when comparing the responses of the large customers to the responses of the small/medium customers, a difference of 9.4 points is considered statistically significant. The telephone surveys averaged 19 minutes in length; in-person interviewing lasted an average of 43 minutes. Telephone interviewing started October 9 and ended November 3, 1992. In-person interviewing began October 5 and was completed on November 3, 1992.

Potential respondents for the in-person survey were sent a letter from RKS announcing the study. FPC was identified as the sponsor. Questionnaires for both telephone and personal interviews were developed by RKS in close consultation with the FPC project team. People identified as an organization's "energy decision maker" were interviewed for this survey.

5c. (HAND RESPONDENT CARD "A") I will read a list of attributes of the service that are provided by suppliers of energy. For each one please tell me how important it is when you assess the quality of service Florida Power provides to you. The first one is (READ FIRST ITEM ON LIST) — is this very important, somewhat important, not too important or not at all important when you assess the quality of service Florida Power provides to you? (RECORD BELOW — CONTINUE)

The next one is (READ NEXT ITEM ON LIST) — is this very important, somewhat important, not too important or not at all important when you assess the quality of service provided to you by Florida Power? (RECORD BELOW — CONTINUE ASKING FOR EACH ITEM ON LIST — REPEATING ANSWER CATEGORIES EACH TIME)

Base Large (132)

39-1

	Very Important	Somewhat Important	Not Too Important	Not At All Important	Not Sure (Vol.)
1. Keeping the number of outages down.....	140/96/-1	5/-2	-/-1	-/-4	1/-5
2. Quick restoration of service after outages occur.....	141/98/-1	1/-2	-/-1	-/-4	1/-5

TAKE BACK CARD "A"

7a. (ASK EVERYONE) Now I would like to ask you about electric reliability. For the purpose of this interview, I would like you to consider two separate aspects of reliability. The first is power quality which refers to the lack of chronic voltage problems and brief outages of less than 1 minute. The second is power availability which refers to outages lasting longer than 5 minutes.

First, how would you assess the quality of the electric power you receive from Florida Power at this location — are you very satisfied, fairly satisfied, not too satisfied, or not at all satisfied? Total (506) smimed (354) 10.96 (1.4)

Very satisfied.....	160	-1
Fairly satisfied.....		-2
Not too satisfied.....		-3
Not at all satisfied.....		-4
Not sure (Vol.).....		-5

7b. On average, how often do power quality problems occur at this location — daily, weekly, monthly, a few times a year, once a year or less often?

Daily.....161 5%
 Weekly.....20-2
 Monthly.....17-3
 A few times a year.....42-4
 Once a year.....5-5
 Less often.....4-4
 It varies (Vol.).....8-7
 Not sure (Vol.).....1-8

Bus. Large (152)

7c. And compared to a few years ago, are these power quality problems occurring more often now, less often now or about as often now as they did in the past?

More often now.....162 9%
 Less often now.....34-2
 About as often now.....43-2
 Not sure (Vol.).....9-4

Total (306) sm/mcd (304) 10% (152)
 9%
 41
 42
 5
 5%
 34
 46
 12

7d. (IF "MORE OFTEN NOW" IN 7c — ALL OTHERS IN THIS SERIES SKIP TO 7e) In your opinion, are these power quality problems happening more often now because your equipment in your premises is more sensitive, or because electric service has deteriorated or for both reasons?

Equipment more sensitive.....162 6%
 Electric service has deteriorated.....33-2
 Both.....59-2
 Not sure (Vol.).....-4

Base Large Problems
 occurring more
 often (12)

7e. (ASK EVERYONE IN THIS SERIES) How much impact do these power quality problems have on your organization — a major impact, a minor impact, or no impact?

Major impact.....164 60%
 Minor impact.....25-2
 No impact.....4-2
 It varies (Vol.).....9-4
 Not sure (Vol.).....7-5

Total (506) sm/mcd (354) 10% (152)
 62%
 21
 5
 10
 2
 57%
 33
 2
 7
 1

7f. (IF "MAJOR" OR "MINOR IMPACT" IN 7e — ALL OTHERS SKIP TO 8a) How would you characterize your organization's position with regard to these power quality problems — would you characterize this as a very serious problem that you must solve quickly, is it a fairly serious problem that you need to work on, or is it a nagging annoyance that someday will find a solution?

Very serious problem that must be solved quickly.....165 61%
 Fairly serious problem that we need to work on.....18-2
 Nagging annoyance that someday will be solved.....17-2
 Other (SPECIFY) (Vol.).....

Back: major or minor impact Total (433) sm/mcd (245) Large (135)
 70%
 14
 13
 1
 1
 40%
 29
 24
 6
 1
 1

It varies (Vol.).....2-4
 Not sure (Vol.).....1-5

7g. Have you tried to contact Florida Power for assistance with power quality problems?

Yes.....166 47%
 No.....51-2
 Not sure.....2-1

Back: major or minor impact Total (433) sm/mcd (245) Large (135)
 40%
 56
 1
 64%
 32
 4

7h. (IF "NO" IN 7g — ALL OTHERS SKIP TO 7i) Why haven't you contacted Florida Power about power quality problems? (PROBE FOR SPECIFICS) Any other reason?

Large (44) -- Did not have contact with FPC

Haven't really had any (serious) problems with this 25%

These problems are infrequent / of short duration 23%

We just assume there's nothing much they can do about it 16%

They contact us first / deal with problem before we have a chance to call them 9%

1671

1681

1691

7i. (ASK EVERYONE IN SERIES) And how effective do you think Florida Power is in trying to reduce or minimize these power quality problems — very effective, somewhat effective, not too effective or not at all effective?

Box: major or minor impact

Total (433)

Sm/mcd (295)

Large (134)

Very effective.....	170 (50%)	59%	32%
Somewhat effective.....	142	24	39
Not too effective.....	9-1	5	16
Not at all effective.....	4-1	4	6
Not sure (Vol.).....	5-2	2	7

8a. (ASK EVERYONE) How satisfied are you with the availability of your electric power at this location over the past year; that is, the job Florida Power does in keeping down the number of outages lasting longer than 5 minutes — are you very satisfied, fairly satisfied, not too satisfied, or not at all satisfied?

Total (306)

Sm/mcd (295)

Large (135)

Very satisfied.....	171 (65%)	71%	55%
Fairly satisfied.....	23-2	17	36
Not too satisfied.....	6-1	6	7
Not at all satisfied.....	2-1	2	1
Not sure (Vol.).....	1-2	1	1

8b. During the past 12 months, did your organization experience any electric service interruptions lasting longer than 5 minutes, or not?

Total (306)

Sm/mcd (295)

Large (135)

Experienced.....	172 (60%)	54%	72%
Did not experience.....	34-2	44	24
Not sure (Vol.).....	2-1	2	4

8c. (IF "EXPERIENCED" IN 8b — ALL OTHERS SKIP TO 9a) On average how many electric service interruptions of 5 minutes or longer occurred at this location within the past 12 months? (RECORD BELOW)

Large (110) -- Experienced service interruptions

Mean 5.2

(73-75)

Not sure (Vol.)..... 1761 -1

8d. And how would you characterize the impact of these interruptions over the past 12 months — was it major impact, minor impact or no impact?

Box: experienced service interruptions

Total (306)

Sm/mcd (192)

Large (110)

Major impact.....	177 (67%)	68%	62%
Minor impact.....	28-2	26	32
No impact.....	3-1	4	1
It varies (Vol.).....	2-1	2	4
Not sure (Vol.).....	2-2	-	1

15a. (HAND RESPONDENT CARD "E") Now, as a way of summarizing your opinions about Florida Power, I will read you the same list of items we discussed earlier. For each one, please rate the job you think Florida Power does. The first one is (READ FIRST ITEM ON LIST) -- how would you rate the job Florida Power is doing -- excellent, pretty good, not so good or poor? (RECORD BELOW -- CONTINUE)

The next one is (READ NEXT ITEM ON LIST) -- IS Florida Power doing an excellent, pretty good, not so good or poor job? (RECORD BELOW -- CONTINUE FOR EACH ITEM REPEATING ALL ANSWER CATEGORIES)

Total (506)

smimed (554)

Large (152)

55-1

	Excellent	Pretty Good	Not so Good	Poor	Not Sure (Vol.)
1. Keeping the number of outages down.....	51 55 4 156 22 -1	53 51 56 -2	13 11 17 -3	2 2 4 -4	1 1 1 -5
2. Quick restoration of service after outages occur.....	41 42 4 157 39 -1	51 49 52 -2	5 5 5 -3	2 2 3 -4	1 2 1 -5

TAKE BACK CARD "E"

Research Based Strategic Marketing Analysis

1993 Commercial and Industrial Opinion Survey Results

CONFIDENTIAL

Methodology

Interviewing for all five studies was conducted from October through December, 1993. For Florida Power Corporation (FPC), interviewing began October 4 and ended November 12, 1993. A total of 486 FPC commercial and industrial customers were interviewed. The FPC survey was an update of a similar study conducted in November 1992. In the present survey, 127 large customers were surveyed through an in-person interview, and 253 medium and 106 small customers were interviewed during a 20-minute telephone interview. The sample was provided by FPC, and the questionnaire was jointly updated by FPC and Reichman-Karten-Sword, Inc. (RKS), who conducted the survey. FPC was identified as the sponsor of the research.

1993 Commercial and Industrial Wants, Needs and Expectations Survey Results

Methodology

Interviewing was conducted from October 25 through December 13, 1993. In total, 496 commercial and industrial customers were interviewed: 141 Large customers were surveyed through an in-person interview, and 253 Medium and 102 Small customers were interviewed during a 20-minute telephone interview. The sample was provided by FPC, and the questionnaire was jointly developed by FPC and Reichman-Karten-Sword, Inc. (RKS), who conducted the survey. FPC was identified as the sponsor of the research.

- 1) How would you assess the quality of the electric power you receive from your electric company at this location - that is, the lack of chronic voltage problems and brief outages of less than 1 minute -- are you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?

	<u>FPC</u>
Very satisfied	54%
Somewhat sat.	32
Somewhat dissat.	11
Very dissatisfied	2
Not sure	1

- 2) How satisfied are you with the reliability of your electric power at this location over the past year; that is, the job your electric company does in keeping down the number of outages lasting longer than 5 minutes -- are you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?

	<u>FPC</u>
Very satisfied	65%
Somewhat sat.	28
Somewhat dissat.	5
Very dissatisfied	1
Not sure	1

- 3) How would you rate the job your electric company does on keeping the number of outages down -- excellent, pretty good, not so good, or poor?

	<u>FPC</u>
Excellent	39%
Pretty Good	47
Not So Good	10
Poor	3
Not sure	1

There are numerous questions in the 1993 C&I Customer Opinion Survey that provide valuable insights besides those which directly relate to customer loyalty.

Power Quality:

Questions and results which relate to the issues of power quality and reliability are:

- 1) Compared to a few years ago, are the power quality problems occurring more often now, less often now or about as often now as they did in the past?

	<u>FPC</u>
More often now	9%
Less often now	38
About as often now	45
Not sure	8

- 2) How much impact do these power quality problems have on your organization -- a major impact, a minor impact, or no impact?

	<u>FPC</u>
Major impact	69%
Minor impact	24
No impact	4
It varies (vol.)	2
Not sure (vol.)	1

- 3) (If "major" or "minor impact") Have you tried to contact your electric company for assistance with power quality problems?

	<u>FPC</u>
Yes	47%
No	49
Not sure	4

- 4) And how effective do you think your electric company is in trying to reduce or minimize these power quality problems -- very effective, somewhat effective, not too effective, or not at all effective?

	<u>EPC</u>
Very effective	43%
Somewhat effective	36
Not too effective	11
Not at all effective	2
Not sure (vol.)	8

Reliability:

Responses to a couple questions on reliability are available that were not included in the CLI analysis:

- 1) During the past 12 months, did your organization experience any electric service interruptions lasting longer than 5 minutes, or not?

	<u>FPC</u>
Experienced	66%
Did not experience	31
Not Sure (vol.)	3

- 2) (If "experienced") How effective would you say your electric company is in trying to reduce and keep down the number of power interruptions -- very effective, somewhat effective, not too effective, or not at all effective?

	<u>FPC</u>
Very effective	45%
Somewhat effective	44
Not too effective	8
Not at all effective	1
Not sure(vol.)	2

The 1993 C&I Needs, Wants and Expectations Survey, which was conducted among Florida Power customers only, provides us with more guidance on the power quality and reliability factor.

Power Quality:

- 1) What impact does (read item on list) have on any of your equipment at this location -- a great deal, some, or none at all?

Impact of Power Quality on Equipment

	A Great Deal			Some			None At All			Not sure		
	System	HDM	Lg.	System	HDM	Lg.	System	HDM	Lg.	System	HDM	Lg.
High Voltage	43%	41%	67%	23%	26%	26%	21%	22%	9%	11%	11%	4%
Low Voltage	40	39	57	26	27	30	22	27	9	12	12	4
Lightning or surges or spikes	67	65	88	24	25	13	7	8	1	2	2	0
Momentary outages or flickers	56	54	77	33	36	25	10	9	4	1	1	0
Lengthy outages	67	65	82	17	19	16	13	13	2	3	3	0
Start-up, shut-down or operation of other electrical equipment on your premises or nearby	32	30	42	22	23	23	35	36	29	11	11	6

- 2) And how would you assess the quality of the electricity you receive -- is it pure and clean, is it satisfactory, or is it subject to inconsistencies, such as blinking, surges, dips or fluctuations?

	<u>System</u>	<u>HDM</u>	<u>Large</u>
Pure and clean	40%	41%	26%
Satisfactory	34	31	39
Subject to inconsistencies	19	21	28
It varies	1	2	2
Not sure	6	5	5

- 3) (If "satisfactory" or "subject to inconsistencies" or "it varies" ask) Generally, who do you think is responsible for power quality problems? Does the problem lie in Florida Power's equipment, or does it lie in your equipment?

	<u>System</u>	<u>HIM</u>	<u>Large</u>
Florida Power's equipment	66%	68%	75%
Customer's equipment	4	3	2
Both	13	17	20
It varies	3	3	1
Not sure	9	9	2

- 4) What actions, if any, should Florida Power consider to try to minimize the effect of these power quality problems?
(Base = large)

	<u>System/Lq.</u>	<u>HIM</u>
Continue to research power failure causes	16%	13%
Restrict major tie-ins, switching construction to non-peak hours	14	15
Run an energy evaluation on their equipment	11	13
Inform customers first	11	13
Not sure	<u>31</u>	<u>28</u>

- 5) What types of costs does your company incur when power inconsistencies such as blinking, surges, dips or fluctuations occur? (Base = large)

	<u>System/Lq.</u>	<u>HIM</u>
Equipment downtime	42%	47%
Equipment damage	35	35
Equipment start up	24	25
Labor downtime	14	11
Lost production	10	10

- 6) Thinking about the last power inconsistency at your business, have you had a chance to compute the estimated dollar cost to you? (Base = large)

	<u>System/Lq.</u>	<u>HIM</u>
Yes	15%	16%
No	74	74
Not sure	11	10

- 7) (If "yes") What was the estimated dollar cost to you? (Base = large)

	<u>System/Lq.</u>	<u>HIM</u>
Cost	\$6,800	\$7,400
Not sure	7%	8%

- 8) (If "no" or "not sure") Can you estimate the dollar cost to you? (Base = large)

	<u>System/Lq.</u>	<u>HIM</u>
Cost	\$2,300	\$2,600
Not sure	76%	76%

- 9) If Florida Power could guarantee you electric service that is not subject to surges, dips and fluctuations, and charge you (read first item on list) -- would you be interested? (Ask until respondent says "yes" or all choices are asked)

	<u>System</u> <u>Yes</u>	<u>HIM</u> <u>Yes</u>	<u>Large</u> <u>Yes</u>
25% more for it			
20% more for it			
15% more for it			
10% more for it			
5% more for it			
Total			
No, not interested			
Not sure			

- 10) And if Florida Power could offer you electric service that would be subject to surges, dips and fluctuations, and charge you (read first item on list) -- would you be interested? (Ask until respondent says "yes" or all choices are asked)

	<u>System</u>	<u>HIM</u>	<u>Large</u>
5% less for it			
10% less for it			
15% less for it			
20% less for it			
25% less for it			
Total			
No, not interested			
Not sure			

- 11) Florida Power defines power reliability as electric power that is free of outages, and power quality as electric power that is free of surges, dips and fluctuations. In terms of the impact on your operations, is there any difference to you between power reliability and power quality?

	<u>System</u>	<u>HIM</u>	<u>Large</u>
Yes	32%	35%	37%
No	29	29	16
Not sure	39	36	47

- 14) What types of costs does your company incur during an outage of five minutes or more? (Base = large)

	<u>System/Lq.</u>	<u>HIM</u>
Labor downtime	38%	39%
Lost production	31	33
Lost profits/revenues	25	24
Equipment downtime	20	20
Equipment startup	19	19
Unhappy clients/customers	18	19
Equipment damage	17	16

- 15) Thinking about the last outage at your business that lasted 5 minutes or more, have you had a chance to compute the estimated dollar cost to you? (Base = Large)

	<u>System/Lq.</u>	<u>HIM</u>
Yes	25%	26%
No	65	65
Not sure	10	9

- 16) (If "yes") What was the estimated dollar cost to you? (Base = large)

	<u>System/Lq.</u>	<u>HIM</u>
Cost	\$7,200	\$6,200
Not sure	15%	17%

- 17) (If "no") Can you estimate the dollar cost to you? (Base = Large)

	<u>System/Lq.</u>	<u>HIM</u>
Cost	\$10,000	\$10,300
Not sure	55%	56%

- 18) (If "experienced outages" and "power is subject to inconsistencies") You have mentioned that your electric power has experienced lengthy outages, as well as been subject to surges, dips and fluctuations. Do the outages have more of an impact on your operations, or do the surges, dips and fluctuations have more impact?

	<u>System</u>	<u>HIM</u>	<u>Large</u>
Outages	47%	50%	54%
Surges, dips & fluctuations	24	23	24
Both	24	20	19
Neither	1	5	3

Reliability:

- 1) I'd like to discuss lengthy outages. By outage, I mean the power to your facility is completely off for at least 5 minutes. During the past 12 months, did your company experience any lengthy outages of 5 minutes or more?

	<u>System</u>	<u>HIM</u>	<u>Large</u>
Experienced	65%	68%	72%
Did not experience	30	27	22
Not sure	5	5	6

- 2) (If "experienced") Approximately how many lengthy outages did your company experience over the past 12 months that had an impact on your business?

	<u>System</u>	<u>HIM</u>	<u>Large</u>
Mean no. of outages	[REDACTED]		
Not sure	[REDACTED]		

- 3) Over the past year, do you recall how many minutes your longest outage lasted? Please do not include the time it took for your business to recover from the outage. (Base = Large)

	<u>System/Lg.</u>	<u>HIM</u>
Mean Length of outage	[REDACTED]	
Not sure	[REDACTED]	

- 4) When that particular outage was over, how long did it take for your business to recover? (Base = Large)

	<u>System/Lg.</u>	<u>HIM</u>
Mean Length of recovery	[REDACTED]	
Not sure	[REDACTED]	

- 5) Considering all the outages that you've experienced over the past year, is this a reasonable number of outages in a 12-month period, or not?

	<u>System</u>	<u>HIM</u>	<u>Large</u>
Reasonable	72%	69%	60%
Not reasonable	25	28	37
Not sure	3	3	3

- 6) (If "not reasonable" or "not sure") In your opinion, what is a reasonable number of outages lasting 5 minutes or more for a utility to have in a 12-month period? (Base = Large)

	<u>System/Lg.</u>	<u>HIM</u>
Mean reasonable number of outages	1.1	1.1
It depends	7%	8%
Not sure	5%	5%

- 7) In your opinion, are these outages generally caused by weather conditions, Florida Power, your own operations, or are they caused by something else? (Multiple responses permitted)

	<u>System</u>	<u>HIM</u>	<u>Large</u>
Weather	62%	60%	52%
Florida Power	16	18	32
Own operations	1	1	2
Something else	19	21	28
It depends	5	5	4
Not sure	4	3	2

- 8) On a "0" to "10" scale with "10" meaning very sensitive and "0" meaning not sensitive at all, I'd like you to rate how sensitive your business operations and equipment are to power interruptions. You can use any number from "0" to "10". How sensitive are your business operations and equipment to power interruptions on a zero to ten scale? (Base = Large)

	<u>System/Lg.</u>	<u>HIM</u>
Mean sensitivity	8.95	8.97
Not sure	0%	0%

- 9) (If "6 or higher") What equipment is most affected by power interruptions? (Base = large)

	<u>System/Lg.</u>	<u>HIM</u>
Computers	57%	54%
Equipment/Machinery	47	48
Air conditioning	26	26
Phone system	15	15
Lighting	12	12
Kitchen	9	10

- 10) How satisfied are you with Florida Power's efforts to restore power quickly after a lengthy outage -- very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?

	<u>System</u>	<u>HIM</u>	<u>Large</u>
Very satisfied	59%	60%	52%
Somewhat satisfied	33	32	37
Somewhat dissat.	4	5	7
Very dissatisfied	2	2	2
Not sure	2	1	2

- 11) And how satisfied are you with your ability to reach Florida Power during power interruptions -- very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?

	<u>System</u>	<u>HIM</u>	<u>Large</u>
Very satisfied	44%	47%	43%
Somewhat satisfied	30	28	25
Somewhat dissatisfied	11	10	11
Very dissatisfied	11	11	18
Not sure	4	4	3

- 12) And how satisfied are you with the information Florida Power provides during interruptions as to when power will be restored -- very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?

	<u>System</u>	<u>HIM</u>	<u>Large</u>
Very satisfied	37%	38%	28%
Somewhat satisfied	34	32	38
Somewhat dissatisfied	11	13	14
Very dissatisfied	11	10	17
Not sure	8	7	4

- 13) What should Florida Power be doing differently during power restoration efforts? (Base = large)

	<u>System/Lg.</u>	<u>HIM</u>
Better communications/ inform customers	42%	43%
Nothing, they're doing a fine job	29	29
Have more phone lines available	14	12
Special phone number to get more info./24hr. emergency coverage	9	9

19) Why do you say that? (Base = large)

	<u>System/Lg.</u>	<u>HIM</u>
<u>Outages</u>		
Shuts down business	17%	20%
Takes a long time to recover	7	8
Happens frequently	7	9
<u>Surges</u>		
Equipment damage	3%	3%
<u>Both</u>		
Lost production	5%	4%
Not sure	46%	43%

20) Should Florida Power and their representatives be responsible for the electricity that runs through your facilities, or should their responsibility stop at the meter?

	<u>System</u>	<u>HIM</u>	<u>Large</u>
Responsible	37%	39%	38%
Not responsible	51	50	58
Not sure	12	11	4

Large Industrial Customer Satisfaction Survey Year-End, 1993

CONFIDENTIAL

Methodology: The Large Industrial survey is based on 101 telephone interviews conducted nationwide. RKS contracted with Equifax National Decision Systems to provide the nationwide sample of local plants owned by Large Industrial businesses.

The sampling error for the total Large Industrial sample is ± 10 percentage points at 50% response at 95% confidence level. To compare differences between the Large Industrial and RKS' national C&I results, a difference of 10 percentage points is considered statistically significant.

5. (ASK EVERYONE) I will read a list of attributes of the service provided by energy suppliers. For each one please tell me how important it is when you assess the quality of service your local electric company provides. The first one is (READ FIRST ITEM ON LIST) -- is this very important, somewhat important, somewhat unimportant or very unimportant when you assess the quality of service your local electric company provides? (RECORD BELOW -- CONTINUE)

		Very Important	Somewhat Important	Somewhat Unimportant	Very Unimportant	Not Sure (Vol.)
1. Keeping the number of outages down.....	Ind. 90 C/I 87	10 12	- .	- .	- 1	
2. Quick restoration of service after outages occur.....	Ind. 88 C/I 91	12 8	- .	- .	- 1	
3. Providing timely information about outage restoration.	Ind. 70 C/I 67	26 29	2 1	- 1	2 2	
4. Keeping rates as low as possible.....	Ind. 86 C/I 85	14 12	- 1	- 1	- 1	
5. Being genuinely concerned about customer needs and problems.....	Ind. 75 C/I 70	17 29	6 1	- .	2 .	
6. Responding quickly to requests.....	Ind. 75 C/I 78	23 20	- 1	- .	2 1	
7. Making it easy for customers to do business with them.	Ind. 47 C/I 67	51 31	- 1	- .	2 1	
8. Being dependable -- do what they promise on time, as scheduled.....	Ind. 83 C/I 82	17 17	- .	- .	- .	
9. Providing clear and accurate bills.....	Ind. 64 C/I 80	28 17	4 1	- 1	4 1	
10. Providing information on energy efficiency.	Ind. 35 C/I 55	55 39	6 5	2 1	2 .	
11. Offering incentives to customers for increasing energy efficiency.	Ind. 38 C/I 52	54 37	4 6	2 3	2 2	
12. Being proactive in anticipating customer needs.....	Ind. 44 C/I 62	54 32	- 3	- 2	2 1	
13. Taking an active role in the communities in which they operate...	Ind. 35 C/I 50	47 37	10 7	6 4	2 2	
14. Being a source of information about energy use.....	Ind. 47 C/I NA	45 NA	5 NA	2 NA	1 NA	
15. Being environmentally responsible.....	Ind. 67 C/I 71	29 26	4 1	- 1	- 1	
16. Responding knowledgeably and competently to inquiries.....	Ind. 75 C/I 76	23 23	- 1	- .	2 -	
17. Taking innovative and creative approaches to providing their service.....	Ind. 48 C/I NA	45 NA	3 NA	- NA	4 NA	

NA = not asked

6a. Now I would like to ask you about electric power quality. First, how would you assess the quality of the electric power at this location that your company receives from the local electric company -- that is the lack of chronic voltage problems and brief outages of less than 1 minute -- are you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?

