

FPSC-COMMISSION CLERK  
02152 MAR 13 8  
DOCUMENT NUMBER-DATE

**MARCH 2006**

**REDACTED**

**EXHIBIT B**

**REDACTED**

060224-ET

A B C D E F

Workpaper 2 Number	Description	Number of Pages	
3	1 Audit Report	87	
4	1 Audit Report Annotated	87	
5	5A Notes from meeting on explanation the	2	drr 1
6	FPL Service Connect Process		
7	5B Meeting on clarification of the cost allocation	2	drr 15
8	worksheets provided		
9	25 Notes of observation of FPLES representative	7	drr 9
10	25-1 Audit Finding #3	2	
11	25A Print Screen of [REDACTED]	1	
12	28 Summary of FPL representative training	2	
13	29 Script used by FPLES to offer services	15	drr 4
14	29-1 Audit Finding #1	1	
15	42-1 FPLES description of services	1	drr 3
16	42-2 FPLES connect service providers	1	drr 6
17	42-3 Explanation of FPLES Connect Services	1	drr 8
18	42-4 Cost Allocation question	1	drr 12
19	42-5 Commission received from FPLES	1	drr 11
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23	43 Summary of Cost Allocation and Audit Findings	6	
24	43-1 Cost Allocation	12	drr 15
25	43-2 Cost Allocation	21	drr 5, item 1
26	43-2A Observation of FPL representative-notes	3	drr 21
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28	44 p. 2 Bill insert	1	drr 7
29	44-17 Bill insert cost	1	drr 7, item 5
30	44-19 Bill insert information	2	drr 17
31	44-20 Policy on bill inserts	2	drr 22
32	44-21 Bill stuffers information	1	drr 23
33	44-23 Cost related to bill inserts	1	drr 24
34	44-24 FPL revenues	6	drr 27
35	45 FPL Group Code of Conduct	20	drr 10 item 1
36	46 Total revenues received by FPLES related	1	drr 2
37	to service connect calls.		
38	46-1A Web shot display script	2	rr 10, item 4
39	46-1. Gas service revenues	8	rr 10, item 2
40	46-2 Cash receipts received on behalf of	20	rr 10, item 2
41	FPLES		
42	46-3 Transfer cash collected at FPL for VAPS	9	rr 10, item 2
43	to inter-company payable account to FPLES		
44	46-4 Journal entry to true-up bad debt provision	9	rr 10, item 2
45	for the in-territory portion of natural gas		
46	47-1 General Ledger Monthly Transaction 12/04	6	rr 10, item 3
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CONFIDENTIAL

DOCUMENT NUMBER-DATE

02152 MAR 13 08

FPSC-COMMISSION CLERK

# CONFIDENTIAL

## AUDIT FINDING NO. 1

2 **SUMMARY:** The script given to FPLES representatives who offer products and services  
3 to FPL customers does not require the representative to say that they work for FPLES.  
4 When calls were observed by Public Service Commission staff the representative did  
5 say that she worked for FPLES.

6 [REDACTED]  
7 [REDACTED]  
8 [REDACTED]  
9 The way the question is phrased when providing the confirmation number and offering  
10 services insures that the customer has to answer yes to the question if they want their  
11 confirmation number. The confirmation number should be provided before they ask the  
12 customer if it is alright for them to offer other services.

## 13 STATEMENT OF FACT:

14 [REDACTED]  
15 [REDACTED]  
16 [REDACTED]  
17 [REDACTED]  
18 [REDACTED]  
19 [REDACTED]  
20 [REDACTED]  
21 [REDACTED]  
22 [REDACTED]  
23 [REDACTED]  
24 [REDACTED]  
25 [REDACTED]  
26 [REDACTED]  
27 [REDACTED]  
28 [REDACTED]  
29 [REDACTED]  
30 [REDACTED]  
31 [REDACTED]  
32 [REDACTED]

33 **EFFECT ON GENERAL LEDGER IF FINDING IS ACCEPTED:** This finding does not  
34 impact the general ledger.

35 **EFFECT ON FILING IF FINDING IS ACCEPTED:** This audit does not have a filing.

# CONFIDENTIAL

**AUDIT FINDING NO. 2**

**SUMMARY:** FPLES offers several programs to FPL customers such as Utility Guard, Power Surge and Surge Shield Protection. A customer may believe FPLES is the regulated electric company.

**STATEMENT OF FACT:**

These programs are for Utility Guard insurance, Power Surge insurance and Surge Shield Protection. Utility Guard is insurance for protection of water lines and electric lines and it's offered to the customers when the call is transferred to the FPLES representative. Also, FPLES includes billing inserts for Power Surge and Surge Shield Protection in FPL's utility bills. Power Surge is an insurance to provide protection for the customer's electronics and appliances. It reimburses the customer for repair or replacement for covered losses, up to the maximum of their policy. Surge Shield Protection protects the appliances before surges enter through the customer's home's electric lines or other vulnerable points of entry. Surge protectors are installed on the meter and are monitored by FPLES.

When offering the Utility Guard Plan the representative says that the services are offered by FPLES. The billing inserts included in the electric bills shows that the Power Surge insurance and the Surge Shield Protection plan are being offered by FPLES, an affiliate of FPL.

Customers may not be aware that FPLES is a non-regulated company. Having FPL in the name may imply to the customer that FPLES is the regulated utility. A rule proposed by staff on March 24, 2000 related to Chapter 25-6 for a Code of Conduct for electric companies. This rule was never approved by the Commission. However, it stated that "A utility shall not give the appearance that the utility speaks on behalf of its affiliates or visa versa or that the customer will receive preferential treatment as a consequence of conducting business with the affiliates. A utility may not promote or advertise its affiliate's relationship with the utility nor allow the utility's logo or name to be used by the affiliate in all forms of media unless it is accompanied by a clear written or audio disclaimer that states that the affiliate is not the same company as the utility and is not regulated by the Commission."

**EFFECT ON GENERAL LEDGER IF FINDING IS ACCEPTED:** This finding does not impact the general ledger.

**EFFECT ON FILING IF FINDING IS ACCEPTED:** This audit does not have a filing.



CONFIDENTIAL

1 AUDIT FINDING NO. 3

2 SUMMARY: [REDACTED]

3 [REDACTED]  
4 FPL has a confidentiality policy for information  
5 entered on its website that says that FPL does not reveal the customers confidential  
6 information to third parties, including other subsidiaries of the FPL Group. The  
7 Commission has a rule establishing a Code of Conduct for gas companies that  
8 disallows the transfer of confidential information between affiliates. A rule written in  
9 March 2000 was proposed to provide standards for the electric companies on handling  
10 the confidential information between regulated electric companies and affiliates. The  
11 proposed rule for electric companies was never approved.

12 STATEMENT OF FACT: [REDACTED]

13 [REDACTED]  
14 [REDACTED]  
15 [REDACTED]  
16 [REDACTED]  
17 [REDACTED]  
18 [REDACTED]  
19 [REDACTED]  
20 [REDACTED]  
21 [REDACTED]  
22 FPL has consistently throughout the years applied for confidentiality of customer's  
23 information such as customer's account number, name and address.  
24 Even though once the call is ended the screen is erased the FPLES representative still  
25 receives the customer's information at the start of the call. If the customer verbally  
26 agrees that FPLES can provide further information, this information is also retained in  
27 the database system.  
28 FPL's Privacy Policy on related to its website says "FPL does not reveal any personal  
29 information that is provided by our customers through our Web site to any third parties,  
30 including other subsidiaries of the FPL Group, except when requested to do so by a  
31 governmental agency having jurisdiction, or by a court of competent jurisdiction or other  
32 operation of law."  
33 Commission Rule 25-7.072, 2 (b1) which is the Code of Conduct for gas service, states  
34 that the company "will not disclose, or cause to be disclosed, to any marketer, broker or  
35 agent, previously non-public information about a customer without that customer's prior  
36 authorization."  
37 This is a rule for gas service, but it appears reasonable that FPL should not disclose  
38 any customer information to any affiliate.

# P3

A Commission Rule was proposed by staff on March 24, 2000 related to Chapter 25-6 of the Florida Administrative Code for a Code of Conduct for electric companies. This rule was never approved by the Commission. Although this rule was never approved, the concept may be relevant to this issue. Item 9(C)(1) states: "Utilities may not release any proprietary customer information to any affiliate without the prior written consent of the customer."

**EFFECT ON GENERAL LEDGER IF SIGNIFICANT FINDING IS ACCEPTED:** This finding does not impact the general ledger.

**EFFECT ON FILING IS ACCEPTED:** This audit does not have a filing.

A

B

C

1 AUDIT FINDING NO. 4

2 **SUMMARY:** The FPL call care representative obtains personal information needed to  
3 establish electric service from the customer before the call is transferred to FPLES.

4 [REDACTED]  
5 [REDACTED]  
6 No time is allocated to FPLES for obtaining this information.  
7 [REDACTED]  
8 [REDACTED]  
9 [REDACTED]  
10 [REDACTED]

11 From the observation of new service calls it was determined that to gather customer's  
12 information takes from 3 minutes and 18 seconds to 7 minutes and 44 seconds  
13 depending on the type of call. [REDACTED]  
14 Some of the information obtained by FPL is a benefit to FPLES.

15 **STATEMENT OF FACT:** FPL's representative obtains customer information such as:  
16 name, social security number, telephone contact, whether the person calling is the  
17 owner or the renter, current power status, closing date, billing address, email address,  
18 deposit information and verification of information. The computer does a credit check  
19 based on this information. The time it takes to process each call is ranges from 3  
20 minutes and 18 seconds to 7 minutes and 44 seconds. (See attached summary of calls  
21 observed). The cost for the time it takes to gather this information is not charged to  
22 FPLES. FPLES is not only benefiting from the transfer call but also from obtaining this  
23 information without having to spend additional time to obtain it on their own. [REDACTED]  
24 [REDACTED]  
25 [REDACTED]  
26 [REDACTED]

27 **EFFECT ON THE GENERAL LEDGER:** This finding does not affect the general  
28 ledger.

29 **EFFECT ON THE FILING:** There is no filing related to this audit.

CONFIDENTIAL

## SUMMARY OF CALLS AND TIMES

### 1) NEW SERVICE CALL

This call lasted 4 minutes and 20 seconds from the time the customer called up to the time the FPL representative transferred the call and spoke to the FPLES representative.

During the request for new service the customer requested the billing statement be sent to a different address. This added time on to the call.

### 2) NEW SERVICE CALL

This call lasted 3 minutes and 18 seconds. The customer's billing statement was sent to the customer's address.

### 3) NEW SERVICE CALL

This call lasted 5 minutes and 16 seconds. The call was made by a friend of the FPL customer. The FPL representative gave the confirmation number and the call was not transferred to an FPLES representative because the caller was not the customer.

### 4) NEW SERVICE CALL

This call lasted 4 minutes and 18 seconds. During the request for new service the customer requested his billing statement be sent to another address and this added time on to the call.

### 5) NEW SERVICE CALL

This call lasted 5 minutes and 21 seconds. During the request for new service the customer asked for the billing statement to be sent to another address. She also asked if the name on the bill should be under the person renting for the landlord which increased the length of the call. The customer seemed confused as to why the FPL representative was transferring her to get her confirmation number.

### 6) NEW SERVICE CALL

This call lasted 4 minutes and 51 seconds. The customer seemed confused between the confirmation number and the account number.

### 7) NEW SERVICE CALL

This call lasted 7 minutes and 44 seconds. The person calling was not the customer. The FPL representative gave her the confirmation number instead of transferring her to FPLES, because she was not the customer.

1 [REDACTED]  
2 [REDACTED]  
3 [REDACTED]  
4 [REDACTED]  
5 [REDACTED]  
6 [REDACTED]  
7 [REDACTED]  
8 [REDACTED]  
9 [REDACTED]  
10 [REDACTED]  
11 [REDACTED]  
12 [REDACTED]  
13 [REDACTED]  
14 [REDACTED]  
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26 [REDACTED]  
27 [REDACTED]  
28 [REDACTED]  
29 [REDACTED]  
30 [REDACTED]  
31 [REDACTED]  
32 [REDACTED]

CONFIDENTIAL

#1 P7

1 AUDIT FINDING NO. 5

2 SUMMARY: [REDACTED]  
3 [REDACTED]

4 EFFECT ON THE GENERAL LEDGER: This finding does not affect the general  
5 ledger.

6 EFFECT ON THE FILING: There is no filing related to this audit.

CONFIDENTIAL

I AUDIT FINDING NO. 1

29-31  
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**SUMMARY:** The script given to FPLES representatives who offer products and services to FPL customers does not require the representative to say that they work for FPLES. When calls were observed by Public Service Commission staff the representative did say that she worked for FPLES. [REDACTED]

9 The way the question is phrased when providing the confirmation number and offering services insures that the customer has to answer yes to the question if they want their confirmation number. The confirmation number should be provided before they ask the customer if it is alright for them to offer other services.

**STATEMENT OF FACT:** [REDACTED]

33 **EFFECT ON GENERAL LEDGER IF FINDING IS ACCEPTED:** This finding does not  
34 impact the general ledger.

35 **EFFECT ON FILING IF FINDING IS ACCEPTED:** This audit does not have a filing.

**CONFIDENTIAL**

113816  
AUDIT FINDING NO. 2

2 **SUMMARY:** FPLES offers several programs to FPL customers such as Utility Guard,  
3 Power Surge and Surge Shield Protection. A customer may believe FPLES is the  
4 regulated electric company.

5 **STATEMENT OF FACT:** [REDACTED]

6 [REDACTED] These programs are for Utility  
7 Guard insurance, Power Surge insurance and Surge Shield Protection. Utility Guard is  
8 insurance for protection of water lines and electric lines and it's offered to the customers  
9 when the call is transferred to the FPLES representative. Also, FPLES includes billing  
10 inserts for Power Surge and Surge Shield Protection in FPL's utility bills. Power Surge  
11 is an insurance to provide protection for the customer's electronics and appliances. It  
12 reimburses the customer for repair or replacement for covered losses, up to the  
13 maximum of their policy. Surge Shield Protection protects the appliances before surges  
14 enter through the customer's home's electric lines or other vulnerable points of entry.  
15 Surge protectors are installed on the meter and are monitored by FPLES.

16 When offering the Utility Guard Plan the representative says that the services are  
17 offered by FPLES. The billing inserts included in the electric bills shows that the Power  
18 Surge insurance and the Surge Shield Protection plan are being offered by FPLES, an  
19 affiliate of FPL.

20 Customers may not be aware that FPLES is a non-regulated company. Having FPL in  
21 the name may imply to the customer that FPLES is the regulated utility. A rule  
22 proposed by staff on March 24, 2000 related to Chapter 25-6 for a Code of Conduct for  
23 electric companies. This rule was never approved by the Commission. However, it  
24 stated that "A utility shall not give the appearance that the utility speaks on behalf of its  
25 affiliates or visa versa or that the customer will receive preferential treatment as a  
26 consequence of conducting business with the affiliates. A utility may not promote or  
27 advertise its affiliate's relationship with the utility nor allow the utility's logo or name to  
28 be used by the affiliate in all forms of media unless it is accompanied by a clear written  
29 or audio disclaimer that states that the affiliate is not the same company as the utility  
30 and is not regulated by the Commission."

31 **EFFECT ON GENERAL LEDGER IF FINDING IS ACCEPTED:** This finding does not  
32 impact the general ledger.

33 **EFFECT ON FILING IF FINDING IS ACCEPTED:** This audit does not have a filing.

CONFIDENTIAL



25-1P1+P2

CONFIDENTIAL

1 AUDIT FINDING NO. 3

2 SUMMARY:

3 [REDACTED]  
4 [REDACTED] FPL has a confidentiality policy for information  
5 entered on its website that says that FPL does not reveal the customers confidential  
6 information to third parties, including other subsidiaries of the FPL Group. The  
7 Commission has a rule establishing a Code of Conduct for gas companies that  
8 disallows the transfer of confidential information between affiliates. A rule written in  
9 March 2000 was proposed to provide standards for the electric companies on handling  
10 the confidential information between regulated electric companies and affiliates. The  
11 proposed rule for electric companies was never approved.

12 STATEMENT OF FACT:

13 [REDACTED]  
14 [REDACTED]  
15 [REDACTED]  
16 [REDACTED]  
17 [REDACTED]  
18 [REDACTED]  
19 [REDACTED]  
20 [REDACTED]  
21 [REDACTED]  
22 FPL has consistently throughout the years applied for confidentiality of customer's  
23 information such as customer's account number, name and address.

24 Even though once the call is ended the screen is erased the FPLES representative still  
25 receives the customer's information at the start of the call. If the customer verbally  
26 agrees that FPLES can provide further information, this information is also retained in  
27 the database system.

28 FPL's Privacy Policy on related to its website says "FPL does not reveal any personal  
29 information that is provided by our customers through our Web site to any third parties,  
30 including other subsidiaries of the FPL Group, except when requested to do so by a  
31 governmental agency having jurisdiction, or by a court of competent jurisdiction or other  
32 operation of law."

33 Commission Rule 25-7.072, 2 (b1) which is the Code of Conduct for gas service, states  
34 that the company "will not disclose, or cause to be disclosed, to any marketer, broker or  
35 agent, previously non-public information about a customer without that customer's prior  
36 authorization."

37 This is a rule for gas service, but it appears reasonable that FPL should not disclose  
38 any customer information to any affiliate.

#1 P3

25-182  
A Commission Rule was proposed by staff on March 24, 2000 related to Chapter 25-6 of the Florida Administrative Code for a Code of Conduct for electric companies. This rule was never approved by the Commission. Although this rule was never approved, the concept may be relevant to this issue. Item 9(C) (1) states: "Utilities may not release any proprietary customer information to any affiliate without the prior written consent of the customer."

**EFFECT ON GENERAL LEDGER IF SIGNIFICANT FINDING IS ACCEPTED:** This finding does not impact the general ledger.

**EFFECT ON FILING IS ACCEPTED:** This audit does not have a filing.

4384-84 A B C  
AUDIT FINDING NO. 4

2 **SUMMARY:** The FPL call care representative obtains personal information needed to  
3 establish electric service from the customer before the call is transferred to FPLES.

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5  
6 No time is allocated to FPLES for obtaining this information.  
7  
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11 From the observation of new service calls it was determined that to gather customer's  
12 information takes from 3 minutes and 18 seconds to 7 minutes and 44 seconds  
13 depending on the type of call.

14 Some of the information obtained by FPL is a benefit to FPLES.

15 **STATEMENT OF FACT:** FPL's representative obtains customer information such as:  
16 name, social security number, telephone contact, whether the person calling is the  
17 owner or the renter, current power status, closing date, billing address, email address,  
18 deposit information and verification of information. The computer does a credit check  
19 based on this information. The time it takes to process each call is ranges from 3  
20 minutes and 18 seconds to 7 minutes and 44 seconds. (See attached summary of calls  
21 observed). The cost for the time it takes to gather this information is not charged to  
22 FPLES. FPLES is not only benefiting from the transfer call but also from obtaining this  
23 information without having to spend additional time to obtain it on their own.  
24  
25  
26

27 **EFFECT ON THE GENERAL LEDGER:** This finding does not affect the general  
28 ledger.

29 **EFFECT ON THE FILING:** There is no filing related to this audit.

CONFIDENTIAL

43 P<sub>3</sub>  
SUMMARY OF CALLS AND TIMES

1) NEW SERVICE CALL

This call lasted 4 minutes and 20 seconds from the time the customer called up to the time the FPL representative transferred the call and spoke to the FPLES representative.

During the request for new service the customer requested the billing statement be sent to a different address. This added time on to the call.

2) NEW SERVICE CALL

This call lasted 3 minutes and 18 seconds. The customer's billing statement was sent to the customer's address.

3) NEW SERVICE CALL

This call lasted 5 minutes and 16 seconds. The call was made by a friend of the FPL customer. The FPL representative gave the confirmation number and the call was not transferred to an FPLES representative because the caller was not the customer.

4) NEW SERVICE CALL

This call lasted 4 minutes and 18 seconds. During the request for new service the customer requested his billing statement be sent to another address and this added time on to the call.

5) NEW SERVICE CALL

This call lasted 5 minutes and 21 seconds. During the request for new service the customer asked for the billing statement to be sent to another address. She also asked if the name on the bill should be under the person renting for the landlord which increased the length of the call. The customer seemed confused as to why the FPL representative was transferring her to get her confirmation number.

6) NEW SERVICE CALL

This call lasted 4 minutes and 51 seconds. The customer seemed confused between the confirmation number and the account number.

7) NEW SERVICE CALL

This call lasted 7 minutes and 44 seconds. The person calling was not the customer. The FPL representative gave her the confirmation number instead of transferring her to FPLES, because she was not the customer.

43 R4

1	[REDACTED]	
2	[REDACTED]	[REDACTED]
3	[REDACTED]	[REDACTED]
4	[REDACTED]	[REDACTED]
5	[REDACTED]	[REDACTED]
6	[REDACTED]	[REDACTED]
7	[REDACTED]	[REDACTED]
8	[REDACTED]	[REDACTED]
9	[REDACTED]	[REDACTED]
10	[REDACTED]	
11	[REDACTED]	[REDACTED]
12	[REDACTED]	[REDACTED]
13	[REDACTED]	[REDACTED]
14	[REDACTED]	[REDACTED]
15	[REDACTED]	[REDACTED]
16	[REDACTED]	[REDACTED]
17	[REDACTED]	[REDACTED]
18	[REDACTED]	[REDACTED]
19	[REDACTED]	[REDACTED]
20	[REDACTED]	[REDACTED]
21	[REDACTED]	[REDACTED]
22	[REDACTED]	[REDACTED]
23	[REDACTED]	[REDACTED]
24	[REDACTED]	[REDACTED]
25	[REDACTED]	[REDACTED]
26	[REDACTED]	[REDACTED]
27	[REDACTED]	[REDACTED]
28	[REDACTED]	[REDACTED]
29	[REDACTED]	[REDACTED]
30	[REDACTED]	[REDACTED]
31	[REDACTED]	[REDACTED]
32	[REDACTED]	[REDACTED]

CONFIDENTIAL

#1 P7

AUDIT FINDING NO. 5

SUMMARY:

EFFECT ON THE GENERAL LEDGER: This finding does not affect the general ledger.

EFFECT ON THE FILING: There is no filing related to this audit.

CONFIDENTIAL

FPL  
Service Connect Process  
RCA: #05-285-4.1 Undocketed  
TYE: 12/31/05

Title: *Notes Meeting*

*kwsh/cb*  
*S.C.*  
*12/8/06*

*confidential*

Florida Power & Light Company  
Docket No. Undocketed  
FPLES Service Connect Process Audit  
Audit Request No. 1  
Page 1 of 1

Q.

Set up a meeting to discuss:

- 1) Which affiliates received customer information.
- 2) How the confidentiality of such information is maintained by FPL and the affiliates.
- 3) Is there a customer agreement allowing use of such information?
- 4) Is any of the information obtained by non-affiliate companies?
- 5) What is the purpose and how is the confidentiality treated?

Clarification was received for parts 1 and 2 from PSC, Kathryn Welch in the 12/8/05 meeting:

- 1) Which affiliates (**all FPL affiliates**) received customer information.
- 2) How the confidentiality of such information is maintained by FPL and the affiliates (**all FPL affiliates**).

A.

Meeting logistics:

Date: Thursday, December 8th  
Time: 1:00 PM to 2:00 PM  
Location: GO room 5123

- 1) Only FPLES. (This is a follow-up response from the 12/8/05 meeting)

*SA R*

*5A*

Title: Notes

22  
1/1/06

Co. has provided all scripts for ES

Product line on FPL held -  
billing for ES, FPL gets  
reimbursed by ES

\* Code of conduct for Group has  
confidential process for all  
affiliates

\* Entry for 12/04 - affiliate entries  
between ES and FPL

They explained some billings are  
monthly, quarterly. If we pick  
12/04 it should be invoice

Bell staffers directly related to  
FPL - not ES

ES would be a staffers if not  
only related to ES Business

\* What accounts staffers, revenues  
and recorded

\* Script for FPL

5AP2

5A X



kw  
3/1/06

3/2  
1/06

Title: Wols Meeting

DRP is

Meeting <sup>Confidential</sup>  
Clarification/Explanation  
or cost allocation

1	[REDACTED]	
2	<del>Staples</del>	
3	Staples calls on FPL ES call center	both cases
4	7	Same methodology
5	separate entry	but different
6		
7		
8	[REDACTED]	
9	[REDACTED]	
10	[REDACTED]	
11	[REDACTED]	
12	[REDACTED]	
13	[REDACTED]	
14	[REDACTED]	
15	[REDACTED]	
16		
17		
18	[REDACTED]	
19	[REDACTED]	
20	[REDACTED]	
21	[REDACTED]	
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24	[REDACTED]	
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27	[REDACTED]	
28	[REDACTED]	
29	[REDACTED]	
30	[REDACTED]	
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CONFIDENTIAL

5B P1

5B P1

KW 2/1/06

SL  
1/06

Title:

Notes Meeting

1 COMPANY: FPL  
2 TITLE: MEETING RELATED TO THE FPL SERVICE CONNECT PROCESS  
3 PERIOD: 2004 AND 2005  
4 AUDITOR: GABRIELA LEON

Confidential

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[REDACTED]

The rates provided in DRR#5 are applied to FTE.