Lrg Ind Sml C/I

Very satisfied.....
Somewhat satisfied.....
Somewhat dissatisfied.....
Very dissatisfied.....
Not sure (Vol.).....

11

6b. And when you consider all of the processes in your company that rely on electric energy, how critical is having electric power that never surges, dips or fluctuates -- is it absolutely critical, fairly critical, important but not critical or desirable?

Lrg Ind Sml C/I

Absolutely critical.....
Fairly critical.....
Important, but not critical..
Desirable.....
Makes no difference (Vol.)...
Not sure (Vol.).....

11

6c. In thinking about the reliability of electric power at this location over the past year -- are you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?

Lrg Ind Sml C/I

Very satisfied.....
Somewhat satisfied.....
Somewhat dissatisfied.....
Very dissatisfied.....
Not sure (Vol.).....

11

6d. How effective do you think your electric company is in trying to reduce and keep down the number of power interruptions -- very effective, somewhat effective, somewhat ineffective, or very ineffective?

Lrg Ind

Very effective..... 53%
Somewhat effective..... 41
Somewhat ineffective... 4
Very ineffective..... 1
Not sure (Vol.)..... 1

6e. What is the approximate cost to your company of a one hour outage?

Lrg Ind

Sml C/I

Not sure (Vol.).....27%

63%

6f. In your opinion, which condition has a more severe negative impact on your company -- brief, momentary blips in voltage, or an outage that lasts more than 5 minutes or do both conditions have an equally severe negative impact?

Lrg Ind Sml C/I

Brief momentary power interruptions.....	81	111
Outage lasting more than 5 minutes.....	44	39
Both conditions have equally severe negative impacts.....	48	44
None (Vol.).....	-	4
Not sure (Vol.).....	-	2

7a. On another subject, have you ever participated in your electric company's energy efficiency programs that help you manage and control your use of energy, or not?

Lrg Ind Sml C/I

Participated.....		
Not participated.....		
Not sure (Vol.).....		

7b. (IF "PARTICIPATED" IN 7a -- ALL OTHERS SKIP TO 8a) And how satisfied was your company with the information or assistance you received from your electric company -- very satisfied, somewhat satisfied, somewhat dissatisfied or very dissatisfied?

Lrg Ind Sml C/I

	Base:	(601)	(221)
Very satisfied.....	531	701	
Somewhat satisfied.....	39	23	
Somewhat dissatisfied.....	3	4	
Very dissatisfied.....	-	1	
Not sure (Vol.).....	5	2	

8a. (ASK EVERYONE) When you ask your electric company to come to your premises to provide some kind of service, do they usually provide the service faster than promised, slower than promised or at about the time they promised?

Lrg Ind Sml C/I

Faster than promised.....	131	121
Slower than promised.....	3	5
At about the time they promised.....	82	70
It varies (Vol.).....	-	1
Never asked for on-site service (Vol.).....	1	9
Not sure (Vol.).....	1	3

8b. And, when your electric company provides service to you, do they usually meet your expectations, usually exceed your expectations, or usually fall short?

Lrg Ind Sml C/I

Usually meet expectations.....	871	881
Usually exceed expectations...	11	5
Usually fall short.....	2	2
It varies (Vol.).....	-	1
Not sure (Vol.).....	-	4

9a. Over the past year, have you had any direct contact with your electric company?

Lrg Ind Sml C/I

Have had contact.....	811	431
Have not had contact.....	18	55
Not sure (Vol.).....	1	2

12f. In your opinion, what impact will competition and deregulation of electric utilities have on (READ FIRST ITEM ON LIST) -- under competition and deregulation do you expect this will improve, stay the same or get worse?

	Lrg Ind			
	Improve	Stay The Same	Get Worse	Not Sure (Vol.)
1. Responsiveness of electric utilities...				
2. Reliability of electric power.....				
3. Power quality.....				
4. Price of electricity.....				
5. Customer service.....				
6. Utilities' willingness to lock themselves into long-term commitments.....				

12g. And how long do you think it will take before you start to see changes like these resulting from competition and deregulation of electric utilities?

 Years
Lrg Ind - Average

12h. In a competitive energy environment, do you think it is smarter to try to shop around for the best price or is it smarter to try to cut a deal with the local supplier of electricity?

Smarter to try to shop around for best price.....
Smarter to try to cut a deal with the local supplier of electricity.....
Both (Vol.).....
Neither (Vol.).....
Other (SPECIFY).....
Not sure (Vol.).....

Lrg Ind

12i. And why do you say that? (PROBE FOR SPECIFICS) Any other reason?

Lrg Ind

Shop Around For Best Price

Better cost/price savings.....
Improved customer service.....

Cut A Deal

They are known to me/they have a proven track record/history.....
They are close by/near us.....
Better service.....
Better cost/price savings.....
There is no competition around.....

12j. In your opinion, are electric utilities generally ready to compete in the emerging competitive environment or are they not ready to compete?

Lrg Ind

Generally ready to compete.....
Generally not ready to compete....
It varies (Vol.).....
Not sure (Vol.).....

METHODOLOGY

In total, 620 Florida Power residential customers were interviewed by telephone November 1996. The sample for the survey was randomly generated by Survey Sampling, Inc. for Florida Power's service territory as designated by zip codes. In order to analyze four regions separately, an adequate number of interviews were conducted in each: 176 interviews were conducted in St. Petersburg; 189 in Orlando; 120 in Ocala; and 118 in the rural area. The final sample was weighted by region to reflect it's actual proportion in Florida Power's customer base.

Respondents qualified for participation by being a household head over the age of 18 years who receives a Florida Power electric bill. The average interview was 15 minutes in length.

CAS4a. Now, how satisfied are you with the reliability of electric power supplied by FLORIDA POWER -- that is, keeping down the number and duration of power outages lasting 5 minutes or longer -- are you very satisfied, somewhat satisfied, somewhat dissatisfied or very dissatisfied?

	FPC '96
	%
Very satisfied	61
Somewhat satisfied	27
Somewhat dissatisfied	7
Very dissatisfied	3
Not sure (Vol.)	2

4b. And now, how satisfied are you with FLORIDA POWER's ability to keep down the number of momentary power interruptions-- ones that last for 10 seconds or less -- are you very satisfied, somewhat satisfied, somewhat dissatisfied or very dissatisfied?

	FPC '96
	%
Very satisfied	54
Somewhat satisfied	29
Somewhat dissatisfied	7
Very dissatisfied	7
Not sure (Vol.)	3

4c. In (READ FIRST ITEM ON LIST) -- does FLORIDA POWER do an excellent, pretty good, not so good or poor job? (RECORD BELOW -- CONTINUE FOR EACH ITEM ON LIST -- REPEATING ALL ANSWER CATEGORIES EACH TIME)

4c.1. Restoring electric power quickly after an interruption

	FPC '96
	%
Excellent	42
Pretty good	47
Not so good	5
Poor	2
Not sure (Vol.)	4

4c.2 Providing a reliable supply of energy

	FPC '96
	%
Excellent	42
Pretty good	51
Not so good	4
Poor	1
Not sure (Vol.)	2

Residential Customer Opinion Survey Quarter I, 1992

Market Strategies, Inc.

CONFIDENTIAL

B. METHODOLOGY

A total of 500 telephone interviews were conducted with a random-digit-dial (RDD) sample of residential customers, stratified by Division. One hundred (100) interviews are conducted in each of the four urban Divisions and 100 interviews are allocated across the three remaining Divisions (Central, Northern, and Ridge). The total sample is then weighted to reflect the actual distribution of residential customers across the entire service area.

Interviewing was conducted from the Market Strategies, Inc. (MSI) Research Operations Center in Livonia, Michigan. First Quarter interviewing was conducted from February 8-10, 1992.

The approximate sampling error for the total sample and for the Divisional subgroups as well as requirements for statistically-significant differences either among current survey results or over time are shown in the following table.

Statistical Significance @ 95% Confidence Level	Sampling Error Tolerance
Sampling error (+) for: Total sample (n=500) Division subgroups (n=100)	$\pm 4.5\%$ $\pm 10\%$
Percentage-point differences required: Comparisons between n=500 samples (total sample) Comparisons between n=100 samples (Divisions)	6 points 14 points

*Now I'd like to read you a list of topics concerning Florida Power. For each one, you are to rate the level of agreement you have with the statement on a scale from 0 to 10. 0 is for "strongly agree" and 10 is for "strongly disagree". If you are not sure, you can use any number from 0 to 10. Now, how would you rate the job Florida Power is doing?

*Q9. PROVIDING RELIABLE ELECTRIC SERVICE

BANNER TWO

NUMBER OF CASES	500	100%	MEAN	STANDARD DEVIATION
0 - Extremely Poor Job	12	2.4%	0.88	1.88
1	02	0.4%		
2	02	0.4%		
3	02	0.4%		
4	02	0.4%		
5 - Neither	24	4.8%		
6	76	15.2%		
7	44	8.8%		
8	82	16.4%		
9	108	21.6%		
10 - Extremely Good Job	394	78.8%		
Don't know	12	2.4%		
COLLAPSED CODES:				
Total Good Job (6-10)	882	176.4%		
Extremely Good Job (9-10)	604	120.8%		
Good Job (6-8)	282	56.4%		
Neither (5)	76	15.2%		
Poor Job (0-4)	34	6.8%		
DK, Refused	12	2.4%		

*Turning now to electric service interruptions...
 -Q23. If the last three months, how many times did you lose electric service in your home for 15 seconds or less?
 (None/Don't know/Refused not included in survey standard deviation)
 BARRIER 1 (U3)

NUMBER OF CASES	Total With Skip	
	500	100%
None	428	85.6
1	112	22.4
2	137	27.4
3	63	12.6
4	35	7.0
5	20	4.0
6	12	2.4
7	1	0.2
8	6	1.2
9	1	0.2
10	10	2.0
11-15	210	42.0
16-20	11	2.2
21-25	11	2.2
26-30	2	0.4
31 or more	2	0.4
Don't know	28	5.6
COLLAPSED CODES:		
None	428	85.6
1-2	233	46.6
3-4	140	28.0
5-9	80	16.0
10 or more	77	15.4
Undecided	34	6.8
MEAN	92.3	
STANDARD DEVIATION	92.3	

*024

Do you consider these short interruptions to be a major inconvenience at all for you?

FLORIDA UTILITY - QUARTER 1 (C92027)

Market Strategies, Inc.

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BARRIER 140

NUMBER OF CASES	Total Sample	
	Yes	No
Major inconvenience	258	92
Minor inconvenience	561	93
No inconvenience at all	351	0
Don't know	0	1

Would you say the Florida Power generally gets on
 excellent, fair or poor job performing electric
 service after an interruption occurs?

BARBER 100

NUMBER OF CASES	Large Metro Area
Excellent	500 100%
Good	474 47.4%
Fair	429 42.9%
Poor	21 2.1%
Don't know	12 1.2%
Refused	418 41.8%
COLLAPSED CODES:	02 0.2%
Excellent/Good	837 83.7%
Fair/Poor	94 9.4%
DK/Refused	418 41.8%
MEAN STANDARD DEVIATION	1.83 1.83

Q26. Overall, would you say Florida Power provides more reliable service than you would expect, just about as reliable as you expect, or less reliable than you would expect?

	NUMBER OF CASES	Total Valid Responses
More reliable	500	500
About as reliable	221	221
Less reliable	726	726
Don't know	58	58
Refused	12	12
	02	02

Consider the papers or service interruptions that are shown
[and] do you consider it be a reasonable length of
time, on average, for an outage?

TABLE 120

FLORIDA UTILITY QUALITY 1 (C92027)

NUMBER OF CASES	Total Cases
No outages acceptable	500
1-15 minutes	12
16-30 minutes	10
31-45 minutes	134
46-59 minutes	212
1-2 hours	520
2-3 hours	233
3-4 hours	112
4-5 hour	58
5-6 hours	212
6-7 hours	21
7-12 hours	02
12-24 hours	419
24 hours/1 day	12
More than 1 day	317
Don't know	418
Refused	112
	57
	12
	4

Residential Customer Opinion Survey
Quarter III, 1992

B. Methodology

CONFIDENTIAL

A total of 550 telephone interviews were conducted with a random-digit-dial (RDD) sample of residential customers, stratified by Division. One hundred (100) interviews were conducted in each of the four urban Divisions. To provide for an examination of each of the three remaining Divisions (Central, Northern and Ridge), the research design was modified in the current survey to include 50 interviews in each of the three Divisions (whereas previous surveys have allocated 100 interviews across these combined Divisions). The total sample is then weighted to reflect the actual distribution of residential customers across the entire service area.

Interviewing was conducted from the Market Strategies, Inc. (MSI) Research Operations Center in Livonia, Michigan. Third Quarter interviewing was conducted from August 13-19, 1992.

The approximate sampling error for the total sample and for the Divisional subgroups as well as requirements for statistically-significant differences either among current survey results or over time are shown in the following table.

Statistical Significance @ 95% Confidence Level	Sampling Error Tolerance
Sampling error (+) for: Total sample (n=550) Division subgroups (n=50) Division subgroups (n=100) Division subgroup (n=150)	$\pm 4\%$ $\pm 14\%$ $\pm 10\%$ $\pm 8\%$
Percentage-point differences required: Comparisons between n=500 samples (total sample) Comparisons between n=100 samples (Divisions) Comparisons between n=100 and n=150 samples (Divisions) Comparisons between n=100 and n=50 samples (Divisions)	6 points 14 points 13 points 17 points

Now, I'd like to read you a list of topics concerning Florida Power for each one of these items. If you are rating another zero to ten scale, this time the ten means that Florida Power is doing an extremely good job, the zero means that Florida Power is doing an extremely poor job, and a five would mean they are doing neither a good nor a poor job. You can use any number from zero to ten.

Now, how would you rate the job Florida Power is doing on . . .

05. PROVIDING RELIABLE ELECTRIC SERVICE

NUMBER OF CASES		Total Valid Sample
0 - Extremely poor job	02	1002
1	02	2
2	02	1
3	02	2
4	12	4
5 - Neither	37	17
6	23	23
7	20	20
8	17	17
9	16	16
10 - Extremely good job	101	101
Don't know	222	222
	402	402
	12	12
COLLAPSED CODES:		
Total good job (6-10)	606	606
Extremely good job (9-10)	323	323
Good job (6-8)	312	312
Neither (5)	23	23
Poor job (0-4)	52	52
DK/Refused (11,12)	12	12
MEAN	9.59	
STANDARD DEVIATION	1.89	

turning now to electric service interruptions...

Q19. In the last three months how many times did you lose electric service in your home for less than 1 hour?

TABLE TWO

NUMBER OF CASES	Total Sample	
	100%	100%
None	2326	23
1 time	21	0.2
2 times	11	0.1
3 times	12	0.1
4 times	7	0.1
5 times	6	0.1
6 times	5	0.1
7 times	1	0.0
8 times	2	0.0
9 times	2	0.0
10 times	2	0.0
11-15 times	5	0.0
16-20 times	5	0.0
21-25 times	1	0.0
26-30 times	1	0.0
31 or more	1	0.0
Don't know	4	0.0
COLLAPSED CODES:		
None	2326	23
1-2 times	10	0.1
3-4 times	10	0.1
5-9 times	16	0.2
10 or more times	22	0.2
Undecided	4	0.0
DEAN STANDARD DEVIATION	10.3	

Q20. Do you consider these short interruptions to be a major inconvenience of all of you, or really no inconvenience at all?

BARBER 100

NUMBER OF CASES	Total Valid Responses
Major inconvenience	401
Minor inconvenience	92
No inconvenience at all	5,210
Don't know	112
	021

Q21. Would you say that Florida Power generally does an excellent, good, fair or poor job restoring electric service after an interruption occurs?

STARR 100

NUMBER OF CASES	100% Good 50% Fair 25% Poor
Excellent	100%
Good	43%
Fair	43%
Poor	9%
Don't know	12%
COLLAPSED CODES:	
Excellent/Good	89%
Fair/Poor	53%
DK/Refused	12%
MEAN	1.87
STANDARD DEVIATION	.87

Residential Customer Opinion Survey Quarter III, 1993

Market Strategies, Inc.

CONFIDENTIAL

B. Methodology

A total of 1400 telephone interviews were conducted with a random sampling of residential customers, stratified by Division. Two hundred (200) interviews were conducted in each of the seven Divisions, reflecting an increase in the number of interviews among Central, Northern, and Ridge customers to enhance the analysis of these Divisions. The total sample is weighted to reflect the actual distribution of residential customers across the entire service area.

Interviewing was conducted from the Market Strategies, Inc. (MSI) Research Operations Centers in Portland, Oregon and South Bend, Indiana from August 28-September 16, 1993.

The approximate sampling error for the total sample and for the Divisional subgroups, as well as requirements for statistically-significant differences either among current survey subgroups or to 1992 results are shown in the following table.

Sampling error (+) for: Total sample (n=1400) Division subgroups (n=200)	$\pm 3\%$ $\pm 7\%$
Percentage-point difference required for statistical significance @ 95% confidence level for: Comparisons between 1992 and 1993 total samples (n=550 vs n=1400) Comparisons between subgroup samples (n=100 vs n=200) Comparisons between subgroup samples (n=200 vs n=200)	5 points 12 points 10 points

time, I'd like to feed a list of topics concerning Florida Power for FWH
we had had a list of topics concerning Florida Power for FWH
time. The first means that Florida Power is doing an extremely good job
with them are doing neither a good nor a poor job. You can use any
number from zero to ten.
Now, how would you rate the job Florida Power is doing on:

IN PROVIDING RELIABLE ELECTRIC SERVICE

BANNER ONE

NUMBER OF CASES:	Total Sample	
	1513	100%
0 - Extremely poor job	10	1%
1	12	1%
2	14	1%
3	18	1%
4	17	1%
5 - Neither	93	6%
6	62	4%
7	110	7%
8	215	14%
9	372	24%
10 - Extremely good job	392	26%
Don't know	0	0%
COLLAPSED CODES:		
Total good job (6-10)	817	54%
Extremely good job (9-10)	584	39%
Good job (6-8)	310	20%
Neither (5)	93	6%
Poor job (0-4)	69	5%
DK/Refused	0	0%
STANDARD DEVIATION	9.69	

turning now to electric service interruptions...
 315A. [Attire] I asked you to call Florida Power's reliability. Do you
 think Florida Power's reliability is better than the last two years
 in the last two years about the same reliability, or less reliability than
 BAUNER ONE

FLORIDA POWER COS/MELOS WANTS

NUMBER OF CASES:	Total Sample
More reliability	749
About the same reliability	262
Less reliability	684
Didn't live here then	427
Don't know	422
Refused	128
	022

turning now to electric service interruptions...
 2158. Would you say that Florida Power generally does an excellent,
 good, fair, poor job of restoring electric service after an
 interruption occurs?
 BANNER ONE

NUMBER OF CASES:	total sample
Excellent	1511
Good	4323
Fair	4676
Poor	929
Don't know	235
Refused	210
Refused	02
COLLAPSED CODES:	
Excellent/Good	8329
Fair/Poor	1126
OK/Refused	230
STANDARD DEVIATION	1.29

FLORIDA POWER COS/NEEDS UNITS

Q10. In the last three months, how often have you lost electric service in your home for 15 minutes or less?

NUMBER OF CASES:	Total Sample
None	100%
1-2 times	1.2%
3-4 times	2.1%
5-9 times	1.7%
10 or more times	1.8%
Don't know	1.0%
Refused	1.1%
STANDARD DEVIATION	1.0%

Q17

Do you consider these about interruptions to be a major inconvenience at all for you, a minor inconvenience, or really no inconvenience

FLORIDA POWER CO'S/NEEDS SURVEY

Market Strategies, Inc.
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TABLE 8 CONT.

	Total Sample
NUMBER OF CASES:	1158
Major inconvenience	1021
Minor inconvenience	593
No inconvenience at all	379
Don't know	02
Refused	02

Q19A. Is Florida Power responsible or not responsible for these short
interceptions?

FLORIDA POWER COS/WEILOS UNITS

Market Strategies, Inc.
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NUMBER OF CASES:	Total Sample
Responsible	559
Not responsible	3121
Don't know	526
Refused	172
	124

Q70 How, thinking about longer outages lasting a few minutes or longer, how many of these have you had at your home in the last 3 months?

FLORIDA POWER COS/WEEDS UNIT

NAME: [redacted]

Market Strategies, Inc
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NUMBER OF CASES:		Total Sample
None	759	100%
1-2 times	497	65%
3-4 times	223	29%
5-9 times	97	13%
10 or more times	41	5%
Don't know	10	1%
STANDARD DEVIATION		3.83

Q20A. Generally speaking, which of these is more inconvenient in your opinion: shorter interruptions in service or longer outages?

FLORIDA POWER COS/NEEDS WANTS

Market Strategies, Inc.
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NUMBER OF CASES:	Total Sample
Short interruptions in service	749
Longer outages	123
Both equally (VOL)	602
Neither (VOL)	32
Depends (VOL)	21
Don't know	12
Refused	10
	02

Residential Customer Opinion Survey Quarter III, 1994

MSI: Energy Research & Consulting

CONFIDENTIAL

B. Methodology

A total of 600 telephone interviews were conducted with a random sampling of residential customers, stratified by region. Two hundred (200) interviews were conducted in each of the three regions, with the total sample results being weighted to reflect the actual distribution of residential customers across the entire service area.

Interviewing was conducted from the Market Strategies, Inc. (MSI) Research Operations Centers between August 10 and August 21, 1994.

The approximate sampling error for the total sample and for the regional subgroups, as well as requirements for statistically significant differences either among current survey subgroups or to the 1993 total sample results are shown in the following table.

Sampling error (\pm) for:	
Total sample (N=600)	$\pm 4\%$
Regional subgroups (N=200)	$\pm 7\%$
Percentage-point difference required for statistical significance @ 95% confidence level for:	
Comparisons between 1993 and 1994 total samples (N=1400 vs N=600)	5 points
Comparisons between any two regional subgroups (N = 200 vs N = 200)	10 points

we did not find a list of topics concerning Florida Power for 1991. The Florida Power 1991 report is using another zero to indicate that they are doing neither a good nor a poor job; and a five would be better than zero is ten.

FLORIDA POWER COS
(38210)

Market Strategies, Inc.

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PROVIDING RELIABLE ELECTRIC SERVICE
SAMPLE ONE

Total

NUMBER OF CASES:	
0 - Extremely poor job	10015
1	12
2	02
3	12
4	02
5 - Neither	02
6	42
7	19
8	19
9	15
10 - Extremely good job	1814
Don't know	4014
Refused	12
	02
COLLAPSED CODES:	
Total Good Job (6-10)	9426
Extremely Good Job (9-10)	6818
Good Job (6-8)	2608
Neither (5)	42
Poor Job (0-4)	212
DE/Refused	12
STANDARD DEVIATION	9.99

27. Would you say that Florida Power effectively does an excellent
 good fair or poor job restoring electric service after an interruption
 because of

FLORIDA POWER COS
 (002104)

Total

NUMBER OF CASES:	
Excellent	615
Good	325
Fair	381
Poor	33
Don't know	12
COLLAPSED CODES:	316
Excellent/Good	912
Fair/Poor	39
DK/Refused	316

L29 Do you consider these short interruptions to be a major inconvenience at all for you?

FLORIDA POWER CORP
1006104

Market Strategies, Inc
Page 01

TABLE 8 ONE

Total

NUMBER OF CASES:	
Major inconvenience	435
Minor inconvenience	729
No inconvenience at all	562
Don't know	342
	02

150 Now, thinking about longer outages lasting a few minutes or longer.
How many of these have you had at your home in the last 5 months?

BAWEL R ONE

Total

NUMBER OF CASES:	
More	10815
1-2 outages	5221
3-4 outages	3087
5-9 outages	619
10 or more outages	319
Don't know	212
STANDARD DEVIATION	427
	2.88

1. Generally speaking which of these is more inconvenient in your opinion: short interruptions in service or longer outages?

Florida Power Corp
Tampa, FL

Market Strategies, Inc
Page 05

Total

NUMBER OF CASES:	
Short interruptions in service	615
Longer outages	105
Both equally (VOK)	752
Neither (VOK)	32
Depends (VOK)	22
Don't know	12
	9
	12
	9
	12

3. Earlier, I asked you to rate Florida Power's reliability. Now would you be willing to what it means for Florida Power to have 2000 reliability?

FLORIDA POWER '05
AUGUST

Market Strategies, Inc.

Page 2

Total

NUMBER OF CASES:	615
Uninterrupted service	2872
Promptness	2082
No/None/Not Any/Nothing	1521
Good customer service	92
Good rates/competitive rates	74
Helping me when I need it/coming but when call need it/coming	71
Dependability	67
Other	65
Don't know	52
Accessibility	42
Responsiveness	42
Cooperating with customers/ flexibility	35
Doing a good job	213
Communication	213
Good equipment	212
Customer satisfaction	212
Consistent billing/accurate billing	211
Educating people on saving money	210
Good maintenance	210
They are a monopoly	12
Good community relations	12
Energy conservation	12
Good employees	12
Safety	12

Q25. I am interested in asking you to rate Florida Power's reliability
 by what it means for Florida Power to have 2000 Now would
 BASELINE ONE

FLORIDA POWER COS
 10/22/02

Market Strategies, Inc.

Page 0

Total	
Good management	12 4
No nuclear accidents	12 3
Energy saving programs	12 3
Protecting the environment	12 3
Believable	12 3
New form of energy	02 3
Free service	02 3
Providing discounts	02 2
Refunded/NA	02 2
Adequate expansion	02 1
Trucks with high visibility	02 1
Deposits	02 1
Having a watch program	02 1
Good reputation	02 1

6. And how would you describe what it means for Florida Power to have low reliability?

FLORIDA POWER COS
August 1994

Market Strategies, Inc.