CONFIDENTIAL

5BPR

KW 2/16/06  
JC - KW 2/16/06

CONFIDENTIAL

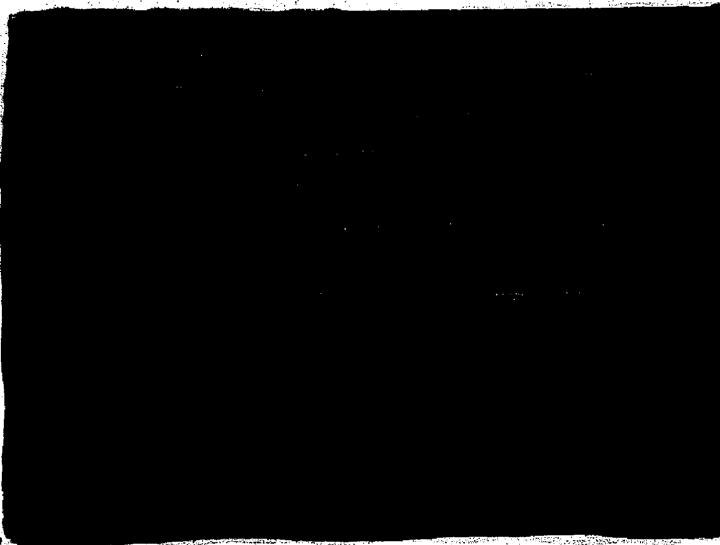
Florida Power & Light Company  
Docket No. Undocketed  
FPLES Service Connect Process Audit  
Audit Request No. 9  
Page 1 of 1

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Q. Please arrange for me to observe one of the FPLES representatives that answer the transfer calls at their workstation.

A.                      B                      C                      D                      E  
Date: December 28, 2005  
Time: 2:00 to 3:00 PM  
Location: [REDACTED]  
Security Access: Will be arranged for Gabby Leon and Iliana Piedra  
Cell Phone Contact: Maria Besada 305-775-8865  
Meeting Location: Maria Besada will meet you in the [REDACTED] and direct you to the call center location  
LFO Address: [REDACTED]  
LFO Map: [REDACTED]

EXHIBIT #19



20 Please note that all auditor's notes will be designated as confidential.

21 Conclusion: After making the observation  
22 of one of the FPLES representatives  
23 it was determined that the customer's confidential  
24 information is transferred to FPLES in order  
25 for FPLES to offer give FPL's customers their  
26 account number and to offer services. Please  
27 see audit finding #3 on up 25-1 p. 1. 25 p

KW 2/16/06 JC KW 2/1/06  
12/05

Title: Observation of FPLES Rep

"Notes" Observation of FPLES Representative

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CONFIDENTIAL

25p2

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Service in ES 3rd \* (3)

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FPL Service Connect Process RCA: #05-285-4-1 Undockelad TYB: 12/31/05

The: Observed by FPLS 12/21/05 12/28 observation - ES 10P

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mentioned Group Series -

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25P6

25P6



What is FPL paying ES

What is FPL saving.

Title:

*Audit finding*

*Rev 10/06  
2/16/06  
3/17/06*

AUDIT FINDING NO. 3

*Confidential*

SUMMARY:

Florida Power and Light has a confidentiality policy on their website that says that FPL does not reveal the customers confidential information to third parties, including other subsidiaries of the FPL Group. The Commission has a rule establishing a Code of Conduct for gas companies that disallows the transfer of confidential information between affiliates. A rule written in March 2000 was proposed to provide standards for the electric companies on handling the confidential information between regulated electric companies and affiliates. The proposed rule for electric companies was never approved.

STATEMENT OF FACT:

[REDACTED]

FPL has consistently throughout the years applied for confidentiality of customer's information such as customer's account number, name and address.

Even though once the call is ended the screen is erased the FPLES representative still receives the customer's information at the start of the call. If the customer verbally agrees that FPLES can provide further information, this information is also retained in the database system.

Florida Power and Light's Privacy Policy on their website says "FPL does not reveal any personal information that is provided by our customers through our Web site to any third parties, including other subsidiaries of the FPL Group, except when requested to do so by a governmental agency having jurisdiction, or by a court of competent jurisdiction or other operation of law."

Commission Rule 25-7.072, 2 (b1) which is the Code of Conduct for gas service, states that the company "will not disclose, or cause to be disclosed, to any marketer, broker or agent, previously non-public information about a customer without that customer's prior authorization."

**CONFIDENTIAL**

*25-1 P1*

This is a rule for gas service, but it appears reasonable that FPL should not disclose any customer information to any affiliate or any other vendor for which they sell services.

A Commission Rule was proposed by staff on March 24, 2000 related to Chapter 25-6 of the Florida Administrative Code for a Code of Conduct for electric companies. This rule was never approved by the Commission. Although this rule was never approved, the concept may be relevant to this issue. Item 9(C) (1) states: "Utilities may not release any proprietary customer information to any affiliate without the prior written consent of the customer."

**EFFECT ON GENERAL LEDGER IF SIGNIFICANT FINDING IS ACCEPTED:** This finding does not impact the general ledger.

**EFFECT ON FILING IS ACCEPTED:** This audit does not have a filing.

FPL  
Service Connect Process  
RCA: #05-285-4-1 Undocketed  
TYE: 12/31/05

Title: Print Screen of  
[REDACTED]

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*Call John and ask him if  
he considers this cust info  
or confidential*

kw 2/14/06  
kw 2/1/06

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Company: FPL  
Title: Summary of FPL care representative training  
on finalizing New Service Orders  
Date: 3-Jan-06  
Auditor: Gabriela Leon

FPL  
Service Connect Process  
RCA: #05-285-4-1 Undocketed  
TYE: 12/31/05

Title: FPL representative training

[REDACTED]

CONFIDENTIAL

Conclusion: See Audit finding #3 on wp. 25-1.

[REDACTED]

28P

Kuy 2/16/06

1 Company: Florida Power and Light  
2 Title: Notes from the FPLES training manual  
3 Period: 2004  
4 Date: 5-Jan-06  
5 Auditor: Gabriela Leon

6 [REDACTED]  
7 [REDACTED]

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22 [REDACTED]

CONFIDENTIAL

23 [REDACTED]  
24 [REDACTED]  
25 [REDACTED]

26 Ask what does it mean "NEVER CLEAR THE SCREEN IF YOU SPOKE TO THE CUSTOMER"  
27 I did see in the observation that the screen was erased, but don't remember if she erased herself  
28 or if after the call the screen is erased automatically.

28P2

28 P2

Title: FPLES - Reg #4

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Confidential

Florida Power & Light Company  
Docket No. Undocketed  
FPLES Service Connect Process Audit  
Audit Request No. 4  
Page 1 of 1

CPB

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Q. Provide a copy of the script used by FPLES to offer services to customers.

A. Attached are the scripts used by FPLES to offer Connect Services to customers. The scripts are numbered to provide a general idea of the flow of product offerings during the call.

[REDACTED]

Please note that the scripts are considered confidential for competitive reasons.

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after reading the script used by FPLES  
and observing one of its representatives  
it was determined that

[REDACTED]

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Service Connect Process  
RCA: #05-285-4-1 Undocketed  
TYE: 12/31/05

Title: FPIES - Reg #4

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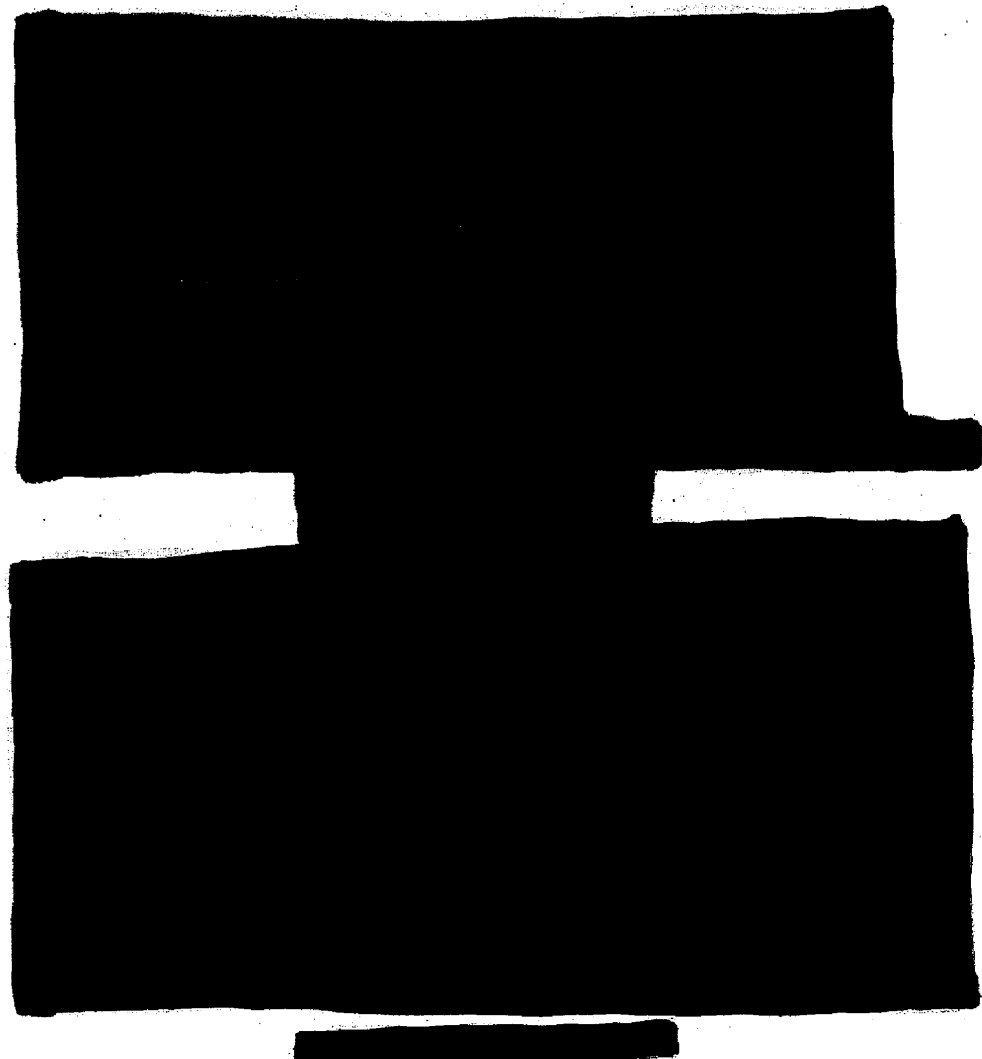
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*29 p2.*



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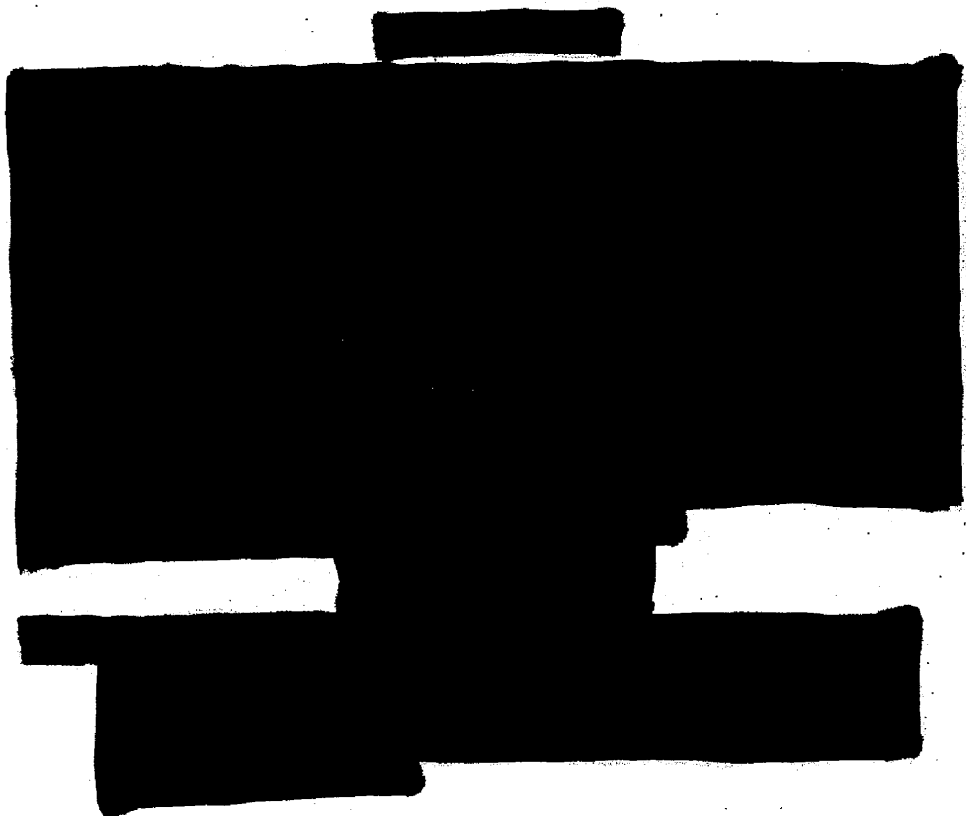
Title: FPLES - Reg #4

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Title: FPLES - Reg #4

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Title: FPLES - Reg # 4

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29 p2

Title: FPLES - Reg # 4

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Title: FPLES - log #4

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Title: FPLES - Reg #4

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29 p. 2



Title: FPLES - Reg #4

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29 p. 11

Title: FPLES - Reg # 4

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29 p. 2

29 p13

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Title: FPLIS - Log #4  
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FPL Service Connect Process

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**CONFIDENTIAL**

29 p 14

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Service Connect Process  
RCA: #05-285-4-1 Undocketed  
TYE: 12/31/05

Title: FPLES - Reg #4

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Title: Audit Finding 1

*Confidential*
















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1     **AUDIT FINDING NO. 1**

2     **SUMMARY:** The script given to FPL Energy Services (FPLES) representatives who  
3     offer products and services to FPL customers does not require the representative to say  
4     that they work for FPLES. When calls were observed by PSC staff the representative  
5     did say that she worked for Florida Power and Light Energy Services (FPLES).  
6     

7       
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9     The way the question is phrased when providing the confirmation number and offering  
10    services insures that the customer has to answer yes to the question if they want their  
11    confirmation number, which they need. The confirmation number should be provided  
12    before they ask the customer if it is alright for them to offer other services.

13    **STATEMENT OF FACT:**

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29    **EFFECT ON GENERAL LEDGER IF FINDING IS ACCEPTED:** This finding does not  
30    impact the general ledger.

31    **EFFECT ON FILING IF FINDING IS ACCEPTED:** This audit does not have a filing.

**CONFIDENTIAL**

Title: Services

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(PBC)

**CONFIDENTIAL**

Florida Power & Light Company  
Docket No. Undocketed  
FPLES Service Connect Process Audit  
Audit Request No. 3  
Page 1 of 1

Q.

- 1) Provide a list and a description of all the services provided by FPL to FPLES
- 2) Explain how it is determined that FPL is fully reimbursed for all expenses incurred on behalf of FPLES. Provide any related company procedures.

A.

- 1) General services that FPL provides FPLES include accounting, financial, consulting, human resources, systems and programs, education and training, land management, legal, payroll, management and administrative, computer services, printing and duplicating, physical facilities, software maintenance, license fees, and aviation services. These services are primarily billed to FPLES through the Affiliated Management Fee (AMF).

In addition, FPL provides specific services to FPLES as listed in the table below.

Specific Services FPL provides FPLES	Basis for charge
1. Bill mailing and payment processing	Actual use -- direct charge: fully loaded rate
2. Product line item billing	Actual use -- direct charge: fully loaded rate
3. Call handling	Actual use -- direct charge: fully loaded rate
4. Credit checks	Actual use -- direct charge: fully loaded rate
5. Field Operations management	Actual use -- direct charge: fully loaded rate
6. Information management	Actual use -- direct charge: fully loaded rate
7. Legal	Actual use -- direct charge: fully loaded rate
8. Marketing	Actual use -- direct charge: fully loaded rate
9. Product development	Actual use -- direct charge: fully loaded rate
10. Office space, furniture and equipment	Actual use -- direct charge: fully loaded rate
11. Long distance telephone	Actual use -- direct charge; actual cost
12. Materials and supplies	Actual use -- direct charge: cost plus FPL Stores loading

- 2) FPL directly charges FPLES for specific services and any related expenses incurred. FPL payroll charges, for both direct charges and those billed through the AMF, are fully loaded to capture indirect costs. See attached excerpts from the Cost Accounting Manual provided by FPL.

Please note that the excerpts from the Cost Allocation Manual is considered confidential.

**CONFIDENTIAL**

42-1
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Title:

DRR #6

2/15/06

(PBC)

Confidential

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Florida Power & Light Company  
Docket No. Undocketed  
FPLES Service Connect Process Audit  
Audit Request No. 6  
Page 1 of 1

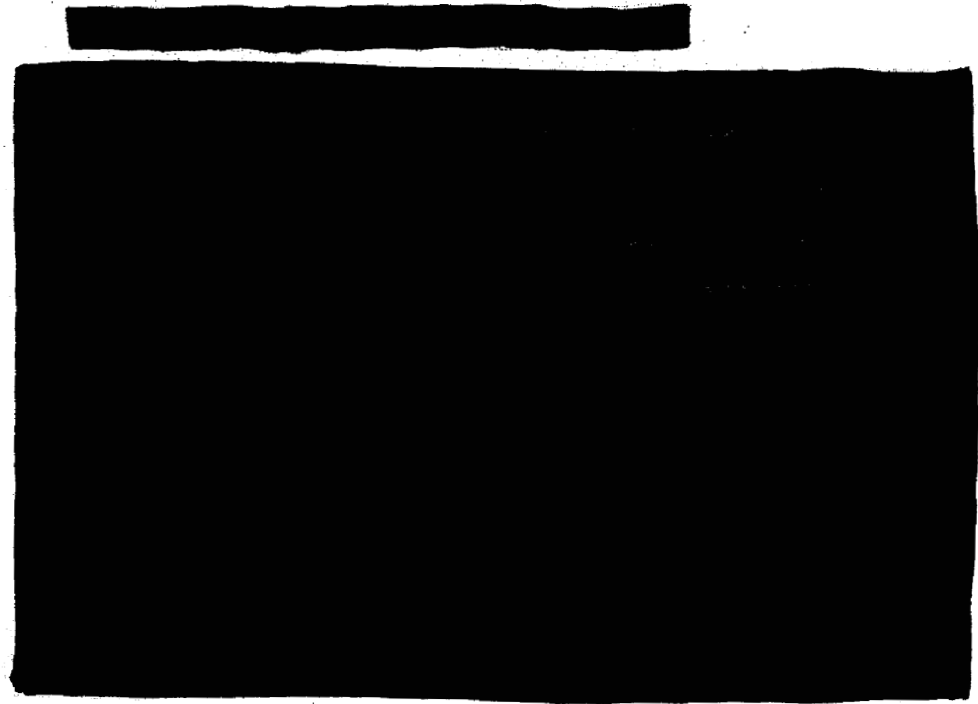
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Q.

- 1) Provide training materials for the customer care representatives and the FPLES representatives. Highlight the training related to confidential procedures.
- 2) Which companies does FPLES offer to connect to by area?
- 3) What commission does FPLES get for the connection?
- 4) Does FPLES offer its own gas service?
- 5) Does FPLES offer other gas company services?

A.

- 1) See attached files containing training materials covered with the FPL Representative during the service connect process. See training book submitted that contains training material covered with the FPLES Connect Services Representative. Customer confidentiality is covered in FPL's Code of Conduct (page 14), which is available in attachment in response to question #10.





ORR 2

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Q.

- 1) Describe how FPLES Connect Services signs up customers for other services as telephone or cable
- 2) Provide procedures.
- 3) List all companies that FPLES attempts to offer services to new customers.
- 4) When FPLES addresses the customer, what companies do they offer connection to.
- 5) Also, determine how FPLES is reimbursed for offering services of other non-affiliated companies.
- 6) Provide procedures.

A.

- 1) See the FPLES Representative training material submitted in response to question #6.
- 2) See the FPLES Representative training material submitted in response to question #6.
- 3) See response to question # 6 for a list of all the FPLES Connect Services service providers.
- 4) See response to question #6 for a list of all the FPLES Connect Services service providers.

6) See response to question #6 related to the fees received by FPLES.

**CONFIDENTIAL**

**Title:**

2/15/06

(PBC)

**Q.**

- A.

- ~~CONFIDENTIAL~~

42-4



**Title:**

DRR 14

2/15/06

(PBC)

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**Q.**

- 1) Are the only calls transferred to FPLES for new service?
- 2) How many calls are transferred in a year?
- 3) Provide the number of calls for the years 2003 and 2004.

**A.**

[REDACTED]

- 3) See response to #2 for the specific amounts for the years requested.

**CONFIDENTIAL**

[illegible]

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Does the customer information get entered into the FPLES database system?

A.

[REDACTED]

**CONFIDENTIAL**

Nov 19

92/15/06

Q)

**Florida Power & Light Company**  
**Docket No. Undocketed**  
**FPLES Service Connect Process Audit**  
**Audit Request No. 19**  
**Page 1 of 1**

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The attached training given to FPLES representative under Critical Elements it says "Never Clear the screen it you spoke to the customer".

- 1) What is the representative supposed to do?
- 2) My understanding from the observation at the care center was that the customer's information is erased from the screen once the call has ended. Where does the customer information go?
- 3) Is it kept in the database at FPLES?

A.

[REDACTED]

**CONFIDENTIAL**

[illegible]

1 COMPANY: FPL  
2 TITLE: COST ALLOCATION  
3 PERIOD: TYE 12/31/04  
4 DATE: FEBRUARY 16, 2006  
5 AUDITOR: GABRIELA LEON

Service Connect Process  
RCA: #05-283-4-1 Undocketed  
TYE: 12/31/05

Title:

Cost Allocation

*Confidential*

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6 Per Maria Besada's explanation of the Bellsouth FTEs

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Conclusion:

The cost for the time it takes FPL to gather the customer's information is not charged to FPLES. See Audit Finding #4 on 43 P2-4.

On Audit Finding 5 we show the amount of Revenues and Expenses of FPLES related to the [REDACTED] calls. (see wp 43p5).

Audit Finding #2 (wp 43p6) mentions that a customer may believe FPLES is the regulated company and this benefits FPLES.

CONFIDENTIAL

(43-1P)

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Title: Audit finding 4

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**AUDIT FINDING NO. 4**

*Confidential*

**SUMMARY:** The Florida Power and Light call care representative obtains personal information from the customer before the call is transferred to FPLES.

No time is allocated to FPLES for obtaining this information.

From the observation of new service calls it was determined that to gather customer's information takes from 3 minutes and 18 seconds to 7 minutes and 44 seconds depending on the type of call. Some of the information obtained by FPL is a benefit to FPLES.

**STATEMENT OF FACT:** FPL's representative obtains customer information such as: name, social security number, telephone contact, whether the person calling is the owner or the renter, current power status, closing date, billing address, email address, deposit information and verification of information. The computer does a credit check based on this information. The time it takes to process each call is ranges from 3 minutes and 18 seconds to 7 minutes and 44 seconds. (See attached summary of calls observed). The cost for the time it takes to gather this information is not charged to FPLES. FPLES is not only benefiting from the transfer call but also from obtaining this information without having to spend additional time to obtain it on their own.

**EFFECT ON THE GENERAL LEDGER:** This finding does not affect the general ledger.

**EFFECT ON THE FILING:** There is no filing related to this audit.

CONFIDENTIAL

43P2

43P2



Title:

*Audit Findings*

*YW 2/16/06 gr 2/16/07*

SUMMARY OF CALLS AND TIMES

~~CONFIDENTIAL~~

1) NEW SERVICE CALL

This call lasted 4 minutes and 20 seconds from the time the customer called up to the time the FPL representative transferred the call and spoke to the FPLES representative.

During the request for new service the customer requested the billing statement be sent to a different address. This added time on to the call.

2) NEW SERVICE CALL

This call lasted 3 minutes and 18 seconds. The customer's billing statement was sent to the customer's address.

3) NEW SERVICE CALL

This call lasted 5 minutes and 16 seconds. The call was made by a friend of the FPL customer. The FPL representative gave the confirmation number and the call was not transferred to an FPLES representative because the caller was not the customer.

4) NEW SERVICE CALL

This call lasted 4 minutes and 18 seconds. During the request for new service the customer requested his billing statement be sent to another address and this added time on to the call.

5) NEW SERVICE CALL

This call lasted 5 minutes and 21 seconds. During the request for new service the customer asked for the billing statement to be sent to another address. She also asked if the name on the bill should be under the person renting for the landlord which increased the length of the call. The customer seemed confused as to why the FPL representative was transferring her to get her confirmation number.

6) NEW SERVICE CALL

This call lasted 4 minutes and 51 seconds. The customer seemed confused between the confirmation number and the account number.

7) NEW SERVICE CALL

This call lasted 7 minutes and 44 seconds. The person calling was not the customer. The FPL representative gave her the confirmation number instead of transferring her to FPLES, because she was not the customer.

43P3

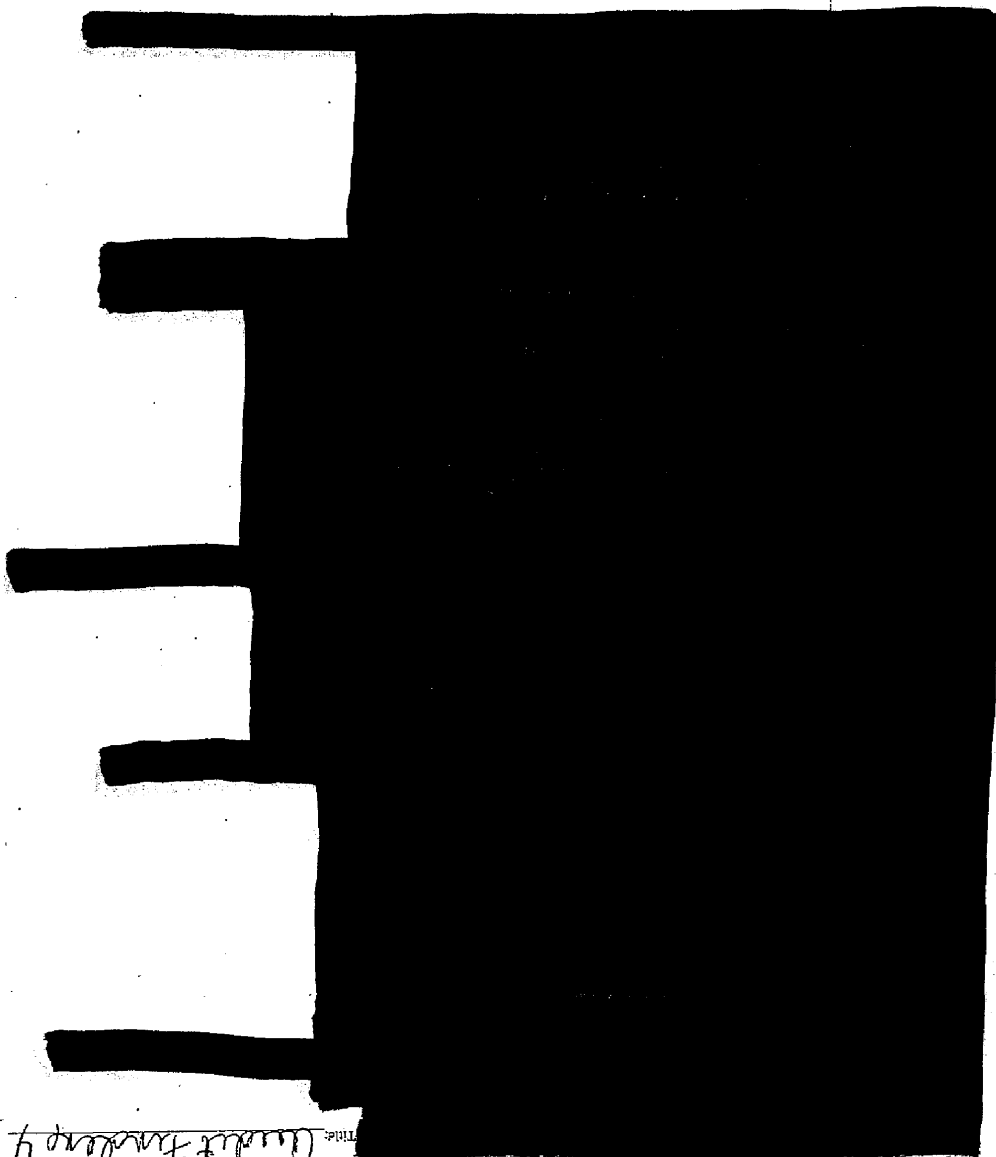
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FPL  
Service Connect Process  
RCA: #05-285-4-1 Undocked  
TVE: 12/31/05

Unit 4

2/16/06

1 AUDIT FINDING NO. 5

2 SUMMARY: *Confidential*  
3 [REDACTED]

4 EFFECT ON THE GENERAL LEDGER: This finding does not affect the general  
5 ledger.

6 EFFECT ON THE FILING: There is no filing related to this audit.

CONFIDENTIAL

KW  
2/16/06

1     **AUDIT FINDING NO. 2**

2     **SUMMARY:** FPL Energy Services offers several programs to FPL customers such as  
3     Utility Guard, Power Surge and Shield Protection. A customer may believe FPL Energy  
4     Services is the regulated electric company.

5     **STATEMENT OF FACT:** [REDACTED]

6     [REDACTED] These  
7     programs are for Utility Guard insurance, Power Surge insurance and Shield Protection.  
8     Utility Guard is insurance for protection of water lines and electric lines and it's offered  
9     to the customers when the call is transferred to the FPLES representative. Also, FPLES  
10    includes billing inserts for Power Surge and Shield Protection in FPL's utility bills.  
11    Power Surge is an insurance to provide protection for the customer's electronics and  
12    appliances. It reimburses the customer for repair or replacement for covered losses, up  
13    to the maximum of their policy. Shield Protection protects the appliances before surges  
14    enter through the customer's home's electric lines or other vulnerable points of entry.  
15    Surge protectors are installed on the meter and are monitored by FPL.

16    When offering the Utility Guard Plan the representative says that the services are  
17    offered by FPL Energy Services. The billing inserts included in the electric bills shows  
18    that the Power Surge insurance and the Shield Protection plan are being offered by FPL  
19    Energy Services, an *affiliate of FPL*.

20    Customers may not be aware that FPL Energy Services is a non-regulated company.  
21    Having FPL in the name may imply to the customer that Energy Services is the  
22    regulated utility. A rule proposed by staff on March 24, 2000 related to Chapter 25-6  
23    for a Code of Conduct for electric companies. This rule was never approved by the  
24    Commission. However, it stated that "A utility shall not give the appearance that the  
25    utility speaks on behalf of its affiliates or visa versa or that the customer will receive  
26    preferential treatment as a consequence of conducting business with the affiliates. A  
27    utility may not promote or advertise its affiliate's relationship with the utility nor allow  
28    the utility's logo or name to be used by the affiliate in all forms of media unless it is  
29    accompanied by a clear written or audio disclaimer that states that the affiliate is not the  
30    same company as the utility and is not regulated by the Commission."

31    **EFFECT ON GENERAL LEDGER IF FINDING IS ACCEPTED:** This finding does not  
32    impact the general ledger.

33    **EFFECT ON FILING IF FINDING IS ACCEPTED:** This audit does not have a filing.

**CONFIDENTIAL**

43P6

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[REDACTED]

Schedule B is an excerpt of the support document that is the basis of the entry  
total March call volume across the various FPLES products.

[REDACTED]

[REDACTED]

A meeting was conducted on January 13, 2006 to discuss the response to question #5. At the meeting, the Auditors requested the amounts FPL billed FPLES for 2004 related to the calls transferred to FPLES Connect Services. They also requested the April 2004 entry related to this expense.  
Attached is the entry for April 2004 that was billed by FPL to FPLES for the calls transferred to FPLES Connect Services. The April entry is for the billing related to March's call activity.

Please set up a meeting with the person responsible for answering Document Record Request #5, for next Tuesday if possible.

Florida Power & Light Company  
Docket No. Undocketed  
FPLES Service Connect Process Audit  
Audit Request No. 15  
Page 1 of 1

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43-1 p2

*Cost  
Allocations*

REPORT: 0X43-001-040428

FE

FLORIDA POWER & LIGHT COMPANY  
ON-DEMAND QUERY REPORT

PAGE 003

SEL D/C NO	ACCOUNT- CMP SEC/U LOC	AMOUNT	EAC	LOC	DESCRIPTION	PAY	GL ACCT NO	ER	LOC	PL	ACCT	EAC	PERCENT	TYPE
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-----NOTE: THIS IS A PSEUDO TRANSLATION-----

-----BUCS TRANSLATION-----

BATCH TOTAL: 11,456.10 TOTAL ENTRIES: 26

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wp 43-1P7

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43-1 P7

*Cost  
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PAGE 002

LEDGER					--- POSTED ---		ACCRUAL	----- SCHEDULED INFORMATION -----			
DATE	JV	PAGE	SRC	STATUS	DATE	CYC	REVERSE	START DATE	STOP DATE	FREQUENCY	
200403	31	0074	65000	COMPLETED			YES			(NOT SCHEDULED)	

APPROVAL INFORMATION			ENTERED/LAST CHANGED INFORMATION			EXCEPTION APPROVAL INFORMATION				
DATE	TIME	PERSON	DATE	TIME	PERSON	LOC	SECT	DATE	TIME	PERSON
			2004-03-31	15.36	MERCEDES LEON	0009	0046			

REMARKS: TO RECORD FOR SYSTEM CHARGES FOR JANUARY 2004

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-ACCOUNT-										NOTE: THIS IS A PSEUDO TRANSLATION									
SEL	D/C	WO	ER	CHG	SEC/U	LOC	AMOUNT	EAC	LOC	DESCRIPTION	GL ACCT	WO	ER	LOC	PL ACCT	EAC	PERCENT	TYPE	
***	D	02030	099	000	3400	0078	2.00	790		SYSTEM CHGS CHECK PROCESS	146.906	000000	000	0078	000.0000	***	100.00	NOOP	
***	D	04475	092	000	0000	0042	2.00	790		SYSTEM CHGS CHECK PROCESS	903.000	000000	000	0042	000.0000	***	100.00	OPER	
***	D	03120	099	000	0000	0013	28.00	790		SYSTEM CHGS CHECK PROCESS	146.906	000000	000	0013	000.0000	***	100.00	NOOP	
***	C	04475	092	000	0000	0042	5.00	790		SYSTEM CHGS CHECK PROCESS	903.000	000000	000	0042	000.0000	***	100.00	OPER	
***	C	01413	090	000	0500	0044	23.00	790		SYSTEM CHGS CHECK PROCESS	921.100	000000	000	0044	000.0000	***	100.00	OPER	
***	D	03499	093	000	0000	0999	113.00	790		SYSTEM CHGS CHECK PROCESS	146.610	000000	000	0999	000.0000	***	100.00	NOOP	
***	C	04475	092	000	0000	0042	30.00	790		SYSTEM CHGS CHECK PROCESS	903.000	000000	000	0042	000.0000	***	100.00	OPER	
***	C	01413	090	000	0500	0044	83.00	630		SYSTEM CHGS CHECK PROCESS	921.100	000000	000	0044	000.0000	***	100.00	OPER	
***	D	00075	099	000	3400	0078	794			CARE CENTER CHARGES	146.906	000000	000	0078	000.0000	***	100.00	NOOP	
***	D	00070	099	000	3400	0078	794			CARE CENTER CHARGES	146.906	000000	000	0078	000.0000	***	100.00	NOOP	
***	D	01070	099	000	3400	0078	794			CARE CENTER CHARGES	146.906	000000	000	0078	000.0000	***	100.00	NOOP	
***	D	00074	099	000	3400	0078	794			CARE CENTER CHARGES	146.906	000000	000	0078	000.0000	***	100.00	NOOP	
***	D	00076	099	000	3400	0078	794			CARE CENTER CHARGES	146.906	000000	000	0078	000.0000	***	100.00	NOOP	
***	D	01060	099	000	3400	0078	794			CARE CENTER CHARGES	146.906	000000	000	0078	000.0000	***	100.00	NOOP	
***	C	04401	092	000	0000	0326	803			CARE CENTER CHARGES	903.150	000000	000	0326	000.0000	***	100.00	OPER	
***	C	04401	092	000	0000	0326	802			CARE CENTER CHARGES	903.150	000000	000	0326	000.0000	***	100.00	OPER	
***	C	04401	092	000	0000	0326	811			CARE CENTER CHARGES	903.150	000000	000	0326	000.0000	***	100.00	OPER	
***	C	03099	091	000	0000	0101	760			CARE CENTER CHARGES	926.122	000000	000	0101	000.0000	***	100.00	OPER	
***	C	00295	092	000	3700	0010	876			CARE CENTER CHARGES	922.120	000000	000	0010	000.0000	***	100.00	OPER	
***	D	00068	099	000	3400	0078	794			PAYMENT POWER	146.906	000000	000	0078	000.0000	***	100.00	NOOP	
***	D	00072	099	000	3400	0078	794			PAYMENT POWER	146.906	000000	000	0078	000.0000	***	100.00	NOOP	

10 <sup>9</sup> CONFIDENTIAL

**CONFIDENTIAL**

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FLORIDA POWER & LIGHT COMPANY  
ON-DEMAND QUERY REPORT

PAGE 003

SEL D/C WO ER ~~ACCOUNT~~ CMP SEC/U LOC

AMOUNT	EAC	PAY LOC	DESCRIPTION
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-----NOTE: THIS IS A PSEUDO TRANSLATION-----  
-----EUCS, TRANSLATION-----  
GL ACCT NO      ER    LOC    PL ACCT    EAC PERCNT TYPE

BATCH TOTAL: 9,488.66 TOTAL ENTRIES: 26

~~CONFIDENTIAL~~

Wm. H. Moore & Sons

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FLORIDA POWER & LIGHT COMPANY  
ON-DEMAND QUERY REPORT

PAGE 002

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DATE JVI PAGE SRC STATUS  
200403 31 0075 55000 COMPLETED

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APPROVAL INFORMATION  
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2004-03-31 15.51 MERCEDES LEON

EXCEPTION APPROVAL INFORMATION  
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0009 0046

REMARKS: TO RECORD FOR SYSTEM CHARGES FOR FEBRUARY2004

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NOTE: THIS IS A PSEUDO TRANSLATION

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***>	C	04475	092	000	0000	0042	4.00	790	SYSTEM CHGS CHECK PROCESS	903.000	00000	000	0042	000.0000	***	100.00 OPER
***>	D	03120	099	000	0000	0013	35.00	790	SYSTEM CHGS CHECK PROCESS	146.906	00000	000	0013	000.0000	***	100.00 NOOP
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***>	C	01413	090	000	0500	0044	29.00	790	SYSTEM CHGS CHECK PROCESS	921.100	00000	000	0044	000.0000	***	100.00 OPER
***>	D	03499	099	000	0000	0999	11.00	790	SYSTEM CHGS CHECK PROCESS	146.610	00000	000	0999	000.0000	***	100.00 NOOP
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***>	C	01413	090	000	0500	0044	82.00	630	SYSTEM CHGS CHECK PROCESS	921.100	00000	000	0044	000.0000	***	100.00 OPER
***>	D	00075	099	000	3400	0078	794	42-P	CARE CENTER CHARGES	146.906	00000	000	0078	000.0000	***	100.00 NOOP
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***>	D	01060	099	000	3400	0078	794	42-P	CARE CENTER CHARGES	146.906	00000	000	0078	000.0000	***	100.00 NOOP
***>	C	04401	092	000	0000	0326	803	42-P	CARE CENTER CHARGES	903.150	00000	000	0326	000.0000	***	100.00 OPER
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***>	C	04401	092	000	0000	0326	811	42-P	CARE CENTER CHARGES	903.150	00000	000	0326	000.0000	***	100.00 OPER
***>	C	03099	091	000	0000	0010	760	42-P	CARE CENTER CHARGES	926.122	00000	000	0010	000.0000	***	100.00 OPER
***>	C	00295	092	000	3700	0010	876	42-P	CARE CENTER CHARGES	922.120	00000	000	0010	000.0000	***	100.00 OPER
***>	D	00068	099	000	3400	0078	794	42-P	PAYMENT POWER	146.906	00000	000	0078	000.0000	***	100.00 NOOP
***>	D	00072	099	000	3400	0078	794	42-P	PAYMENT POWER	146.906	00000	000	0078	000.0000	***	100.00 NOOP
***>	D	00082	099	000	3400	0078	794	42-P	UTILITY GUARD	146.906	00000	000	0078	000.0000	***	100.00 NOOP
***>	D	00065	099	000	3400	0078	794	42-P	SYSTEM CHARGES	146.906	00000	000	0078	000.0000	***	100.00 NOOP
***>	C	01012	090	000	0300	0042	3,749.56	790	SYSTEM CHARGES	903.000	00000	000	0042	000.0000	***	94.00 OPER
***>	C	04475	092	000	0000	0042	2,094.22	630	SYSTEM CHARGES	903.000	00000	000	0042	000.0000	***	100.00 OPER
***>	D	01055	099	000	3400	0078	269.20	794	SYSTEM CHARGES	146.906	00000	000	0078	000.0000	***	100.00 NOOP

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01/02/05

REPORT: 0X43-001-040331

FE

FLORIDA POWER & LIGHT COMPANY  
ON-DEMAND QUERY REPORT

PAGE 003

-----NOTE: THIS IS A PSEUDO TRANSLATION-----  
-----BUCS TRANSLATION-----  
GL ACCT NO ER LOC FL ACCT EAC PERCENT TYPE

SEL D/C WO ER -ACCOUNT- PAY  
CMP SEC/U LOC AMOUNT EAC LOC DESCRIPTION

BATCH TOTAL: 10,257.78 TOTAL ENTRIES: 26

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Chickie M. Ford

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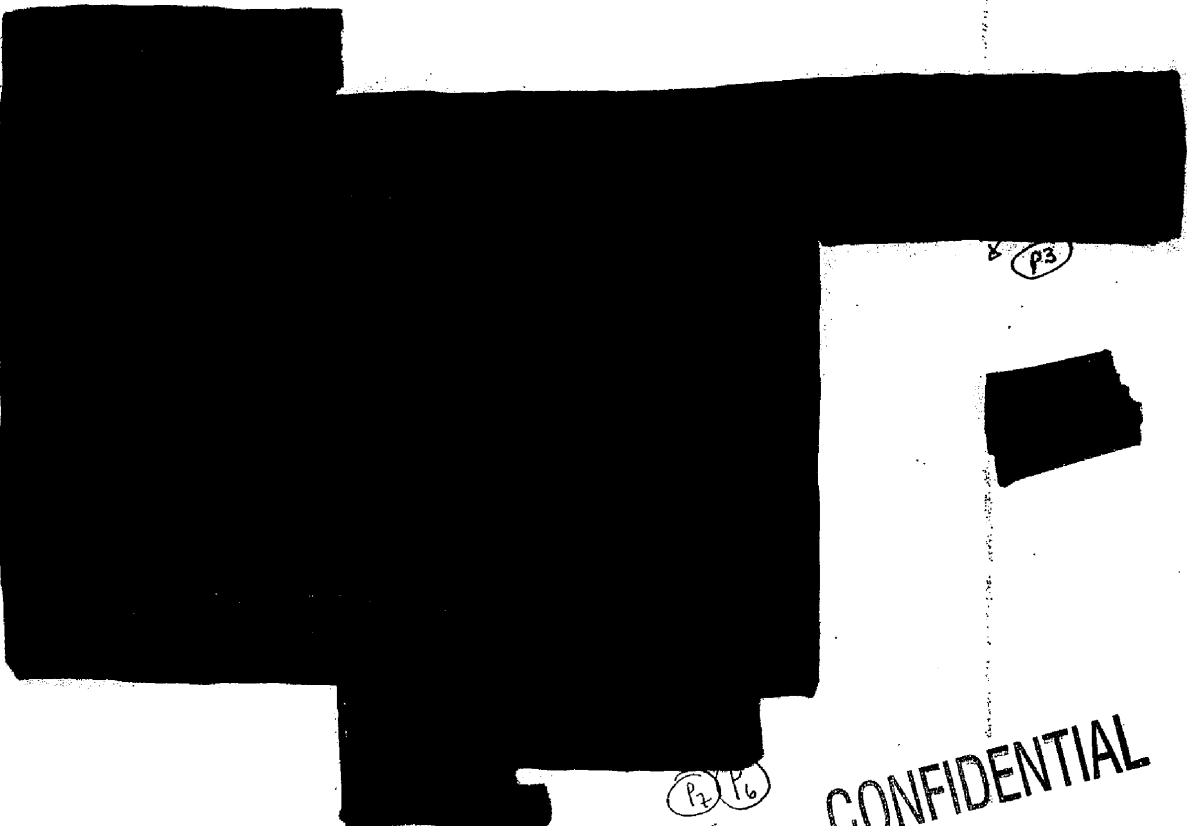
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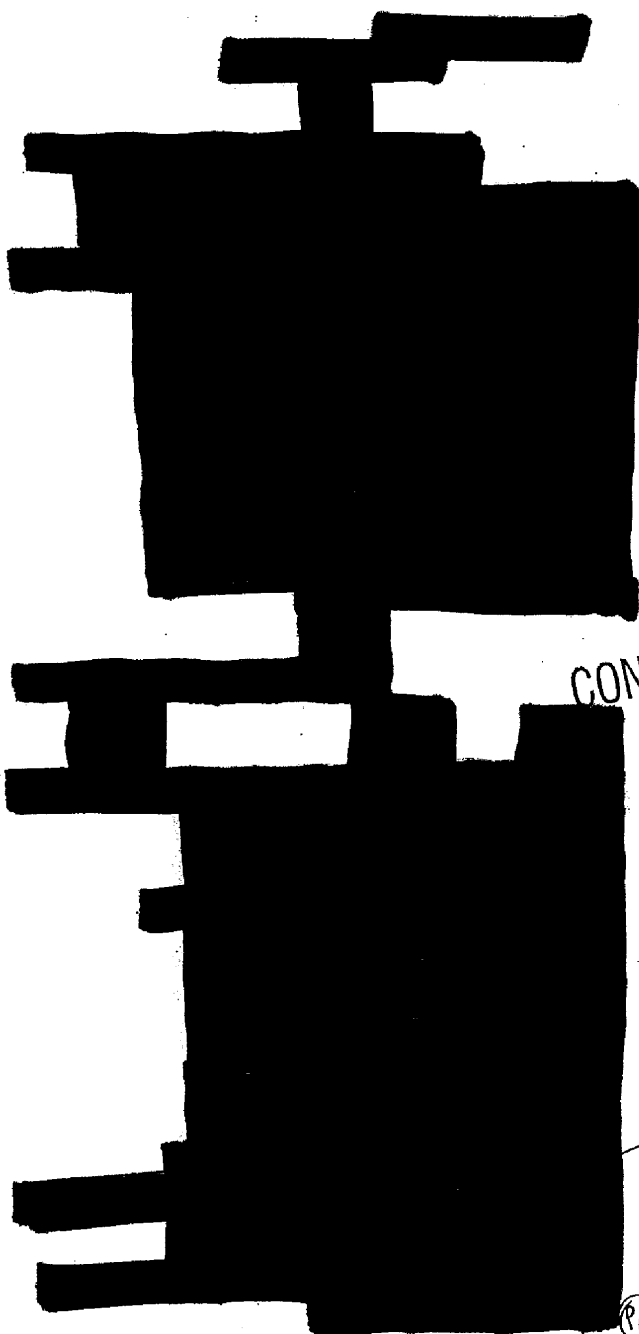
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Cost Allocation

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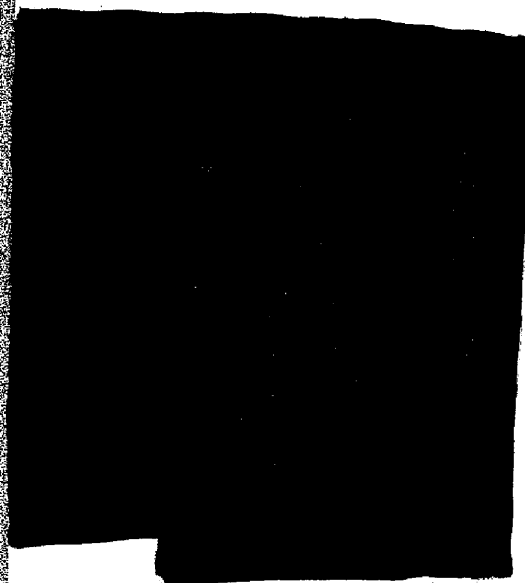
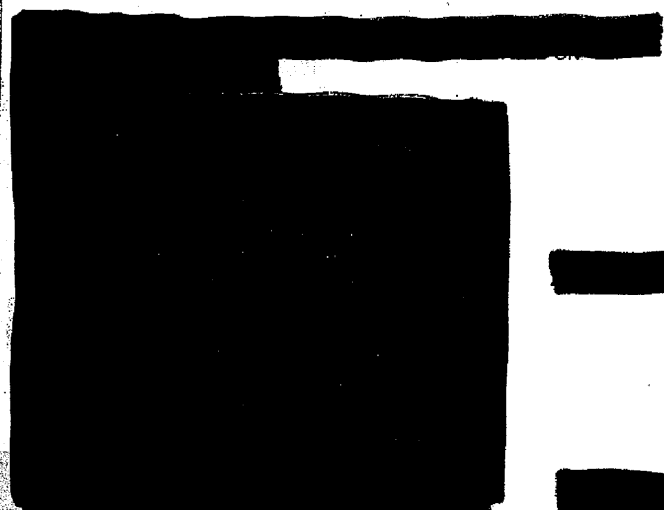
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Cost  
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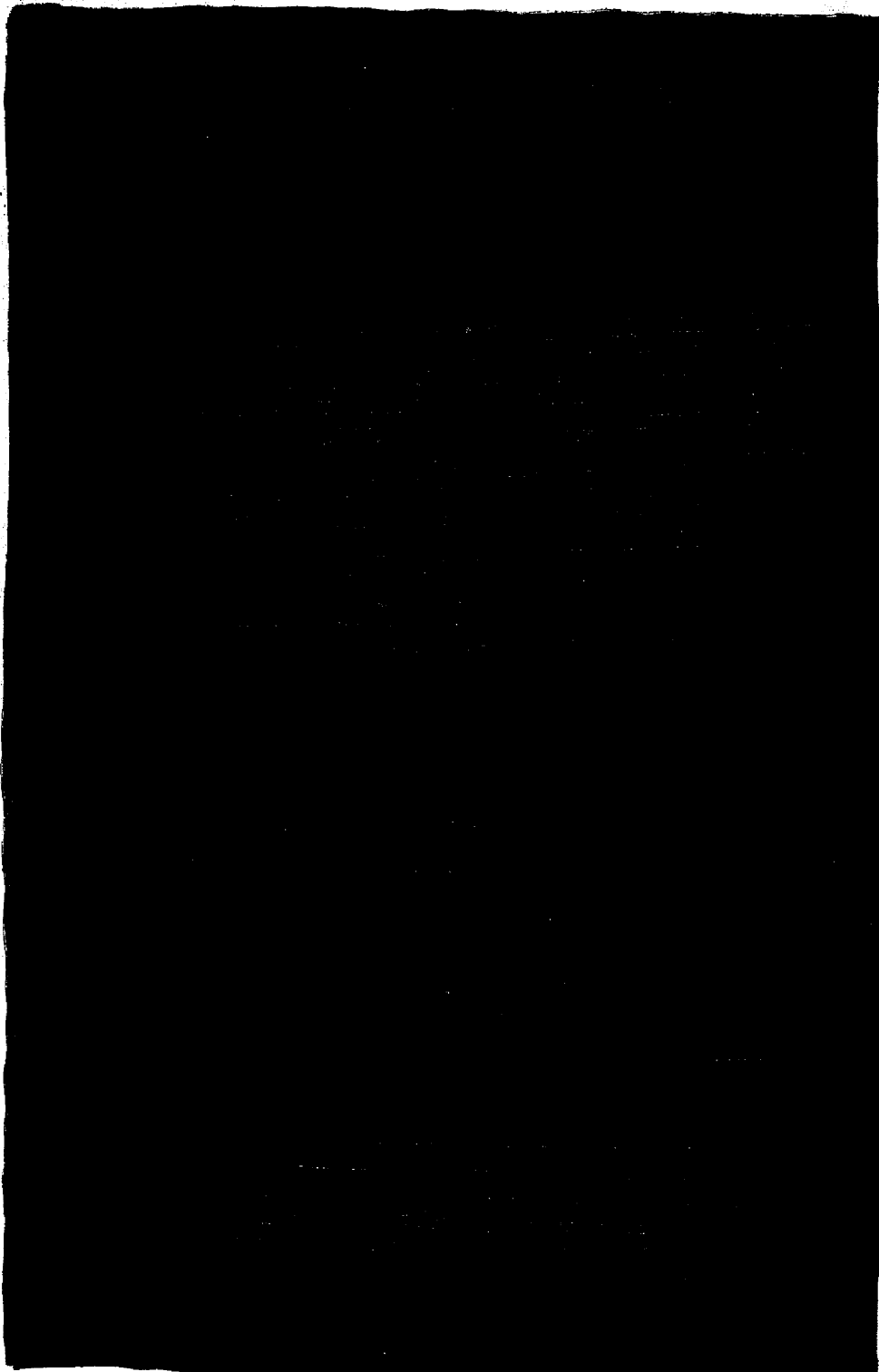
*Cost  
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43-2 P17

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43-2 P. 18

Cost  
Allocations

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43-2 819

Cost Allocation

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43-2 821

kw  
2/1/06  
#106

Title: Observation of FPL representative

~~CONFIDENTIAL~~

Florida Power & Light Company  
Docket No. Undocketed  
FPLES Service Connect Process Audit  
Audit Request No. 21  
Page 1 of 1

Q.