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NAME OF CASE:	615
Poor service/If you had an outage and no one showed up	1/106
Too many outages/Not reliable	10/106
It would cause them to lose business	10/106
Don't know	11/107
Slow to restore power	10/106
Other	9/105
Slow service/Not rendering prompt, quick service	2/106
Poor customer service	7/105
Florida Power doesn't have bad service/good job	2/106
It would open the door for competition	2/106
No/None/Not Any/Nothing	4/106
Poor communication	4/106
Lack of convenience/inconvenience	3/106
Having dissatisfied customers	1/107
Too many brownouts	1/106
Not taking care of customers' needs	1/106
If the rates were extremely high	2/105
Having errors in the bills	2/106
It's the only power company/No choice	2/106
Refused/NA	2/106
Not keeping up their plants/equipment/supplies/lines	1/106
Increasing costs	1/106

20. And how would you describe what it means for Florida Power to have high reliability?

BARNE & CHE

Total

Not looking to the future needs of the area	12 6
Long/sustained outages	12 6
Increased number of customer complaints	12 6
Regulatory agency/Public Service Commission on their case	12 6
Employees that are not knowledgeable	12 4
When you can't trust Florida Power	12 4
Damage to their public image/reputation	12 4
Some people's health would depend on it	12 3
Not being safe during outages	12 3
If power was cut off at certain times	12 3
Not doing anything about environmental issues	02 2
Change locations where you can pay your bills	02 2
Not trimming the trees	02 1
Don't give enough time to pay a past due bill	02 1
Disregard for energy conservation	02 1
When they send shut-off notices	02 1

B. Objectives And Methodology

Since its inception in 1987, the Florida Power Corporation (Florida Power) Customer Opinion Survey (COS) has been providing the company with regular measures of residential customer opinions, beliefs, attitudes, and evaluations of their relationship with Florida Power. Historically, the strategically-focused COS was conducted on a quarterly basis from 1987 to 1991. In 1992, the frequency of the COS was changed to a semi-annual survey with the addition of the operationally-focused Florida Power Service Action Survey (SAS). In 1993, the frequency of the SAS was increased to a quarterly measurement to provide more regular feedback on operational issues pertaining to direct customer contacts. Because only minor variations were observed in the COS results throughout 1991 and 1992 (other than those that could be attributed to seasonal differences), the decision was made to conduct the COS on an annual basis. The August measurement was chosen as the appropriate period for the annual measure of customer opinions of Florida Power. This report presents the findings from the August, 1995 COS.

Information collected from the COS is used by Florida Power to establish strategic goals concerning the overall "position" of the company in customers' minds, and to develop operational objectives with regard to enhancing Florida Power's relationship with customers. Additionally, the survey provides tactical marketing information which is used by service, marketing and communications program managers to design, implement, and evaluate their activities. The survey further offers an opportunity to address specific issues such as customer loyalty to Florida Power and the likelihood of their choosing alternative electric utilities given different rate structures. Some of these specific issues are addressed in separate topical mini-reports.

A total of 600 telephone interviews were conducted with a random sampling of residential customers, stratified by region. Two hundred (200) interviews were conducted in each of the three regions, with the total sample results being weighted to reflect the actual distribution of residential customers across the entire service area.

Interviewing was conducted from the Market Strategies, Inc. (MSI) Research Operations Centers between August 10 and August 21, 1995.

The approximate sampling error for the total sample and for the regional subgroups, as well as requirements for statistically significant differences either among current survey subgroups or to the 1994 total sample results are shown in the following table

Sampling error (\pm) for:	
Total sample (N=600)	$\pm 4\%$
Regional subgroups (N=200)	$\pm 7\%$
Percentage-point difference required for statistical significance @ 95% confidence level for:	
Comparisons between 1994 and 1995 total samples (N=600 vs N=600)	6 points
Comparisons between any two regional subgroups (N = 200 vs N = 200)	10 points

FLORIDA POWER COS

(1995100)

MARKET ONE

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1:00 PM

Now, I'd like to read a list of topics concerning Florida Power. For each one I read, I'd like you to rate it using another zero to ten scale. This time, TEN means that Florida Power is doing an extremely good job. ZERO means Florida Power is doing an extremely poor job, and FIVE would mean they are doing neither a good nor a poor job. You can use any number from zero to ten.

Now, how would you rate the job Florida Power is doing on

Q7 PROVIDING RELIABLE ELECTRIC SERVICE

How I feel Answering	618
Complete Circle	
100% good job 10 100	553
90% good job 10 100	67%
80% good job 10 100	344
70% good job 10 100	86%
60% good job 10 100	208
50% good job 10 100	24%
40% good job 10 100	44
30% good job 10 100	7%
20% good job 10 100	20
10% good job 10 100	3%
0% good job 10 100	
Not Done	1 80

Q27 Would you say that Florida Power generally does an excellent, good, fair or poor job restoring electric service after an interruption occurs?

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1000 20

FLORIDA POWER COS
(10/5/06)
BARTLETT CRE

Does not know	10/10
Excellent	2%
Good	24%
Fair	28%
Poor	45%
Does not know	10%
Excellent	17%
Good	2%
Fair	2%
Poor	7%
Does not know	7%
Excellent	3%
Good	20%
Fair	5%
Poor	7%
Does not know	1%
Excellent	1%
Good	2%
Fair	3%
Poor	8%
Does not know	8%

Q26 In the last three months, how many times have you lost electric service in your home for TEN SECONDS OR LESS?

FLORIDA POWER COS
(1995106)
DAYTON, OH

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Time 29

Base Total Amounting	101.94
Base	101.94
1.2 Base	12.23
2.4 Base	24.47
3.6 Base	36.70
4.8 Base	48.94
6.0 Base	61.17
7.2 Base	73.41
8.4 Base	85.64
9.6 Base	97.88
10.8 Base	110.11
12.0 Base	122.35
13.2 Base	134.58
14.4 Base	146.82
15.6 Base	159.05
16.8 Base	171.29
18.0 Base	183.52
19.2 Base	195.76
20.4 Base	207.99
21.6 Base	220.23
22.8 Base	232.46
24.0 Base	244.70
25.2 Base	256.93
26.4 Base	269.17
27.6 Base	281.40
28.8 Base	293.64
30.0 Base	305.87
31.2 Base	318.11
32.4 Base	330.34
33.6 Base	342.58
34.8 Base	354.81
36.0 Base	367.05
37.2 Base	379.28
38.4 Base	391.52
39.6 Base	403.75
40.8 Base	415.99
42.0 Base	428.22
43.2 Base	440.46
44.4 Base	452.69
45.6 Base	464.93
46.8 Base	477.16
48.0 Base	489.40
49.2 Base	501.63
50.4 Base	513.87
51.6 Base	526.10
52.8 Base	538.34
54.0 Base	550.57
55.2 Base	562.81
56.4 Base	575.04
57.6 Base	587.28
58.8 Base	599.51
60.0 Base	611.75
61.2 Base	623.98
62.4 Base	636.22
63.6 Base	648.45
64.8 Base	660.69
66.0 Base	672.92
67.2 Base	685.16
68.4 Base	697.39
69.6 Base	709.63
70.8 Base	721.86
72.0 Base	734.10
73.2 Base	746.33
74.4 Base	758.57
75.6 Base	770.80
76.8 Base	783.04
78.0 Base	795.27
79.2 Base	807.51
80.4 Base	819.74
81.6 Base	831.98
82.8 Base	844.21
84.0 Base	856.45
85.2 Base	868.68
86.4 Base	880.92
87.6 Base	893.15
88.8 Base	905.39
90.0 Base	917.62
91.2 Base	929.86
92.4 Base	942.09
93.6 Base	954.33
94.8 Base	966.56
96.0 Base	978.80
97.2 Base	991.03
98.4 Base	1003.27
99.6 Base	1015.50
100.8 Base	1027.74
102.0 Base	1039.97
103.2 Base	1052.21
104.4 Base	1064.44
105.6 Base	1076.68
106.8 Base	1088.91
108.0 Base	1101.15
109.2 Base	1113.38
110.4 Base	1125.62
111.6 Base	1137.85
112.8 Base	1150.09
114.0 Base	1162.32
115.2 Base	1174.56
116.4 Base	1186.79
117.6 Base	1199.03
118.8 Base	1211.26
120.0 Base	1223.50
121.2 Base	1235.73
122.4 Base	1247.97
123.6 Base	1260.20
124.8 Base	1272.44
126.0 Base	1284.67
127.2 Base	1296.91
128.4 Base	1309.14
129.6 Base	1321.38
130.8 Base	1333.61
132.0 Base	1345.85
133.2 Base	1358.08
134.4 Base	1370.32
135.6 Base	1382.55
136.8 Base	1394.79
138.0 Base	1407.02
139.2 Base	1419.26
140.4 Base	1431.49
141.6 Base	1443.73
142.8 Base	1455.96
144.0 Base	1468.20
145.2 Base	1480.43
146.4 Base	1492.67
147.6 Base	1504.90
148.8 Base	1517.14
150.0 Base	1529.37
151.2 Base	1541.61
152.4 Base	1553.84
153.6 Base	1566.08
154.8 Base	1578.31
156.0 Base	1590.55
157.2 Base	1602.78
158.4 Base	1615.02
159.6 Base	1627.25
160.8 Base	1639.49
162.0 Base	1651.72
163.2 Base	1663.96
164.4 Base	1676.19
165.6 Base	1688.43
166.8 Base	1700.66
168.0 Base	1712.90
169.2 Base	1725.13
170.4 Base	1737.37
171.6 Base	1749.60
172.8 Base	1761.84
174.0 Base	1774.07
175.2 Base	1786.31
176.4 Base	1798.54
177.6 Base	1810.78
178.8 Base	1823.01
180.0 Base	1835.25
181.2 Base	1847.48
182.4 Base	1859.72
183.6 Base	1871.95
184.8 Base	1884.19
186.0 Base	1896.42
187.2 Base	1908.66
188.4 Base	1920.89
189.6 Base	1933.13
190.8 Base	1945.36
192.0 Base	1957.60
193.2 Base	1969.83
194.4 Base	1982.07
195.6 Base	1994.30
196.8 Base	2006.54
198.0 Base	2018.77
199.2 Base	2031.01
200.4 Base	2043.24
201.6 Base	2055.48
202.8 Base	2067.71
204.0 Base	2079.95
205.2 Base	2092.18
206.4 Base	2104.42
207.6 Base	2116.65
208.8 Base	2128.89
210.0 Base	2141.12
211.2 Base	2153.36
212.4 Base	2165.59
213.6 Base	2177.83
214.8 Base	2190.06
216.0 Base	2202.30
217.2 Base	2214.53
218.4 Base	2226.77
219.6 Base	2239.00
220.8 Base	2251.24
222.0 Base	2263.47
223.2 Base	2275.71
224.4 Base	2287.94
225.6 Base	2300.18
226.8 Base	2312.41
228.0 Base	2324.65
229.2 Base	2336.88
230.4 Base	2349.12
231.6 Base	2361.35
232.8 Base	2373.59
234.0 Base	2385.82
235.2 Base	2398.06
236.4 Base	2410.29
237.6 Base	2422.53
238.8 Base	2434.76
240.0 Base	2447.00
241.2 Base	2459.23
242.4 Base	2471.47
243.6 Base	2483.70
244.8 Base	2495.94
246.0 Base	2508.17
247.2 Base	2520.41
248.4 Base	2532.64
249.6 Base	2544.88
250.8 Base	2557.11
252.0 Base	2569.35
253.2 Base	2581.58
254.4 Base	2593.82
255.6 Base	2606.05
256.8 Base	2618.29
258.0 Base	2630.52
259.2 Base	2642.76
260.4 Base	2655.00
261.6 Base	2667.23
262.8 Base	2679.47
264.0 Base	2691.70
265.2 Base	2703.94
266.4 Base	2716.17
267.6 Base	2728.41
268.8 Base	2740.64
270.0 Base	2752.88
271.2 Base	2765.11
272.4 Base	2777.35
273.6 Base	2789.58
274.8 Base	2801.82
276.0 Base	2814.05
277.2 Base	2826.29
278.4 Base	2838.52
279.6 Base	2850.76
280.8 Base	2863.00
282.0 Base	2875.23
283.2 Base	2887.47
284.4 Base	2899.70
285.6 Base	2911.94
286.8 Base	2924.17
288.0 Base	2936.41
289.2 Base	2948.64
290.4 Base	2960.88
291.6 Base	2973.11
292.8 Base	2985.35
294.0 Base	2997.58
295.2 Base	3009.82
296.4 Base	3022.05
297.6 Base	3034.29
298.8 Base	3046.52
300.0 Base	3058.76
301.2 Base	3071.00
302.4 Base	3083.23
303.6 Base	3095.47
304.8 Base	3107.70
306.0 Base	3119.94
307.2 Base	3132.17
308.4 Base	3144.41
309.6 Base	3156.64
310.8 Base	3168.88
312.0 Base	3181.11
313.2 Base	3193.35
314.4 Base	3205.58
315.6 Base	3217.82
316.8 Base	3230.05
318.0 Base	3242.29
319.2 Base	3254.52
320.4 Base	3266.76
321.6 Base	3279.00
322.8 Base	3291.23
324.0 Base	3303.47
325.2 Base	3315.70
326.4 Base	3327.94
327.6 Base	3340.17
328.8 Base	3352.41
330.0 Base	3364.64
331.2 Base	3376.88
332.4 Base	3389.11
333.6 Base	3401.35
334.8 Base	3413.58
336.0 Base	3425.82
337.2 Base	3438.05
338.4 Base	3450.29
339.6 Base	3462.52
340.8 Base	3474.76
342.0 Base	3487.00
343.2 Base	3499.23
344.4 Base	3511.47
345.6 Base	3523.70
346.8 Base	3535.94
348.0 Base	3548.17
349.2 Base	3560.41
350.4 Base	3572.64
351.6 Base	3584.88
352.8 Base	3597.11
354.0 Base	3609.35
355.2 Base	3621.58
356.4 Base	3633.82
357.6 Base	3646.05
358.8 Base	3658.29
360.0 Base	3670.52
361.2 Base	3682.76
362.4 Base	3695.00
363.6 Base	3707.23
364.8 Base	3719.47
366.0 Base	3731.70
367.2 Base	3743.94
368.4 Base	3756.17
369.6 Base	3768.41
370.8 Base	3780.64
372.0 Base	3792.88
373.2 Base	3805.11
374.4 Base	3817.35
375.6 Base	3829.58
376.8 Base	3841.82
378.0 Base	3854.05
379.2 Base	3866.29
380.4 Base	3878.52
381.6 Base	3890.76
382.8 Base	3903.00
384.0 Base	3915.23
385.2 Base	3927.47
386.4 Base	3939.70
387.6 Base	3951.94
388.8 Base	3964.17
390.0 Base	3976.41
391.2 Base	3988.64
392.4 Base	4000.88
393.6 Base	4013.11
394.8 Base	4025.35
396.0 Base	4037.58
397.2 Base	4049.82
398.4 Base	4062.05
399.6 Base	4074.29
400.8 Base	4086.52
402.0 Base	4098.76
403.2 Base	4111.00
404.4 Base	4123.23
405.6 Base	4135.47
406.8 Base	4147.70
408.0 Base	4159.94
409.2 Base	4172.17
410.4 Base	4184.41
411.6 Base	4196.64
412.8 Base	4208.88
414.0 Base	4221.11
415.2 Base	4233.35
416.4 Base	4245.58
417.6 Base	4257.82
418.8 Base	4270.05
420.0 Base	4282.29
421.2 Base	4294.52
422.4 Base	4306.76
423.6 Base	4319.00
424.8 Base	4331.23
426.0 Base	4343.47
427.2 Base	4355.70
428.4 Base	4367.94
429.6 Base	4380.17
430.8 Base	4392.41
432.0 Base	4404.64
433.2 Base	4416.88
434.4 Base	4429.11
435.6 Base	4441.35
436.8 Base	4453.58
438.0 Base	4465.82
439.2 Base	4478.05
440.4 Base	4490.29
441.6 Base	4502.52
442.8 Base	4514.76
444.0 Base	4527.00
445.2 Base	4539.23
446.4 Base	4551.47
447.6 Base	4563.70
448.8 Base	4575.94
450.0 Base	4588.17
451.2 Base	4600.41
452.4 Base	4612.64
453.6 Base	4624.88
454.8 Base	4637.11
456.0 Base	4649.35
457.2 Base	4661.58
458.4 Base	4673.82
459.6 Base	4686.05
460.8 Base	4698.29
462.0 Base	4710.52
463.2 Base	4722.76
464.4 Base	4735.00
465.6 Base	4747.23
466.8 Base	4759.47
468.0 Base	4771.70
469.2 Base	4783.94
470.4 Base	4796.17
471.6 Base	4808.41
472.8 Base	4820.64
474.0 Base	4832.88
475.2 Base	4845.11
476.4 Base	4857.35
477.6 Base	4869.58
478.8 Base	4881.82
480.0 Base	4894.05
481.2 Base	4906.29
482.4 Base	4918.52
483.6 Base	4930.76
484.8 Base	4943.00
486.0 Base	4955.23
487.2 Base	4967.47
488.4 Base	4979.70
489.6 Base	4991.94
490.8 Base	5004.17
492.0 Base	5016.41
493.2 Base	5028.64
494.4 Base	5040.88
495.6 Base	5053.11
496.8 Base	5065.35
498.0 Base	5077.58
499.2 Base	5089.82
500.4 Base	5102.05
501.6 Base	5114.29
502.8 Base	5126.52
504.0 Base	5138.76
505.2 Base	5151.00
506.4 Base	5163.23
507.6 Base	5175.47
508.8 Base	5187.70
510.0 Base	

Q29 Do you consider these short interruptions to be a major inconvenience, a minor inconvenience, or really no inconvenience at all for you?

FLORIDA POWER COS.
(195106)
UNRELIABLE

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1000 20

101.4	42%
10.1	22%
3.0	6%
	23%
	18%
	19%
	27%
	1

Basic Total Interruption
Major Interruption
Minor Interruption
No Interruption at all
Don't know

Q290 As far as you know, is Florida Power generally responsible or not responsible for these short interruptions?

FLORIDA POWER COS
(199106)
BARTOLI ONE

NOTE:	
WOL	422
SWAP	81
Short Interruption	20%
Not responsible	21%
Cost lower	17%
	20%

Q30 How, thinking about longer outages lasting a few minutes or longer, how many of these have you had at your home in the last 3 months?

FLORIDA POWER & LIGHTS
(NYSE: FPL)
BARTLETT, ILL.

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10174	10174
WOL	WOL
State	State
Base Load Assembly	Base Load Assembly
1.2 years	1.2 years
2.4 years	2.4 years
3.6 years	3.6 years
4.8 years	4.8 years
6.0 years	6.0 years
7.2 years	7.2 years
8.4 years	8.4 years
9.6 years	9.6 years
10.8 years	10.8 years
12.0 years	12.0 years
13.2 years	13.2 years
14.4 years	14.4 years
15.6 years	15.6 years
16.8 years	16.8 years
18.0 years	18.0 years
19.2 years	19.2 years
20.4 years	20.4 years
21.6 years	21.6 years
22.8 years	22.8 years
24.0 years	24.0 years
25.2 years	25.2 years
26.4 years	26.4 years
27.6 years	27.6 years
28.8 years	28.8 years
30.0 years	30.0 years
31.2 years	31.2 years
32.4 years	32.4 years
33.6 years	33.6 years
34.8 years	34.8 years
36.0 years	36.0 years
37.2 years	37.2 years
38.4 years	38.4 years
39.6 years	39.6 years
40.8 years	40.8 years
42.0 years	42.0 years
43.2 years	43.2 years
44.4 years	44.4 years
45.6 years	45.6 years
46.8 years	46.8 years
48.0 years	48.0 years
49.2 years	49.2 years
50.4 years	50.4 years
51.6 years	51.6 years
52.8 years	52.8 years
54.0 years	54.0 years
55.2 years	55.2 years
56.4 years	56.4 years
57.6 years	57.6 years
58.8 years	58.8 years
60.0 years	60.0 years
61.2 years	61.2 years
62.4 years	62.4 years
63.6 years	63.6 years
64.8 years	64.8 years
66.0 years	66.0 years
67.2 years	67.2 years
68.4 years	68.4 years
69.6 years	69.6 years
70.8 years	70.8 years
72.0 years	72.0 years
73.2 years	73.2 years
74.4 years	74.4 years
75.6 years	75.6 years
76.8 years	76.8 years
78.0 years	78.0 years
79.2 years	79.2 years
80.4 years	80.4 years
81.6 years	81.6 years
82.8 years	82.8 years
84.0 years	84.0 years
85.2 years	85.2 years
86.4 years	86.4 years
87.6 years	87.6 years
88.8 years	88.8 years
90.0 years	90.0 years
91.2 years	91.2 years
92.4 years	92.4 years
93.6 years	93.6 years
94.8 years	94.8 years
96.0 years	96.0 years
97.2 years	97.2 years
98.4 years	98.4 years
99.6 years	99.6 years
100.0 years	100.0 years

Q31 Generally speaking, in your opinion which of these is more inconvenient: short interruptions in service or longer outages?

None / not answering	101%
Short interruptions in service	66%
Longer outages	34%
Don't know	0%
Neither (PCA)	0%
Depends (PCA)	0%
Don't know	0%

FLORIDA POWER COS
(US5106)
RAVELETH ONE

Q32 Considering outages or service interruptions that are storm related, what do you consider to be a reasonable length of time, on average, for an outage?

Base Load Recovery No outage assumption	Total WUL Sample
1-15 minutes	61%
16-30 minutes	14%
31-45 minutes	2%
46-60 minutes	6%
1-2 hours	13%
2-3 hours	27%
3-4 hours	30%
4-5 hours	2%
5-6 hours	8%
6-7 hours	1%
7-12 hours	1%
12-24 hours	22%
24 hours/1 day	11%
More than 1 day	2%
Don't know	26%
Other/Unsure	1%
Refused	9%
	2%

FLORIDA POWER COS
(1995106)
BANNER ONEARTER ENDS

Q25 E arher you gave Florida Power a (NESTONE RATING FROM Q7) rating on providing reliable electric service. What are some of the reasons for this rating of their electric service reliability?

Base Total Answering	568
POSITIVE MESSAGES	311
1. Service/Reliability service quality/ prompt/dependable quality	37%
Reliable/Good service	20.3
Good service	31%
Good customer service	28
prompt/dependable power generation	27
On the best they can	22
Florida Power does a great job	13
Easy to reach	7
Good service/ prompt	7
Good service/ prompt	7
Easy job to do	2
POSITIVE SAFETY	168
no outages/ no outages	28%
Power outages are great	14.8
POSITIVE BILLS	27%
Reasonable/Convenient/Responsive	22
Reason/Charge	11
POSITIVE SAFETY	7%
Strong customer	7%
Good customer	5
Good customer	1%

FLORIDA POWER COS
(U95106)
BLAINE H WILSON PRES

Q25 Either, you gave Florida Power a (RESTORE RATING FROM Q7) rating on providing reliable electric service. What are some of the reasons for this rating of their electric service reliability?

Figure 1

111

NOTE	NO. OF SAMP	PERCENT	REMARKS
1	100	100%	Basic Lead Awareness
2	0	0%	Positive Balance
3	1%	1%	Being a problem-solver
4	0	0%	Unimpressed
5	1%	1%	NEGATIVE BALANCE
6	100	100%	No problem as listed
7	125	125%	Energy Management Program
8	0	0%	They're a good company
9	1%	1%	Have qualified staff
10	2	2%	Active in community
11	2	2%	Proven commitment
12	1	1%	RELIABLE
13	21	21%	I have no choice. They have a monopoly
14	10	10%	It's not a problem
15	2%	2%	It's not a problem
16	1%	1%	It's not a problem
17	1%	1%	It's not a problem
18	1%	1%	It's not a problem
19	1%	1%	It's not a problem
20	1%	1%	It's not a problem
21	1%	1%	It's not a problem
22	1%	1%	It's not a problem
23	1%	1%	It's not a problem
24	1%	1%	It's not a problem
25	1%	1%	It's not a problem
26	1%	1%	It's not a problem
27	1%	1%	It's not a problem
28	1%	1%	It's not a problem
29	1%	1%	It's not a problem
30	1%	1%	It's not a problem

FLORIDA POWER COS
(1995106)
BANKRUPTCY COURT IN FLORIDA

Q25 Earlier, you gave Florida Power a (PRE-STORE RATING FROM Q7) rating on providing reliable electric service. What are some of the reasons for this rating of their electric service reliability?

Good load forecasting	100%
Power generation sources/Dispatch	8%
Lack of transmission/Power delivery up	1%
Power delivery	2%
REGULATORY MATTERS	2%
Prices are high	7%
Excessive discount/Discount	1%
REGULATORY MATTERS	2%
Need to upgrade equipment	12%
Power management	2%
Employees are dissatisfied	1%
Utilities should be deregulated	2%
Other	1%
Information technology	18%
Cost/Value	2%
Reliability	2%
Reliability	9%
Reliability	19%
Reliability	18%
Reliability	2%

(1995: 106)

1000

[illegible]

Q29C Why do you think these short interruptions in electric service occur?

FLORIDA POWER COS.
(US5106)
BANKER ONE OPEN ENDS

Page 11
1 Aug 88

Basic Total Accounting	422
substructure Accounting	1
Cost Items	68
Performance	17%
Performance	7
Performance	2%

Methodology

Interviews are conducted by telephone on an ongoing basis among customers who have had a recent interaction with Florida Power Corporation. Beginning in November, 1996, all FASTRACK respondents were asked about the reliability of their electric service and Florida Power's ability to keep down the number of momentary interruptions. In addition, customers who called in specifically to report an outage were asked about their level of satisfaction with the restoration of their electric service.