Please arrange for us to observe an FPL representative. We would like to be able to observe when new customers call to initiate service or to transfer service to another residence.

A.

Meeting logistics:

Date: Wednesday, January 25th  
Time: 12:00 PM to 1:00 PM  
Location: M. Besada and W. Goldscheck will meet you in the LFO lobby  
@ 11:50 AM

~~CONFIDENTIAL~~

P1

43-2A

1/10/06  
2/1/06  
1/06

Title: *Observation of FR representative*

1	[REDACTED]	
2	[REDACTED]	✓
3	[REDACTED]	
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CONFIDENTIAL

43-2A

WV  
2/1/06  
1/06

Title: Observation of FR representative

3rd Floor Service Order &  
Telemarketing  
4th Floor Generalist & Business

Address

Room

55#

B3

43-2A



# Cost Allocation Manual

PRR#3

**CONFIDENTIAL**

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43-3 A

Title: *Cost Allocation Manual*

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*2/1/06*

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CONFIDENTIAL

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*43-3 P2*

FPL  
Service Connect Process  
RCA: #05-285-4-1 Undocketed  
TYE: 12/31/05

Title: *Cost Allocation Manual*

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*YC 1/1/06*

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[REDACTED]

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*43-3 P3*

**CONFIDENTIAL**

**CONFIDENTIAL**

43-3

Title: Bill Went

11/21/06  
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Q.

- 1) Provide all bill inserts by month for 2005.
- 2) How does FPL get paid for including these inserts (ie. Does FPLES pay FPL or do the individual advertisers).
- 3) If FPLES does, provide revenues earned.
- 4) How does FPL determine how much is a reasonable advertising fee?
- 5) Provide the analysis that shows how much it costs to send a bill.
- 6) Provide the account you record revenues for these adds in.
- 7) Print out the account for the most recent 12 month data and highlight these revenues.

A.

- 1) See attached files displaying the FPL bill inserts for 2005 as requested.

44-1 to 44-16

[REDACTED]

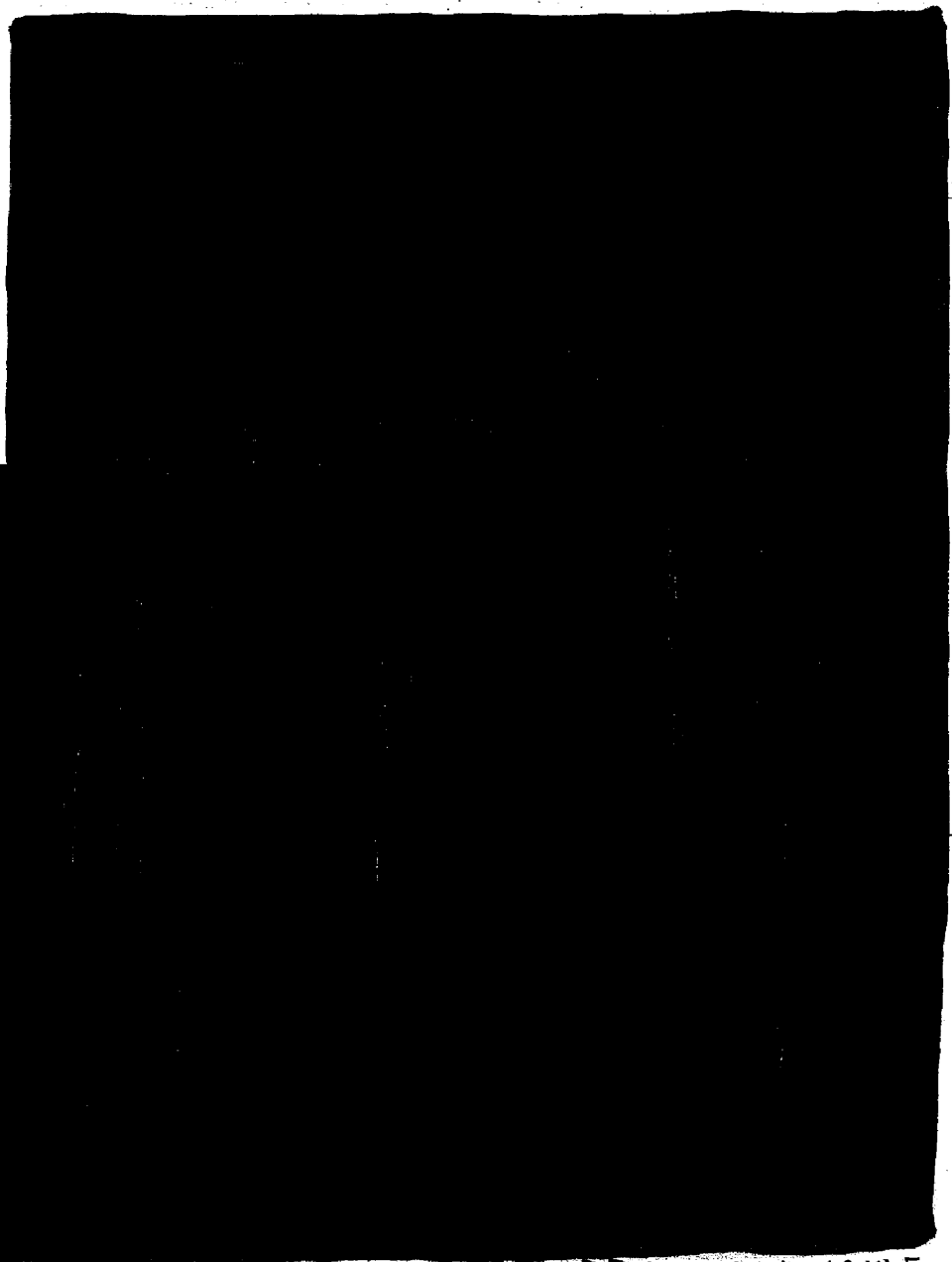
- 5) Attached is the analysis requested that shows how much it costs for FPL to send a bill. (44)  
*confidential*  
 6) The revenues associated with the FPL Bill Statement Advertising program are recorded in FPL account 456.022.  
 7) See attached file for the print out of FPL account 456.022 for January through December 2005 (revenues specific to the FPL Bill Statement Advertising program).

44-17

544-18

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Confidential  
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7/5

One page - bill cost analysis 2005  
 9/13/06  
 JLC

Title: Cost Analysis

FPL  
 Service Connect Process  
 RCA: #05-285-4-1 Undocketed  
 IVE: 12/5/05

10/10/06  
 JLC

Title:

Bill Insert

10/11/06  
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CONFIDENTIAL

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Florida Power & Light Company  
Docket No. Undocketed  
FPLES Service Connect Process Audit  
Audit Request No. 17  
Page 1 of 1

Q.

- 1) IS FPLES paying FPL for their billing inserts?
- 2) If so, please provide documentation for this and
- 3) Also, show me if this rate is comparable to what other companies are paying FPL for their own billing inserts

A.

- 1) Yes.
- 2) See attached journal entry that documents the transaction between FPLES and FPL. Note that the revenue to FPL is recorded in FPL's account 456.022, while the debit is recorded on the books of FPL to the inter-company account 146.906 - "FPL Receivable from FPLES- VAPS".



CONFIDENTIAL

44-19 81

FPL  
Service Connect Process  
RCA: #05-285-4-1 Undocketed  
TYE: 12/31/05

Title:

Bill Insect

KW 2/16/06  
KW 2/17/06  
6/2/06

CONFIDENTIAL

Page 208

CONFIDENTIAL

1 COMPANY : 01

2 LEDGER

3 DATE JV# PAGE# SRC STATUS  
4 200511 79 0208 65000 COMPILED

5 POSTED  
6 DATE CYC

7 ACCRUAL  
8 REVERSE  
9 NO

10 SCHEDULED INFORMATION  
11 START DATE SIG DATE FREQUENCY  
12 (NOT SCHEDULED)

13 APPROVAL INFORMATION  
14 DATE TIME PERSON

15 ENTERED/LAST CHANGED INFORMATION  
16 DATE TIME PERSON  
17 2005-11-16 16.23 TOM BUTHIG

18 EXCEPTION APPROVAL INFORMATION  
19 LOC SECT DATE TIME PERSON  
20 0078 0000

[REDACTED]

A B C D E

F

21 -ACCOUNT-  
22 SEL D/C WO ER CMP SEC/U LOC  
23 \*\*\*> C 00066 094 000 3400 0078  
24 \*\*\*> D 00000 000 146 9060 0078  
25 \*\*\*> D 00000 000 146 9060 0078

26 PAY  
27 AMOUNT ZAC LOC DESCRIPTION  
28 999 IFR RECORD BILL SMT REV  
29 999 TFR RECORD BILL SMT REV  
30 999 IFR RECORD BILL SMT REV

31 NOTE: THIS IS A PSEUDO TRANSLATION  
32 -SUCH TRANSLATION-  
33 GI ACCT NO. ER LOC PL ACCT EAC PERCENT TYPE  
34 456.022 00000 000 0078 000.0000 \*\*\* 100.00 NOOP

35 BAICE TOTAL: [REDACTED] TOTAL ENTRIES: 3

OK

M. Berada

CONFIDENTIAL

11-17-05

44-19 P7



Title:

Policy related to  
bill stuffer

W/106  
2/11/06  
J.L.  
2/21/06

(PSC)

Florida Power & Light Company  
Docket No. Undocketed  
FPLES Service Connect Process Audit  
Audit Request No. 22  
Page 1 of 1

Q.

- 1) Please provide your policy that shows what you require of companies that advertise through your bill stuffer.
- 2) Is there any FPL review of the companies? (i.e. financial integrity, reputation, etc.)
- 3) Provide the criteria of the review.
- 4) Does FPL review the bill stuffers to determine if the advertisement appears to indicate that FPL is endorsing the company, its products or services?
- 5) Provide criteria used.

A.

- 1) See attached screening criteria worksheet used in the bill insert management review process.
- 2) Yes.
- 3) See attached screening criteria worksheet.
- 4) Yes.
- 5) As part of the management review process, FPL reviews the content of the bill insert. If the bill insert content appears to indicate that FPL endorses the company, its products or services, then the bill insert is not approved.

44-20 P1

FPL  
Service Connect Process  
RCA: #05-285-4-1 Undocketed  
TYE: 12/31/05

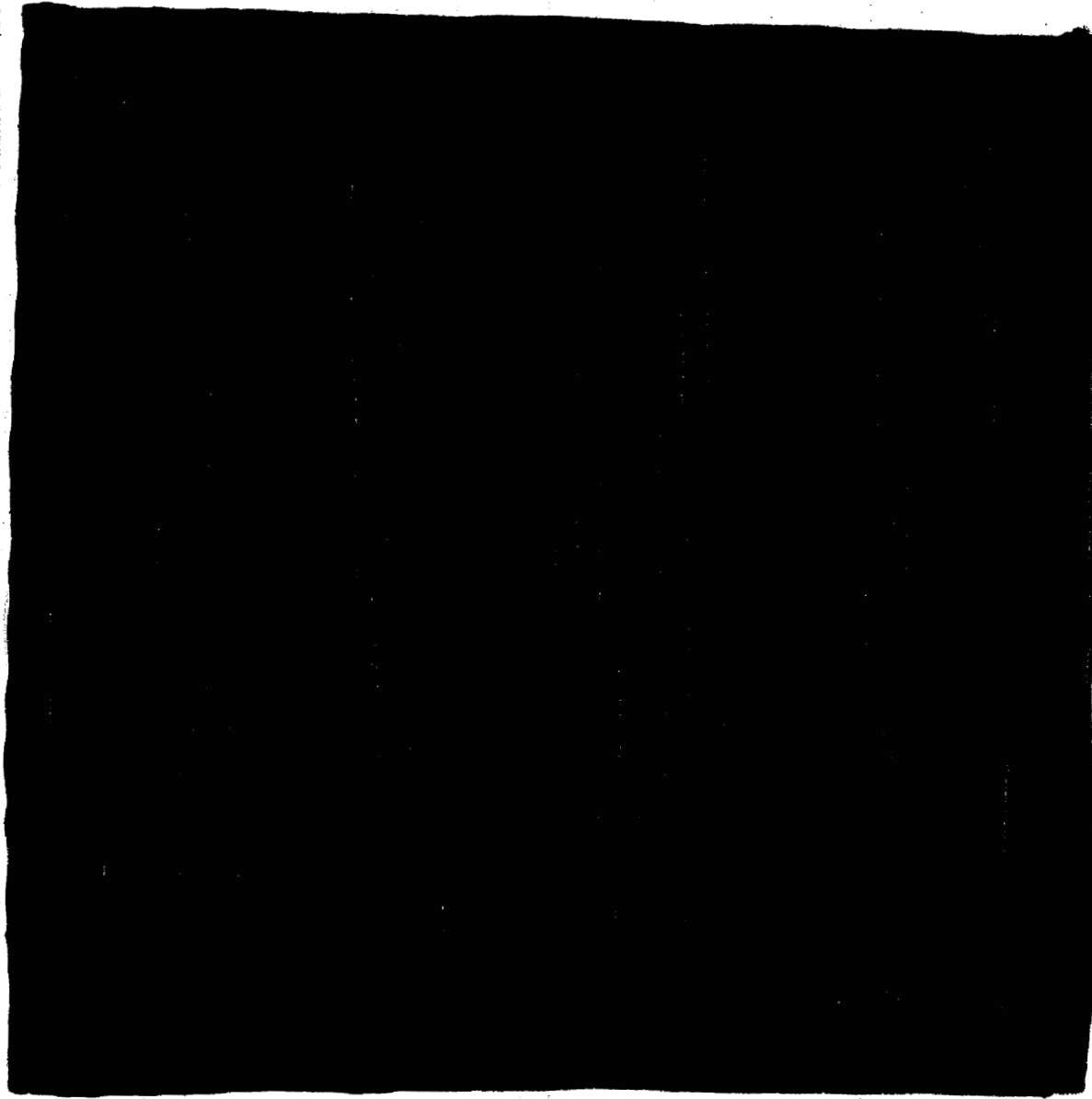
Title:

Policy related to  
bill sticker

W/106  
2/11/06  
2/11/06

CONFIDENTIAL

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CONFIDENTIAL

44-2082

Companies not approved  
for kill insects

2/7/06  
2/6/06

(PBI)

**CONFIDENTIAL**  
**CONFIDENTIAL**

**Florida Power & Light Company**  
**Docket No. Undocketed**  
**FPLES Service Connect Process Audit**  
**Audit Request No. 23**  
**Page 1 of 1**

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**O.**

- 1) Is there any other action FPL has taken to ensure that bill stuffers do not indicate FPL endorsement?
- 2) Please provide.
- 3) Has FPL ever denied any bill stuffer?
- 4) Provide the reasons and the names of the companies.

A.

- 1) See response #5 to question #22.
- 2) See response #5 to question #22.
- 3) Yes.

7 WP 44 Pt 4

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[REDACTED]

**CONFIDENTIAL**

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**Title:**

Cost - Insects

$\frac{106}{211} \times \frac{2}{215} = \frac{212}{45370}$

(pnc)

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**CONFIDENTIAL**

**Florida Power & Light Company**  
**Docket No. Undocketed**  
**FPLES Service Connect Process Audit**  
**Audit Request No. 24**  
**Page 1 of 1**

**Q.**

[REDACTED]

- 1) Why is the charge of the insert lower than FPL's cost?
- 2) Is FPLES considered a third party advertising broker as well as an advertiser?

A.

[REDACTED]

2) No.

**CONFIDENTIAL**

44-23

[illegible]

Title: 2005 Revenues

KW 2/16/06 JZ  
2/15/06

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CONFIDENTIAL

PB4

Florida Power & Light Company  
Docket No. Undocketed  
FPLES Service Connect Process Audit  
Audit Request No. 27  
Page 1 of 1

Q.

products does not tie to the Detail Transaction Report provided to as the answer to Document Record Request #7, item 7. Reconcile.

A.

December 2004 through mid December 2005. This revenue amount is the sum of six different amounts as shown in the table below:

A Month/Year	B Amount	C Number on Detail Transaction Report
Dec. 2004		1
May 2005		2
June 2005		3
August 2005		4
Nov. 2005		5
Nov. 2005		6

Revenue amounts #2 through #6 from the table above are identified on the attached Detail Transaction Report. (This is the same report provided in response to item #7 of question 7.) In addition, the Detail Transaction Report for December 2004 is provided, indicating amount #1 from table above.

CONFIDENTIAL

Request 7, item 7 requested  
revenues for the ads. related  
to bill inserts payable acct #  
and payment of the account  
for the most current 12  
month date.

44-24-P.

# Detail Transactions Report

Reporting Area: R10000 BA: 01355 To: ER: To: FINS ER To:  
 Roll-up or Specific: R Company: 00000001 SA: To: WO: To: FINS.WO: To:  
 Ledger Date: 200412 To: EAC: 0999 To: LOCN: To: FINS LOCN: To:  
 Source: To: UC: To: FERC Acct: To: Feeder Id: To:  
 GL Acct: To: Amount: To: EAC Group: To: TimeStamp Date: To:  
 Payroll Location: To: EAC Series: To:  
 Expense Types: 1,2,4,5,6,8,9,S,I,J,K,L,O,P,R,D,Y,A,B,H,V,3,C,U,N,0,7,M,Q,G,Z

Sorted by: W\_EAC  
 A B C D E F G H I J K L M N O P Q R S T  
 MO SRC BA SA EAC ER WO LOC ER WO LOC U E C T Amount Quantity Description REF 1 AUDIT 1 AUDIT 2 AUDIT 3

12	65030	01355	000000	0999	94	66	87	0	0	87	0	R		0.0	622111	01300	0	nv#622111	wks364352	jv#0081
12	65030	01355	000000	0999	94	66	87	0	0	87	0	R		0.0	622111	01300	0	nv#622111	wks364352	jv#0081
12	65000	01355	000000	0999	94	66	87	0	0	87	0	R		0.0	tr bill stmt rev surghl	000	bch0184	wks	jv#1279	
12	65000	01355	000000	0999	94	66	87	0	0	87	0	R		0.0	tr accrue echo bill stmt	000	bch0181	wks	jv#1279	
12	65000	01355	000000	0999	94	66	87	0	0	87	0	R		0.0	ac-rev tr accrue est bil	000	bch0024	wks	jv#1279	
EAC 0999 Subtotal:														0.0						

Grand Total 0.0

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Index  
 & Recalculated by staff

Wednesday, December 14, 2005

Page 1 of 1

Service Contract Process  
 ECA: 05-05-41 Undelivered  
 TVE: 123105

2005 Revenues

White 8/2  
 2/15/06



Title

Title: 2005 Revenues

YU 2/16/06 yr 2 2/15/06

**CONFIDENTIAL**

## Detail Transactions Report

DRR #27

[illegible]

Page 2 of 4

Wednesday, December 14, 2005

44-24 Py



OPR 27

Reporting Area: R10000 BA: 01355 To: 01355 ER: To: FINS ER To:  
Roll-up or Specific: R Company: 00000001 SA: To: WO: To: FINS WO: To:  
Ledger Date: 200501 To: 200512 EAC: 0999 To: 0999 LOCN: To: FINS LOCN: To:  
Source: To: UC: To: Comp Code: To: PERC Acct: To:  
GL Acct: To: Amount: To: EAC Group: Feeder Id: To:  
Payroll Location: To: EAC Series: To: TimeStamp Date: To:  
Expense Types: 1,2,4,5,6,8,9,S,I,J,K,L,O,P,R,D,Y,A,B,H,V,3,0,U,N,Q,7,M,Q,G,Z  
A B C D E Buys W/S Srs Doc Capital WO/Fins L M N O  
MO SRC BA SA EAC ER WO LOG ER WO LOC CT Amount Quantity Description REF 1 AUDIT 1 AUDIT 2 AUDIT 3

Ledger Date 200506 Subtotal:

07 65000	01355	000000	0999	94	66	78	0	0	78	0	R
07 65000	01355	000000	0999	94	66	78	0	0	78	0	R
07 65000	01355	000000	0999	94	66	78	0	0	78	0	R

GL Account 458022 Subtotal:

Ledger Date 200507 Subtotal:

08 65000	01355	000000	0999	94	66	78	0	0	78	0	R
08 65030	01355	000000	0999	94	66	78	0	0	78	0	R
08 65030	01355	000000	0999	94	66	78	0	0	78	0	R
08 65000	01355	000000	0999	94	66	78	0	0	78	0	R
08 65000	01355	000000	0999	94	66	78	0	0	78	0	R
08 65000	01355	000000	0999	94	66	78	0	0	78	0	R

GL Account 456022 Subtotal:

Ledger Date 200508 Subtotal:

09 65000	01355	000000	0999	94	66	78	0	0	78	0	R
09 65000	01355	000000	0999	94	66	78	0	0	78	0	R
09 65030	01355	000000	0999	94	66	78	0	0	78	0	R

GL Account 456022 Subtotal:

Ledger Date 200509 Subtotal:

10 65000	01355	000000	0999	94	66	78	0	0	78	0	R
----------	-------	--------	------	----	----	----	---	---	----	---	---

GL Account 456022 Subtotal:

Ledger Date 200510 Subtotal:

0.0

0.0	tr accrue july bill stmt	000	bcb0381	wks	jvr0779
0.0	so-rev tr accrue bill st	000	bcb0070	wks	jvr0779
0.0	tr re-accrue bill stmt re	000	bcb0378	wks	jvr0779

0.0

0.0

0.0	bill st rev firm surgeshd	000	bcb0195	wks	jvr0831
0.0	656614 01300	0	nvw656614	wks367910	jvr0081
0.0	656542 01300	0	nvw656542	wks364352	jvr0081
0.0	so-rev tr re-accrue bill	000	bcb0167	wks	jvr0879
0.0	accrue bill stmt revenue	000	bcb0376	wks	jvr0879
0.0	so-rev tr accrue july bi	000	bcb0170	wks	jvr0879

0.0

0.0

0.0	tr record bill stmt rev	000	bcb0319	wks	jvr0979
0.0	so-rev accrue bill stmt r	000	bcb0180	wks	jvr0979
0.0	660192 01300	0	nvw660192	wks364352	jvr0081

0.0

0.0

0.0	so-rev tr record bill st	000	bcb0114	wks	jvr1079
-----	--------------------------	-----	---------	-----	---------

0.0

0.0

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CONFIDENTIAL

FFL  
Service Connect Process  
RCA: #05-285-4-1 Undocked  
TYE: 12/31/05  
Title: 2005 R

FFL  
Service Connect Process  
RCA: #05-285-4-1 Undocked  
TYE: 12/31/05  
Title: 2005 R

FFL  
Service Connect Process  
RCA: #05-285-4-1 Undocked  
TYE: 12/31/05  
Title: 2005 R

# Detail Transactions Report

Reporting Area: R10000 BA: 01355 To: 01355 ER: To: FINS ER To:  
 Roll-up or Specific: R Company: 00000001 SA: To: WO: To: FINS WO: To:  
 Ledger Date: 200501 To: 200512 EAC: 0999 To: 0899 LOCN: To: FINS LOCN: To:  
 Source: To: UC: To: Comp Code: To: FERC Acct: To:  
 GL Acct: To: Amount: To: EAC Group: To: Feeder Id: To:  
 Payroll Location: To: EAC Series: To: TimeStamp Date: To:  
 Expense Types: 1,2,4,5,6,8,9,S,I,J,K,L,O,P,R,D,Y,A,B,H,V,3,G,U,N,0,7,M,Q,G,Z

Sorted by: LEDGER DATE, W, NEW\_GL

MO	SRG	BA	SA	EAC	ER	WO	LOC	ER	WO	LOC	CT	Amount	Quantity	Description	REF	AUDIT 1	AUDIT 2	AUDIT 3	
11	65030	01355	000000	0999	94	66	78	0	0	78	0	R	0.0	668012	01300	0	nv#668012	wks364352	jv#0081
11	65030	01355	000000	0999	94	66	78	0	0	78	0	R	0.0	668012	01300	0	nv#668012	wks364352	jv#0081
11	65030	01355	000000	0999	94	66	78	0	0	78	0	R	0.0	669039	01300	0	nv#669039	wks364352	jv#0081
11	65000	01355	000000	0999	94	66	78	0	0	78	0	R	0.0	ca: record bill at rev	000	bcb0288	wks	jv#9998	
11	65000	01355	000000	0999	94	66	78	0	0	78	0	R	0.0	to accrue bill start rev	000	bcb0273	wks	jv#1179	
11	65000	01355	000000	0999	94	66	78	0	0	78	0	R	0.0	to record bill start rev	000	bcb0208	wks	jv#1179	
GL Account 456022 Subtotal:													0.0						
Ledger Date 200511 Subtotal:													0.0						
12	65000	01355	000000	0999	94	66	78	0	0	78	0	R	0.0	to rev to accrue bill start	000	bcb0071	wks	jv#1279	
12	65030	01355	000000	0999	94	66	78	0	0	78	0	R	0.0	670711	01300	0	nv#670711	wks364352	jv#0081
12	65030	01355	000000	0999	94	66	78	0	0	78	0	R	0.0	670711	01300	0	nv#670711	wks364352	jv#0081
GL Account 456022 Subtotal:													0.0						
Ledger Date 200512 Subtotal:													0.0						
Grand Total													0.0						

CONFIDENTIAL

Wednesday, December 14, 2005

FPL  
 Service Contact Process  
 RCA #05-385-4-1 Unlocked  
 TVE 12/31/05

Title: 2005 Revenue

WJH  
 2/15/06

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**FPL GROUP, INC.**

**CODE OF BUSINESS CONDUCT & ETHICS**

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*Code of Business Conduct*

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## INTRODUCTION

FPL Group, Inc. expects all representatives of the Company and its subsidiaries (collectively, the "Company") to act in accordance with the highest standards of personal and professional integrity in all aspects of their activities and to comply with all applicable laws, regulations, and Company policies. This Code of Business Conduct & Ethics (the "Code") applies to all representatives of the Company, including directors, officers and employees, temporary employees and all others who work with or represent us, directly or indirectly.



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## LEGAL & ETHICAL RESPONSIBILITIES TO THE COMPANY

### Responsibilities for Compliance

It is your responsibility to read and understand this Code and to comply with it in both letter and spirit. Although this Code addresses a wide range of business, legal, and ethical matters, it cannot anticipate every issue that may arise. In many situations, your judgment and common sense will provide sufficient guidance; if something seems unethical or improper, it probably is. But, if you are unsure of what to do in any situation, you should seek additional guidance and information before you act by contacting your supervisor, the head of your Business Unit or a Compliance Officer (who are listed under "Compliance Assistance" at the end of this Code).

It is also your responsibility to report any actual or suspected violation of a law or regulation, fraud, and any other violation or suspected violation of this Code. You may do so by contacting a Compliance Officer. You may also call our 24-hour "Hotline" at 888.694.6444 or contact any member of the Audit Committee of the Board of Directors of FPL Group (see "Compliance Assistance"). You may choose to remain anonymous.

The Company prohibits any retaliatory action against any individual for raising legitimate concerns or questions regarding compliance with this Code or other ethics matters.

### Records and Reporting

All records, data, and information owned, maintained and used by the Company must be accurate and complete. You are personally responsible for the integrity of the information, records and reports under your control. Records must be maintained in sufficient detail as to reflect accurately the Company's transactions. All financial statements must be prepared in accordance with generally accepted accounting principles and fairly present in all material respects the financial condition and results of the Company. All reports filed with the Securities and Exchange Commission must not contain any misstatement of a material fact or omit to state a material fact necessary to

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make the statements made, in light of the circumstances under which such statements were made, not misleading.

If you have any concerns or complaints regarding questionable accounting, internal accounting controls or auditing matters, you are encouraged to submit those concerns or complaints (anonymously, confidentially, or otherwise) to the Audit Committee of the Board of Directors which will, subject to its duties arising under applicable law, regulation and legal proceedings, treat such submissions confidentially. Such submissions may be directed to the attention of Audit Committee or any director who is a member of the Audit Committee. A separate Whistleblower Policy has been adopted by the Company specifying additional procedures and protections for these types of concerns or complaints, copies of which may be obtained from a Compliance Officer.

Business records and other documents may become public through litigation, government investigations and the media. In this context, the Company or a third party may be in a position to rely on or interpret the document with the benefit of hindsight and the disadvantage of imperfect recollection. Accordingly, it is important that you avoid exaggeration, colorful language, guesswork, legal conclusions, and derogatory remarks or characterizations of people and companies. This rule applies to documents and communications of all kinds, including e-mail and informal notes and memoranda.

Records must always be retained and destroyed according to the Company's record retention policies. The Company's retention policies are based on specific statutory and regulatory requirements, some of which are specific to a particular business operation. These retention requirements apply to all Company documents, including e-mail and other electronic records. You are prohibited from destroying any records that are potentially relevant to a violation of law, any current pending or threatened litigation or any pending, threatened or foreseeable government investigation or proceeding.

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**Proper Use of Company Assets**

Protecting the Company's assets, both tangible and intangible, against loss, theft, and misuse is your responsibility. These assets were acquired solely for the purpose of conducting the Company's business. They may not be used for personal benefit, sold, loaned, given away, or disposed of except with proper authorization. Assets include cash, securities, business plans, customer information, supplier information, intellectual property (including computer programs, models and similar items), physical property (including equipment, vehicle, tools and supplies) and services.

Misappropriation of Company assets is theft and a breach of your duty to the Company. An employee engaging in such action is subject to immediate dismissal and prosecution, if applicable.

Computer software and information provided by the Company and loaded on your computer is Company property. Licensed software or documentation must be used strictly in accordance with licensing agreements and must not be duplicated without permission. You are responsible for safeguarding logins and passwords which provide access to Company networks.

Internet access and all Company electronic communications systems, such as e-mail and voice mail, are made available to you only to conduct the Company's business and incidental non-solicitational use. Company systems are the property of the Company and all communications are subject to review by appropriate, authorized Company personnel at any time. Users have no expectation of personal privacy in their use of Company communications systems or information sent to or from or stored in Company communications systems.

Use of Company computer resources or communications systems for the following is prohibited: abusive or otherwise objectionable language; information which is illegal or obscene; messages which are likely to result in the loss of the recipients' work or systems; messages which defame or libel others; use which interferes with the work of

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employees or others, including sexual or other harassment violative of applicable laws and Company policies; and solicitation of employees for any unauthorized purposes.

If you become aware of the theft or misuse of Company assets, immediately report the matter to your supervisor, your Business Unit Head, Corporate Security, or a Compliance Officer.

**Proprietary and Confidential Information**

You must retain in strictest confidence, and use solely for the benefit of the Company, all proprietary and confidential information relating to the Company which you acquire, directly or indirectly, in connection with your employment or association with the Company. Proprietary or confidential information about the Company may not be disclosed to anyone outside the Company without specific authorization by the Company or to other Company personnel unless they have a need to know the information.

Examples of proprietary and confidential information include, but are not limited to, any system, information or process that gives the Company an opportunity to gain an advantage over its competitors; nonpublic information about the Company's strategies, business plans, forecasts, operations, and results; nonpublic information about customers and vendors; nonpublic information about the Company's systems, technology, products and services; and employee medical and other records.

You are responsible for safeguarding all proprietary and confidential information under your control. This includes taking steps to ensure documents are produced, handled and discarded in a manner that minimizes the risk that unauthorized persons might obtain access to them. You should also ensure that access to work areas and computers is properly controlled. Also you should not discuss proprietary or confidential information in public places, such as restaurants or airplanes, or on cellular phones.

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## ADDITIONAL LEGAL & ETHICAL RESPONSIBILITIES

### Conflicts of Interest

You must be sensitive to any activities, interests or relationships that might conflict, or even appear to conflict, with your ability to act in the best interests of the Company. Since it is impossible to describe every potential conflict of interest, the Company necessarily relies on you to exercise sound judgment and to adhere to the highest ethical standards. To assist you in this regard, a few of the more common situations in which a conflict of interest arises are described below.

Any activity, interest or relationship of yours that might constitute a conflict of interest must be disclosed in writing to and approved by the Company prior to the time the situation arises whenever possible and, in any event, no later than when you first become aware of it. Conflict of interest situations involving members of the Board of Directors of FPL Group should be disclosed to the Board of Directors and the General Counsel; all other such situations should be disclosed to the person's supervisor and a Compliance Officer. If you are in doubt about a situation, ask a Compliance Officer.

A potential conflict of interest arises if you or any person having a close personal relationship with you (a "related person") has a direct or indirect interest in, or may derive a benefit from, or is employed by a business enterprise which does or seeks to do business with the Company. However, a situation in which a related person is employed by a business enterprise that furnishes products or services to the Company and the general public at prices and terms generally applicable to all its customers, and whose compensation is not determined in whole or in part by reference to the amount of business done with the Company, would not be considered to give rise to a conflict of interest.

Also, ownership of less than 1% of the outstanding publicly-traded securities of a business enterprise doing, or seeking to do, business with the Company is not considered to be a conflict of interest.

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A person with whom you have a close personal relationship means your spouse, parents, children, siblings, mothers and fathers-in-law, sons and daughters-in-law, any person living in the same house with you or any business associate of yours.

You owe a duty to the Company to promote its business interests at every opportunity. Accordingly, you may not take for yourself a corporate opportunity that is discovered in the course of your employment or other association with the Company, nor may you compete with the Company. Among other things, you may not take for yourself opportunities that are discovered through the use of corporate property or information or your position, and you may not use corporate property or information for personal gain. Similarly, all copyrights, patents, trade secrets or other intellectual property associated with every idea, concept, technique, invention, process and work of authorship developed or created by you in the course of performing work for the Company belongs to the Company, and, if requested, shall be specifically assigned by you to the Company.

#### **Gifts and Entertainment**

Neither you nor any person with whom you have a close personal relationship may accept gifts or anything of value (including entertainment) from a vendor (existing or potential) or customer if that gift or other thing of value is, or could reasonably be considered to be, intended to influence your behavior toward that vendor or customer. Absent such circumstances, gifts may be accepted when permitted by applicable law if they are non-cash gifts of nominal value (\$250 or less, individually or in the aggregate) or customary and reasonable meals and entertainment at which the giver is present, such as an occasional business meal or sporting event. Travel or lodging may not be accepted unless previously approved by your Business Unit Head.

If you are offered money or a gift not in conformity with the exceptions noted above, or if either arrives at your office or home, you must report it to your supervisor in writing with a copy to a Compliance Officer.

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### Insider Trading

Federal securities laws and Company policy prohibit a director, officer or other employee of the Company who is in possession of material, nonpublic information relating to the Company from directly or through family members or other persons or entities: (a) buying or selling securities of the Company or engaging in any other action to take personal advantage of that information or (b) passing that information on ("tipping") to others outside the Company, including family and friends.

In addition, it is the policy of the Company that no director, officer or other employee of the Company who, in the course of working for the Company, learns of material, nonpublic information about a company with which the Company does business, including a customer or vendor of the Company, may trade in that company's securities until the information becomes public or is no longer material.

It is not possible to define all categories of material information. However, information should be regarded as material if there is a reasonable likelihood that it would be considered significant by an investor in making a decision to buy, hold or sell securities. Similarly, any information that could be expected to affect the Company's (or another company's) stock price, whether it is positive or negative, should be considered material.

Nonpublic information is information that has not been previously disclosed to the general public and is not otherwise available to the general public. Even after disclosure, information is still considered nonpublic until an adequate time has passed for the securities markets to absorb the information. As a general rule, information should not be considered absorbed until after the close of business on the first "trading day" following the date of public disclosure of the information. A trading day is a day the New York Stock Exchange is open for trading.

This insider trading policy also applies to your family members who reside with you, anyone else who lives in your household, and any family members who do not live in

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your household but whose transactions in Company securities are subject to your control or influence.

It is also illegal to "tip" or pass on inside information to any other person if you know or reasonably expect that the person receiving such information from you will misuse such information by trading in securities or passing such information on further, even if you do not receive any monetary benefit from the tippee.

The foregoing is a summary of certain portions of the Company's Policy on Securities Trading by Company Personnel which is available on the Company's website at [http://www.fplgroup.com/governance/contents/securities\\_trading.shtml](http://www.fplgroup.com/governance/contents/securities_trading.shtml). You are expected to be familiar with, and to abide by, the complete policy.

#### **Antitrust Laws**

The Company is subject to complex laws designed to preserve competition among enterprises and to protect consumers from unfair business arrangements and practices (generally known as "antitrust laws"). You are required to comply with these laws at all times.

The potential for anti-competitive conduct can arise in various situations. These include proposals from competitors to share price or other competitive marketing information or to allocate markets or customers and discussions at industry trade association meetings of competitively sensitive topics, such as prices, pricing policies, costs and marketing strategies. All such situations should be avoided.

If a competitor, customer or a supplier tries to discuss subjects with you that raise concerns about anticompetitive conduct, you should refuse to do so and ask the person to stop immediately. If necessary, you should leave or otherwise terminate the conversation and report the matter to the Company's General Counsel or another member of the Law Department.

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**Commitment to the Environment**

It has been, and will continue to be, the intent of the Company to conduct its business in an environmentally responsible manner. Accordingly, the Company undertakes to:

- Comply with the spirit and intent, as well as the letter, of environmental laws, regulations and standards.
- Incorporate environmental protection and stewardship as an integral part of the design, construction, operation and maintenance of its facilities.
- Encourage the wise use of energy to minimize the impact on the environment.
- Communicate effectively on environmental issues.
- Conduct periodic self-evaluations and report performance.

The Company has implemented an Environmental Assurance Program to assure compliance with all environmental laws and regulations and the fulfillment of its environmental commitment.

**Privacy of Employee Information**

The Company recognizes and protects the privacy and confidentiality of employee medical and personnel records. Such records must not be shared or discussed outside the Company, except as authorized by the affected employee or as required by law, rule, regulation or a subpoena or order issued by a court or requested by a judicial, administrative or legislative body. Requests for such records from anyone outside the Company must be approved by internal Company legal counsel.

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## WORKPLACE RESPONSIBILITIES

### Fair Employment and Diversity

The Company considers diversity in our people critical to our success, and we seek to recruit, develop and retain the most talented people from a diverse candidate pool. Advancement at our Company is based on talent and performance. We are fully committed to equal employment opportunity and compliance with the letter and spirit of the full range of fair employment practices and nondiscrimination laws.

### Harassment and Intimidation

The Company prohibits sexual or any other kind of harassment or intimidation, whether committed by or against a supervisor, co-worker, customer, vendor or visitor. Harassment, whether based on a person's race, gender, color, creed, religion, national origin, citizenship, age, disability, marital status, sexual orientation, ancestry, veteran status or socioeconomic status, is repugnant and inconsistent with our commitment to providing a respectful, professional and dignified workplace.

If you believe that you are being subjected to harassing behavior, or if you observe or receive a complaint regarding such behavior, you should report it to your supervisor, or to your Business Unit's Human Resource Relationship Manager, or to the EEO Coordinator, or to the Employee Relations Hotline at 888.552.1055. Also, please consult the Employee Practices section of your FPL Policy Handbook. The Company will promptly investigate all allegations of harassment or discrimination and will take appropriate corrective action. Retaliation against individuals for raising claims of harassment or discrimination is prohibited.

### Safety

The Company assigns the highest priority to the safety of its people. No job is so important that it has to be worked in an unsafe manner.

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The Company maintains a comprehensive employee safety program for the prevention of accidents. Supervisors and management are responsible for monitoring the use of all reasonable safeguards in the workplace including Company procedures, safe work practices, and personal protective equipment.

Ultimately, however, all employees are responsible for their own safety. Every employee must, for his or her own and fellow workers' health and welfare, abide by the Company procedures and safe work practices, and use all appropriate personal protective equipment. In particular, the Company is committed to maintaining the highest standards of nuclear safety in the design, operation and maintenance of our nuclear power plants. It is each employee's responsibility to bring to the attention of management any concerns relating to the safety of design, operation and maintenance of our nuclear plants.

Alternatively, employees can voice any concerns through the Nuclear Safety SPEAKOUT Program. In addition, anyone is free to bring such matters, at any time, to the attention of the Nuclear Regulatory Commission.

No employee will be discriminated against, in any way, for having brought his or her concerns to the attention of management, Nuclear Safety SPEAKOUT, or the Nuclear Regulatory Commission.

#### **Drugs and Alcohol**

The Company is firmly committed to providing its employees with a safe workplace to the extent reasonably possible and to promoting high standards of employee health.

The Company expects all employees and contractors to report to work able to perform their duties safely. Substance and alcohol abuse by employees or contractors is regarded as an unsafe work practice by creating an increased risk to their safety and the safety of their fellow workers and the public.



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Encl.*

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The Company has explicit policies in this regard, which you are required to know. Employees in certain specific safety-sensitive work situations may be subject to more stringent requirements such as, but not limited to, those associated with the Nuclear Fitness for Duty Program, Commercial Driver's License requirements, or the Omnibus Transportation Employee Testing Act of 1991 and applicable federal regulations.

All such policies will be strictly enforced. You may obtain copies of them from a Compliance Officer.

45 P15

Case 7  
Exhibit

10/11

## REPRESENTING THE COMPANY TO CUSTOMERS & OTHERS

### Treatment of Customers

Our customers are extremely important to us. They are the reason the Company exists and our success depends upon their satisfaction. Customers are always to be treated with the utmost respect and courtesy. They are also to be treated fairly. No customer should be given preferential treatment.

Information that we have regarding our customers is to be kept confidential and used only for Company purposes. Customer satisfaction is the job of every employee.

Those of us who work on or around our customers' property have a special obligation. We should avoid unnecessary damage to a customer's property. If some damage is necessary in order to provide our services, it should be kept to a minimum and the property restored when the work is finished.

### Honesty with Regulators

In our businesses, we are extensively regulated by a number of commissions, agencies, and other governmental entities. While we may not always agree with these regulators, it is essential that the information that we supply to them be accurate and not misleading. We must cooperate with all our employees and representatives who interface with our regulators and supply them in a timely manner with accurate and complete information which they require to fulfill their responsibilities.

### Communications with the Public

Before publishing, making speeches, giving interviews or making public appearances that are connected to the Company's business interests, you must get approval from your supervisor.

In addition, in order to ensure the Company's communications with the public are accurate, complete, consistent and in compliance with applicable law, while still

45 P14

File  
Correct

10/1

protecting the Company's confidentiality and interests, you should always refer all news media, securities analyst and investor inquiries to Corporate Communications or Investor Relations. You should not provide responses unless specifically requested to do so by an appropriate Company representative.

#### Political Activities and Contributions

You have the right to participate voluntarily in the political process. No one in the Company may require you to contribute to, support or oppose any political candidate or group. If you choose to participate in the political process, you must do so as an individual, not as a representative of the Company. You may not work on a political fundraiser or other campaign activity while at work or use Company property for these activities. Any overt, visible and partisan political activity that could cause someone to believe that your actions reflect the views or position of the Company requires the prior approval of the General Counsel. Any questions regarding the Company's policies on political activities should be directed to the Vice President, Government Affairs or the Vice President, State Legislative Affairs, of Florida Power & Light Company.

U.S. federal law and the laws of certain states (not including Florida) generally prohibit a corporation from making political contributions. This prohibition includes monetary contributions, "in-kind" contributions (e.g., the use of facilities for a fundraiser, purchase of tickets for receptions or dinners, advertisements in journals or payments for services) and gifts to officials. Generally, our Political Action Committee (FPL PAC), which is funded by personal contributions made by Company employees, is the only permissible source for funding U.S. political contributions on matters important to the Company.

#### Lobbying Activities

The Company encourages every employee to take an active interest in government processes. Any such participation, however, is to be undertaken as an individual – not as a representative of the Company.

45 P12

*Copy  
Encl.*

10/1

As a general matter, you should not engage in lobbying activity on behalf of the Company. Any lobbying activity that is undertaken on behalf of the Company requires the prior approval of the Vice President, Government Affairs or Vice President, State Legislative Affairs of Florida Power & Light Company or, in the case of local governments, the Vice President, Corporate Communications.

Lobbying activity generally includes attempts to influence the passage or defeat of legislation, and it may trigger registration and reporting requirements. The U.S. government and many states (including Florida) extend the definition of lobbying activity to cover efforts to influence formal rulemaking by executive branch agencies or other official actions of agencies.

45 p. 18

Call  
Chase

10/1

## WAIVERS

### Waivers of this Code

Any waiver of any provision of this Code for executive officers (as "officer" is defined in Rule 16(a)-1(f) under the Securities Exchange Act of 1934, as amended) or directors must be approved by the Board of Directors, or a designated committee of the Board. Any such waiver must be promptly disclosed to shareholders in accordance with applicable New York Stock Exchange rules. The Company generally will not grant such waivers and will make exceptions only for good cause.

45 P19



*Case  
Control*

10/1

## COMPLIANCE ASSISTANCE

The following officers of the Company have been designated as "Compliance Officers" to oversee the implementation and enforcement of this Code and other legal compliance programs of the Company and to assist you in complying with them. You may contact them by sending an e-mail to [Compliance Assistance@FPL.com](mailto:Compliance Assistance@FPL.com)

<u>Name</u>	<u>Title</u>
Edward F. Tancer	Vice President & General Counsel
Alissa E. Ballot	Vice President & Corporate Secretary
Maria V. Fogarty	Vice President, Internal Audit

In addition, you may contact any member of the Audit Committee of the FPL Group Board of Directors by calling 561.694.4644 or writing to: Chairman of the Audit Committee, FPL Group, Inc., PO Box 14000, 700 Universe Boulevard, Juno Beach, Florida 33408.

Adopted March 31, 2004; revised July 29, 2005

Title: Request #2

9/2  
1/06

(PBC)

Confidential

**CONFIDENTIAL**

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**Q.**

- 1) Provide a list and a description of all the services provided by FPLES to FPL.
- 2) Provide the total revenue received by FPLES. ("Most recent 12 months ended = 2004"  
Clarification received from Gabriella Leon, PSC Auditor )
- 3) Provide the related expenses incurred by FPLES. ("Most recent 12 months ended = 2004"  
Clarification received from Gabriella Leon, PSC Auditor )

**A.**

[REDACTED]

Note that the revenues and expenses are considered confidential for competitive reasons.

23  
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Dr  
DRR 10% SE's 12/04 A/R + A/P related to FPLES.  
general ledger print out s for A/R + A/P.

46P1

46 P<sub>i</sub>

46 P.

Title:

Print Screen

100  
2/7/06

100  
2/7/06

**CONFIDENTIAL**

Florida Power & Light Company  
Docket No. Undocketed  
FPLES Service Connect Process Audit  
Audit Request No. 10  
Page 1 of 1

1  
2  
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6

Q.

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- 1) Please provide FPL Group Code of Conduct. (45)
- 2) Provide all journal entries for December 2004 to record receivables/payables related to FPLES.
- 3) Provide the general ledger account printouts for receivables/payables related to FPLES.
- 4) Provide the script of the FPL customer service representatives before they transfer the call to FPLES.
- 5) Provide for December 2004 account detail for whichever account FPL records money received from advertisers for bill stuffers.

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A.

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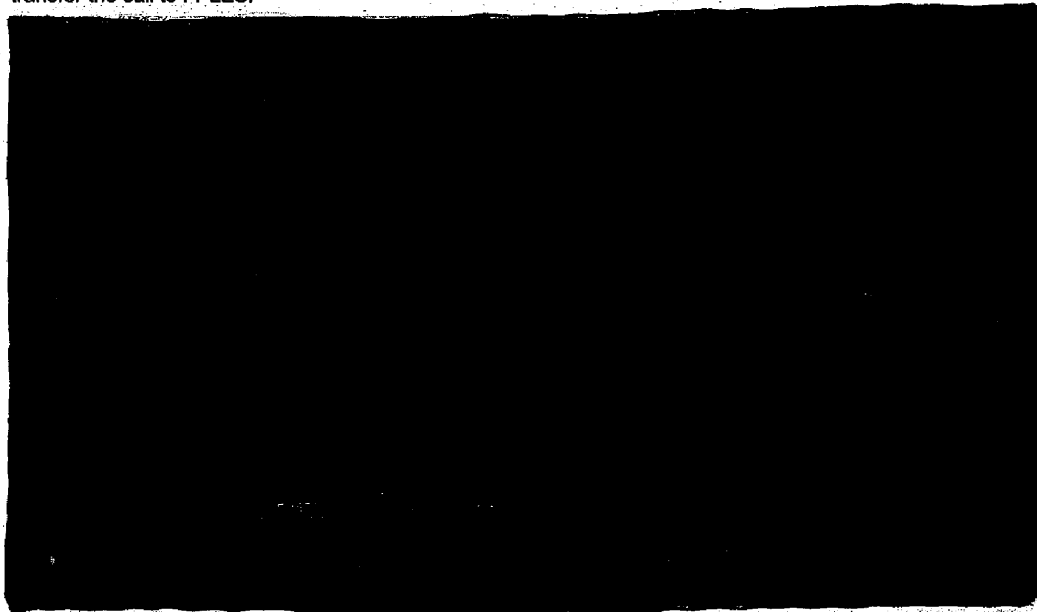
30

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33

- 1) See attached FPL Code of Conduct.
- 2) See attached file with journal entries for December 2004 to record receivables/payables at FPL related to FPLES.
- 3) See attached file with general ledger printouts for December 2004 for receivables/payables at FPL related to FPLES.
- 4) Below is the web shot displaying the script referred to by the FPL Representative before they transfer the call to FPLES.