Questions

How satisfied are you with the reliability of electric power supplied by Florida Power -- that is, keeping down the number of power outages lasting 5 minutes or longer? Are you...

Very satisfied
Somewhat satisfied
Neither satisfied nor dissatisfied
Somewhat dissatisfied
Very dissatisfied
Don't know
Refused

And, how satisfied are you with Florida Power's ability to keep down the number of momentary power interruptions -- ones that last for 10 seconds or less? Are you...

Very satisfied
Somewhat satisfied
Neither satisfied nor dissatisfied
Somewhat dissatisfied
Very dissatisfied
Don't know
Refused

Was your power restored when you expected it would be?

Yes
No
Don't know
Refused

After you reported the outage, how satisfied were you overall with the time it took to restore your electric service? Were you...

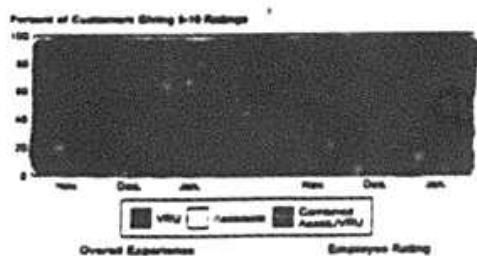
Very satisfied
Somewhat satisfied
Neither satisfied nor dissatisfied
Somewhat dissatisfied
Very dissatisfied
Don't know
Refused

In the October, 1996 edition of *FASTRACK*, we examined the experience of customers who called the Customer Solutions Center and spoke with an associate or used the VRU to report an outage between July and October. Beginning in November, efforts were made to interview more customers who had called Florida Power about an outage so that monthly results could be reported. In this edition, we will look at trends in customers' satisfaction with their outage reporting and restoration experiences from November through the current month of January.

The November-January trend in the overall experience rating among outage customers (VRU and associate-handled reports) appears to be [redacted] with December [redacted] and January [redacted] scores somewhat [redacted] than the November score [redacted].

Looking at the figure below, it is clear that this [redacted] can be attributed completely to an increased proportion of [redacted] experience ratings given by customers who reported their outage with an associate. While significantly more customers who reported their outage to an associate say their experience was [redacted] in December and January [redacted] than in November [redacted], the proportion of "excellent" experience ratings given by customers reporting their outage through the VRU has gradually [redacted] over the last two months [redacted].

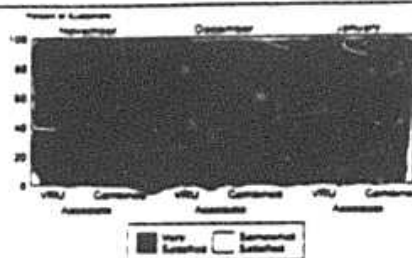
Trend of Overall Experience and Employee Rating Among Outage Customers



The proportion of customers who feel that the associate did an "extremely good job" (9-10 ratings) during their contact was also [redacted] in December and January than in November, although not significantly [redacted]. For the last two months, [redacted] of customers have felt that the associate did an "extremely good job" during their outage report contact.

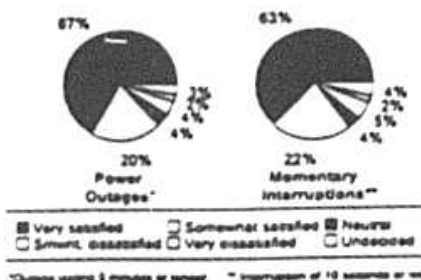
When asked what Florida Power could have done to make them happier during the contact, many customers say that Florida Power could have given them an estimate of when their power would be restored.

Trend of Satisfaction with the Time it Took Florida Power to Restore Power



The figure above shows that satisfaction with outage restoration time among customers who reported their outage with the VRU or with an associate has remained [redacted] from November to January, with a [redacted] trend overall. However, more customers who reported their outage with an associate are *very* satisfied with restoration time than customers who reported their outage through the VRU. As highlighted in the figure above, this gap has widened since November.

Satisfaction with Florida Power's Ability to Keep Down the Number of Power Outages and Momentary Interruptions



Among all *FASTRACK* customers (not just those who called to report an outage), almost nine in ten (87%) are satisfied with Florida Power's ability to keep down the number of power outages lasting five minutes or longer. Two-thirds (67%) are *very* satisfied. Only 6% of all *FASTRACK* customers are dissatisfied with Florida Power's performance in this area. Similarly, 85% are satisfied with the Company's ability to keep down the number of momentary interruptions (10 seconds or less), with 63% very satisfied and only 7% dissatisfied.

FASTRACK

RESEARCH SOLUTIONS from

Performance Goals for 1997

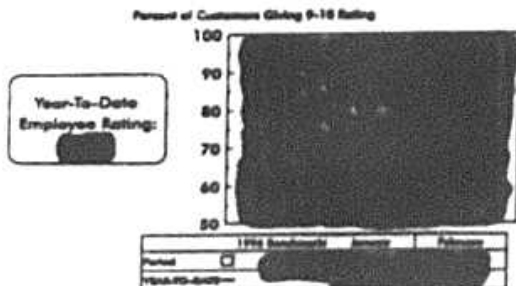
The January FASTRACK newsletter reviewed how the 1997 performance goals that are based on survey results are set. The goals are evaluated against the cumulative score at the end of 1997. This newsletter reports results from February interviewing and presents cumulative year-to-date totals that include information from both the January and February surveys compared to the 1996 Benchmark (the year-end cumulative score from 1996).



**Florida
Power
CORPORATION**

	Benchmark 1996	YTD 1997	1997 Goal
Energy Solutions™ Goal			
Mass Markets Goal			
Energy Solutions™ Stores Goal			
Customer Solutions Goal			

Overall Contact Experience



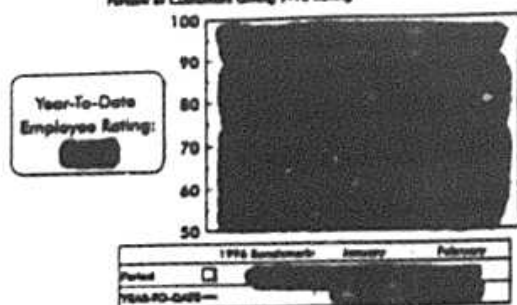
The overall experience among all FASTRACK customers interviewed declined slightly from January to February. [redacted] of customers interviewed in February rate their experience with Florida Power as [redacted]. This is [redacted] the benchmark 1996 rating of [redacted]. The [redacted] February rating [redacted] the current year-to-date rating, now at [redacted]. [redacted] customers rate the employee or contractor they dealt with as having done an [redacted].

Customers interviewed for the survey are asked at the outset of the interview about their overall impressions of Florida Power. Currently on these overall measures, [redacted] of customers are very favorable (giving a 9-10 rating on a zero to ten scale), and [redacted] feel Florida Power is very easy to do business with.

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Energy SolutionsSM Stores

Percent of Customers Giving 9-10 Rating



The overall experience is virtually unchanged from January to February among Business Office non-payment customers. Nearly [redacted] feel their overall experience was "excellent." Consistently, [redacted] say the office they visited appeared to be running efficiently on the day of their visit and [redacted] of customers interviewed thus far in 1997 feel their representative did [redacted].

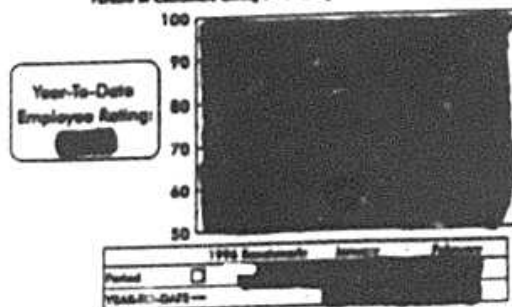
[redacted] customers in February rate the representative they interacted with as doing an "extremely good job" on "showing concern" about them, an [redacted] over the January rating of [redacted]. The attribute with the [redacted] is "courtesy and politeness," with [redacted] of customers rating the representative they interacted with very positively on this aspect of their contact.

The following comments illustrate the reasons behind customers' satisfaction or dissatisfaction with their overall experience:

- "They were very nice and polite. They had someone to help me with the language, to better understand how the electric company works. There was a Spanish representative available to help translate the information to me about changing my address. I went in on a Friday, and the next day, the bill was changed over in my new address." [10 rating]
- "They were very pleasant. They greeted you like you were the only one they were dealing with." [10 rating]
- "I was told that something would happen, and it didn't. After I talked with them and they explained it, we were able to work out a mutual agreement. I think there should be more locations to deal with Florida Power." [9 rating]
- "A zero, because of her attitude, and a ten because they got done what I needed them to do. They changed my name for me, but [the representative] was just rude. I told her I needed to change my name, and she just took my marriage license out of my hand and didn't say anything to me. She took the information off of it, and then tossed the certificate back on the counter, and didn't say anything at all. She looked at me when we were done, like why am I still standing there." [5 rating]

Customer Solutions Center

Percent of Customers Giving 9-10 Rating



In February, [redacted] of customers contacting the CSC say their overall experience was "excellent." The year-to-date overall experience rating among customers is [redacted]. Though still well above the rating achieved in 1996, the overall experience rating declined [redacted] between January and February. However, this is not a statistically significant change.

The employee performance rating for February [redacted] is virtually unchanged since January [redacted]. This means that [redacted] customers say the associate they spoke with did an [redacted] (a 9 or 10 rating).

The following comments illustrate the reasons behind customers' satisfaction or dissatisfaction with their overall experience:

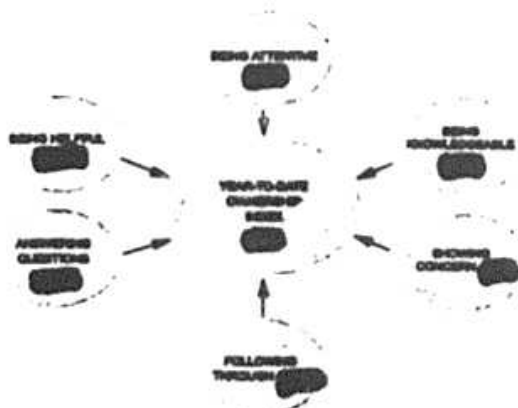
- "The overall ease of the transaction — it could have been made more difficult. What could have been a multi-phone call experience was a one-call experience." [10 rating]
- "Because she was very polite, and knew what she was talking about, and gave me hints on how to save energy, and took the time to answer my questions on the phone. I told her she was very helpful, and I appreciated it." [10 rating]
- "They answered my questions, explained my problem. Explained to me how to read my meter. Gave tips on how to lower my bill." [10 rating]
- "I thought the lady I spoke with was short and to the point. She didn't seem to be very polite or helpful. I would have appreciated if she could have gone into more detail about the power company. I've just moved here from North Carolina, and I'm not familiar with the electric companies. I felt she could have been more at liberty to discuss any promotional or special rates offered for customers." [6 rating]
- "Think employees should be more professional in handling customer complaints. I asked the representative to send somebody out to read the meter. She said that it did not matter whether someone came out to read the meter or not, the charge will stay on the bill." [3 rating]

Spotlight

Ownership Index for Customer Solutions Center

We have periodically reviewed the "Ownership Index" for the Customer Solutions Center. This is a combined measure of six "attributes," which are customer perceptions of how well the associate they interact with shows concern and is attentive, to what degree they feel the associate is helpful and knowledgeable, can answer questions and follows through.

In February, attribute ratings ranged from a low of [redacted] for "showing concern" to a high of [redacted] for "following through." These ratings represent the percentage of customers who feel the associate they interacted with did an "extremely good job" on that attribute. The year-to-date index stands at [redacted]. The Ownership Index was [redacted] for July - December 1996, as reported in the Semi-Annual Review (Issue 5).

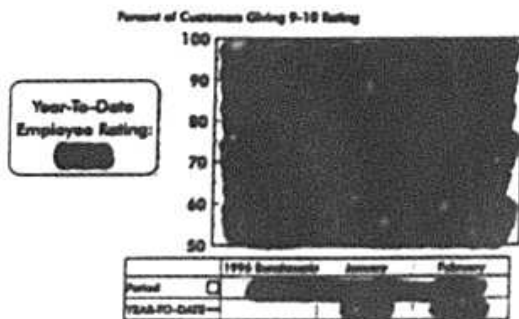


Attribute	January 1997	February 1997
Showing Concern	[redacted]	[redacted]
Being Knowledgeable	[redacted]	[redacted]
Being Helpful	[redacted]	[redacted]
Following Through	[redacted]	[redacted]
Answering Questions	[redacted]	[redacted]
Being Attentive	[redacted]	[redacted]
Ownership Index	[redacted]	[redacted]
Base	[redacted]	[redacted]

Walk-Thru Energy Audits

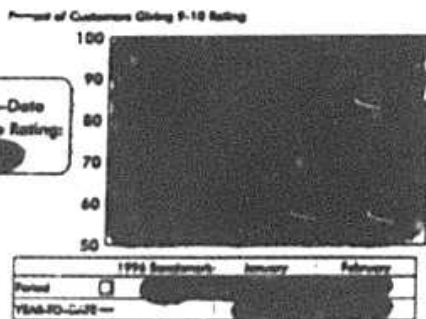
High Bill Handling

Phone Resolution



Of those customers having a walk-thru energy audit in the month of February, [redacted] feel their overall experience with Florida Power was "excellent." Over the last half of 1996, this measure changed very little, but the February rating is a [redacted] increase from the January rating (both the 1996 cumulative rating and the January rating were [redacted]).

When rating the auditor who performed the energy audit in their home, a strong [redacted] of customers interviewed in the first two months of 1997 feel the auditor did an [redacted].



[redacted] of customers who had their high bill inquiry taken care of by telephone say their overall experience was [redacted]. This rating is [redacted] the January, 1997 rating and [redacted] the 1996 benchmark.

Thus far in 1997, nearly [redacted] customers who spoke with a high bill expert in the Mass Markets department say that the person they spoke with did an "extremely good job" during the contact.

A lower volume of high bill field investigation contacts in February does not permit us to report those ratings for February. They will be reported at the end of the quarter.

Field Coordinators

A lower volume of contacts for the month of February does not allow us to report the ratings, however, they will be reported at the end of the quarter. The following customer comments illustrate their level of satisfaction with their overall experience in dealing with Energy Management Field Coordinators:

- "Everything was excellent. Very knowledgeable, very well qualified." [10 rating]
- "She was an A-plus on all counts. She was great — I recommend her highly. She was a professional, courteous person." [10 rating]
- "Because of the time it took from the initial call and the time it took them to call me back and schedule the appointment. They came out about two weeks after the appointment was scheduled. And then, they were late." [7 rating]
- "They never followed up. The first guy came out to inspect the load management equipment to determine if there was a problem. That was over 30 days ago, but no one has called or come by to do the work." [6 rating]

Comments from customers concerning what they feel could have been done that would have left them more satisfied overall include:

- "Come out when I first told them of the problem." [10 rating]
- "They could have gotten back to me quicker." [7 rating]
- "Do the work, or at least call and schedule it." [6 rating]

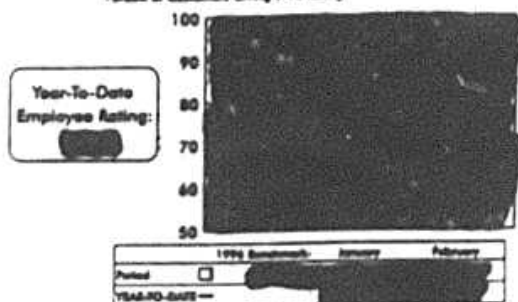
Survey Information

- 567 interviews conducted with Florida Power customers in February

For more information, please contact [redacted] in the Marketing Department at [redacted]

Contractors

Percent of Customers Giving 9-10 Rating



Over [redacted] of all customers having a contractor perform Energy Management work during the month of February say their overall experience with Florida Power was [redacted]. This is a [redacted] from the January level and [redacted] the 1996 benchmark of [redacted]. The year-to-date employee rating is [redacted] so nearly [redacted] customers who interacted with a contractor thus far in 1997 feel the individual who performed the work did as well as [redacted]. This is just slightly [redacted] the cumulative 1996 score of [redacted].

The following comments illustrate customers' satisfaction with Florida Power contractors:

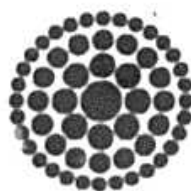
- "They are great. They were here on time and very knowledgeable, and offered me tips and advice on ways to make it safe. I really appreciated that. He was conscientious." [10 rating]
- "The professional people were very great. They were courteous and nice. Very friendly with answering all questions. When the gentleman came out to my home, he was able to answer questions before I even had the chance to ask. He was very patient and willing to answer as many questions as I had. His hospitality was sincere and generous." [10 rating]
- "He promptly answered my concern. Gave me hints. He made it easy for me to understand what was going on. Very satisfied with the service. They did it to my convenience, not theirs. The job was done quickly and efficiently." [10 rating]
- "The guy who came out wasn't the friendliest person in the world. He did his job and was very professional, but not real personable." [8 rating]
- "No problems with Florida Power, but I was not happy with the contractor. He did a fine job, but was not very personable. He did not say anything." [7 rating]

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RESEARCH SOLUTIONS from

Performance Goals for 1997

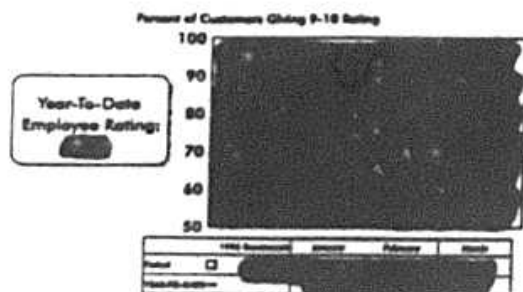
The 1997 Performance Goals based on FASTRACK survey results are listed in the table below with the current year-to-date (YTD) and 1996 benchmark scores. All the current year-to-date scores are above their 1996 benchmarks. Goals are assessed against the cumulative score at the end of 1997.



**Florida
Power
CORPORATION**

	Benchmark 1996	March 1997	YTD 1997	1997 Goal
Energy Solutions SM Goal				
Mass Markets Goal				
Energy Solutions SM Stores Goal				
Customer Solutions Goal				

Overall Contact Experience



Significantly more FASTRACK customers interviewed in March report their overall experience with Florida Power as [redacted] than did customers interviewed in February. Nearly [redacted] of customers interviewed in March give a 9-10 rating (on a zero to ten scale), [redacted] did so in February. The current year to date rating is [redacted].

The percentage of customers who say the employee or contractor they dealt with did an [redacted] is [redacted] for the month of March, unchanged from the level in February. The year-to-date employee rating is [redacted].

Overall Impressions of Florida Power

From February [redacted] customers interviewed said that their overall impression of Florida Power is [redacted] better than in February. [redacted] have a very favorable opinion of Florida Power (rating a 9-10 on a zero to ten scale).

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Reader Request

Recently, we have received several requests for information which will help us to understand why the employee ratings tend to be higher than the overall experience ratings.

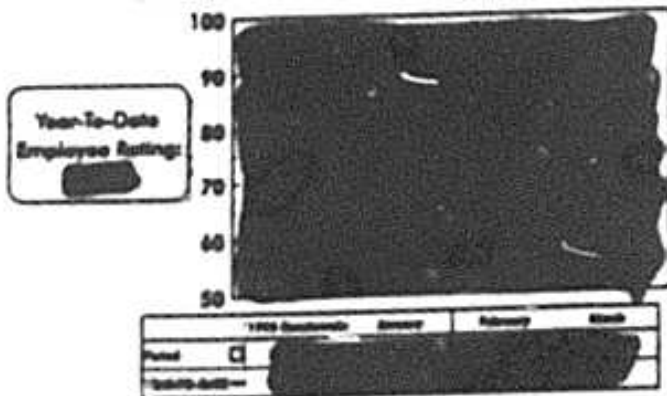
In addition to considering the performance of the employee, we know that customers also react to our policies and procedures (e.g., wait time on the phone, or in the office, deposit requirements, etc.) in evaluating their experience. Further, their overall impression of the Company (particularly if they identify it as a very negative one) may also enter into the evaluation process.

Beginning with the March 1993 FERC Kiosk survey, we will add a question to the survey asking customers to rate the institution of electric service with the company, its policies and procedures, and the service provided. We will continue to track our overall experience ratings and the results will be published beginning with the August 1993 FERC Kiosk survey.

We appreciate hearing from the readers that raised this issue!

Customer Solutions Center

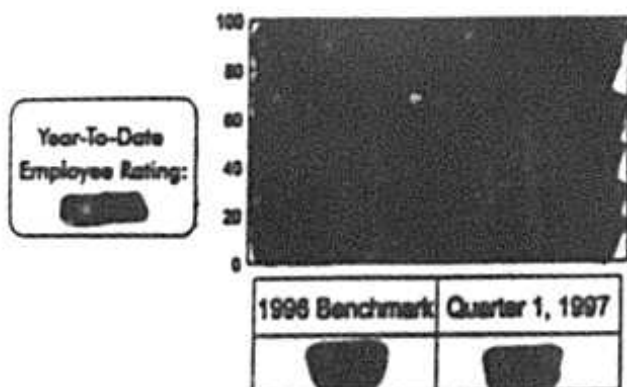
Percent of Customers Giving 9-10 Rating



More than seven in ten (73%) customers interviewed in March who had contacted the CSC feel their overall experience with Florida Power was "excellent." Though not statistically significant, this is an increase of five percentage points from the February rating of 68%. The year-to-date employee performance rating is at 80%, unchanged from February.

High Bill Handling

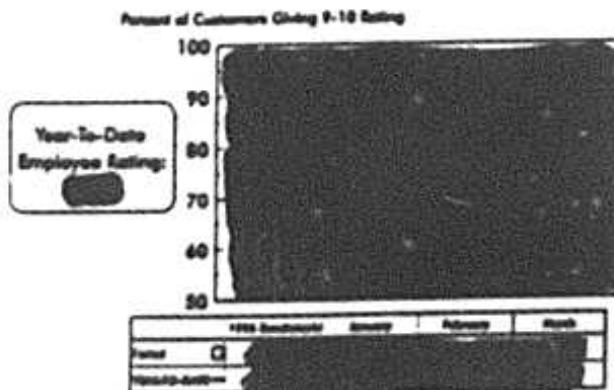
Field Investigations



Over [Redacted] of all customers who had a high bill investigated in their home in the first three months of 1997 rate their overall experience with Florida Power as [Redacted]. While this is virtually unchanged from the 1996 benchmark rating of [Redacted], it represents a drop from quarter four 1996 [Redacted]. The percentage saying the employee they dealt with did an "extremely good job" is [Redacted] in the first quarter of 1997 [Redacted] from the [Redacted] year-end rating in 1996).

Over [Redacted] customers interviewed thus far in 1997 say their problem or question was resolved to their satisfaction.

Phone Resolution



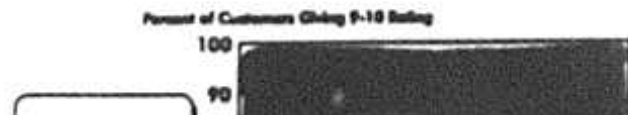
[Redacted] customers who called Florida Power and spoke with a high bill expert from the Mass Markets Department in March say their overall experience with Florida Power was [Redacted]. This is a [Redacted] from the February rating of [Redacted].

Over three-quarters [Redacted] of the customers interviewed in March feel the high bill expert they interacted with did an "extremely good job," dropping slightly from the February rating [Redacted]. The year-to-date employee rating is now [Redacted].

Among the three employee attributes that have been found to have the greatest effect on the overall experience rating for this department, [Redacted] currently has the highest level of "extremely good job" ratings in March [Redacted] from year end 1996. This is followed by [Redacted] from year end, and [Redacted] from year end 1996.

Energy Efficiency Programs

Walk-Thru Energy Audits

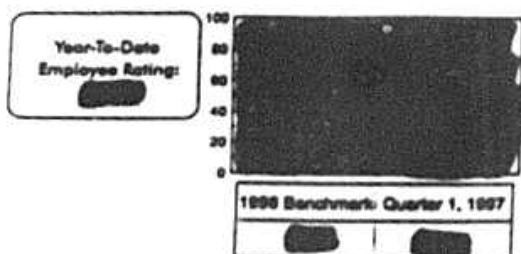


Duct Test & Repair



Energy Efficiency Programs

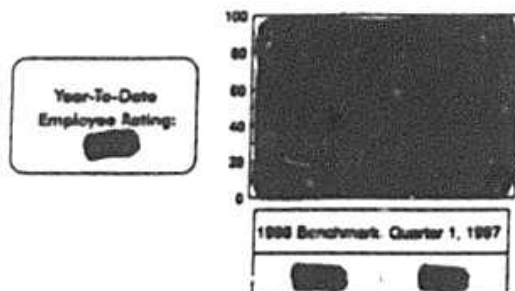
Insulation Upgrade



Customers who had an insulation upgrade say that their overall experience with Florida Power was [redacted]. This is down from year end 1996 [redacted]. [redacted] percent of customers say that the employee they dealt with did an [redacted] in the first quarter of 1997, down slightly from 1996 [redacted].