46-1A P1



FPL  
Service Connect Process  
RCA: #05-285-4-1 Undocketed  
TYE: 12/31/05

Title:

Print Screen

100  
2/7/06

2/7/06

5) See attached file for December 2004 FPL account detail, where revenues are recorded related FPL's Bill Statement Advertising program.

P2

46-7A

REPORT: 0X43-001-050105

FZ

FLORIDA POWER & LIGHT COMPANY  
ON-DEMAND QUERY REPORT

PAGE 003

COMPANY : 01

LEDGER JVL PAGE# REC STATUS DATE CYC ACCTUAL REVERSE SCHEDULED INFORMATION  
200412 31 0031 65000 COMPLETED NO START DATE STOP DATE FREQUENCY (NOT SCHEDULED)

APPROVAL INFORMATION ENTERED/LAST CHANGED INFORMATION EXCEPTION APPROVAL INFORMATION  
DATE TIME PERSON DATE TIME PERSON LOC SECT DATE TIME PERSON  
2005-01-05 10:23 DENNIS JOHNSON 0009 0013

REMARKS (A) TRANSFER REV AND COST OF GOODS FOR IN-TERRITORY GAS SALES AT FILES TP  
FPL, (B) RECORD BAD DEBT EXP, (C) RECORD GRT TAX EXPENSE PAID BY FILES.

A B C D E

REL D/C NO ER CMP SEC/U LOC  
\*\*\* C 02831 094 000 3400 0078  
\*\*\* D 02832 094 000 3400 0078  
\*\*\* C 02832 094 000 3400 0078  
\*\*\* D 00000 000 146 9050 0078  
\*\*\* D 02832 094 000 3400 -0078  
\*\*\* D 02831 094 000 3400 0078  
\*\*\* C 00000 000 146 2000 0078

BATCH TOTAL:

TOTAL ENTRIES:

7

NOTE: THIS IS A PSEUDO TRANSLATION  
GL ACCT NO ER LOC FL ACCT EAC PERCENT TYPE  
456,022 00000 000 0078 000.0000 \*\*\* 100.00 NOOP  
456,023 00000 000 0078 000.0000 \*\*\* 100.00 NOOP  
456,023 00000 000 0078 000.0000 \*\*\* 100.00 NOOP  
456,023 00000 000 0078 000.0000 \*\*\* 100.00 NOOP  
456,024 00000 000 0078 000.0000 \*\*\* 100.00 NOOP

This journal entry is related to Fla. Gas.

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Journal entries for 12/04 to record  
renewables / payables related  
to FILES.  
copy sent

1072

Per J. Stenkevitz we decided not  
to pursue further this information.

46-1

81

Title: Lee Hio Ho Saa  
Service Contract Process  
RCA #00-285-4-1 Undelivered  
TYPE: 12/31/05

12/21/05  
2/10/06

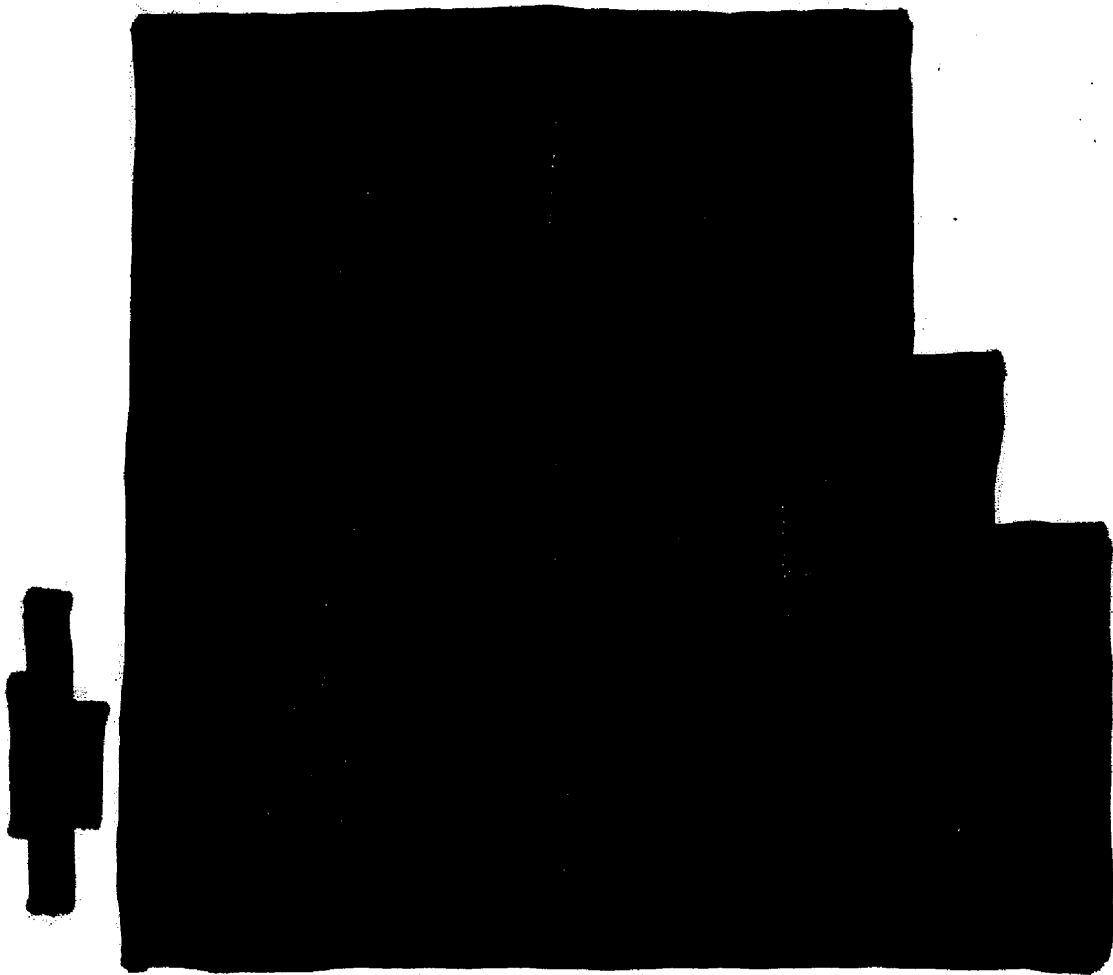
FPL  
Service Connect Process  
RCA: #05-285-4-1 Undocketed  
TYE: 12/31/05

W 2/1/04  
JR  
2/06

Title: Reg #10 Gas Sales

10/2

CONFIDENTIAL



P2

46-1

Res H10 Gas Sac

W 27104

2/08

10/2

**CONFIDENTIAL**

TRITY BUSINESS FORMS, INC. Phone: (847) 398-2626 Fax: (847) 695-4608 Email: [interbus@aol.com](mailto:interbus@aol.com)

46-1

FPL  
Service Connect Process  
RCA: #05-215-4-1 Undocketed  
TYE: 12/31/05

Title: Req #10 Gas, Sca

W 211  
# 2/06

10/2



Maria Petkovyat  
01/04/05 08:43 PM

To: Dennis Johnson/FNR/FPL@FPL  
cc: Jose Miranda/CS/FPL  
Subject: Month End Entries

Dennis:

Attached are the month end gas closing entries. They were reviewed and approved by Jose



2004.ap12.reconciliation.arj 2004.ap12.fples.gas.je.x 2004.ap12.reconciliation.151000.

Thanks,

Maria Petkovyat  
Florida Power & Light  
CS Financial & Business Planning  
(561) 691-2619

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REPORT: 0243-001-050105

FE

FLORIDA POWER & LIGHT COMPANY  
ON-DEMAND QUERY REPORT

PAGE 002

COMPANY : 01

LEDGER  
DATE JVS PAGES SAC STATUS DATE CYC ACCTUAL SCHEDULED INFORMATION  
200412 31 0028 65000 COMPLETED YES START DATE STOP DATE FREQUENCY (NOT SCHEDULED)

APPROVAL INFORMATION ENTERED/LAST CHANGED INFORMATION EXCEPTION APPROVAL INFORMATION  
DATE TIME PERSON DATE TIME PERSON LOC SECT DATE TIME PERSON  
2005-01-05 10.25 DENNIS JOHNSON 0009 0013

REMARKS: TO TRANSFER ESTIMATED REVENUE, COST OF GOODS, NATURAL GAS NET MARGIN,  
AND BAD DEBT EXPENSE FOR IN-TERRITORY GAS SALES FROM CO 08 TO CO 01 - DEC 2004

A B C D E F

REL D/C NO	EX	CHG	SEC/U	LOC	AMOUNT	SAC	LOC	DESCRIPTION	GL ACCT NO	EX	LOC	PL ACCT	SAC	PERCENT	TYPE	
***> C	02831	094	000	3400	0078	556	1	DEC 04 EST REVENUES	456,023	00000	000	0078	000.0000	***	100.00	NOOP
***> D	02832	094	000	3400	0078	601	2	DEC 04 EST COGS	456,023	00000	000	0078	000.0000	***	100.00	NOOP
***> D	02832	094	000	3400	0078	601	3	DEC 04 EST COGS - RETAIN	456,023	00000	000	0078	000.0000	***	100.00	NOOP
***> D	00000	000	146	9050	0078	662	4	DEC EST NG NET MARGIN								
***> D	02831	094	000	3400	0078	697	10	DEC 04 EST BAD DEBT ACCKL	456,024	00000	000	0078	000.0000	***	100.00	NOOP
***> C	00000	000	144	2000	0078	697		DEC 04 EST BAD DEBT ACCKL								

MARK TOTAL:

TOTAL ENTRIES:

6

CONFIDENTIAL

10/2

FEL  
Service Contract Process  
RCA: #052824-1 Undated  
TYE: 12/31/05

10/10/05

10/10/05

CONFIDENTIAL

[REDACTED]

210

**CONFIDENTIAL**

FPL  
Service Connect Process  
RCA: #05-285-4-1 Undocketed  
TYE: 12/31/05

Title:

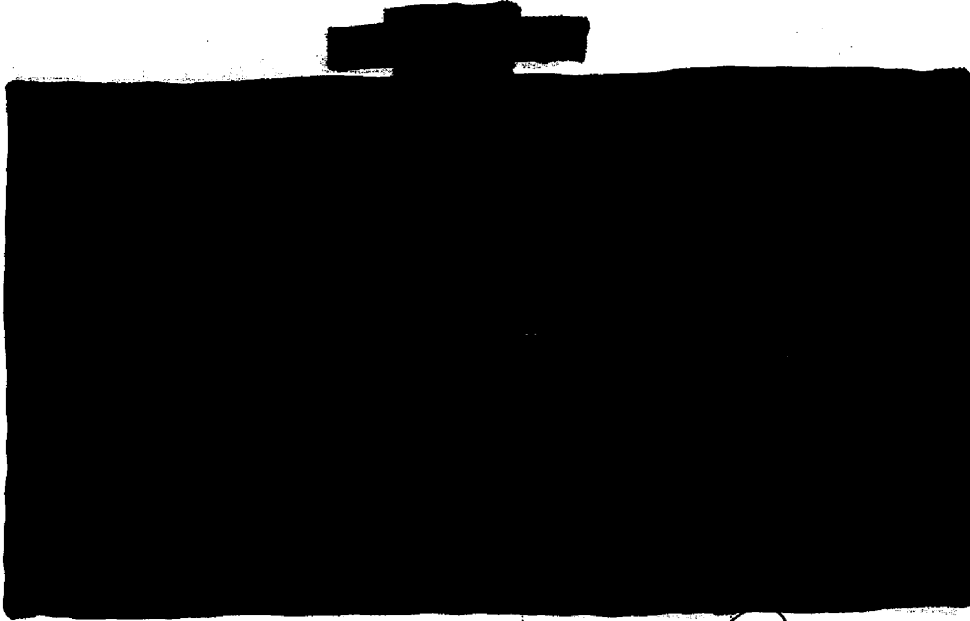
Keep H10 Gas Seal

W 2/1/08

HL  
2/08

CONFIDENTIAL

10/2



(b)



Px

46-1



FPL  
Service Connect Process  
RCA: #05-215-4-1 Undocketed  
TYE: 12/31/05

Title:

Req #10 Gas Sacs

10/27/06

11/2/06

10/2

Maria Petkovyat

01/04/05 06:43 PM

To: Dennis Johnson/FNR/FPL@FPL  
cc: Jose Miranda/CS/FPL  
Subject: Month End Entries

Dennis:

Attached are the month end gas closing entries. They were reviewed and approved by Jose



2004.ap12.reconciliation.arj 2004.ap12.fples.gas.je.x 2004.ap12.reconciliation.151000.

Thanks,

Maria Petkovyat  
Florida Power & Light  
CS Financial & Business Planning  
(561) 691-2619

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P6

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REPORT: 0043-001-000105

FLORIDA POWER & LIGHT COMPANY  
ON-DEMAND QUERY REPORT

PAGE 004

COMPANY : 01

INDEXER  
DATE JVA PAGES REC STATUS  
200412 31 0032 65000 COMPLETED

POSTED DATE  
2005-01-03 18:13 DENNIS JORDON

SCHEDULED INFORMATION  
START DATE STOP DATE FREQUENCY  
[NOT SCHEDULED]

APPROVAL INFORMATION  
DATE TIME PERSON  
2005-01-03 18:13 DENNIS JORDON

REMARKS TO REFLECT CASE RECEIPTS FOR CURRENT MONTH RECEIVED ON BEHALF OF  
(1) FIVE 10012 (2) FIVE 10110

ENTERED/LAST CHANGED INFORMATION  
DATE TIME PERSON  
2005-01-03 18:13 DENNIS JORDON

EXCEPTION APPROVAL INFORMATION  
DATE TIME PERSON  
2005-01-03 18:13 DENNIS JORDON

NOTE: THIS IS A PENDING TRANSACTION  
GL ACCT NO EN LOC VA ACCT REC FREIGHT TYPE  
00000 000 143 8900 0000  
00000 000 234 8900 0000  
00000 000 143 8900 0000  
00000 000 234 8900 0000

TOTAL TOTAL:

TOTAL TOTAL:

20

21

22

23

24

It was not audited.  
We requested this information to  
see the amount charged for VAPORS.

CONFIDENTIAL

46-2 R

10/2

(PBC)

2/1/06  
6

FPL  
Service Connect Process  
RCA: #05-285-4-1 Undocketed  
TYE: 12/31/05

Title:

ku  
2/1/06  
6

10/2

R2

Page: 1 Account Name: untitled

Seg Value MBA Balance List

140 / IIGL14F

Seg nbr.: 01

Seg value: 143990

Redisplay? Y

Position cursor and press a function key.

Accounting Control Key

143990CS0009143000

143990JV0009143000

Desc.: POINT ACCT

End value: 143990

Year: 2004

Version: 00

Period

12

12

NET Amount

1,884,237.73-

19,424,151.64

RUNNING TOTAL: 17,739,913.91

NO MORE DATA AVAILABLE

Next transaction 140

F1=Help F2=Next txn

F7=Post Dt1 F8=

Security

F3=Exit

F9=

Status: CONTINUE

F5=Hold txn

F11=Select

SC / AFPL

F6=Change sys

F12=Main menu

Date: 1/5/2005 Time: 5:54:44 PM

1 REPORT NO 4150-2 RUN 12/29/04 AT 01:29.21

WFL ENERGY SERVICES, INC

PROCESS DATE 12/28/04

PAGE 571

CASH AUDIT REPORT

	A	B	C	D	E	F	G	H	I			
3	TR	OBLIG ID /	OBLIG DT/	TRM	DUE	DISC	LB	CHECK	CASH	OBLIG	DISCOUNT	OPER
4	DS	CHECK NO	DEPST DT	CD	DATE	DATE	CD	AMOUNT	APPLIED	AMOUNT	ADJUSTMENTS	ALLOWED
												ESN ID

5 08012 317915

6 PM 614598 113004 82  
 7 PD 614598 101904 M3 111804 111804  
 8 \* CHECK TOTAL 8230-001 CHECK NO 614598 DATE 113004

9 \* \* CUST TOTAL 317915

10 \* \* \* DEPOSIT DATE TOTAL 113004

11 08012 310650

12 PD 620661 120204 12 121404 121404  
 13 PD 620660 120304 M3 010205 010205  
 14 \* CHECK TOTAL CHECK NO 00000000 DATE 120304

15 \* \* CUST TOTAL 310650

16 \* \* \* DEPOSIT DATE TOTAL 120304

17 08012 308335

18 PM 620632 120604 82  
 19 PD 620632 120204 M3 010105 010105  
 20 \* CHECK TOTAL 8206-001 CHECK NO 620632 DATE 120604

21 \* \* CUST TOTAL 308335

22 08012 373662

23 PM 619053 120604 82  
 24 PD 619053 111904 M3 121904 121904  
 25 \* CHECK TOTAL 8206-002 CHECK NO 619053 DATE 120604

26 \* \* CUST TOTAL 373662

27 \* \* \* DEPOSIT DATE TOTAL 120604

28 08012 329696

29 PM 618718 120804 82  
 30 PD 618718 111704 M3 121704 121704  
 31 \* CHECK TOTAL 8208-001 CHECK NO 618718 DATE 120804

32 \* \* CUST TOTAL 329696

33 \* \* \* DEPOSIT DATE TOTAL 120804

OLX

CONFIDENTIAL

10/2

File  
 Serial Control Process  
 RCA #052824-1 Undetected  
 TIE 12/31/05

10/1/09  
 10/1/09  
 10/1/09

REPORT NO 4150-2 RUN 12/29/04 AT 01.29.21

FPL ENERGY SERVICES, INC  
CASH AUDIT REPORT

PROCESS DATE 12/28/04 PAGE 572

TR	ORIG ID / DS CHECK NO	ORIG DT / DEPST DT	TRM CD	DUE DATE	DISC DATE	LS CD	CHECK AMOUNT	CASH APPLIED	OBLIG AMOUNT	ADJUSTMENTS	DISCOUNT ALLOWED	OPER REN ID
----	--------------------------	-----------------------	-----------	-------------	--------------	----------	-----------------	-----------------	-----------------	-------------	---------------------	----------------

08012 310650

PM	W120404	120904										
PD	619207	112204	12	120404	120404							
* CHECK TOTAL 3160-001 CHECK NO W120404 DATE 120904												

LTY  
LTY

\* \* CUST TOTAL 310650

\* \* \* DEPOSIT DATE TOTAL 120904

08012 317915

PM	617614	121404										
PD	617614	110904	M3	120904	120904							
* CHECK TOTAL 8214-004 CHECK NO 617614 DATE 121404												

\* \* CUST TOTAL 317915

08012 365072

PM	616777	121404										
PD	616777	110304	M3	120304	120304							
* CHECK TOTAL 8214-003 CHECK NO 616777 DATE 121404												

PM	618929	121404										
PD	618929	111804	M3	121804	121804							
* CHECK TOTAL 8214-002 CHECK NO 618929 DATE 121404												

\* \* CUST TOTAL 365072

08012 367916

PM	621591	121404										
PD	621591	120904	M3	010805	010805							
* CHECK TOTAL 8214-001 CHECK NO 621591 DATE 121404												

\* \* CUST TOTAL 367916

08012 373657

PD	622208	121404	M3	011305	011305							
PD	622220	121404	M3	011305	011305							
* CHECK TOTAL CHECK NO 00000000 DATE 121404												

\* \* CUST TOTAL 373657

\* \* \* DEPOSIT DATE TOTAL 121404

CONFIDENTIAL

OLX  
OLXFPL  
Service Contract Process  
RCR #03-283-41 Undiscovered  
JTE 12/31/0512/1/04  
2/11/05  
6

1 REPORT NO 4150-2 RUN 12/29/04 AT 01.29.21  
 2  
 3 A B C D E F G H I  
 4 TR OBLIG ID / OBLIG DT/ TRM DUE DISC LB CHECK CASH OBLIG OBLIG  
 5 DS CHECK NO DEPT DT CD DATE DATE CD AMOUNT APPLIED AMOUNT ADJUSTMENTS DISCOUNT OPER  
 6  
 7 08012 309816 [REDACTED]  
 8 PD 622308 121504 12 122704 1227 04 OLN  
 9 PD 622312 121504 M3 011405 0114 05 OLN  
 10 \* CHECK TOTAL CHECK NO 0000000 DATE 121504  
 11 \* \* CUST TOTAL 309816  
 12  
 13 08012 373657 [REDACTED]  
 14 PM 619068 121504 82  
 15 PD 619068 121504 M3 121904 1219 04  
 16 \* CHECK TOTAL 8215-001 CHECK NO 619068 DATE 121504  
 17 \* \* CUST TOTAL 373657  
 18 \* \* \* DEPOSIT DATE TOTAL 121504  
 19  
 20 08012 337207 [REDACTED]  
 21 PM 621596 122104 82  
 22 PD 621596 120904 M3 010805 0108 05  
 23 \* CHECK TOTAL 8221-001 CHECK NO 621596 DATE 122104  
 24 \* \* CUST TOTAL 337207  
 25 \* \* \* DEPOSIT DATE TOTAL 122104  
 26 \* \* \* \* BUSINESS TOTAL 08012 0000011

CONFIDENTIAL

FPL  
 Service Contract Process  
 RCA: 405-285-4-1 Undelivered  
 YRS: 12/31/05

10/2

10/2/04  
 9/11/04  
 9/11/04

REPORT NO 4150-2 RUN 12/29/04 AT 01:29:21

FPM - AAV

PROCESS DATE 12/28/04 PAGE 574

CASE AUDIT REPORT

TR OBLIG ID / OBLIG DT / TRM DUE DISC  
DS CHECK NO DEPOST DT CD DATE DATE

LE  
CDCHECK  
AMOUNTCASH  
APPLIEDOBLIG  
AMOUNT

ADJUSTMENTS

DISCOUNT  
ALLOWEDOPER  
RSN ID

41010 344863

PM 614864 112904 41  
PD 614864 102004 N3 111904 111904  
\* CHECK TOTAL 4129-002 CHECK NO 614864 DATE 112904

\* \* CUST TOTAL 344863

41010 348436

PM 615989 112904 41  
PD 615989 110104 N3 120104 120104  
\* CHECK TOTAL 4129-001 CHECK NO 615989 DATE 112904

\* \* CUST TOTAL 348436

\* \* \* DEPOSIT DATE TOTAL 112904

41010 342984

PM 615977 113004 41  
PD 615977 110104 N3 120104 120104  
\* CHECK TOTAL 4130-007 CHECK NO 615977 DATE 113004

\* \* CUST TOTAL 342984

41010 344354

PM 616873 113004 41  
PD 616873 110404 N3 120404 120404  
\* CHECK TOTAL 4130-006 CHECK NO 616873 DATE 113004

\* \* CUST TOTAL 344354

41010 358503

PM 616010 113004 41  
PD 616010 110104 N3 120104 120104  
\* CHECK TOTAL 4130-004 CHECK NO 616010 DATE 113004

PM 618192 113004 41  
PD 618192 111304 N3 121304 121304  
\* CHECK TOTAL 4130-005 CHECK NO 618192 DATE 113004

\* \* CUST TOTAL 358503

41010 359678

CONFIDENTIAL

FPL  
Service Contact Process  
RCN: 40538541 Undetected  
TYE: 12/31/05

1072



1 REPORT NO 4150-2 RUN 12/29/04 AT 01.29.21

FFN - AAV  
CASH AUDIT REPORT

PROCESS DATE 12/28/04 PAGE 575

2	A	B	C	D	E	F	G	H	I
3	TR	OBLIG ID /	OBLIG DT/	TRM	DUR	DISC			
4	DS	CHECK NO	DEPST DT	CD	DATE	DATE	LB	CHECK	CASH
							CD	AMOUNT	APPLIED
								OBLIG	AMOUNT
								ADJUSTMENTS	
								DISCOUNT	OPER
								ALLOWED	RSN ID

5 PM 616498 113004 41  
6 PD 616498 110204 M3 120204 120204  
7 \* CHECK TOTAL 4130-002 CHECK NO 616498 DATE 113004

8 \* \* CUST TOTAL 359678

9 41010 364759

10 PM 616499 113004 41  
11 PD 616499 110204 M3 120204 120204  
12 \* CHECK TOTAL 4130-003 CHECK NO 616499 DATE 113004

13 \* \* CUST TOTAL 364759

14 41010 373252

15 PD 601943 061804 M3 071804 071804  
16 PD 620227 113004 M3 123004 123004  
17 \* CHECK TOTAL CHECK NO 00000000 DATE 113004

18 \* \* CUST TOTAL 373252

19 41010 375513

20 PM 616047 113004 41  
21 PD 616047 110104 M3 120104 120104  
22 \* CHECK TOTAL 4130-001 CHECK NO 616047 DATE 113004

23 \* \* CUST TOTAL 375513

24 \* \* \* DEPOSIT DATE TOTAL 113004

25 41010 307771

26 PM WFW1129 120104 41  
27 PD 614462 101804 M3 111704 111704  
28 \* CHECK TOTAL 9150-001 CHECK NO WFW1129 DATE 120104

29 \* \* CUST TOTAL 307771

30 \* \* \* DEPOSIT DATE TOTAL 120104

31 41010 324350

32 PM 620144 120304 41

CONFIDENTIAL

OLX  
OLXNSM  
NSM

Title

FFN  
Service Council Process  
RCR: 005255-41 Unlocked  
TYE: 123105

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10/10/04  
10/11/04  
10/12/04

REPORT NO 4150-2 RUN 12/29/04 AT 01.29.21

FFN - AAV  
CASH AUDIT REPORT

PROCESS DATE 12/28/04 PAGE 576

TR DS	OBLIG ID / CHECK NO	OBLIG DT / DREPT DT	TRM CD	DUE DATE	DISC DATE	LB CD	CHECK AMOUNT	CASH APPLIED	OBLIG AMOUNT	ADJUSTMENTS	DISCOUNT ALLOWED	OPER RSN ID
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PD 620144 113004 N3 123004 123004  
\* CHECK TOTAL 4103-009 CHECK NO 620144 DATE 120304

\* \* CUST TOTAL 324350

41010 337101

PM 616485 120304 41  
PD 616485 110204 N3 120204 120204  
\* CHECK TOTAL 4103-001 CHECK NO 616485 DATE 120304

\* \* CUST TOTAL 337101

41010 343682

PM 615982 120304 41  
PD 615982 110104 N3 120104 120104  
\* CHECK TOTAL 4103-003 CHECK NO 615982 DATE 120304

\* \* CUST TOTAL 343682

41010 355385

PD 614253 101504 N3 111404 111404  
PD 620810 120304 N3 010205 010205  
\* CHECK TOTAL CHECK NO 0000000 DATE 120304

\* \* CUST TOTAL 355385

41010 356068

PM 612607 120304 41  
PD 612607 092904 N3 102904 102904  
\* CHECK TOTAL 4103-004 CHECK NO 612607 DATE 120304

\* \* CUST TOTAL 356068

41010 361097

PM 616547 120304 41  
PD 616547 110204 N3 120204 120204  
\* CHECK TOTAL 4103-002 CHECK NO 616547 DATE 120304

\* \* CUST TOTAL 361097

41010 369613

CONFIDENTIAL

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FIL  
Service Contract Process  
RCA: #05-254-1 Unlocked  
IYE: 12/31/05

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10/10/04

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REPORT NO 4150-2 RUN 12/29/04 AT 01.29.21

FFM - AAV  
CASH AUDIT REPORT

PROCESS DATE 12/28/04 PAGE 577

TR	ORIG ID /	ORIG DT /	TRM	DUR	DISC	LB	CHECK	CASH	OBLIG	G	H	I
DS	CHECK NO	DEPST DT	CD	DATE	DATE	CD	AMOUNT	APPLIED	AMOUNT	ADJUSTMENTS	DISCOUNT ALLOWED	OPER REM ID

PM 616491 120304 41  
FD 616491 120204 M3 120204 120204  
\* CHECK TOTAL 4103-008 CHECK NO 616491 DATE 120304

\* \* CUST TOTAL 369613

41010 372795

PM 616680 120304 41  
OA \*\*04281 120304 M3 120304  
PD \*\*04281 120304 M3 120304  
PD 616680 120304 M3 120304 120304  
CD 616680 A 120304 M3 120304  
\* CHECK TOTAL 4103-007 CHECK NO 616680 DATE 120304

\* \* CUST TOTAL 372795

41010 375513

PM 999998 120304 41  
PD 620668 120204 M3 010105 010105  
\* CHECK TOTAL 4103-005 CHECK NO 999998 DATE 120304

\* \* CUST TOTAL 375513

41010 378101

PM 617868 120304 41  
PD 617868 121104 M3 121104 121104  
\* CHECK TOTAL 4103-006 CHECK NO 617868 DATE 120304

\* \* CUST TOTAL 378101

\* \* \* DEPOSIT DATE TOTAL 120304

41010 341336

PM 612620 120604 41  
PD 612620 092904 M3 102904 102904  
\* CHECK TOTAL 4106-001 CHECK NO 612620 DATE 120604

\* \* CUST TOTAL 341336

\* \* \* DEPOSIT DATE TOTAL 120604

41010 341336

CONFIDENTIAL

FFM  
Service Contract Process  
RCA #03-883-41 Undated  
TTR: 12/31/05

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2 REPORT NO 4150-2 RUN 12/29/04 AT 01:29:21

FFM - AAV  
CASH AUDIT REPORT

PROCESS DATE 12/28/04 PAGE 578

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4 TR OBLIG ID / OBLIG DT/ TRM DUE DISC LB  
DS CHECK NO DEPT DT CD DATE DATE CD  
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CHECK AMOUNT CASH APPLIED OBLIG AMOUNT ADJUSTMENTS DISCOUNT ALLOWED OPER RSN ID

5 PD 618473 111604 M3 121604 121604  
6 PD 621295 120704 M3 010605 010605  
7 \* CHECK TOTAL CHECK NO 00000000 DATE 120704

8 \* \* CUST TOTAL 341336

9 \* \* \* DEPOSIT DATE TOTAL 120704

10 41010 338700

11 PM 616503 120804 41  
12 PD 616503 110204 M3 120204 120204  
13 \* CHECK TOTAL 4108-001 CHECK NO 616503 DATE 120804

14 \* \* CUST TOTAL 338700

15 41010 342375

16 PM 616542 120804 41  
17 PD 616542 110204 M3 120204 120204  
18 \* CHECK TOTAL 4108-005 CHECK NO 616542 DATE 120804

19 \* \* CUST TOTAL 342375

20 41010 346695

21 PM 612614 120804 41  
22 PD 612614 092904 M3 102904 102904  
23 \* CHECK TOTAL 4108-003 CHECK NO 612614 DATE 120804

24 \* \* CUST TOTAL 346695

25 41010 355215

26 PM 612608 120804 41  
27 PD 612608 092904 M3 102904 102904  
28 \* CHECK TOTAL 4108-002 CHECK NO 612608 DATE 120804

29 \* \* CUST TOTAL 355215

30 41010 356100

31 PM 621252 120804 41  
32 PD 621252 120704 M3 010605 010605  
33 \* CHECK TOTAL 4108-004 CHECK NO 621252 DATE 120804

CONFIDENTIAL

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FPL  
Service Contract Process  
RCA: 603-285-441 Undetected  
TYR: 12/31/05

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10/1/09  
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1 REPORT NO 4150-2 RUN 12/29/04 AT 01.29.21  
 2 A B C D E F G H I  
 3 CASH AUDIT REPORT PROCESS DATE 12/28/04 PAGE 579  
 4 TR OBLIG ID / OBLIG DT/ TRM DUE DISC LB CHECK AMOUNT CASH APPLIED OBLIG AMOUNT ADJUSTMENTS DISCOUNT ALLOWED OPER RSN ID  
 5 \*\* CUST TOTAL 356100  
 6 \*\*\* DEPOSIT DATE TOTAL 120804  
 7 41010 312718  
 8 PM WFKL130 120904 41  
 9 PM WFKL130 120904 41  
 10 PD 616341 103104 M3 113004 113004  
 11 PD 616342 103104 M3 113004 113004  
 12 \* CHECK TOTAL 9150-002 CHECK NO WFKL130 DATE 120904  
 13 \*\* CUST TOTAL 312718  
 14 41010 353656  
 15 PM WFKL201 120904 41  
 16 PD 615993 110104 M3 120104 120104  
 17 \* CHECK TOTAL 9150-003 CHECK NO WFKL201 DATE 120904  
 18 \*\* CUST TOTAL 353656  
 19 \*\*\* DEPOSIT DATE TOTAL 120904  
 20 41010 347231  
 21 PM 616489 121004 41  
 22 PD 616489 110204 M3 120204 120204  
 23 \* CHECK TOTAL 4110-003 CHECK NO 616489 DATE 121004  
 24 \*\* CUST TOTAL 347231  
 25 41010 357299  
 26 PM 620703 121004 41  
 27 PD 620703 120204 M3 010105 010105  
 28 \* CHECK TOTAL 4110-002 CHECK NO 620703 DATE 121004  
 29 PM 620709 121004 41  
 30 PD 620709 120204 M3 010105 010105  
 31 \* CHECK TOTAL 4110-001 CHECK NO 620709 DATE 121004  
 32 \*\* CUST TOTAL 357299  
 33 \*\*\* DEPOSIT DATE TOTAL 121004  
 34 41010 334666

CONFIDENTIAL

Service Contact Process  
 KCA #05-285-4-1 Undelivered  
 IFE: 12/31/05

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CONFIDENTIAL

FFN - ADV  
CASE ADJUST REPORT  
PROCESS DATE 12/28/04 PAGE 580  
F G H I  
ORIG AMOUNT DISCOUNT ALLOWED OVER  
AMOUNT RSN ID

CASE ADJUST REPORT  
CHECK AMOUNT CASH APPLIED  
ORIG AMOUNT DISCOUNT ALLOWED OVER  
AMOUNT RSN ID

REPORT NO 4150-2 RUN 12/29/04 AT 01:29.21

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TR ORIGIN ID / ORIGIN DT / TRM DUE DISC  
DS CHECK NO DEPOST DT CD DATE DATE

PM 615980 121404 41  
PD 615980 110104 N3 120104 120104  
\* CHECK TOTAL 4114-006 CHECK NO 615980 DATE 121404  
\* \* CUST TOTAL 334646

41010 349229  
PM 616029 121404 41  
PD 616029 110104 N3 120104 120104  
\* CHECK TOTAL 4114-004 CHECK NO 616029 DATE 121404  
\* \* CUST TOTAL 349229

41010 358968  
PM 616027 121404 41  
PD 616027 110104 N3 120104 120104  
\* CHECK TOTAL 4114-001 CHECK NO 616027 DATE 121404  
\* \* CUST TOTAL 358968

41010 372737  
PM 607451 121404 41  
PD 607451 073004 N3 082904 082904  
\* CHECK TOTAL 4114-002 CHECK NO 607451 DATE 121404  
\* \* CUST TOTAL 372737

41010 374002  
PM 621687 121404 41  
PD 621687 121004 N3 010905 010905  
\* CHECK TOTAL 4114-005 CHECK NO 621687 DATE 121404  
\* \* CUST TOTAL 374002

41010 328944  
\*\*\* DEPOSIT DATE TOTAL 121404

46-2

REPORT NO 4150-2 RUN 12/29/04 AT 01:29:21

FFN - AAV  
CASH AUDIT REPORT

PROCESS DATE 12/28/04 PAGE 581

TR OBLIG ID / OBLIG DT/ TRM DUE DISC  
DS CHECK NO DEPST DT CD DATE DATE

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CHECK  
AMOUNT

CASH  
APPLIED

OBLIG  
AMOUNT

ADJUSTMENTS

DISCOUNT  
ALLOWED

OPER  
REN ID

PM 616482 121504 41  
PD 616482 110204 M3 120204 120204  
\* CHECK TOTAL 4115-004 CHECK NO 616482 DATE 121504

\* \* CUST TOTAL 328944

41010 337101

PM 620679 121504 41  
GA \*\*00237 121504 M3 010105  
PD \*\*00237 121504 M3 010105  
PD 620679 120204 M3 010105 010105  
CB 620679 A 121504 M3 010105  
\* CHECK TOTAL 4115-006 CHECK NO 620679 DATE 121504

\* \* CUST TOTAL 337101

41010 342984

PM 620653 121504 41  
PD 620653 120204 M3 010105 010105  
\* CHECK TOTAL 4115-001 CHECK NO 620653 DATE 121504

\* \* CUST TOTAL 342984

41010 344781

PM 615973 121504 41  
PD 615973 110104 M3 120104 120104  
\* CHECK TOTAL 4115-003 CHECK NO 615973 DATE 121504

PM 620650 121504 41  
PD 620650 120204 M3 010105 010105  
\* CHECK TOTAL 4115-002 CHECK NO 620650 DATE 121504

\* \* CUST TOTAL 344781

41010 374002

PM 622118 121504 41  
PD 622118 121404 M3 011305 011305  
\* CHECK TOTAL 4115-005 CHECK NO 622118 DATE 121504

\* \* CUST TOTAL 374002

\* \* \* DEPOSIT DATE TOTAL 121504

CONFIDENTIAL

FPL  
Service Contract Process  
RCA #05-235-4-1 Undisclosed  
1/12/05

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REPORT NO 4150-2 RUN 12/29/04 AT 01.29.21

FFN - AAV  
CASH AUDIT REPORT

PROCESS DATE 12/28/04 PAGE 582

TR DS	OBLIG ID / CHECK NO	OBLIG DT/ DEPST DT	TRM CD	DUE DATE	DISC DATE	LB CD	CHECK AMOUNT	CASH APPLIED	OBLIG AMOUNT	ADJUSTMENTS	DISCOUNT ALLOWED	OPER RESN ID
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41010 335353

PM 610913 121604 41  
PD 610913 090104 N3 100104 100104  
\* CHECK TOTAL 4116-001 CHECK NO 610913 DATE 121604

\* \* CUST TOTAL 335353

\* \* \* DEPOSIT DATE TOTAL 121604

41010 335927

PM 620655 121704 41  
PD 620655 120204 N3 010105 010105  
\* CHECK TOTAL 4117-001 CHECK NO 620655 DATE 121704

\* \* CUST TOTAL 335927

\* \* \* DEPOSIT DATE TOTAL 121704

41010 351237

PM 615984 122004 41  
PD 615984 110104 N3 120104 120104  
\* CHECK TOTAL 4120-003 CHECK NO 615984 DATE 122004

\* \* CUST TOTAL 351237

41010 356066

PM 616006 122004 41  
PD 616006 110104 N3 120104 120104  
\* CHECK TOTAL 4120-002 CHECK NO 616006 DATE 122004

\* \* CUST TOTAL 356066

41010 362530

PM 602215 122004 41  
OA \*\*00696 122004 N3 072104  
PD \*\*00696 122004 N3 072104  
PD 602215 B 083004 N3 072104  
CB 602215 C 122004 N3 072104  
\* CHECK TOTAL 4120-001 CHECK NO 602215 DATE 122004

\* \* CUST TOTAL 362530

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PROCESS DATE 12/28/04 PAGE 583  
F 6 H I  
OBLIG AMOUNT DISCOUNT ALLOWED RSN ID  
CASH AMOUNT APPLIED  
CASH AMOUNT REPORT

CONFIDENTIAL

REPORT NO 4150-2 RUN 12/29/04 AT 01:29:21

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32

TR OBLIG ID / OBLIG DT / TXM DTR DISC  
DS CHECK NO DEPT DT CD DATE DATE

\* \* \* DEPOSIT DATE TOTAL 122004

41010 361348  
FM 616040 122104  
PD 616040 110104 M3 120104 120104  
\* CHECK TOTAL 4121-002 CHECK NO 616040 DATE 122104  
\* \* CUST TOTAL 361348

41010 373998  
FM 620695 122104  
PD 620695 130204 M3 010105 010105  
\* CHECK TOTAL 4121-001 CHECK NO 620695 DATE 122104  
\* \* CUST TOTAL 373998

\* \* \* DEPOSIT DATE TOTAL 122104

41010 355385  
FM 621278 122204  
PD 621278 130704 M3 010605 010605  
\* CHECK TOTAL 4122-001 CHECK NO 621278 DATE 122204  
\* \* CUST TOTAL 355385

\* \* \* DEPOSIT DATE TOTAL 122204

41010 358502  
FM 616020 122704  
PD 616020 110104 M3 120104 120104  
\* CHECK TOTAL 4127-001 CHECK NO 616020 DATE 122704  
\* \* CUST TOTAL 358502

\* \* \* DEPOSIT DATE TOTAL 122704

41010 306123  
FM WRL1220 122804  
PD 621201 122104 M3 012005 012005  
\* CHECK TOTAL 9154-001 CHECK NO WRL1220 DATE 122804

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46-2



Title:

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FPM - ADV									
CASE AUDIT REPORT									
LINE	TR	DS	CHK	NO	ORIG	DT	CD	DATE	DISC
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1	REPORT NO	4150-2	RUN	12/29/04	AT	01.29.21			
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LN	CD	CHK	AMOUNT	CASH	APPLIED	AMOUNT	ADJUSTMENTS	DISCOUNT	ALLOWED	OPR	RSN
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**Title:**

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INTEGRITY BUSINESS FORMS, INC. Phone: (847) 698-2528 Fax: (847) 698-4608 Email: [info@ibf.com](mailto:info@ibf.com)

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REPORT: 0X43-001-050104

FE

FLORIDA POWER & LIGHT COMPANY  
ON-DEMAND QUERY REPORT

PAGE 002

COMPANY : 01

LEDGER  
DATE JVS PACKS SRC STATUS DATE POSTED CYC ACCRUAL REVERSE START DATE STOP DATE FREQUENCY  
200412 31 0041 65000 COMPLETED (NOT SCHEDULED)

APPROVAL INFORMATION ENTERED/LAST CHANGED INFORMATION EXCEPTION APPROVAL INFORMATION  
DATE TIME PERSON DATE TIME PERSON LOG SECT DATE TIME PERSON  
2005-01-04 14.46 DENNIS JOHNSON 0009 0013

REMARKS: TO TRANSFER CASE COLLECTED AS FPL FOR VAPS PAYMENTS, TO INTER-CO PAYABLE  
E ACCOUNT TO FILES - 234,900. AMOUNTS WILL BE MOVED TO FILES VIA INTER-CO BILL  
IN JAN 2005.

A B C D E  
NOTE: THIS IS A PSEUDO TRANSLATION  
GL ACCT NO ER LOC PL ACCT ERG PERCENT TYPE  
SEL D/C NO ER CSD SEC/U LOG AMOUNT ERG LOG DESCRIPTION  
\*\*\* D 00000 000 242 6200 0078 790 A PAYMENT POWER CASE TRANSF  
\*\*\* D 00000 000 242 6250 0078 790 B LIGHTING GUARD CASE TRANSF  
\*\*\* D 00000 000 242 6440 0078 790 C UTILITY GUARD CASE TRANSF  
\*\*\* D 00000 000 242 6450 0078 790 D UTILITY GUARD CASE TRANSF  
\*\*\* D 00000 000 242 6470 0078 790 E UTILITY GUARD CASE TRANSF  
\*\*\* D 00000 000 242 6500 0078 790 F SURGE/SHIELD CASE TRANSFER  
\*\*\* D 00000 000 242 6700 0078 790 G SALES TAX COLLECTED TRANSFER  
\*\*\* D 00000 000 242 6480 0078 790 H APPLIANCE PROTECTION CASE  
\*\*\* D 00000 000 242 6490 0078 790 I APPLIANCE PROTECTION CASE  
\*\*\* C 00000 000 234 9000 0088 790 J VAPS CASE TRANSFER

BATCH TOTAL:

TOTAL ENTRIES:

10

P2

47-1 P5

CONFIDENTIAL

(P5)

12/2

46-3 P1

Title: Journal Entry

FPL  
Service Contract Process  
RCAR #03254-1 Undersold  
TYE 12/1/05

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12/1/05  
12/1/05

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REPORT: CUCT621-501123004

MARKETING VENDOR SERVICES BALANCING REPORT

AS OF DATE 12/29/2004 PAGE 1

PATMENT POWER

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TRAN TYPE

PT-ACCT

PT-ACCT

143.620

242.620

BILLING

CASH & CASH REVS

CANCEL

TOTAL

[REDACTED]

\*\*\* END OF REPORT \*\*\*

CONFIDENTIAL

Title: *Journal entry*

Service Contact Person  
RCA: 405-285-4-1 Undecked  
TYE: 12/31/05

*12/1/05*  
*3:17*

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**CONFIDENTIAL**

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AS OF DATE 12/29/2004 PAGE 1

**MARKETING VENDOR SERVICES BALANCING REPORT**  
**LIGHTNING GUARD**

REPORT: CUC1621-502123004

PT-ACCT

242.625

PT-ACCY

**143.625**

TRAN TYPE

**BILLING**

CASH &amp; CASH REVS

**CANCEL**

**TOTAL**

END OF REPORT

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Title: Journal entry

1/17/06  
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CONFIDENTIAL

A B C D E

REPORT: CUCT622-501123004  
MARKETING VENDOR SERVICES BALANCING REPORT  
AS OF DATE 12/29/2004 PAGE 1

UTILITY GUARD

PT-ACCT	BILLING	PAYMENTS	CANCEL	TOTAL
143.644				
242.644				
143.645				
242.645				
143.647				
242.647				

\*\*\*\*\* TOTALS \*\*\*\*\*

RECEIVABLES	
LIABILITIES	

1 2 3 4 5 6 7 8 9 10 11 P4

46-3

Title: Journal entry

1/11/06  
211/06  
66

10/2

CONFIDENTIAL

A B C D E F

REPORT: CUC1624-501125004  
MARKETING SERVICES VENDOR PAYMENT REPORT  
AS OF DATE 12/29/2004 PAGE 1

	BILLING	CANCEL	PAYMENT	SALES TAX	TOTAL
PT-ACCT					
143.650					
242.650					
242.670					
242.670					

\*\*\*\*\* TOTALS \*\*\*\*\*

RECEIVABLES  
LIABILITIES  
SALES TAXES  
SURGESHIELD PAYMENT TOTAL

\*\*\*\* END OF REPORT \*\*\*\*

REPORT: CUC1624-501125004  
MARKETING SERVICES VENDOR PAYMENT REPORT  
AS OF DATE 12/29/2004 PAGE 1

- Sales Tax

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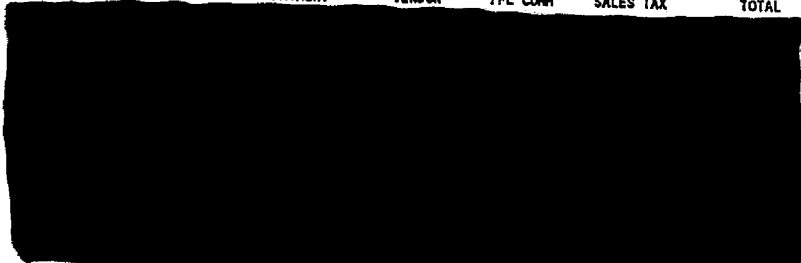
REPORT: CUCT623-501123004

MARKETING SERVICES VENDOR PAYMENT REPORT

AS OF DATE 12/29/2004 PAGE 1

APPLIANCE PROTECTION PLUS

BILLING	CANCEL	PAYMENT	VENDOR	FPL COMM	SALES TAX	TOTAL
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PT-ACCT  
143.648  
242.648  
242.670  
242.670

143.649  
242.649

TOTALS

(P2)

RECEIVABLES

LIABILITIES

SALES TAXES

APPLIANCE PROTECTION PLUS PAYMENT TOTAL

PAYMENT TO VENDOR (83%)

PAYMENT TO FPL (17%)

\*\*\* END OF REPORT \*\*\*



CONFIDENTIAL

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REPORT: CUCT623-501123004

MARKETING SERVICES VENDOR PAYMENT REPORT

AS OF DATE 12/29/2004 PAGE 1

FPL  
Service Control Process  
KDC #05-28-4-1 Undelivered  
TYE 12/31/05  
Title: Journal Entry

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10/1/09  
10/1/09

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REPORT: 0X43-001-050104 YE FLORIDA POWER & LIGHT COMPANY PAGE 002  
ON-DEMAND QUERY REPORT

COMPANY : 01

LEDGER  
DATE JVS PAGE SMC STATUS POSTED ACCRUAL SCHEDULED INFORMATION  
200412 31 0665 65000 COMPLETED DATE CYC REVERSE START DATE STOP DATE FREQUENCY  
NO (NOT SCHEDULED)

APPROVAL INFORMATION ENTERED/LAST CHANGED INFORMATION EXCEPTION APPROVAL INFORMATION  
DATE TIME PERSON DATE TIME PERSON LOC SECT DATE TIME PERSON  
2005-01-04 16:37 DENNIS JOHNSON 0009 0013

REMARKS: TO BRIDGE STORES FOR SURGE SHIELD PROGRAM FOR 2004 FOR SPACE USAGE CHANGES.

A	B	C	D	E	F
REL D/C NO	EX	CMF SEC/U LOC	AMOUNT	SAC LOC	DESCRIPTION
*** D 02706 099 000 3400 0078			539		SURGE SHIELD STORES EXPENSE
*** C 01612 092 000 0000 0503			676		SURGE SHIELD STORES EXPENSE
*** C 00000 000 241 3100 0999			790		SURGE SHIELD STORES EXPENSE

BATCH TOTAL:

TOTAL ENTRIES:

3

CONFIDENTIAL

Title: Journal entry

Service Contract Process  
KCA #05-33-4-1 Undated  
1YE 123105

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10/10

Title: Journal entry

KW/106  
2/1/06  
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Tom Ruthig  
01/04/05 11:03 AM

To: Dennis Johnson/FNR/FPL@FPL  
cc: Maria V Besada/CS/FPL@FPL  
Subject: Journal entry recording the Surgeshield expense incurred when using FPL Storerooms

Dennis, can I do this today? (in FPL?)

Debit 2706 ER 99 000 340 0078 EAC 639  
Credit 1612 ER 92 000 000 503 EAC 676  
Credit 0000 00 241.310 loc 999 EAC 790



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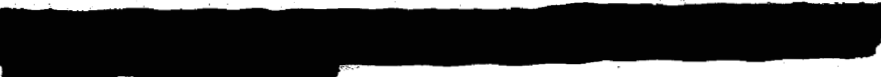


Maria V Besada  
01/03/05 04:00 PM

To: Tom Ruthig/CS/FPL@FPL  
cc: John J Frawley/FNR/FPL@FPL, Gus Dominguez/CS/FPL@FPL,  
Dennis Johnson/FNR/FPL@FPL, Jose Miranda/CS/FPL@FPL  
Subject: Journal entry recording the Surgeshield expense incurred when using FPL Storerooms

Tom,

We need to generate an entry in FPLES recording the expense to the Surgeshield program for using FPL Stores to store the Surgeshield devices. This 2004 expense was calculated using methodology determined by Acctg.