Energy Management

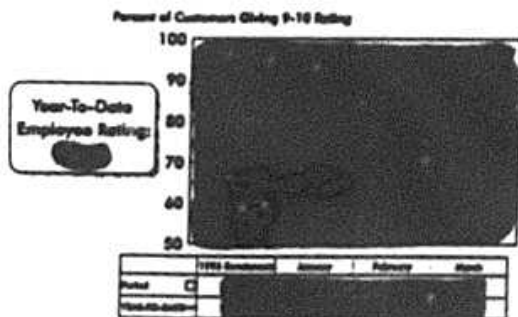
Support Staff



Customers who spoke with a member of the Energy Management support staff say they had an [redacted] experience overall with Florida Power in the first quarter of 1997, somewhat [redacted] than year end 1996 [redacted]. Customers currently say that the employee did an "extremely good job" during their contact.

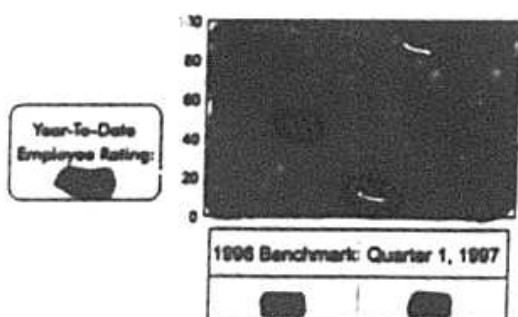
Energy Management

Contractors



In March, [redacted] customers report having had an [redacted] overall experience with Florida Power in their recent interaction with an Energy Management contractor, dropping to nearly the same level as reported in January. The current year-to-date employee rating has steadily [redacted] throughout the first quarter of 1997 and currently stands at [redacted].

Field Coordinators



[redacted] customers who had energy management work performed by a field coordinator in their home in the first quarter of 1997 consider their overall experience with Florida Power to have been [redacted]. This is [redacted] than 1996 year end [redacted]. Continuing a [redacted] showing in this first quarter, the employee rating is [redacted] (it was [redacted] at the end of 1996).

Survey Information

- 60 interviews conducted with Florida Power customers in March

For more information, please contact [redacted] in the Marketing Department at [redacted]

FASTRACK

RESEARCH SOLUTIONS from

Performance Goals for 1997

The 1997 Performance Goals based on FASTRACK survey results are listed in the table below with the current year-to-date (YTD) and 1996 benchmark scores. All the current year-to-date scores are above their 1996 benchmarks. Goals are assessed against the cumulative score at the end of 1997.



**Florida
Power
CORPORATION**

	Benchmark 1996	April 1997	YTD 1997	1997 Goal
Energy Solutions SM Goal				
Mass Markets Goal				
Energy Solutions SM Stores Goal				
Customer Solutions Goal				
Energy Delivery Goal				

Focus on Mass Markets

This month we focus on the Mass Markets division to provide some insight into opportunities to improve their customer transactions. In April, the number of times we have controlled customers on Energy Management has increased significantly. Hence, it is important to examine how we handle the contacts that are associated with this new control strategy.

The volume of calls to the Energy Management Support Staff has increased substantially since January, due to customers calling about being controlled. Concurrent with this there has been a decline in customer satisfaction with the employee with whom they deal. Focusing on the following four attributes should help to improve the overall employee rating for the contacts with this group of people: "handling your needs efficiently", "showing concern about you", "being attentive to you and your needs", and "being helpful".

There are also opportunities to improve our responsiveness to customers when they deal with us for an Audit or they speak with an Energy Management Field Coordinator. In particular,

Further, we can do a better job of giving the customer a specific time at which to expect someone to come out to their home for the Energy Management work. We can shorten the time it takes to get someone out to the home for this work. Finally, our performance for on-time arrivals for the Audit can also improve. Focusing on improving our responsiveness in these situations should result in improved scores in the future.

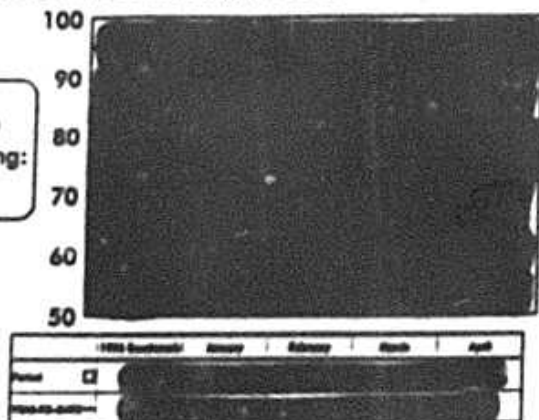
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Performance Goals by Department

Energy SolutionsSM

Percent of Customers Giving 9-10 Rating

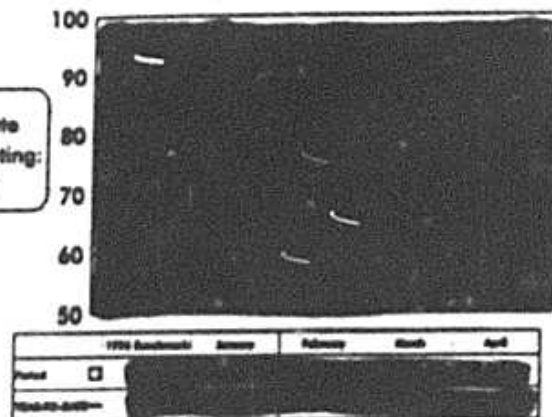
Year-To-Date
Employee Rating:



Customer Solutions Center

Percent of Customers Giving 9-10 Rating

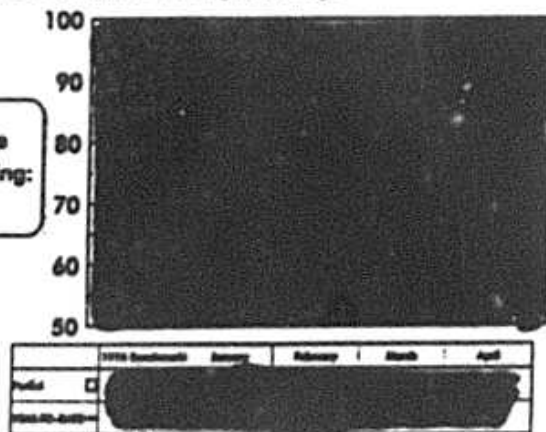
Year-To-Date
Employee Rating:



Energy Solutions StoresSM

Percent of Customers Giving 9-10 Rating

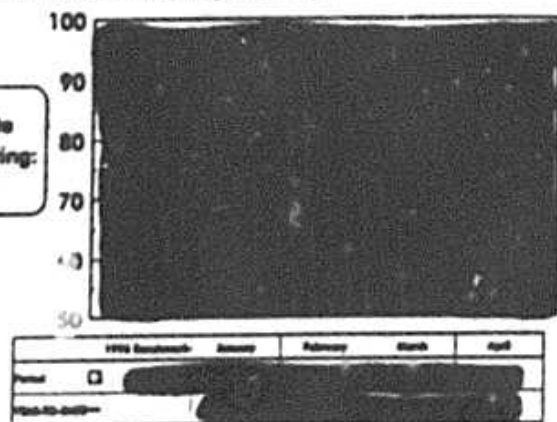
Year-To-Date
Employee Rating:



High Bill Handling Phone Resolution

Percent of Customers Giving 9-10 Rating

Year-To-Date
Employee Rating:



Walk-Thru Energy Audits

Percent of Customers Giving 9-10 Rating



Energy Management Contractors

Percent of Customers Giving 9-10 Rating

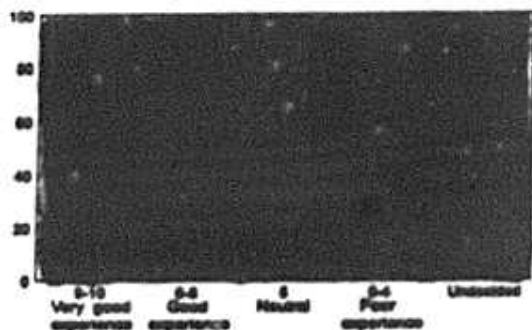


Streetlight Problems - continued

3. How do these customers rate the experience?

As shown in the figure below, [redacted] of the customers who called with a streetlight problem rated their experience a 9 or 10 on the 0 to 10 rating scale. [redacted] rated it a poor experience. Not surprisingly, customers who have their streetlight fixed within 72 hours are significantly more positive about the experience with us.

Thinking about ALL ASPECTS of your recent experience with Florida Power regarding your streetlight problem, how would you rate it on a 0-10 scale? (Q16)



What was good about these contacts?

- Prompt response
- Courteous people
- Questions were answered

What was not as good as it could be?

- Problem has not been fixed
- Too long to get someone out
- No one can explain the problem

Are our scores being influenced by customer perceptions of us as a company?

This has been a frequent question in light of the negative press we have been receiving about the outage at our Crystal River Nuclear Plant. This issue is often raised because the Overall Experience rating is often lower than the Employee rating.

As mentioned in last month's newsletter, we have added a question to specifically address this issue, and we will report on it in July. However, in the meantime, there is some information we can share on this topic.

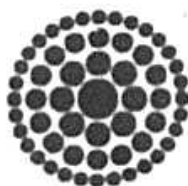
As shown in the figure at the bottom left, the very [redacted] have remained [redacted] continuing to increase from December of 1996. The same is true of the softer 6-8 positive ratings. Hence, at least yet, it does not appear that these external events are having an impact on customer perceptions of their experience with us. It may also be the case that their good experiences are helping to positively influence their perceptions of the company as a whole. Previous research has shown that good customer contact experiences do have a positive impact on perceptions of the company.

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RESEARCH SOLUTIONS from

Performance Goals for 1997

The 1997 Performance Goals based on FASTRACK survey results are listed in the table below with the current year-to-date (YTD) and 1996 benchmark scores. All the current year-to-date scores are above their 1996 benchmarks. Goals are assessed against the cumulative score at the end of 1997.



**Florida
Power
CORPORATION**

	Benchmark 1996	May 1997	YTD 1997	97 Goal
Energy Solutions SM Goal				
Mass Markets Goal				
Energy Solutions SM Stores Goal				
Customer Solutions Goal				
Energy Delivery Goal				

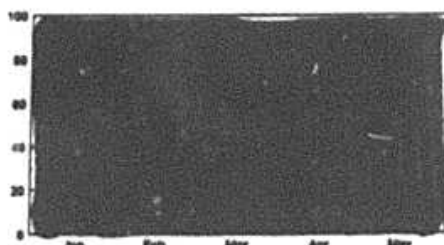
Focus on Customer Solutions Center

After several months of scores in the [redacted] the employee rating and the overall experience rating for the CSC [redacted] by a statistically significant amount in May. In this issue of the FASTRACK newsletter we examine some of the reasons for these declines.

Although there may be several factors impacting customer opinions, one recent change in how we are doing business with customers when they call us seems to be playing a role in their [redacted] levels of satisfaction. Specifically, customers who called us in April and May to report a power outage were able to experience the new automated outage restoration system. As shown in the figure at the right, in April and May more CSC callers recall completing an automated transaction before speaking with a representative.

The volume of calls to the CSC regarding outages was roughly equal in April and May (and higher than in March). More callers in May were repeat callers from April, and this may be resulting in [redacted] levels of satisfaction.

Trends in CSC Customers Who Recall an Automated Transaction Before Speaking with a Representative (Q3C)

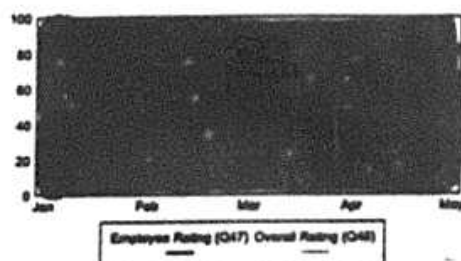


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It is also the case that [redacted] customers who called us in May about an outage rate the representative they spoke with and the overall experience very positively (a 9-10 rating on the 0-10 rating scale), as shown in Figure A.

Figure A

Trends in 9-10 Ratings Among Outage Callers (Q47 and Q48)



The verbatim comments of May CSC callers as well as those who only used the VRU shed some light on customer concerns regarding their recent call. Notably, some customers report being quoted long restoration times. Others report wanting to know why the power is out. Examples of some customer comments are:

"Because of the phone mess. The first time [I called], a person told me it would take 24 hours to get power restored."

"With power out three times in one week, something should have been done more quickly to get service back on. One side of the street seems to have the problem, while the other side is lit. It's discouraging. I called the next day. They said it would be on at 9 o'clock. They told the neighbor 10 o'clock. It came on at 2:30 the following morning. I asked why, she said, 'I'm not an electrician.'"

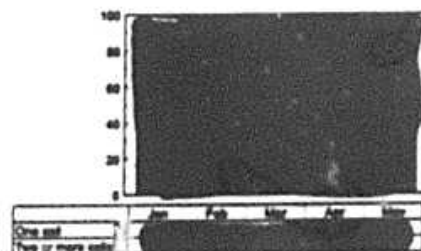
"Because you have to keep dialing until you get a computer voice that gives you an answer. You aren't told why there is an outage. They told me it had been reported, the computer voice, but never do I speak to a human being."

Industry research shows that many customers who deal with their electric company about an outage situation express a desire to know why the outage occurred. According to Market Strategies, Inc. (MSI), customers are "comforted" to know that they are part of a problem that is affecting many customers, not just them.

The May data also suggests that numerous customers were calling us back (presumably to get a restoration update) this month, more so than in the past, as shown in Figure B.

Figure B

Percent of Customers Making One Call Versus Two or More to the CSC for their Recent Problem or Question (Q49C)



Further, the survey data also suggests that overall CSC customers may be reacting to some of the negative press we have been receiving with the largest decline in Favorability toward the company between April and May. Notably, there was a [redacted] in the 9-10 Very Favorable response during that time.

While the findings suggest that CSC callers were reacting to the new automated outage restoration system, they may also be reacting to external company events. We will continue to examine these findings in the next few months and update you on what we learn.

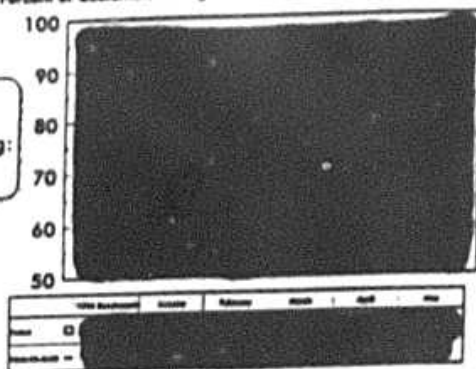


Department Results

Energy SolutionsSM

Percent of Customers Giving 9-10 Rating

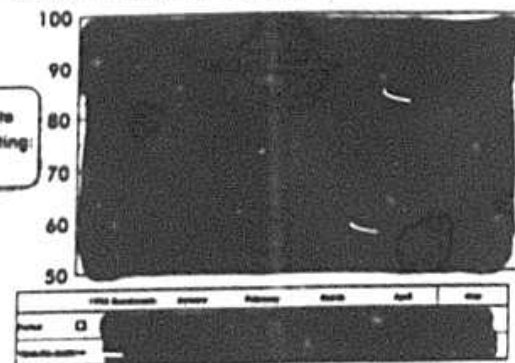
Year-To-Date
Employee Rating:



Customer Solutions Center

Percent of Customers Giving 9-10 Rating

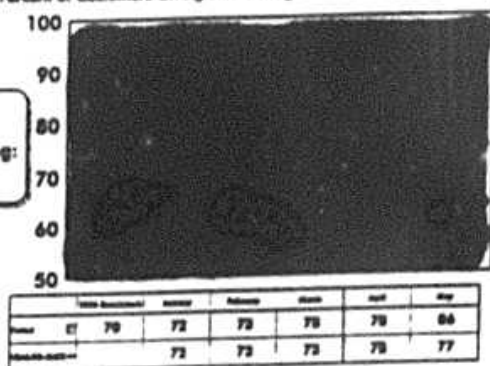
Year-To-Date
Employee Rating:



Energy SolutionsSM Stores

Percent of Customers Giving 9-10 Rating

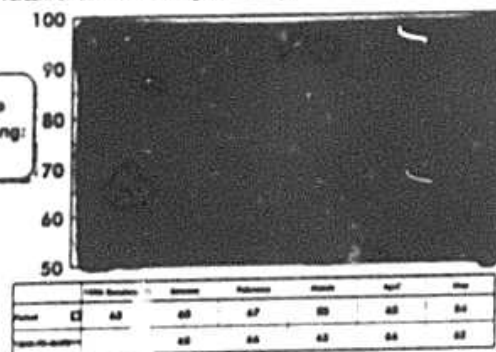
Year-To-Date
Employee Rating:
88%



High Bill Handling Phone Resolution

Percent of Customers Giving 9-10 Rating

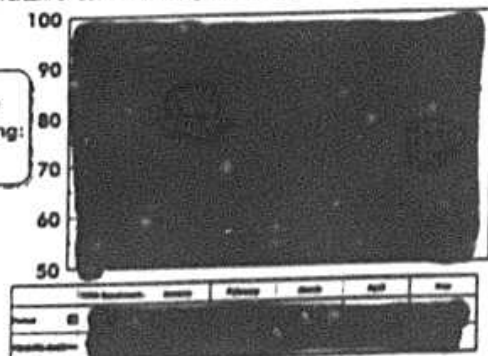
Year-To-Date
Employee Rating:
77%



Walk-Thru Energy Audits

Percent of Customers Giving 9-10 Rating

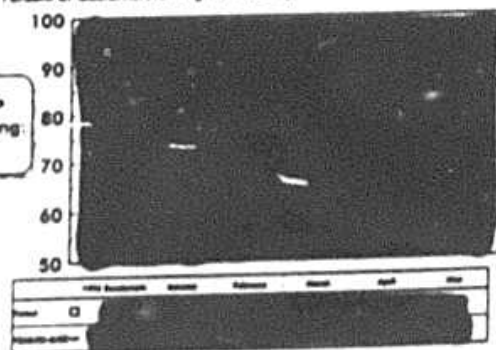
Year-To-Date
Employee Rating:
85%



Energy Management Contractors

Percent of Customers Giving 9-10 Rating

Year-To-Date
Employee Rating:
82%



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First Half 1997 Performance

As of the June, 1997 survey, we have completed one year's worth of interviewing to track our performance against goals. The 1996 survey activities focused on providing an understanding of how our customers currently view their contacts with us, identifying action steps to take to improve customer ratings. The 1997 survey activities have focused primarily on tracking our performance, as well as identifying how various activities we are undertaking are affecting customer opinions of Florida Power.

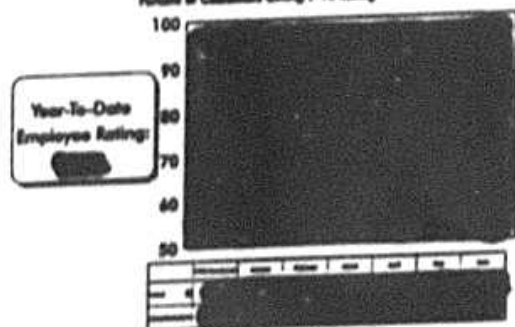


**Florida
Power
CORPORATION**

The challenge for us as we enter the second half of the year will be to continue to show progress against our goals in light of the fact that we are now entering our high electricity usage time of year. Further, external forces (e.g., Crystal River, press coverage, etc.) will continue to make us work hard to keep our scores high so that we meet our 1997 goals.

The following chart shows the Employee Ratings for all departments for quarter one and quarter two, ranked on the difference between the two quarters:

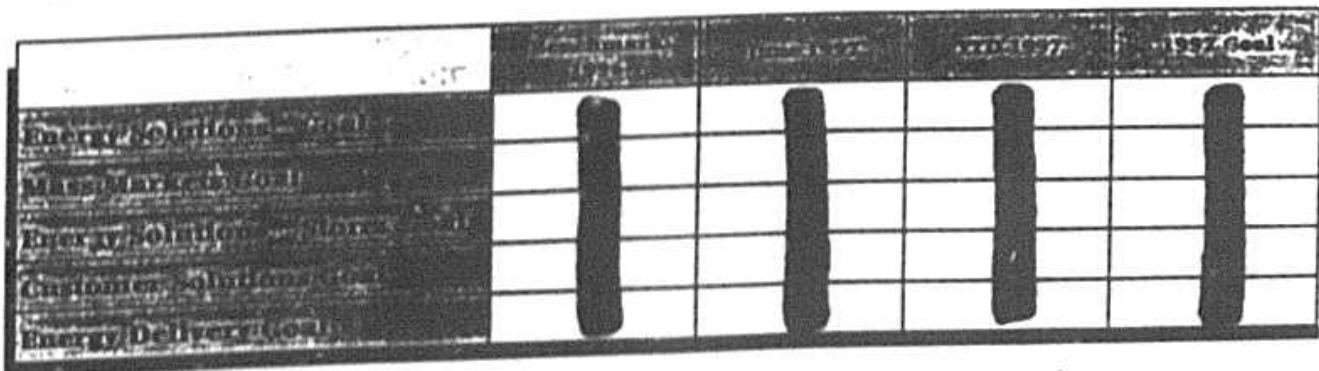
Energy Solutions™
Percent of Customers Giving 9-10 Rating



As of the middle of 1997, we have already met our goal for 1997 for Energy Solutions™ and Energy Solutions™ Stores. We are very close (within one point) to meeting our Customer Solutions goal. On the Mass Markets and Energy Delivery goals we are making good progress.

Quarterly Results for Employee Ratings	Q1	Q2
Energy Solutions™ Stores Bill Payment	95	95
Energy Solutions™ Stores Non-Bill Payment	95	95
High Bill Handling Field Investigations	95	95
Duct Test & Repair	95	95
Insulation Upgrade	95	95
Energy Management Contractors	95	95
Walk-Thru Energy Audit	95	95
Energy Management Field Coordinators	95	95
Customer Solutions Center	95	95
High Bill Handling Phone Resolution	95	95
Energy Management Support Staff	95	95

Overall Experience ratings are illustrated for all departments on the following pages.

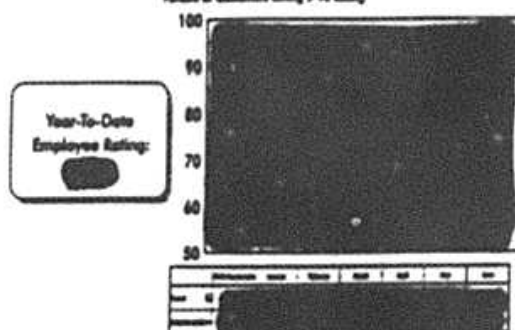


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Department Results

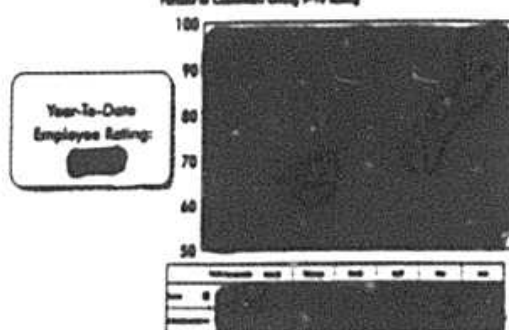
Customer Solutions Center

Percent of Customers Giving 9-10 Rating



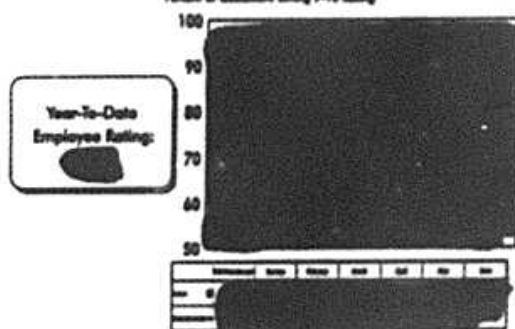
High Bill Handling Phone Resolution

Percent of Customers Giving 9-10 Rating



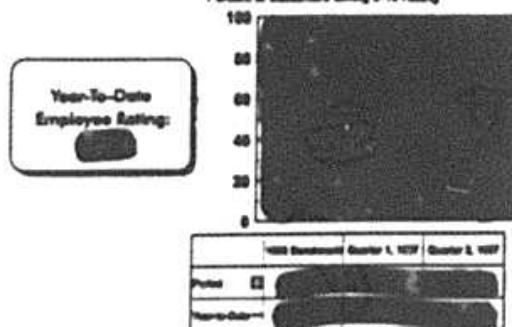
Energy SolutionsSM Stores

Percent of Customers Giving 9-10 Rating



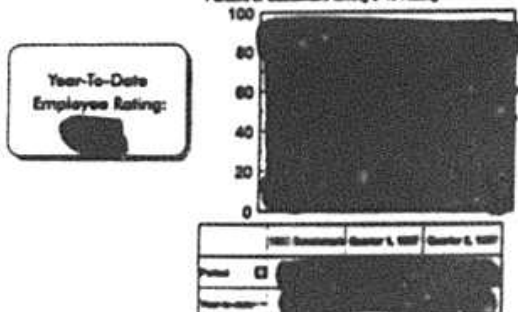
High Bill Handling Field Investigation

Percent of Customers Giving 9-10 Rating



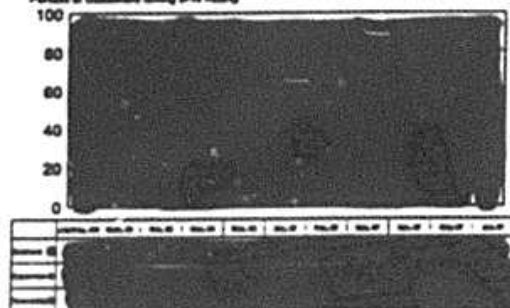
Energy SolutionsSM Stores Bill Payment

Percent of Customers Giving 9-10 Rating



Trends in 9-10 Scores for Favorability, Overall Experience, and Employee Rating

Percent of Customers Giving 9-10 Rating



The close relationships among the 9-10 scores on the Overall Experience, Employee and Favorability ratings continues to exist. Over the past year, the Employee Rating has averaged [Redacted] than the Overall Experience Rating. In addition, the Employee Rating has averaged [Redacted] than the Favorability Rating while the Overall Experience Rating has averaged [Redacted] the Favorability Rating.

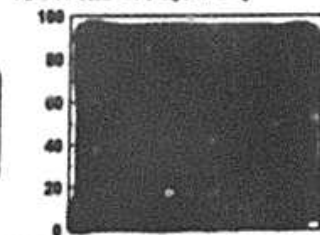
We continue to explore the relationship between perceptions of customer contacts and overall favorability to determine their impact on overall perceptions of the company. We will have more to report on this in the July FASTRACK.

Department Results (continued)

Energy Management Support Staff

Percent of Customers Giving 9-10 Rating

Year-To-Date
Employee Rating:
[REDACTED]



	1999 Benchmark	Quarter 1, 1999	Quarter 2, 1999
Period	Q1	[REDACTED]	[REDACTED]
Year-to-Date		[REDACTED]	[REDACTED]

Walk-Thru Energy Audits

Percent of Customers Giving 9-10 Rating

Year-To-Date
Employee Rating:
[REDACTED]

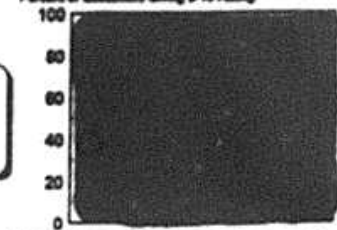


	1999 Benchmark	Quarter 1, 1999	Quarter 2, 1999
Period	Q1	[REDACTED]	[REDACTED]
Year-to-Date		[REDACTED]	[REDACTED]

Energy Management Field Coordinators

Percent of Customers Giving 9-10 Rating

Year-To-Date
Employee Rating:
[REDACTED]

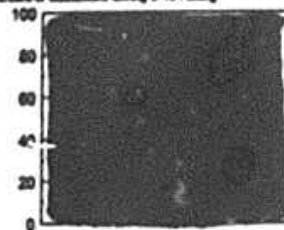


	1999 Benchmark	Quarter 1, 1999	Quarter 2, 1999
Period	Q1	[REDACTED]	[REDACTED]
Year-to-Date		[REDACTED]	[REDACTED]

Duct Test and Repair

Percent of Customers Giving 9-10 Rating

Year-To-Date
Employee Rating:
[REDACTED]



	1999 Benchmark	Quarter 1, 1999	Quarter 2, 1999
Period	Q1	[REDACTED]	[REDACTED]
Year-to-Date		[REDACTED]	[REDACTED]

Energy Management Contractors

Percent of Customers Giving 9-10 Rating

Year-To-Date
Employee Rating:
[REDACTED]

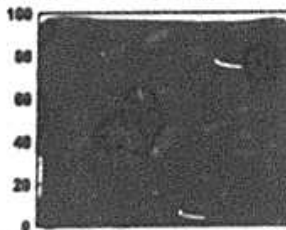


	1999 Benchmark	Quarter 1, 1999	Quarter 2, 1999
Period	Q1	[REDACTED]	[REDACTED]
Year-to-Date		[REDACTED]	[REDACTED]

Insulation Upgrade

Percent of Customers Giving 9-10 Rating

Year-To-Date
Employee Rating:
[REDACTED]



	1999 Benchmark	Quarter 1, 1999	Quarter 2, 1999
Period	Q1	[REDACTED]	[REDACTED]
Year-to-Date		[REDACTED]	[REDACTED]

The June FASTRACK survey featured questions designed to assess whether Energy SolutionsSM Stores' customers are interested in [REDACTED]. It also included questions on the [REDACTED] of visiting an Energy SolutionsSM Store.

Nearly [REDACTED] of current Energy SolutionsSM Stores visitors say they would [REDACTED] at a Florida Power office. This reflects [REDACTED] current FPC bill payers and [REDACTED] of office visitors who come in for non-payment reasons. There is a slightly higher preference for [REDACTED] at one of our stores, but a majority of those interested in [REDACTED]

would also [REDACTED] their [REDACTED] and [REDACTED]. Just over [REDACTED] say they would [REDACTED] such as [REDACTED] equipment or a [REDACTED] at our offices. They would also [REDACTED]

Only about [REDACTED] would [REDACTED] at one of our stores.

Customers were also asked to evaluate the convenience of our office hours.

- 86% of non-bill paying visitors and 77% of bill paying visitors say the current office hours are convenient for them.
- Those who are not satisfied with the current hours want us to stay open later on weekdays and open on Saturday.

There is customer willingness to pay their Florida Power bill at other convenient locations, primarily at a supermarket.

[REDACTED] We can encourage some [REDACTED] of those who are not willing to do this by placing an FPC employee at these locations. This suggests that we have an opportunity to move some of [REDACTED]

Survey Information

- 772 interviews conducted with Florida Power customers in June

For more information, please contact [REDACTED] in the Marketing Strategies Department at [REDACTED]

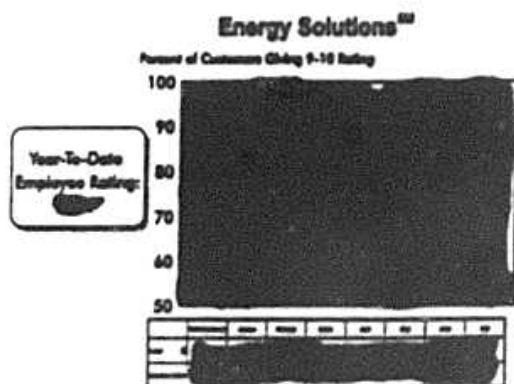
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RESEARCH SOLUTIONS from



Florida Power CORPORATION

Energy SolutionsSM and Departmental Performance



Following the [redacted] in the overall experience and employee ratings in May, we have [redacted] the last two months so that our year-to-date score is [redacted] for meeting our year-end Energy SolutionsSM goals.

Here are some of the longer term trends that are emerging from our analysis of the departmental level results for the Overall Experience Rating:

- The score for the Energy SolutionsSM Scores [redacted] in May and has subsequently [redacted] in June and July. This has only [redacted] the cumulative rating by [redacted], and we are still [redacted] of the goal for 1997.
- The scores for High Bill Handling have been fluctuating since the beginning of 1997. The overall trend, however, seems to be [redacted], as the cumulative score is [redacted].
- The scores for Walk-Thru Audits have been significantly [redacted] for two months in a row, making the cumulative score [redacted] than it was at the beginning of the year.
- The Customer Solutions Center scores have [redacted] for two months in a row, following the May [redacted].
- The score for the Energy Management Contractors has been relatively [redacted] for three months in a row.

	1996	1997	1997	1997 Goal
Energy Solutions Goal	1	1	1	1
Mass Marketing Goal	1	1	1	1
Energy Solutions Goal	1	1	1	1
Customer Solutions Goal	1	1	1	1
Energy Delivery Goal	1	1	1	1

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Department Results

Customer Solutions Center

Percent of Customers Giving 9-10 Rating



Year-To-Date
Employee Rating:

Employee	1	2	3	4	5	6	7	8	9	10
Year										
Percent										

Energy Management Support Staff

Percent of Customers Giving 9-10 Rating



Year-To-Date
Employee Rating:

Employee	1	2	3	4	5	6	7	8	9	10
Year										
Percent										

Energy SolutionsSM Stores

Percent of Customers Giving 9-10 Rating



Year-To-Date
Employee Rating:

Employee	1	2	3	4	5	6	7	8	9	10
Year										
Percent										

Energy Management Field Coordinators

Percent of Customers Giving 9-10 Rating



Year-To-Date
Employee Rating:

Employee	1	2	3	4	5	6	7	8	9	10
Year										
Percent										

Walk-Thru Energy Audits

Percent of Customers Giving 9-10 Rating



Year-To-Date
Employee Rating:

Employee	1	2	3	4	5	6	7	8	9	10
Year										
Percent										

Energy Management Contractors

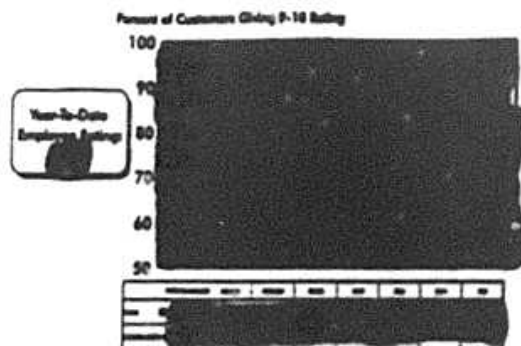
Percent of Customers Giving 9-10 Rating



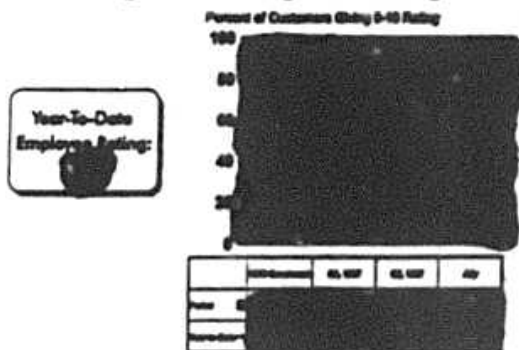
Year-To-Date
Employee Rating:

Employee	1	2	3	4	5	6	7	8	9	10
Year										
Percent										

High Bill Handling Phone Resolution



High Bill Handling Field Investigation



Focus on High Bill Customers

The summer generally means higher bills for our customers. Since the overall rating is showing a downward trend, we focus on these customers to determine how we can improve on our performance.

When customers feel they have dealt with someone who is helpful and their high bill problem is resolved, most give us a 9 or 10 rating. When either of these or both are not accomplished, they give a lower rating. For some of the customers who gave a 6, 7, or 8 rating on their experience, if it were not for the Florida Power rep who kept trying to find a solution, the score might have been lower. Customers who give us a 0 to 4 rating usually say that there has been no follow-through on someone coming out to check the meter, or no solution has been proposed. The following quotes illustrate customers' feelings:

"They seemed concerned with the problem that I had for over 3 weeks. They did the readings when they said they would and they didn't give up." [Gave 10 rating]

"The overall rating probably would have been a 5, but the person I talked to made me feel less stressed out about my high bill." [Gave employee 10 rating and overall experience an 8]

In July, we looked at the calling patterns of outage customers to see if they are calling more than once. Here's what we found about the 157 outage customers we interviewed:

- Most (77) called one time.
- Many (41) called twice; 27 of these were on the same day and 14 were on a different day.
- 15 called 3 times; 9 on the same day and 6 on a different day(s).
- 14 called 4 times, with 3 on the same day and 11 on a different day(s).
- 4 called 5 times, all on a different day(s).
- 4 called 6 times, one on the same day and 3 on a different day(s).
- 2 called 8 times, all on a different day(s).

We took a look at the customers and how they responded to the overall ratings and the employee ratings. What we found is that for the customers who called 3 or more times, fewer of them are very positive on the two key measures.

Number of Outage Calls in July	9-10 Employee Rating	9-10 Overall Rating
Two	70%	68%
Three or More	53%	52%

In addition, we looked at customers who used the VRU and stayed on the phone to talk with a rep. Here are some of the reasons why they did this:

- They wanted to know the cause of the outage (this is something we see a lot these days, particularly in non-storm situations).
- They wanted to ask questions, usually about why it is taking so long to restore the power.
- They wanted to notify us that the power comes on and goes off again.
- They think that talking to a person will get a better response or faster service.

In looking at the January-June, 1997 data, 39% of outage callers who used the VRU first -- they stayed on the line to speak with a rep. We also know that among CSC outage callers who did not use the VRU first, the main reason (for 31%) is that they "just wanted to speak to a person." Another 15% say they were automatically transferred to a rep while using the system. Clearly, there is a large segment of outage callers that want the comfort of talking with a rep about their problem. However, we don't know if this is because past experience suggests they get better service doing so, or if they simply dislike or don't trust the VRU. We plan to examine this further through the survey and some internal analysis of the outages these customers have.

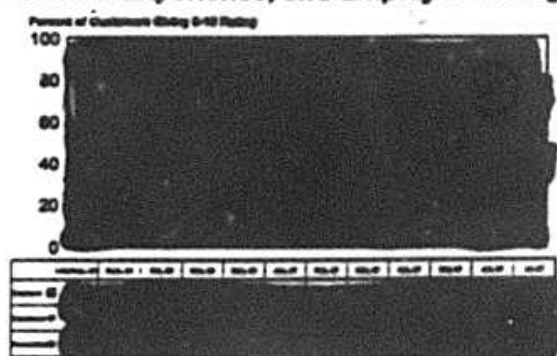
"The Chicken or the Egg": Which Comes First?

In previous editions of the *FASTRACK* newsletter, we have mentioned that we know there is a relationship between customer opinions of us as a company and the perceptions they have of our service when they have a transaction with us. In the July survey, we obtained some additional information that will assist us in understanding this relationship.

The following graph trends the percent of 9-10 scores for the overall experience rating, the employee rating and the favorability rating for customers each month. We notice that the 3 scores trend quite closely which means there is some relationship among them.

It is interesting to note that in July, while the overall rating declined by 4 points, the favorability rating only declined one point. One possibility is that general perceptions of the company may have kept the favorability rating from declining more. Another is that the employee rating stayed strong, actually increasing one point, and thereby holding up the overall favorability rating.

Trends In 9-10 Scores for Favorability, Overall Experience, and Employee Rating



The majority of customers rate the entire experience lower than they rate the employee. Some reasons for this include:

- They blame the company for employees who arrive late or not at all.
- They are dissatisfied with the number of outages or the length of the outages.
- They dislike the automated telephone system.
- They blame the company for employees who don't do what is needed the first time, requiring another person to get involved.
- They dislike estimated meter readings.

Usually, customers are pleased with the last employee they dealt with. Further, some of the things they blame the company for are out of the control of front line employees. However, others are not, such as doing the work right the first time, and arriving on time or calling when that is not possible.

What About Favorability?

At the start of the survey each customer rates their overall opinion of Florida Power on a zero to ten favorability scale. This question is designed to measure their overall "gut" reaction to the company. However, among customers who contact us, their opinions are heavily influenced by their recent experience. If we survey customers at large, without necessarily having a recent contact, their opinions tend to be less focused on experiences. We know this from previous research.

In the July survey we asked customers the reason for their favorability rating.

Reasons For Giving a 9-10 Very Favorable Rating...Top Mentions...

- People are polite, nice, courteous, friendly (mentioned by 37% of those giving a 9-10 rating)
- Prompt service, respond fast, done quickly (25%)
- Very helpful, cooperative, went out of the way (19%)
- Work with you on the bill, payment extensions (12%)
- Never had any problems (10%)

Reasons For Giving a 6-8 Somewhat Favorable Rating...Top Mentions...

- People are courteous, pleasant, very professional, friendly, efficient (18%)
- Never had a problem (17%)
- More expensive, bill is too high (13%)
- Took a long time to come out, don't get fast enough service (11%)
- Service is good, they did their job well, they're dependable (11%)
- A lot of power outages, have frequent glitches (10%)

Reasons For Giving a 5 Neutral Rating...Top Mentions...

- Rate increase, rates too high (27%)
- Slow to restore power (22%)
- Not satisfied with them, corporation needs improvement (13%)
- Brief interruptions, surges, numerous outages (11%)
- Rather talk with a person (10%)

Reasons For Giving a 0-4 Unfavorable Rating...Top Mentions...

- Rates are too high, prices unfair (26%)
- Power goes out once a week, too many outages (25%)
- Takes them a while to get power back on (13%)
- Dissatisfied with billing procedures (13%)

Survey Information

- 764 interviews conducted with Florida Power customers in July

For more information, please contact [redacted] in the Marketing Strategies Department at [redacted]

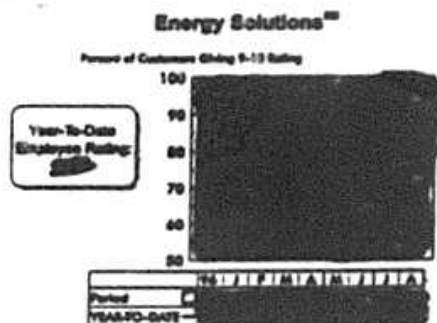
FASTRACK

RESEARCH SOLUTIONS from



Florida Power CORPORATION

Energy SolutionsSM and Departmental Performance



With only four months left in 1997, as a company we are on target with meeting our 1997 goal. After a significant [redacted] in July in the Energy SolutionsSM score, we have [redacted] to help us maintain our overall level of performance against the year-end goal.

Of concern, however, is the finding that two areas are facing challenges as we enter the last quarter of the year. The Mass Markets group has, for two months in a row, been rated somewhat lower than in previous periods. As a result, this group is still [redacted] of reaching its year-end goal.

Although it does not affect the Energy SolutionsSM overall score, the Energy Delivery year-to-date cumulative score of [redacted] the year-end goal by [redacted]. This business unit has a "good month" followed by a "not so good month" which means that the scores across the year have been essentially flat. With the October FASTRACK survey we will launch additional interviews for each of the operating centers to isolate some of the customer expectations regarding service reliability and restoration. As a result, Energy Delivery can better focus actions on parts of the service area where we are not meeting customer needs as well as we should.

Performance Against 1997 Goals

	Benchmark 1996	August 1997	YTD 1997	1997 Goal
Energy Solutions SM Goal	[Bar]	[Bar]	[Bar]	[Bar]
Mass Markets Goal	[Bar]	[Bar]	[Bar]	[Bar]
Energy Solutions SM Stores Goal	[Bar]	[Bar]	[Bar]	[Bar]
Customer Solutions Goal	[Bar]	[Bar]	[Bar]	[Bar]
Energy Delivery Goal	[Bar]	[Bar]	[Bar]	[Bar]

CONFIDENTIAL

Department Results

Energy Management

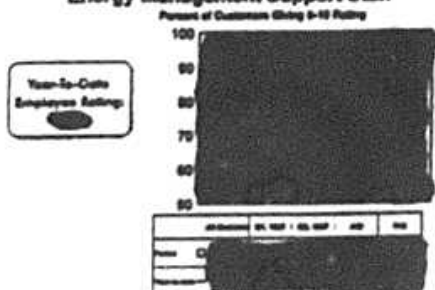
The performance for the three departments we track are very different from one another. While the overall experience rating for the Contractors has improved each month in one-point increments since April, the scores for the Support Staff and the Field Coordinators continue to bounce around. Currently, the Field Coordinator scores are [REDACTED] than in July, while the Support Staff scores remain within a fairly narrow range of [REDACTED] for the overall rating.

Based on the proportion of less than positive scores, there is room for improvement on "following through on what they say they will do" for the Support Staff and the Field Coordinators, and "handling your needs efficiently" for the Support Staff.

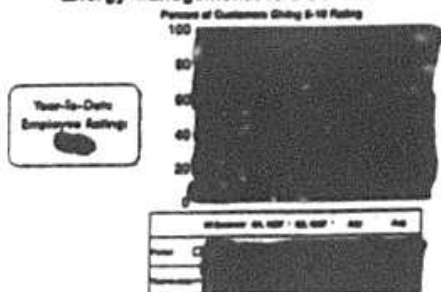
Due to the fact that these service interactions often involve more than one group of employees/contractors, we need to keep in mind that customers expect consistency from us. The following comment illustrates this point:

"Because they weren't precise. I called, and the first person referred me to a second person, and then a third person referred me to a busy person, to tell me the same thing the first person told me. The first person should have been informed enough to handle my problems."

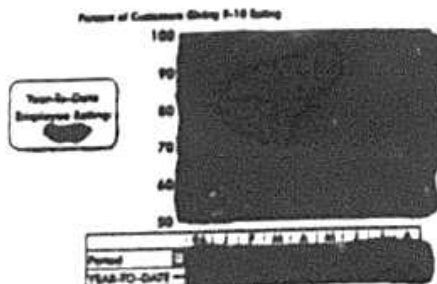
Energy Management Support Staff



Energy Management Field Coordinators



Energy Management Contractors



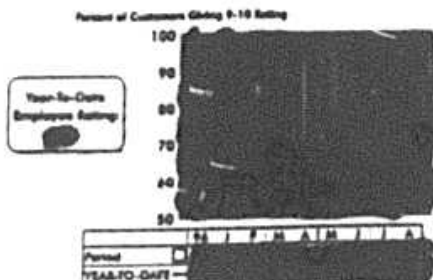
Walk-Thru Energy Audits

After two months of [REDACTED] scores, the August overall experience rating [REDACTED] due primarily to customers reporting difficulties in getting a visit scheduled (taking a while for someone to call them back to schedule) or waiting a while for an auditor to come out to the home. Additional analysis of the Walk-Through Audit findings shows that:

- Compared to the first seven months of the year, many more audit customers say it took [REDACTED] or more for someone to call them to schedule the audit after their initial contact with the company.
- Only [REDACTED] of August customers say they were very satisfied with the time they waited for someone to call them to schedule the visit, compared with [REDACTED] in previous months.
- From the point they scheduled the visit to when someone came out, many more customers in August say it took more than [REDACTED] (mention, compared with [REDACTED] previously).

We'll continue to monitor these findings to see if we are able to better meet customers' scheduling needs in the future.

Walk-Thru Energy Audits



FASTRACK

quiz

Q&A

Ever notice how you remember little facts that you hear on game shows like Jeopardy? The reason is that when you have to answer a question and think about it, you tend to recall the answer longer. Here is a short quiz to test your knowledge of how we have done over the past year in terms of our performance on FASTRACK.

Q1. The year-to-date cumulative overall experience rating for Energy SolutionsSM is currently at [redacted]. What was the starting point for this rating in August 1996?

- a. [redacted]
- b. [redacted]
- c. [redacted]

Q2. When we look at the trend in Favorability, the Overall Experience Rating, and the Employee Rating, which of these statements is true?

- a. The Favorability rating which reflects people's general opinion of Florida Power is very different from that of the Overall Experience and Employee Rating because these measures are not related
- b. The Favorability rating is higher than the other two ratings
- c. The pattern of scores for the three ratings is very similar; they tend to move together.
- d. None of these are true

Q3. Considering the results for all the departments together, what is the number one reason for customers giving us a 9 or 10 rating on their overall experience with Florida Power?

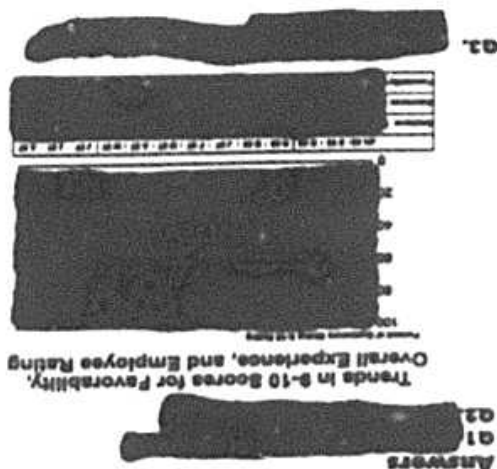
- a. Our people are nice, courteous, polite and friendly
- b. We are very fast, efficient, and are there when they need us
- c. We are helpful, show concern, are cooperative, and go beyond the call of duty
- d. We take care of everything and do the best we can
- e. All of the above
- f. None of the above

(Answers are upside down)

Survey Information

- 754 interviews conducted with Florida Power customers in August

For more information, please contact [redacted] in the Marketing Strategies Department at [redacted]



BROAD CAS

RESEARCH SOLUTIONS from

JUNE NEWS BRIEFS

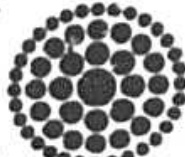
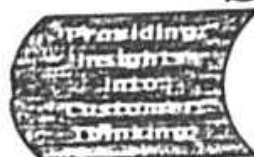
- Suspensions Confirmed - Page 1

• [REDACTED]

• [REDACTED]

- FPC CAS Scorecard - Page 2-3

• [REDACTED]

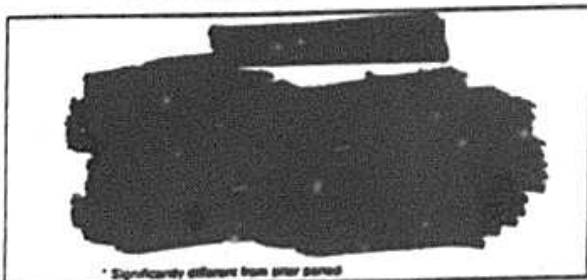


**Florida
Power
CORPORATION**

The overall CAS score is a weighted index of four performance factors that have a significant impact on overall customer assessments. The change between Fall 1996 and June 1997 is analogous to FPC receiving a grade from customers of [REDACTED] in the Fall and a grade of [REDACTED] in the present study.

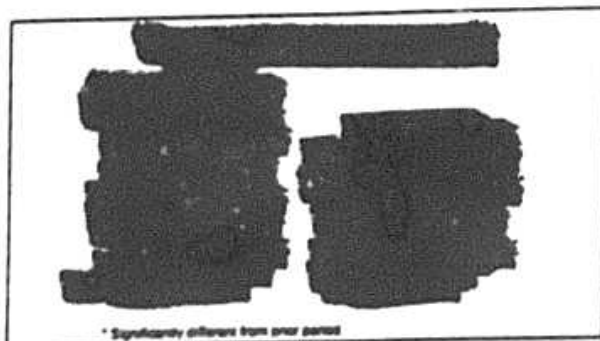
June's telephone survey was conducted among a cross section of Florida Power residential customers from June 11 to 18, 1997. In total, 250 interviews were conducted.

Perceptions regarding FPC's [REDACTED] are largely responsible for [REDACTED] in overall customer assessments.



* Significantly different from prior period

FPC's overall performance indicator known as the Customer Assessment Score (CAS) has [REDACTED] since Fall of 1996, when a benchmark telephone survey among 620 Florida Power residential customers was conducted.



* Significantly different from prior period

While FPC's score on [REDACTED] the other CAS performance factor scores only softened, but did not significantly change.

RESEARCH SOLUTIONS from



This score is determined by customer responses to four related questions:

- Operating In An Open And Honest Manner
- Consistency In Word And Deed
- Ensuring Future Energy Supplies
- FPC's Management Competence

On each Corporate Competence and Integrity dimension, since Fall 1996 – now accounting for

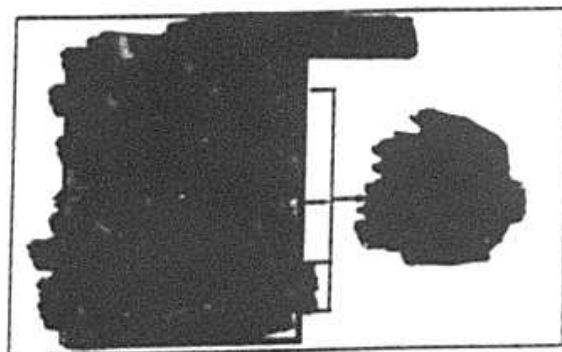
Customer opinion of Florida Power now stands South Atlantic and U.S. norms.

Overall Residential CAS™

In Fall 1996, customer opinion of Florida Power reflected the U.S. average

The U.S. and South Atlantic CAS norms are established by the RKS National Residential Customer Assessment Survey. This semiannual survey is conducted among a cross section of U.S. residential electric customers, consisting of 2000 or more interviews of household heads each year (1000+ interviews per wave).

Four Factors Impact Customer Opinion



CAS weights are assigned to each factor according to its ability to influence customer opinion.

A factor's relationship to overall customer assessments is linear – as a factor score improves, so does the overall assessment. Working to improve a CAS factor works to improve customer opinion overall.

FPC CAS SCORECARD	Fall 1996	June 1997	Change
Price Perceptions			
Customer Interaction			
Competence and Integrity			
Power Delivery			
Overall CAS			

Customer Loyalty Percent Very Likely To Stay:

Research Solutions Provides Monthly Insights

BROADCAS summarizes major findings flowing from a new residential monthly tracking survey, commissioned by Energy SolutionsSM this June. This edition is the first published newsletter of the survey's findings. Other editions will follow on a monthly basis.

Research Solutions' goal for *BROADCAS* is to deliver up-to-date, actionable insights regarding FPC's residential customers.

For more information regarding
BROADCAS
or the monthly residential tracking study,
please contact
Mr. Stu Cagle at 231-4598

This is an
additional special
newsletter that
~~was also produced~~
in June '97. It
was a special
study covering
FPC's Energy
Management
Program.

BROADCASTS

ENERGY MANAGEMENT BRIEFS

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

Energy Management
Customers [REDACTED]

E-X-T-R-A

RESEARCH SOLUTIONS from

providing
insights
into
customer
thinking

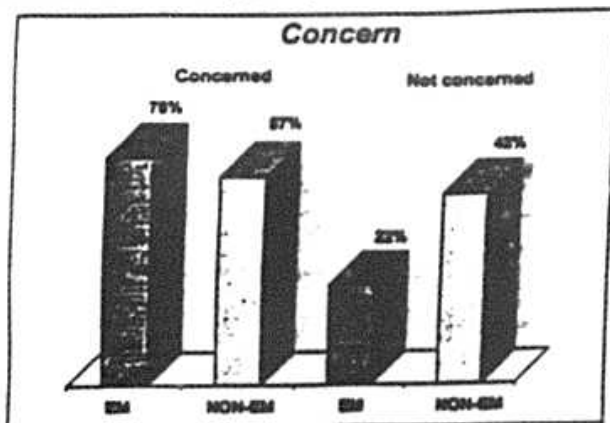


Florida
Power
CORPORATION



EM Program Communicates
Concern to FPC's Customers

Energy management customers are also more likely to feel that FPC is concerned about them as individual customers than non-participants.



Customers Perceive

Which Interruptions Get Noticed

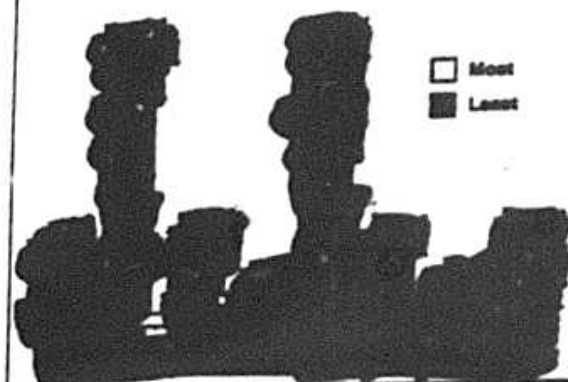
Interruptions Customers

They share the same profile as their non-load management counterparts on all aspects except age. Energy management program participants are approximately five years older.

Energy Management Baseline

As part of June's monthly tracking survey of residential customers, additional interviews of FPC's energy management and non-energy management customers were conducted. June's survey included a randomly selected sample of 137 energy management customers interviewed between June 11 and 18, 1997. CAS scores were developed for both customer groups. Energy management program participants were also asked a series of questions relating to program satisfaction and tolerance of program change. These data will establish a baseline of customer opinion among energy management and non-energy management customers that can be tracked over time.

Appliance Interruption Most and Least Inconvenient



Tolerance of Interruptions Increases When for Common Good

Keeping electric prices down for all customers is a strong incentive for accepting more interruptions, according to many customers (66%).

Energy Management Profile

Energy management customers in this month's survey generally:

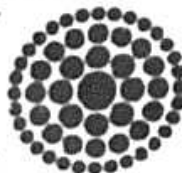
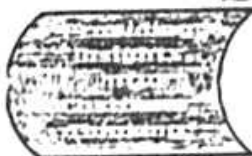
FOR MORE INFORMATION regarding *BroadCAS Extra* or the monthly residential tracking study, please contact Mr. Stu Cagle at 231-4598.

BROAD CAS

RESEARCH SOLUTIONS from

JULY NEWS BRIEFS

- Customer Opinion [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]



**Florida
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The CAS is a weighted index of four performance factors that have a significant impact on overall customer assessments. The highest score possible is 4, while the lowest is 1.

The change between June and July is analogous to FPC receiving a grade from customers of [REDACTED] in June and a grade of [REDACTED] from the current study.

July's survey was conducted among a randomly selected cross section of Florida Power residential customers from July 1 to 3, 1997. In total, 100 interviews averaging 10 minutes were conducted.

Customer Opinion [REDACTED]

Residential customers in July [REDACTED] FPC [REDACTED]
Overall Customer Assessment Score™ (CAS™).

Overall CAS™



FPC's Overall CAS now stands [REDACTED]

Rating [REDACTED]

Customers rate [REDACTED] in July than in June, giving an average score on [REDACTED] This increase results from [REDACTED]

Percent of Positive Ratings

	June	July
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

Base: Customers rating FPC
Excellent or Pretty Good

RESEARCH SOLUTIONS from



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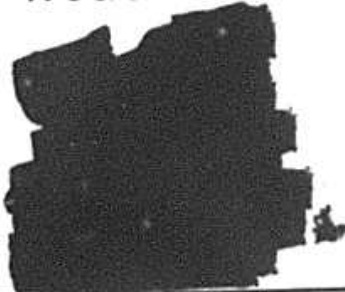
Opinion on Customer Interaction

[redacted] moving beyond the level established in last Fall's baseline survey. Customer opinions on Power Delivery remain constant, while [redacted] slightly. These changes are not significantly different from June's results.

Perceptions of Customer Concern

As noted, opinion on FPC's Customer Interaction shows signs of [redacted]. While opinions on each dimension are [redacted] the most [redacted] occurs in the area of customer concern.

FPC Shows Concern



[redacted] in effective communication.

[redacted] are also realized. A more modest [redacted] occurs in customer courtesy [redacted]. All percentages are based on the number of customers reporting that FPC does an [redacted].

Four Factors Impact on Customer Opinion

Overall customer assessments—meaning [redacted]—are influenced by four specific factors of FPC's performance. [redacted] is one of four performance factors that has a significant impact on residential customer opinion. The others are [redacted].

Customer Loyalty

In contrast to improving CAS factor scores, [redacted]

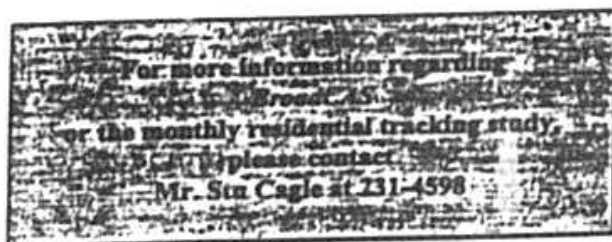
FPC Has Earned My



Customer opinion on other key assessments [redacted] have [redacted] slightly.

CAS weights are assigned to each factor according to its ability to influence customer opinion.

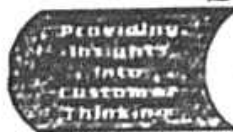
A factor's relationship to overall customer assessments



BROADCASTS

AUGUST NEWS BRIEFS

RESEARCH SOLUTIONS from



Florida
Power
CORPORATION

CASSM Scores Return to June Level

Residential customer opinion of FPC

Residential CASSM Score

The CAS is a weighted index of four performance factors that have a significant impact on overall customer assessments. The highest score possible is 4, while the lowest is 1.

The change between July and August is analogous to FPC receiving a grade from customers of [redacted] in July and a grade of [redacted] in the current study.

In August, FPC's customers grant a [redacted] in one factor score and [redacted] on two others, with a [redacted] on the final factor (shown on page 3).

August's survey was conducted among a randomly selected cross section of Florida Power residential customers from August 1 to 5, 1997. In total, 100 interviews averaging 13 minutes were conducted.

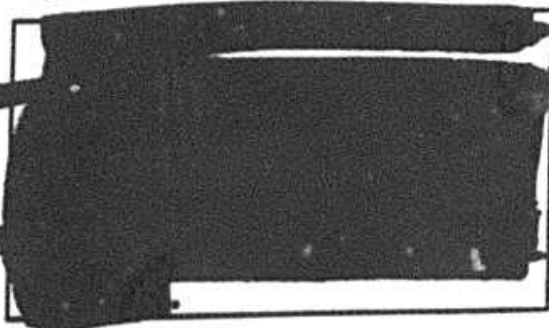
RESEARCH SOLUTIONS from

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Continues to Fluctuate

Customers rate FPC's [redacted] in August than in July [redacted]



Opinion of Florida Power [redacted] of this factor, with the most [redacted] occurring on [redacted]

Customer Perceptions of FPC's [redacted]

For the first time [redacted]

There is also an increasing trend for customers to respond that FPC's rates are [redacted]

Efforts To Reduce & Contain Costs

☐ Works hard ☐ Does not work hard

PERCEPTION OF ELECTRIC RATES POSITIVE RATINGS

	June (%)	July (%)	August (%)
[redacted]	[redacted]	[redacted]	[redacted]

Overall customer assessments, meaning [REDACTED] influenced by factors of FPC's performance [REDACTED]

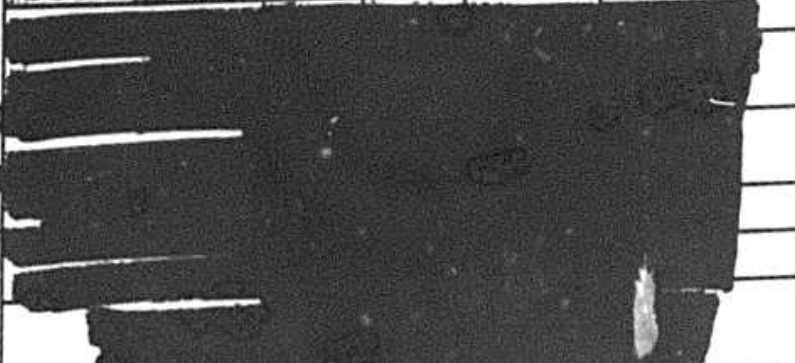
CAS weights are assigned to each factor according to its ability to influence customer opinion

A factor's relationship to overall customer assessments

Working to improve a CAS factor works to improve customer opinion

overall.

HPC CAS	Full	July	August	Month
SCORECARD	1996	1997	1997	March 1997



FOR MORE INFORMATION regarding FPC BroadCAS or the monthly residential tracking study, please contact Mr. Stu Cagle at 220-2441.

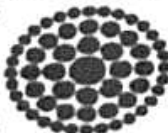


BROADCASTS

SEPTEMBER NEWS BRIEFS

RESEARCH SOLUTIONS from

Providing
insights
into
customer
thinking



Florida
Power
CORPORATION

Awareness of Deregulation Continues
to Increase (Page 2)

Customer Opinion

Residential customer opinion of FPC

FPC's customers grant

as well as in the Overall CAS. A slight is noted on the and final residential factor score.

The CAS is a weighted index of performance factors that have a on overall customer assessments of

Residential Customer Assessment Score™

September's Overall CAS and factor scores are not statistically different from August's results.

The change between August and September is analogous to FPC's receiving a grade from customers of August and a grade of in the current study.

September's survey was conducted among a randomly selected cross section of Florida Power residential customers from September 2 to 5, 1997. In total, 100 interviews averaging 10 minutes were conducted.

RESEARCH SOLUTIONS from

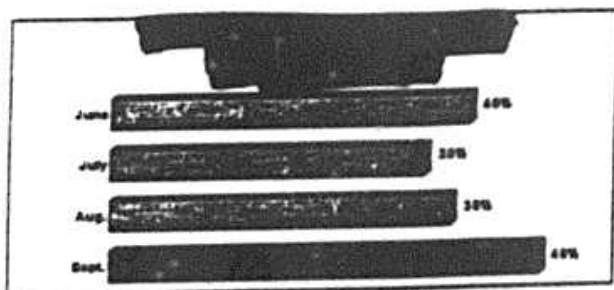


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Opinion of Power Restoration

from the August reading, of those interviewed in September say that FPC does an excellent job of restoring their electricity quickly:

As the number of reported outages decrease, excellent ratings of how quickly FPC restores electricity after an outage increase dramatically:

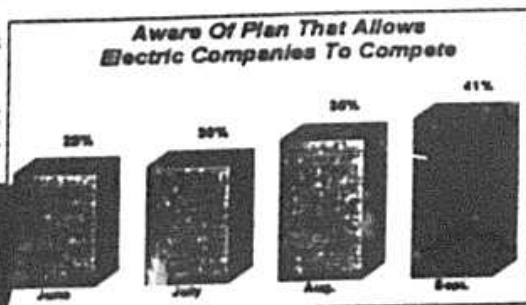


Number of Outages vs. Excellence in Restoration	
Average Number Of Outages	Quick Power Restoration (% Excellent)
June	
July	
August	
Sept.	
Total	

Awareness of Deregulation Continues to Increase

Consistent with the residential trend nationally, customer awareness of electric industry deregulation continues to increase:

Overall awareness of deregulation measured thus far in 1997 among FPC's residential customers (34% June through September) continues to be slightly below the U.S. average (40%).



Purchasing Electricity In A Competitive Environment

BROADCAS

Four Factors Impact on Customer Opinion

CAS weights are assigned to each factor according to its ability to influence customer opinion.

A factor's relationship to overall customer assessment is linear in nature - as one improves, so does the other. Working to improve a CAS factor works to improve customer opinion overall.

SCORECARD

Overall CAS

Customers Consistent on

Continuing a trend established in the Fall 1996 benchmark, about that FPC's electric service is an excellent value, worth the price they pay:

September's reading is consistent with previous months' even though

Value of Electric Service
Excellent Ratings:



FOR MORE INFORMATION regarding FPC BroadCAS or the monthly residential tracking study, please contact Mr. Stu Cagle at 220-2441.

RESEARCH SOLUTIONS from



ATTACHMENT

B

TWO SETS

ENERGY DELIVERY YEAR-TO-DATE REPORT 1997

COMPLAINT NUMBER	MONTH RCVD	CUSTOMER NAME	COMPLAINT TYPE	REPLIED BY	AREA OF RESPONSIBILITY	INFRACTION YES/NO	AVOIDABLE/ UNAVOIDABLE
8-157478	January	[REDACTED]	Service Related: Frequent Outages	Apopka E & O		N	Unavoidable
18-160225	February	[REDACTED]	Service Related: Frequent Outages	Apopka E & O		N	Unavoidable
26-162832	February	[REDACTED]	Billing Related: Meter not Recording within Standards	Apopka E&O/MM & Credit		N	Unavoidable
29-164381	March	[REDACTED]	Service Related: Frequent Outages	Apopka E & O		N	Unavoidable
39-119597	April	[REDACTED]	Service Related: Frequent Outages	Apopka E & O		N	Unavoidable
41-170981	May	[REDACTED]	Service Related: Frequent Outages	Apopka E & O		N	Unavoidable
68-177552	June	[REDACTED]	Service Related: Easement Problem	Apopka E & O		N	Unavoidable
73-178321	July	[REDACTED]	Service Related: Frequent Outages	Apopka E & O			Unavoidable
76-178881	July	[REDACTED]	Service Related: Frequent Outages	Apopka E & O			Unavoidable
81-179469	July	[REDACTED]	Service Related: Frequent Outages	Apopka E & O	Apopka E & O		Unavoidable
83-179572	July	[REDACTED]	Service Related: Frequent Outages	Apopka E & O			Avoidable
89-180598	July	[REDACTED]	Service Related: Inadequate Tree Trimming	Apopka E & O			
33-166873	March	[REDACTED]	Service Related: Delay in Connecting Initial Service	Buena Vista E&O		N	Unavoidable
56-173743	May	[REDACTED]	Service Related: Delay in Connecting Initial Service	Buena Vista E&O		N	Unavoidable
61-176161	June	[REDACTED]	Service Related: Service Improperly Disconnected	Buena Vista E&O			Unavoidable
115-184031	August	[REDACTED]	Service Related: Failure To Respond To Customer Inquiries	Buena Vista E&O			
120-184828	August	[REDACTED]	Service Related: Frequent Outages	Buena Vista E&O			

9/8/97

** Reper:

PUBLIC SERVICE COMMISSION INQUIRY ACTIVITY
ENERGY DELIVERY YEAR-TO-DATE REPORT 1997

COMPLAINT NUMBER	MONTH RCVD	CUSTOMER NAME	COMPLAINT TYPE	REPLIED BY	AREA OF RESPONSIBILITY	INFRACTION YES/NO	AVOIDABLE/ UNAVOIDABLE
3-154655	January	[REDACTED]	Service Related: Frequent Outages	Clw E & O		N	Unavoidable
58-174567	June	[REDACTED]	Service Related: Easement Problem	Deland E & O			Unavoidable
74-178313	July	[REDACTED]	Service Related: Frequent Outages	Deland E & O		N	Unavoidable
16-159774	February	[REDACTED]	Service Related: Frequent Outages	Jamestown E&O		N	Unavoidable
17-160212	February	[REDACTED]	Service Related: Frequent Outages	Jamestown E&O		N	Unavoidable
23-161833	February	[REDACTED]	Service Related: Frequent Outages	Jamestown E&O		N	Unavoidable
32-165325	March	[REDACTED]	Service Related: Frequent Outages	Jamestown E&O			Unavoidable
35-167791	April	[REDACTED]	Service Related: Frequent Outages	Jamestown E & O		N	Unavoidable
46-171594	May	[REDACTED]	Service Related: Frequent Outages	Jamestown E & O		N	Unavoidable
53-172656	May	[REDACTED]	Service Related: Frequent Outages	Jamestown E & O			Unavoidable
64-177008	June	[REDACTED]	Service Related: Frequent Outages	Jamestown E&O		Y-25-6.044(3)	
66-177043	June	[REDACTED]	Service Related: Frequent Outages	Jamestown E&O			
91-180789	July	[REDACTED]	Service Related: Frequent Outages	Jamestown E & O		N	Unavoidable
98-189200	July	[REDACTED]	Service Related: Frequent Outages	Jamestown E & O			Unavoidable
85-179903	July	[REDACTED]	Service Related: Tree Trimming	Jamestown E & O			Unavoidable
99-182004	August	[REDACTED]	Service Related: Frequent Outages	Jamestown E & O			Unavoidable
101-182188	August	[REDACTED]	Service Related: Frequent Outages	Jamestown E & O			Unavoidable
102-182233	August	[REDACTED]	Service Related: Frequent Outages	Jamestown E & O			Unavoidable

9/8/97

** Repe:

**FLORIDA PUBLIC SERVICE COMMISSION INQUIRY ACTIVITY
ENERGY DELIVERY YEAR-TO-DATE REPORT 1997**

COMPLAINT NUMBER	MONTH RCVD	CUSTOMER NAME	COMPLAINT TYPE	REPLIED BY	AREA OF RESPONSIBILITY	INFRACTION YES/NO	AVOIDABLE/ UNAVOIDABLE
103-182411	August	[REDACTED]	Service Related: Frequent Outages	Jamestown E & O			Unavoidable
105-182528	August	[REDACTED]	Service Related: Frequent Outages	Jamestown E & O			Unavoidable
107-182778	August	[REDACTED]	Service Related: Frequent Outages	Jamestown E & O			Unavoidable
109-183071	August	[REDACTED]	Service Related: Frequent Outages	Jamestown E & O			Unavoidable
114-183980	August	[REDACTED]	Billing Related: Meter Not Recording Within Standards	Jamestown E & O			
1-153809	January	[REDACTED]	Service Related: Street Light/Outdoor Lighting Outage	Lake Wales E & O	Lake Wales E & O	N	Avoidable
100-182106	August	[REDACTED]	Billing Related: Inaccurate Meter Readings	Lake Wales E & O			
110-183211	August	[REDACTED]	Service Related: Frequent Outages	Lake Wales E & O			
77-178957	July	[REDACTED]	Service Related: Frequent Outages	Monticello E & O			Unavoidable
78-178954	July	[REDACTED]	Service Related: Frequent Outages	Monticello E & O		N	Unavoidable
96-178956	July	[REDACTED]	Service Related: Frequent Outages	Monticello E & O			Unavoidable
94-181782	August	[REDACTED]	Service Related: Frequent Outages	Monticello E & O		N	Unavoidable
113-183888	August	[REDACTED]	Service Related: Voltage Standards Not Met	Monticello E & O			
13-154063	January	[REDACTED]	Service Related: Easement Problem	Ocala E & O		N	Unavoidable
24-162093	February	[REDACTED]	Service Related: Frequent Outages	Ocala E & O		N	Unavoidable
25-162810	February	[REDACTED]	Service Related: Frequent Outages	Ocala E & O		N	Unavoidable
50-172402	May	[REDACTED]	Service Related: Delay in Connecting Initial Service	Ocala E & O	Ocala E & O		Avoidable

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** Reper

COMMISSION INQUIRY ACTIVITY ENERGY DELIVERY YEAR-TO-DATE REPORT 1997

COMPLAINT NUMBER	MONTH RCVD	CUSTOMER NAME	COMPLAINT TYPE	REPLIED BY	AREA OF RESPONSIBILITY	INFRACTION YES/NO	AVOIDABLE/ UNAVOIDABLE
54-172973	May	[REDACTED]	Service Related: Street Light Outdoor Lighting Outage	Ocala E & O	Ocala E & O		Avoidable
59-175131	June	[REDACTED]	Service Related: Safety Problems	Ocala E & O	Ocala E & O		Avoidable
60-175254	June	[REDACTED]	Service Related: Frequent Outages	Ocala E & O		N	Unavoidable
79-179363	July	[REDACTED]	Service Related: Frequent Outages	Ocala E & O			Unavoidable
93-180828	July	[REDACTED]	Service Related: Frequent Outages	Ocala E & O			Unavoidable
10-158020	January	[REDACTED]	Billing Related: Inaccurate Meter Readings	St. Pete E & O		N	Unavoidable
47-172120	May	[REDACTED]	Service Related: Failure to Respond to Cust. Inquiry	St. Pete E & O			Unavoidable
72-178147	July	[REDACTED]	Service Related: Street Lights Outages	St. Pete E & O		N	Unavoidable
87-179653	July	[REDACTED]	Service Related: Frequent Outages	St. Pete E & O		N	Unavoidable
112-183879	August	[REDACTED]	Service Related: Frequent Outages	St. Pete E & O			Unavoidable
14-155634	January	[REDACTED]	Service Related: Frequent Outages	7 Springs E & O		N	Unavoidable
97-181854	August	[REDACTED]	Service Related: Frequent Outages	7 Springs E & O		N	Unavoidable
69-177730	June	[REDACTED]	Service Related: Inadequate Tree Trimming	Walsingham E&O		N	Unavoidable
108-180815	June	[REDACTED]	Service Related: Frequent Outages	Walsingham E&O	Walsingham E&O	N	Avoidable

CUSTOMER SOLUTIONS CENTER YEAR-TO-DATE REPORT 1997

BILLING

COMPLAINT NUMBER	MONTH RCVD	CUSTOMER NAME	COMPLAINT TYPE	REPLIED BY	AREA OF RESPONSIBILITY	INFRACTION YES/NO	AVOIDABLE/ UNAVOIDABLE
20-161485	February	[REDACTED]	Service Related: Delay in Reco Initial Service	Billing		N	Unavoidable
37-168660	April	[REDACTED]	Service Related: Service Improperly Disconnected	Billing		N	Unavoidable

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CUSTOMER SOLUTIONS CENTER YEAR-TO-DATE REPORT 1997

COMPLAINT NUMBER	MONTH RCVD	CUSTOMER NAME	COMPLAINT TYPE	REPLIED BY	AREA OF RESPONSIBILITY	INFRACTION YES/NO	AVOIDABLE/UNAVOIDABLE
CALL CENTER							
7-156871	January	[REDACTED]	Billing Related: Not Disconnected on Request	Call Center		N	Unavoidable
12-158182	January	[REDACTED]	Service Related: Service Improperly Disconnected	Call Center	Call Center	N	Avoidable
27-163850	March	[REDACTED]	Billing Related: Not Receiving Monthly Bills	Call Center		N	Unavoidable
44-171216	May	[REDACTED]	Billing Related: Improper Backbilling	Call Center	Call Center	N	Avoidable
52-172852	May	[REDACTED]	Billing Related: Budget Billing Error	Call Center	Call Center		Avoidable
62-176339	June	[REDACTED]	Service Related: Failure to Respond to Customer Inquiries	Call Center			Avoidable
65-177099	June	[REDACTED]	Service Related: Service Improperly Disconnected	Call Center			Unavoidable
90-179629	July	[REDACTED]	Billing Related: Excessive Deposit Required	Call Center			Unavoidable

CUSTOMER SOLUTIONS CENTER YEAR-TO-DATE REPORT 1997

COMPLAINT NUMBER	MONTH RCVD	CUSTOMER NAME	COMPLAINT TYPE	REPLIED BY	AREA OF RESPONSIBILITY	INFRACTION YES/NO	AVOIDABLE/ UNAVOIDABLE
CREDIT							
2-154148	January	[REDACTED]	Service Related: Service Improperly Disconnected	Credit		N	Unavoidable
4-155608	January	[REDACTED]	Service Related: Service Improperly Disconnected	Credit		N	Unavoidable
5-156383	January	[REDACTED]	Billing Related: Excessive Deposit Requested	Credit		N	Unavoidable
6-156639	January	[REDACTED]	Billing Related: Improper or No Delinquent Notice	Credit		N	Unavoidable
9-157881	January	[REDACTED]	Service Related: Service Improperly Disconnected	Credit		N	Unavoidable
11-157748	January	[REDACTED]	Billing Related: Billing Wrong Customer	Credit		N	Unavoidable
19-160673	February	[REDACTED]	Service Related: Service Improperly Disconnected	Credit		N	Unavoidable
21-1616011	February	[REDACTED]	Service Related: Delay in Connecting Initial Service	Credit		N	Unavoidable
28-1639151	March	[REDACTED]	Billing Related: Deposit Not Refunded	Credit		N	Unavoidable
31-1651221	March	[REDACTED]	Billing Related: Billing Wrong Customer	Credit		N	Unavoidable
34-166873	April	[REDACTED]	Billing Related: Excessive Deposit Requested	Credit	Call Center		Avoidable
36-168477	April	[REDACTED]	Billing Related: Not Receiving Monthly Bills	Credit			Unavoidable
38-168957	April	[REDACTED]	Billing Related: Billing Wrong Customer	Credit	CSS	Y-25-6.020	Avoidable
40-170335	April	[REDACTED]	Billing Related: Improper or no Delinquent Notice	Credit			Unavoidable
43-171151	May	[REDACTED]	Billing Related: Incorrect Past Due on Bill	Credit			Unavoidable
49-172130	May	[REDACTED]	Service Related: Delay in Connecting Initial Service	Credit			Unavoidable

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CUSTOMER SOLUTIONS CENTER YEAR-TO-DATE REPORT 1997

COMPLAINT NUMBER	MONTH RCVD	CUSTOMER NAME	COMPLAINT TYPE	REPLIED BY	AREA OF RESPONSIBILITY	INFRACTION YES/NO	AVOIDABLE/ UNAVOIDABLE
CREDIT							
51-172476	May	[REDACTED]	Billing Related: Excessive Deposit Requested	Credit			Unavoidable
57-173448	May	[REDACTED]	Billing Related: Improper billing for Fraud or Current Diversion	Credit			Unavoidable
71-177977	July	[REDACTED]	Billing Related: Excessive Deposit Requested	Credit		N	Unavoidable
80-179433	July	[REDACTED]	Billing Related: Improper Backbilling	Credit			Unavoidable
82-179490	July	[REDACTED]	Service Related: Service Improperly Disconnected	Credit	Credit		Avoidable
84-179826	July	[REDACTED]	Billing Related: Improper Billing for Fraud or Current Diversion	Credit			Unavoidable
86-179955	July	[REDACTED]	Service Related: Service Improperly Disconnected	Credit			Unavoidable
88-180214	July	[REDACTED]	Service Related: Service Improperly Disconnected	Credit			Unavoidable
104-182382	August	[REDACTED]	Billing Related: Not Disconnected on Request	Credit			Unavoidable
106-182624	August	[REDACTED]	Billing Related: Improper or No Delinquent Notice	Credit			Unavoidable
117-184361	August	[REDACTED]	Billing Related: Billing Wrong Customer	Credit			Unavoidable

**FLORIDA PUBLIC SERVICE COMMISSION INQUIRY ACTIVITY
SOLUTION STORES YEAR-TO-DATE REPORT 1997**

COMPLAINT NUMBER	MONTH RCVD	CUSTOMER NAME	COMPLAINT TYPE	REPLIED BY	AREA OF RESPONSIBILITY	FPSC'S RULING	AVOIDABLE/ UNAVOIDABLE
15-159278	February	[REDACTED]	Billing Related: Not Disco on Request	Sebring	Sebring/Call Ctr/ Billing	Y-25-6.093 25-6.003	Avoidable
55-173736	May	[REDACTED]	Billing Related: Payment Not Posted	Longwood Solution Stores	Longwood Solution Stores		Avoidable
95-181767	August	[REDACTED]	Service Related: Delay In Connecting Initial Service	Clearwater Stores	Solution Stores	N	Unavoidable
118-184719	August	[REDACTED]	Service Related: Service Improperly Disconnected	Solution Stores			

**FLORIDA PUBLIC SERVICE COMMISSION INQUIRY ACTIVITY
MASS MARKETS YEAR-TO-DATE REPORT 1997**

COMPLAINT NUMBER	MONTH RCVD	CUSTOMER NAME	COMPLAINT TYPE	REPLIED BY	AREA OF RESPONSIBILITY	FPSC'S RULING	AVOIDABLE/ UNAVOIDABLE
22-161638	February	[REDACTED]	Billing Related: Meter Not Recording Within Standards	Mass Markets		N	Unavoidable
30-164807	March	[REDACTED]	Billing Related: Meter Not Recording Within Standards	Mass Markets		N	Unavoidable
42-171165	May	[REDACTED]	Billing Related: Meter Not Recording Within Standards	Mass Markets			Unavoidable
45-171281	May	[REDACTED]	Service Related: Rate Information Not Provided	Load Management	Mass Markets	N	Unavoidable
48-172148	May	[REDACTED]	Billing Related: Meter Not Recording Within Standards	Mass Markets		N	Unavoidable
63-176755	June	[REDACTED]	Billing Related: Excessive Deposit Requested/Meter Not Recording Within Standards	Mass Markets		N	Unavoidable
67-177114	June	[REDACTED]	Service Related: Failure to Respond to Customer Inquiries	Load Management			Unavoidable
75-178772	July	[REDACTED]	Billing Related: Meter Not Recording Within Standards	Mass Markets	Apopka E & O		Unavoidable
92-180807	July	[REDACTED]	Billing Related: Meter Not Recording Within Standards	Mass Markets		N	Unavoidable
111-183458	August	[REDACTED]	Billing Related: Improper Backbilling	Mass Markets			
116-184345	August	[REDACTED]	Billing Related: Meter Not Recording Within Standards	Mass Markets			

**FLORIDA PUBLIC SERVICE COMMISSION INQUIRY ACTIVITY
CUSTOMER SOLUTIONS CONSUMER AFFAIRS
YEAR-TO-DATE REPORT 1997**

COMPLAINT NUMBER	MONTH RCVD	CUSTOMER NAME	COMPLAINT TYPE	REPLIED BY	AREA OF RESPONSIBILITY	INFRACTION YES/NO	AVOIDABLE/ UNAVOIDABLE
70-175357	June	[REDACTED]	General Information	Consumer Affairs		N	Unavoidable
120-184828	August	[REDACTED]	General Information	Consumer Affairs		N	Unavoidable

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**Repeat

FPSC Infraction Report - January (1996 Rulings)

Complainant: [REDACTED]

Complaint: Customer says the following:

1. She has been complaining for several months about her meter not being read.
2. She continues to get estimated bills for different months.
3. Due to the continued estimated bills, she was being undercharged according to FPC.
4. On May 29, 1996, her meter was switched. She called the company and asked why?the reason she was told was "they placed a new meter that could be electronically read from the street."
5. June and July's bills still were estimated bills.
6. Customer called the company again. She was told the scanner was not picking up the meter reading.
7. On October 14, 1996, another meter was put in place.
8. Customer received a call from the company stating that she had been undercharged. She would get an adjusted bill which reflected the amount that she had been undercharged.
9. Customer wants a break down of charges of the actual readings and not a lump sum charge.
10. Customer can never get a clear answer as to her bills.

Summary: [REDACTED] meter was estimated from September, 1995 to February 2, 1996 when FPC obtained a good reading. FPC installed an ERT meter on May 29, 1996. Unfortunately, there was a malfunctioning chip in the newly installed meter resulting in additional estimated bills for the months of August through October, 1996. The ERT was changed out on October 13, 1996 and a rebill was sent to the customer on October 18, 1996. On October 30, 1996, FPC received the FPSC Inquiry.

Rule Violation: 25-6.100 (3) & 6.099 - "When there is sufficient cause, estimated bills may be submitted provided that with the third consecutive estimated bill the company shall contact the customer explaining the reason for the estimated billing and who to contact in order to obtain an actual meter

reading. An actual meter reading must be taken at least once every six months." and "Unless special circumstances warrant, meters shall be read at monthly intervals on the approximate corresponding day of each meter-reading period."

Complainant: [REDACTED]

Complaint: [REDACTED] says that his service was disconnected today because the company says that [REDACTED] requested service disconnection. He says that he applied for service three weeks ago and paid a deposit and he wants the service restored immediately.

Summary: Customer called Florida Power on November 26, 1996 to advise that service had been disconnected per the previous occupant's request (the builder). A new account was established for the [REDACTED] deposit was billed and a reconnect was issued for the following day. [REDACTED] called back and advised Florida Power that they were living at the residence and needed service immediately. She said that she called on November 8, 1996 to have service placed in their name on November 21, 1996 and that [REDACTED] screening was performed and the deposit was waived. An investigation of [REDACTED] report reveals that Florida Power did make an inquiry on November 8, 1996 and according to [REDACTED] no deposit is required for the [REDACTED]. Although FPC has no record of [REDACTED] call on November 8, 1996, the service charge and initial deposit was waived.

Rule Violation: 25-6.020 - Record of Application of Service. "Each utility shall accept and keep a record of each application for service within its service area. The record shall show the name and address of the applicant, date of application, date service is desired and, in those instances where service is not initiated promptly, the reason for the delay. Such records shall be preserved until service is made available or as otherwise provided under Rule 25-6.015(2)."

Complainant: [REDACTED]

Complaint: Customer says she reported her security light out on December 26. The light has not been repaired yet so she called FPC this morning and was told it would not be repaired today.

Summary: Records indicate that [REDACTED] reported the street light outage to Florida Power on December 26, 1996 and again on December 31, 1996. After receipt of the FPSC Inquiry, the light was repaired.

Rule Violation: Company Policy - Florida Power responded in a manner that was not consistent with company policy which states "Replacement of lamps of

Company maintained fixtures will be made by the Company within 72 hours after the Customer notifies the Company that the lamp is burned out."

Complainant: [REDACTED]

Complaint: Customer said that the company lost her November payment of \$336. She did not realize this until she received her December bill. She called and was told to fax a copy of the canceled check. She faxed front and back copies of the check to Elaine Rogers on November 15th. She called and Chuck told her not to worry that all would be straightened out and she was in no danger of disconnection. Customer's 72 year old mother resides in the home and while customer was traveling on business two weeks later, the power was disconnected. Customer called from New Jersey and was told to start the process over again as the company could not find her faxed copy of the check. Her mother had to search the home in the dark for the check and go to a neighbor's home to refax it. Customer was told that there would be no reconnection fee charged. The \$336 credit showed on her bill but then the company added in the reconnection fee. Customer believes that as the company so mishandled her account that the connection fee should be waived and that she should be reimbursed for the \$85 in long distance fees incurred as well as \$150 for the holiday food that was lost in her refrigerator. She was rudely treated and no one ever apologized for the mess made of her account.

Summary: On November 15, 1996, [REDACTED] called FPC to advise she had mailed her payment. The representative advised that payment was not received and that she should fax a copy of the canceled check to Elaine Rogers in the Credit Department. The representative then noted the credit extension with these comments. On December 3, 1996, neither payment nor a copy of the canceled check was received so service was disconnected at 9:30 a.m. [REDACTED] called FPC at 6:00 p.m. The representative issued a reconnect and requested a faxed copy of the check. A copy of the check was received at 6:42 p.m. on December 3, 1996. Power was restored at 7:00 p.m. that evening. On December 4, 1996, [REDACTED] contacted FPC and requested to speak to a supervisor. The FPC supervisor explained that the payment was misposted to the wrong account and was immediately transferred to [REDACTED] account. She also apologized for the inconvenience and offered to remove the \$27 service charge. [REDACTED] received her November bill on December 16, 1997 which included the \$27 service charge. The service charge was removed on December 23, 1997 and the FPSC inquiry was received on December 30, 1996.

Rule Violation: 25-6.100 (2) (c) (9) - Customer Billing: "(2) By January 1, 1983, each customer's bill shall show at least the following information:
(c) The dollar amount of the bill including separately: (9) Past due balances shown separately."

OMER REFERRALS - 1997

Type	Rating	FPSC Rep	Replied By:	Root Cause	Avoid?
2 SERVICE	N	SAM	Jamesbur E+O		U
13 BLIND	N	SAM	MM		U
2 SERVICE		RUTH	OCALA EEO	-	U
2 SERVICE	N	ELLEN	Ment EEO		U
12 SERVICE	N	ELLEN	Chen BO	/	U
2 SERVICE		DEK	MALT EEO	-	U
2 SERVICE	N	ELLEN	SS EEO		U
2 SERVICE		KATE	JT EEO	-	U
2 SERVICE		ELLEN	JT EEO		U
12 BLIND		ELLEN	LW EEO		
2 SERVICE		SAM	JT EEO		U
2 SERVICE		SHIRLEY	JT EEO		U
2 SERVICE		SHIRLEY	TT		U

FLORIDA POWER CORPORATION - AUGUST COURTESY CALL REPORT

No.	Date	Customer Name	Account Number	Type	FPSC Analyst	Handled By	Satisfied	Prior Contact	Response By
1	8/5/97			GI-05	John	Carol	Yes	Yes	Mass Mktg
2	8/5/97			GI-99 Heat Pump Prog.	Shirley	Carol	Yes	No	Mass Mktg
3	8/6/97			GI-03	Ruth	Rita	No	Yes	Rita
	8/7/97			GI-99 Deposit	Ellen	Melissa	Yes	No	Melissa
	8/7/97			GI-03	Noela	Melissa	Yes	No	Melissa
6	8/8/97			GI-03	Ruth	Carol	Yes	Yes	Carol
7	8/11/97			GI-99 New Acct	Ruth	Melissa	Yes	No	Melissa
8	8/12/97			GI-99 Inside Trouble	Ruth	Kimberly			E&O
9	8/12/97			GI-99 Tree Trim	Ruth	Melissa	Yes	Yes	E&O
10	8/13/97			GI-99 Can't Reach FPC	Sam	Carol	No	No	Carol
11	8/14/97			GI-99 Lightwatchman	Ellen	Melissa	No	Yes	E&O
12	8/14/97			GI-99 Mowing of Ease.	John	Melissa	Yes	No	Transmission
13	8/15/97			GI-99 New Acct.	Ruth	Melissa	No	Yes	Melissa
14	8/15/97			GI-99 Bill Due Date	Ellen	Kimberly	Yes	No	Kimberly
15	8/15/97			GI-99 Disconnect	Noela	Kimberly	Yes	No	Credit
16	8/18/97			GI-99 Mowing of Subst	Carmen	Carol	Unknown	Unknown	Transmission
17	8/18/97			GI-03		Tim	Yes	No	Tim
18	8/19/97			GI-99 Surge Prot. Svc	Kate	Connie	Yes	No	Mass Mktg
19	8/20/97			GI-99 Disconnect	Ruth	Kimberly	Yes	No	Kimberly
20	8/20/97			GI-99 Billing Inquiry	Ellen	Melissa	Yes	No	Melissa
21	8/22/97			GI-03		Melissa	Yes	No	Melissa
22	8/22/97			GI-03	Sam	Carol	Yes	No	Carol
23	8/25/97			GI-99 Verify Pmt Rcvd	Ruth	Carol	Yes	No	Carol
24	8/25/97			GI-99 Late Fee	Ellen	Kimberly	No	Yes	Kimberly
25	8/27/97			GI-03	Ellen	Carol	Yes	Yes	Carol
26	8/28/97			GI-99 Inc. of Dep	Ellen	Carol	Yes	Yes	Carol
27	8/29/97			GI-99 Cut for Nonpay	Shirley	Carol	Yes	Yes	Carol
28	8/29/97			GI-05	John	Rita	Unknown	Yes	Mass Mktg
	8/29/97			GI-99 Verify Pmt Rcvd	John	Melissa	Yes	Yes	Melissa

Reviewed
 by
 Commission
 - Credit Extension
 - October 30th
 - "Out of the Box"
 - Evidence Asset
 - Given FPC opportunity
 to respond

CUSTOMER CONTACTS
COMPLAINT RESOLUTION - AUGUST 1997

EXECUTIVE OFFICE CALLS

No.	Date	Customer Name	Direct - Concern	Call Taken By	Call Duration	Prior Contact	Depl.	Cust. Satisfied
1	8/1/97	[REDACTED]	Fuel Refund	Carol				
2	8/4/97	[REDACTED]	Deposit - Initial	Carol	9 Minutes	Yes		No
3	8/4/97	[REDACTED]	Final Refund	Carol				
4	8/5/97	[REDACTED]	Reconnect Service	Kimberly	70 Minutes	Yes		No
5	8/6/97	[REDACTED]	CONP	Kimberly	30 Minutes			Yes
6	8/6/97	[REDACTED]	CONP	Kimberly	20 Minutes			
7	8/6/97	[REDACTED]	CONP	Kimberly	30 Minutes			Yes
8	8/6/97	[REDACTED]	Deposit Refund	Melissa	25 Minutes			
9	8/6/97	[REDACTED]	Deposit Refund	Melissa	25 Minutes	Yes		Yes
10	8/6/97	[REDACTED]	CONP	Melissa				
11	8/6/97	[REDACTED]	New Envelopes	Rita	20 Minutes	No		No
12	8/8/97	[REDACTED]	Phone Number	Kimberly	5 Minutes			
13	8/8/97	[REDACTED]	ENF Info	Carol				
14	8/8/97	[REDACTED]	Property Damage	Kimberly	20 Minutes			
15	8/8/97	[REDACTED]	Outage/Prop. Damage	Rita	25 Minutes	Yes		No
16	8/11/97	[REDACTED]	Former Inquiry	Melissa	15 Minutes	No		Yes
17	8/12/97	[REDACTED]	Adams Landing	Melissa	10 Minutes			
18	8/12/97	[REDACTED]	✓ Tree Trimming	Kimberly	15 Minutes			
19	8/12/97	[REDACTED]	CONP/RECO	Melissa				
20	8/12/97	[REDACTED]	✓ Outages	Carol				
21	8/13/97	[REDACTED]	Claims	Carol				
22	8/13/97	[REDACTED]	CEX	Carol				

(260,1 Extension)

CUSTOMER CONTACTS
COMPLAINT RESOLUTION - AUGUST 1997

EXECUTIVE OFFICE CALLS

No.	Date	Customer Name	Direct - Concern	Call Taken By	Call Duration	Prior Contact	Dept.	Cust. Satisfied
23	8/13/97	[REDACTED]	EFT <i>1111-1111-1111</i>	Kimberly	12 Minutes			
24	8/14/97	[REDACTED]	CONP	Unknown				
25	8/14/97	[REDACTED]	CONP	Melissa/Kimberly	20 Minutes			
26	8/14/97	[REDACTED]	Rude Employee	Carol				
27	8/14/97	[REDACTED]	Lack of followup Complaint on PSC	Carol				
28	8/15/97	[REDACTED]	Driver	Melissa				
29	8/15/97	[REDACTED]	PSC Inquiry	Melissa				
30	8/15/97	[REDACTED]	Damage Property	Kimberly	10 Minutes			
31	8/18/97	[REDACTED]	Outages	Melissa	15 Minutes			
32	8/19/97	[REDACTED]	Outage/Prop. Damage	Kimberly	10 Minutes			
33	8/20/97	[REDACTED]	Reconnect	Kimberly	16 Minutes			
34	8/20/97	[REDACTED]	Tree Trimming	Carol				
35	8/21/97	[REDACTED]	CEX	Carol	17 Minutes			
36	8/21/97	[REDACTED]	Truck Using Road	Melissa	5 Minutes	Yes		Yes
37	8/21/97	[REDACTED]	Outage	Carol				
38	8/21/97	[REDACTED]	Tree Trimming	Carol				
39	8/25/97	[REDACTED]	Late Notice	Carol				
40	8/25/97	[REDACTED]	Outage	Carol	27 Minutes			
41	8/25/97	[REDACTED]	Claims		6 Minutes			
42	8/28/97	[REDACTED]	Tree Trimming	Rita	6 Minutes			
43	8/29/97	[REDACTED]	Deposit	Carol				
44	8/28/97	[REDACTED]	CONP	Carol	20 Minutes			

EXECUTIVE OFFICE CALLS

No.	Date	Customer Name	Direct - Concern	Call Taken By	Call Duration	Prior Contact	Dept.	Cust. Satisfied
45	8/27/97	[REDACTED]	Wanted FPL					
46	8/25/97	[REDACTED]	Billing	Rita	20 Minutes			
47	8/25/97	[REDACTED]	CONP	Carol	30 Minutes			
48	8/22/97	[REDACTED]	Outages	Carol	10 Minutes			
49	8/20/97	[REDACTED]	Bad Checks	Carol				
50	8/22/97	[REDACTED]	CEX	Kimberly	20 Minutes			
51								
52								
53								
54								
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56								
57								
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64								

EXECUTIVE OFFICE LETTERS - 1997

7/8

No.	Date Received	Issued To:	Date Responded	Complainant's Name	Type	Replied By:	Root Cause	Avoid?
59	7/8/97	Kimberly	7/10/97	[REDACTED]	Underground	Sue Cleary		
60	7/8/97	Melissa		[REDACTED]	High Bill	Sue Cleary		
61	7/1/97	Melissa	7/1/97	[REDACTED]	Information	Melissa		
62	7/11/97	Carol	7/29/97	[REDACTED]	Billing	Carol		
63	7/18/97	Kimberly	7/24/97	[REDACTED]	Billing	Kimberly		
64	8/5/97	Melissa	8/11/97	[REDACTED]	Usage	Sue Cleary		
65	8/11/97	Carol	8/26/97	[REDACTED]	✓ Outage	Carol		
66	8/11/97	Kimberly		[REDACTED]	Tree Trimming			
67	8/11/97	Melissa	8/12/97	[REDACTED]	Sv. Charge	Melissa		
68	8/11/97	Carol		[REDACTED]	FPSC			
69	8/10/97	Kimberly	9/3	[REDACTED]	Fwd Refund	Kimberly		
70	8/9/97	Melissa		[REDACTED]				
71	8/13/97	Carol	8/28/97	[REDACTED]	✓ Claims	T. Moorehouse		
72	8/14/97	Kimberly		[REDACTED]				
73	8/19/97	Carol		[REDACTED]				
74	8/25/97	Melissa	8/27/97	[REDACTED]	✓ Billing	Melissa		
75	8/13/97	Melissa	8/18/97	[REDACTED]	Billing	Melissa		

EXECUTIVE OFFICE LETTERS - 1997

No.	Date Received	Issued To:	Date Responded	Complainant's Name	Type	Replied By:	Root Cause	Avoid?
76	8/28/97	Kimberly		[REDACTED]	Billing			
77	8/28/97	Carol		[REDACTED]	Street Lights			
78	8/28/97	Carol	9/3/97	[REDACTED]	Deposit Ltr	Carol		
79	9/5/97	Melissa		[REDACTED]	Outages			
80	9/5/97	Kimberly		[REDACTED]	late fee			
81								
82								
83								
84								
85								
86								
87								
88								
89								
90								

CUSTOMER CONTACTS
COMPLAINT RESOLUTION - AUGUST 1997

MISCELLANEOUS

No.	Date	Customer Name	Direct - Concern	Call Taken By	Call Duration	Prior Contact	Dept.	Cust. Satisfied
1	8/5/97	[REDACTED]	Heat Pump Rebate	Dick Literaly				
2	8/6/97	[REDACTED]	Estimated Readings	Melissa	10 Minutes			
3	8/15/97	[REDACTED]	EFT	Kimberly	5 Minutes			
4	8/15/97	[REDACTED]	Credit Issue	Julie King				
5	8/18/97	[REDACTED]	Complaint on Driver	Melissa				
6	8/19/97	[REDACTED]	Load Management	Potential				
7								
8								
9								
10								
11								
12								
13								
14								
15								
16								
17								
18								
19								
20								
21								
22								

Customer Service System

Account: 41840-10534 for GAIL G WUERTZ

The following contact(s) exist(s) for:

Possible PSC Complaint

OK

Select Contacts for GAIL G WUERTZ

Contact: Edit Action Help

Contacted:	Type	Initial	
09/05/97	Possible PSC Complaint	Y	
09/05/97	Energy Efficiency Residential Audit Agree	N	1555 FIFE
07/09/97	Reconnect Completed	N	1555 FIFE
07/07/97	Reconnect Issued	N	1555 FIFE
03/21/96	Credit Issues	N	

OK