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We will need to process the following entries:

1. Debit for [redacted] to the Surgeshield work order: 2706-95-000-340-078 EAC 639 and credit the Inter-company account for the same amount.
2. Then, the Intercompany credit is recorded on the FPL side in two pieces: 1. [redacted] to the Stores work order: 1612-92-000-000-503 EAC 676 and the remaining balance of [redacted] Account Number "241.310"; Location "999"; EAC "790"; and Description "Space Util-Tax" per John Frawley.

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Get with Dennis Johnson to make sure entry is correct.

John F - please review spreadsheet to ensure it reflects your instructions.

Gus - please make sure that Stores contact is aware of credit they will be receiving.

Thanks,

Maria

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2004 Surgeshield Stores Fee - 1-3-01

33  
34

Pg

46-3

Title: Journal entry

W/106  
2/7/06  
6

CONFIDENTIAL

W/2

2004 Surgeshield Stores Fee - 1-3-05.xls 1/4/05

CONFIDENTIAL

**2004 Stores Expense Associated with Handling Surgeshield Device Inventory**  
Information provided by Gus Dominguez, FPLES Surgeshield product Mgr. and John Frawley, FPL Acctg

Description - Expense related to FPL Storerooms. Incurred by the Surgeshield program when FPL Storerooms store FPLES Surgeshield devices. Expense is determined by taking maximum storeroom space used to store devices and applying an annual rental fee and taxes as instructed to be calculated using FPL Accounting methodology.

A B C D E F G H

Storeroom used in 2004	Location	Max Space used during 2004 - square footage - note 1	Annual rental fee per square footage - note 2	Calculated Rental Expense	Tax Rate - note 3	Tax Expense	Total Expense
					7.0%		
					7.0%		
					8.0%		
					6.5%		

Notes:  
1) Max Space used in 2004 - square footage - note 1  
2) Annual rental fee per square footage - note 2  
3) Taxable rental fee  
4) Tax expense  
ACCTG: Total expense incurred

12 307 623 90 11 12 12.5 13 14 15 16 17 18 19 20

46-3 P9

Title: *Journal Entry*

*10/10/06*  
*10/10/06*

*1009*

*1012*

**CONFIDENTIAL**

PAGE 002

FLORIDA POWER & LIGHT COMPANY  
ON-DEMAND QUERY REPORT

FE

REPORT: 0043-001-000105

COMPANY : 01

APPROVAL INFORMATION  
DATE 200412 31 0671 65000 COMPLETED

APPROVAL INFORMATION  
DATE 2005-01-05 15:45 JENNIS JORDEN

APPROVAL INFORMATION  
DATE 2005-01-05 15:45 JENNIS JORDEN

APPROVAL INFORMATION  
DATE 2005-01-05 15:45 JENNIS JORDEN

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DATE 2005-01-05 15:45 JENNIS JORDEN

APPROVAL INFORMATION  
DATE 2005-01-05 15:45 JENNIS JORDEN

*Per John Stenley only interested with  
FPL's Service Connect. This entry relates  
to National Gas Sales and has not been audited.*

*18 19 20 46-4 P1*

Journal Entry

2/10/6

**CONFIDENTIAL**

10/2

P2

**KC**

**VS**

**46-4**

INTEGRITY BUSINESS FORMS, INC. Phone: (847) 690-2926 Fax: (847) 690-4608 Email: integbus@aol.com



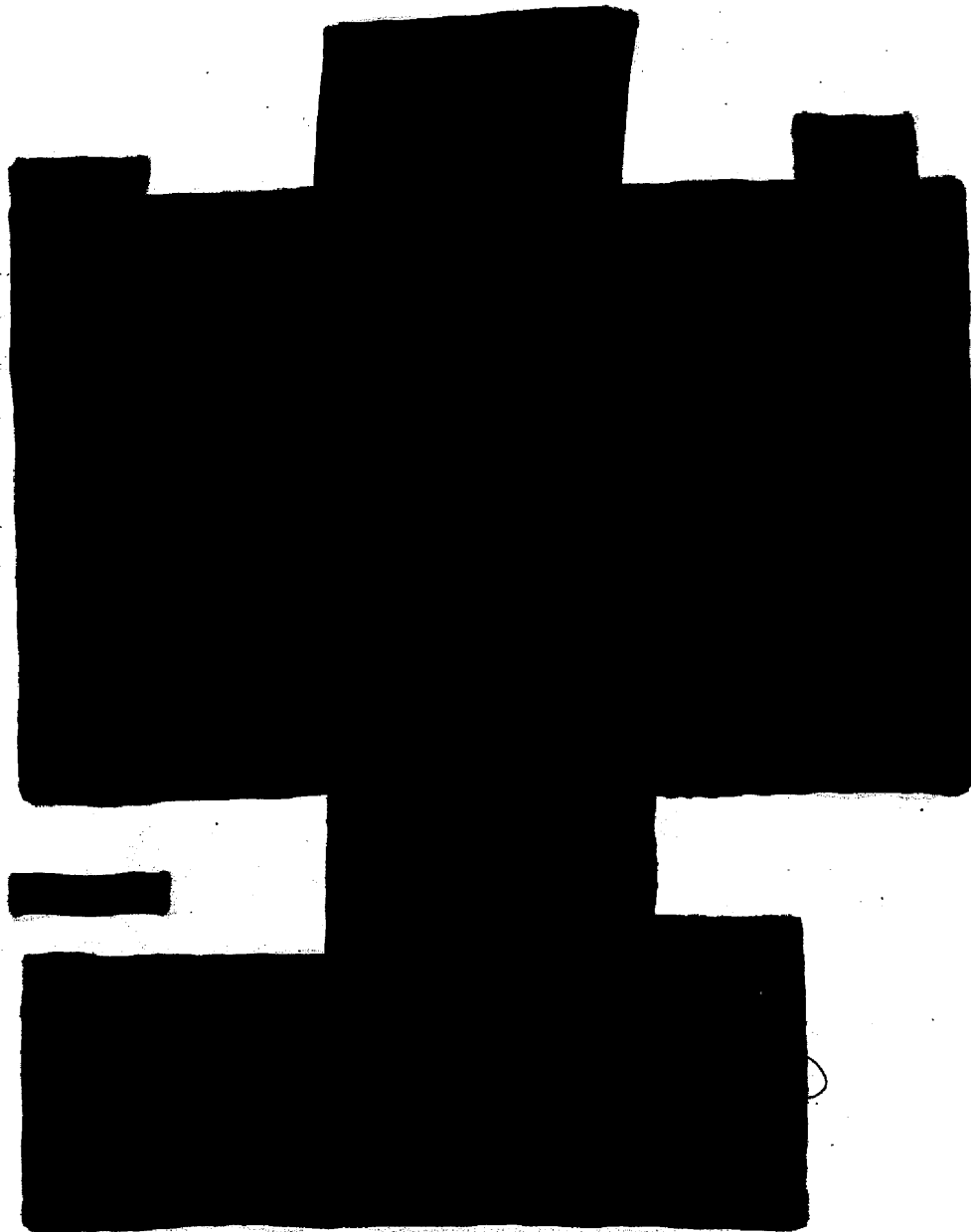
FPL  
Service Connect Process  
RCA: #05-2854-1 Undocketed  
TYE: 12/31/05

Title: *Journal Entry*

*10/10/06*  
*2/1/07*  
*10/10/06*

CONFIDENTIAL

*10/2*



*P3*

22

25

*416-4*

**Title:**

## Journal Entry

2/10/6

10/2

**CONFIDENTIAL**

14

46-1

Title:

Journal Entry

10/2/06  
2/1/06  
1/0/06

CONFIDENTIAL

10/2

1  
2  
3



Jose Miranda  
01/05/05 02:13 PM

To: Dennis Johnson/FNR/FPL@FPL  
cc:  
Subject: Re: Gas Bad Debt Reserve Adjustment Proposal

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Dennis,

Here is the gas bad debt reserve adjustment back-up. Call me with any questions.

6  
7

Thank You,

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Jose Miranda  
Florida Power & Light  
Customer Service-Financial & Business Planning  
Office:(561) 691-7441  
Pager:(305) 719-0790  
Fax: (561) 691-7611

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— Forwarded by Jose Miranda/CS/FPL on 01/05/2005 02:12 PM —

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21



Dennis Brandt  
01/05/2005 02:08 PM

To: Jose Miranda/CS/FPL@FPL  
cc: James CI GIV/CS/FPL@FPL  
Subject: Re: Gas Bad Debt Reserve Adjustment Proposal

22  
23

I agree with the methodology and results.

24

Thanks  
Jose Miranda

25  
26  
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Jose Miranda  
01/05/2005 11:29 AM

To: Dennis Brandt/CS/FPL@FPL  
cc:  
Subject: Gas Bad Debt Reserve Adjustment Proposal

28

Dennis,

A

B

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Based on the attached spreadsheet, our adjustment to the gas bad debt reserve would be [REDACTED] Please call me to discuss. Jim has reviewed this analysis.

31  
32



2004.ap12.bad debt reserve allowance.gas-fin

33

Thank You,

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Jose Miranda  
Florida Power & Light  
Customer Service-Financial & Business Planning  
Office:(561) 691-7441  
Pager:(305) 719-0790  
Fax: (561) 691-7611

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46-4

R

Title: *Journal Entry*

*10/10/06  
27106  
10/2*

**CONFIDENTIAL**

Page 184

2 REPORT: 0X43-001-041215

FE

FLORIDA POWER & LIGHT COMPANY  
ON-DEMAND QUERY REPORT

*Dennis*

PAGE 002

*10/2*

4 COMPANY : 01

5 LEDGER

6 DATE JVI PAGES SRC STATUS DATE CYC REVERSE START DATE STOP DATE FREQUENCY  
7 200412 79 0184 65000 COMPLETED NO (NOT SCHEDULED)

8 APPROVAL INFORMATION ENTERED/LAST CHANGED INFORMATION EXCEPTION APPROVAL INFORMATION  
9 DATE TIME PERSON DATE TIME PERSON LOC SECT DATE TIME PERSON  
10 2004-12-15 11:17 TOM RUTHIG 0078 0000

11 [REDACTED]  
12 [REDACTED]

*A*

*B*

*C*

*D*

13 -ACCOUNT-

PAY

NOTE: THIS IS A PSEUDO TRANSLATION

14 SEL D/C NO ER CMP SEC/U LOC AMOUNT EAG LOC DESCRIPTION GL ACCT NO ER LOC FL ACCT EAC PERCENT TYPE  
15 \*\*\*> D 00000 000 146 3060 0087 999 TFR BILL SYMT REV SURGSHL  
16 \*\*\*> C 00066 094 000 1500 0087 999 TFR BILL SYMT REV SURGSHL 456.022 00000 000 0087 000.0000 \*\*\* 100.00 HOOR

18 BATCH TOTAL:

TOTAL ENTRIES: 2

19

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*OK  
MBesada  
12-10-04*

*B*

*46-4*

• Title

2/10/6

cc: John Lehr/CS/FPL@FPL  
Subject: Billing Totals

1012

Gracewood/Albritton fruit - November cycles 1-21  
Earthlink - December cycles 1-3  
Surgesfield - December cycles 5-6

**Josh**

7

INTEGRITY BUSINESS FORMS, INC. Phone: (847) 698-2626 Fax: (847) 698-1508 Email: [integbus@aol.com](mailto:integbus@aol.com)

46-4

Title:

Journal Entry

WJ 10/6  
2/11/06  
10/2

CONFIDENTIAL

10/2

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Maria V Besada  
12/14/04 11:38 AM

To: Joshua Bass/CS/FPL@FPL  
cc: John Lehr/CS/FPL@FPL, Pam D McClain/CS/FPL@FPL, Tom  
Ruthig/CS/FPL@FPL  
Subject: Re: Billing Totals - please read - action required

A B C D E F G

Just bill [redacted] as usual.

Tom - let's get this in before this Friday.

- Please generate accrual for [redacted] below; revenue accrual for bill statement advertising; it will reverse in Jan and be offset by bill that Pam will generate.
- Please process entry debiting surgeshield for [redacted] This is revenue for bill statement advertising.

Thanks,

Maria  
Joshua Bass

Joshua Bass  
12/14/04 11:16 AM

To: Maria V Besada/CS/FPL@FPL  
cc: Pam D McClain/CS/FPL@FPL, John Lehr/CS/FPL@FPL  
Subject: Re: Billing Totals

Maria,

Listed below is a summary of the remaining billing action items for 2004.

[redacted]

Accrual for December

I'll bring Pam documentation.

(John - please update the statement schedule spreadsheet with this billing information)

— Forwarded by Joshua Bass/CS/FPL on 12/14/2004 11:03 AM —

Michael Olafsen  
12/14/2004 10:48 AM

To: Joshua Bass/CS/FPL@FPL  
cc:  
Subject: Re: Billing Totals

Surgeshield  
Joshua Bass

Joshua Bass

To: Michael Olafsen/CS/FPL@FPL

P8

116-4

Title:

Journal Entry

12/10/04  
21104  
✓

Page: 1 Document Name: B SESSION

10/2

2 FEH5 FE0YH5P - JOURNAL VOUCHER ENTRY - 12/15/04 11:11:40  
3 O: 01 INPUT SCREEN PAGE NO: 01 / 01  
4 A B C D E F G H I  
5 ACT CD: A SRC: 65 000 PAGE#: 0184 LDGR DT: 200412 SORT: (A/L/H)  
6 JVNO: 79 ACCRUAL REV: N START: STOP: FREQ: \_  
7 RI# -ACCOUNT- STATUS: C CURR CYCLE: USERID: TFR0QBI  
8 D/C WO ER CMP SEC/U LOC AMOUNT EAC DESCRIPTION  
9 D 146 906 087 TFR BILL STMT REV SURGSHL  
9 C 0066 94 000 150 087 TFR BILL STMT REV SURGSHL  
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16 J K L M N O  
17 TOTALS: (+)DB: (-)CR:  
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21 ORIGINATOR: TOM RUTHIG  
22 TRANSACTION SUCCESSFUL

LAST CHANGED: 2004-12-15-11.11.40  
NEXT TRAN:

CONFIDENTIAL

23

Date: 12/15/ 4 Time: 11:17:03 AM

19

Acct 234.900

1013

	A	B	C	D	E
FINAL	FLORIDA POWER & LIGHT COMPANY				
	GENERAL LEDGER MONTHLY TRANSACTIONS				
	MONTH OF 12 / 2004				
MORE DATA AVAILABLE					BEGIN BALANCE/
DESCRIPTION	SC	ACCOUNT	NET CHANGE	ENDING BALANCE	

A/P-FPL ENERGY SVCS	CS	234900
	CV	234900
	JV	234900
TOTAL POINT ACCOUNT		234900

NEXT ACCOUNT : 234905  
NEXT MONTH : 12 NEXT YEAR : 2004

\*\*\*\* NEXT TRANSACTION \*\*\*\* GLR

This monthly transaction printout shows that FPL reimburses FPLES for money collected on its behalf. These amounts were not audited.

47-1 e



REPORT: ST35-101-121303

FLORIDA POWER & LIGHT COMPANY  
FIVE FINANCIAL REPORT  
CASE SOURCE

PAGE 0004

SORT ORDER: GL ACCT LOCK DATE CASH DATE DEPDST SRC RAC

FROM - TO SELECTION CRITERIA:

GL ACCT: 234.900 - 234.900  
CASH LOCK: - - -  
RAC: - - -  
CASH DATE: - - -  
CUSTOMER: - - -  
WORKSHEET: - - -  
INVOICE: - - -

LEDGER DATE: 200412 - 200412  
SOURCE: - - -  
AMOUNT: - - -  
DEPDST DIST: - - -  
INVOICE ID: - - -

COMMENTS: MONICA VARGAS

GL ACCT	LOCK	DATE	CASH DATE	DEPDST	SRC	RAC	VENOR	STCH	BANK	DEPDST	DESCRIPTION	INVOICE	CUSTOMER	AMOUNT
234.900	0009	200412	11/29/2004	0046	70260	790	0000000000	0000	000000	0085	C260			.00
234.900	0009	200412	11/29/2004	0046	70260	790	0000000000	0000	000000	0085	C260			479,600.28-
234.900	0009	200412	11/30/2004	0046	70260	790	0000000000	0000	000000	0085	C260			26,480.28-
234.900	0009	200412	12/01/2004	0046	70260	790	0000000000	0000	000000	0085	C260			28,107.16-
234.900	0009	200412	12/02/2004	0046	70260	790	0000000000	0000	000000	0085	C260			22,654.55-
234.900	0009	200412	12/03/2004	0046	70260	790	0000000000	0000	000000	0085	C260			619,792.57-
234.900	0009	200412	12/06/2004	0046	70260	790	0000000000	0000	000000	0085	C260			1,278.80-
234.900	0009	200412	12/06/2004	0046	70260	790	0000000000	0000	000000	0085	C260			.00
234.900	0009	200412	12/07/2004	0046	70260	790	0000000000	0000	000000	0085	C260			744,146.03-
234.900	0009	200412	12/08/2004	0046	70260	790	0000000000	0000	000000	0085	C260			239,827.42-
234.900	0009	200412	12/09/2004	0046	70260	790	0000000000	0000	000000	0085	C260			62,196.70-
234.900	0009	200412	12/10/2004	0046	70260	790	0000000000	0000	000000	0085	C260			274,801.72-
234.900	0009	200412	12/13/2004	0046	70260	790	0000000000	0000	000000	0085	C260			5,713.33-
234.900	0009	200412	12/13/2004	0046	70260	790	0000000000	0000	000000	0085	C260			2,441.63-
234.900	0009	200412	12/14/2004	0046	70260	790	0000000000	0000	000000	0085	C260			614,573.99-
234.900	0009	200412	12/15/2004	0046	70260	790	0000000000	0000	000000	0085	C260			225,934.39-
234.900	0009	200412	12/16/2004	0046	70260	790	0000000000	0000	000000	0085	C260			125,932.64-
234.900	0009	200412	12/17/2004	0046	70260	790	0000000000	0000	000000	0085	C260			16,540.35-
234.900	0009	200412	12/20/2004	0046	70260	790	0000000000	0000	000000	0085	C260			2,404.60-
234.900	0009	200412	12/20/2004	0046	70260	790	0000000000	0000	000000	0085	C260			890,723.61-
234.900	0009	200412	12/21/2004	0046	70260	790	0000000000	0000	000000	0085	C260			290,236.05-
234.900	0009	200412	12/22/2004	0046	70260	790	0000000000	0000	000000	0085	C260			268,740.45-
234.900	0009	200412	12/27/2004	0046	70260	790	0000000000	0000	000000	0085	C260			.00
234.900	0009	200412	12/27/2004	0046	70260	790	0000000000	0000	000000	0085	C260			1,574.46-
234.900	0009	200412	12/28/2004	0046	70260	790	0000000000	0000	000000	0085	C260			1,219.26-

\*DATE 200412  
\*\*LOCK 0009  
\*\*\*GL ACCT 234.900

4,946,172.28-  
4,946,172.28-  
4,946,172.28-

(P)

10/3

FPL  
Service Contract Process  
RCN #05-315-4-1 Underserved  
TYR 12/31/05

Title: Acct 234.900

10/31/09

FPL  
Service Connect Process  
RCA: #05-285-4-1 Undocketed  
TYE: 12/31/05

Title: act 234.900

11/1/06  
21

10/3

PAGE 0005

FLORIDA POWER & LIGHT COMPANY  
FINS FINANCIAL REPORT  
CASH SOURCE

REPORT: 5735-101-121303

GL ACCT LOCK DATE	CASH DATE	DEFINT REC	MAC VERSION	ITEM BANKS	BUDGET DISCUSSION	INVOICE CUSTOMER	AMOUNT
							4,546,172.28-
*****GRAND TOTAL							

P3

107-1

Title: Acct 234.900

10/3

CONFIDENTIAL

PAGE 0006

FLORIDA POWER & LIGHT COMPANY  
FIRE FINANCIAL REPORT  
CASE VOUCHER BOND

REPORT: 5235-101-121305

REPORT ORDER: GL ACCT AMOUNT DATE LOAN SRC FO

FROM - TO SELECTION CRITERIA:

GL ACCT: 234.900 - 234.900

CRG LOCK:

EAC:

DELTY LOCK:

VOUCHER:

FO NUMBER:

VOUCHER DATE: 200412

AMOUNT:

DELTY/AMOUNT:

INTERFAC ID:

PAGES:

VENDOR:

COMMENTS: MONICA VARGAS

GL ACCT AMOUNT DATE LOAN SRC FO NUMBER

234.900 [REDACTED] 0009 22450

00412 0009 22450

GL ACCT 234.900

GRAND TOTAL

COMPLET

DEL CVO DATE NAME

450 4343 FTL KERRICK SERV

..00

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17

Title: Acct 234.900

*WJ*  
*2/7/06*

*10/3*

**CONFIDENTIAL**

PAGE 0007

FLORIDA POWER & LIGHT COMPANY  
FPL FINANCIAL REPORT  
JOURNAL VOUCHER SOURCE

REPORT: 8735-101-121305

DATE ORDER: GL ACCT AMOUNT DATE LOCK SRC JVS

FROM - NO SELECTION CRITERIA:

GL ACCT: 234.900 - 234.900

CRS LOCK:

ENC:

JY MONTH:

PAGE NUMBER:

WORKSHEET:

RECORD DATE: 200412

SOURCE:

IMPORT:

JY NUMBER:

INTERFAC ID:

- 200412

COMMENTS: MONICA VARGAS  
A B C D E F G H I J K L

CUSTOMER

ENC INVOICE

ENC NOS DISTRIBUTION

PAGE DESCRIPTION

JVS

LOCK SRC

AMOUNT DATE

GL ACCT

234.900

234.900

234.900

234.900

234.900

200412 0009 65000 1231 032 APPLY CASHS CASE-FPA 0032 0000-00-000 800-000 750  
200412 0009 65000 1231 041 VARS CASE TRANSFER 0041 0000-00-000 800-000 750  
200412 0009 65000 1231 653 FPLS FUNDS APT CUTO 0653 0000-00-000 800-000 750

\*GL ACCT 234.900

\*\*\*\*\*GRAND TOTAL

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18

*PS*

Title:

Acct 234.900

10/10/06  
217/106

Page: 1 Document Name: untitled

10/3

FINAL FLORIDA POWER & LIGHT COMPANY  
GENERAL LEDGER MONTHLY TRANSACTIONS  
MONTH OF 12 / 2004

MORE DATA AVAILABLE DESCRIPTION	SC	ACCOUNT	NET CHANGE	BEGIN BALANCE/ ENDING BALANCE
A/P-FPL ENERGY SVCS				.00
	CS	234905	.00	
	CV	234905	.00	
	JV	234905	.00	
TOTAL POINT ACCOUNT		234905	.00	.00

NEXT ACCOUNT : 234910  
NEXT MONTH : 12 NEXT YEAR : 2004

\*\*\*\* NEXT TRANSACTION \*\*\*\* GLR

Date: 12/13/2005 Time: 1:32:16 PM

PG

Title: Acct 144,200

*Handwritten:* 11/10/06

**CONFIDENTIAL**

Page: 1 Document Name: untitled

*Handwritten:* (p04)

*Handwritten:* A B C D E 10/3

FINAL FLORIDA POWER & LIGHT COMPANY  
GENERAL LEDGER MONTHLY TRANSACTIONS  
MONTH OF 12 / 2004

MORE DATA AVAILABLE	DESCRIPTION	SC	ACCOUNT	NET CHANGE	BEGIN BALANCE/ ENDING BALANCE
	RETAIL GAS SALES				
		JV	144200		
	TOTAL POINT ACCOUNT		144200		

*Handwritten:* (P2)

NEXT ACCOUNT : 144500  
NEXT MONTH : 12 NEXT YEAR : 2004

\*\*\*\* NEXT TRANSACTION \*\*\*\* GLR

*Handwritten:* Gas Sales were not audited because John Stenwick was only interested in the FPL's Service Connect Process

Date: 12/13/2005 Time: 1:33:36 PM

*Handwritten:* 47-28

FPL

Service Connect Process  
RCA: #05-285-4-1 Undocked  
TYE: 12/31/05

Title Oct 144, 200

Title:

**CONFIDENTIAL**

9000 224A

STONLEY POWER & LIGHT COMPANY  
THIS FINANCIAL REPORT  
JOURNAL SOURCE

REPORT: 5735-101-121305

SOFT ORDER: CT. ACCT

FROM - TO SECTION COUNTRY:

246.200 - 144.200

10

: 11

## CONCLUSION

CO 20034

COMMENTS: NORTH YAKIMA

144.200  
144.200  
144.200  
144.200

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**SECURITY BUSINESS FORMS, INC.**  
**Phone:** (847) 838-2628 **Fax:** (847) 896-4608  
**Email:** [Wnegus@aol.com](mailto:Wnegus@aol.com)

Fax: (847) 696-4508

Email: [info@megaworld.com](mailto:info@megaworld.com)

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22

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Title: Acct 144.200

12/13/05

Page: 1 Document Name: untitled

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2  
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11

FINAL FLORIDA POWER & LIGHT COMPANY  
GENERAL LEDGER MONTHLY TRANSACTIONS  
MONTH OF 12 / 2004

DESCRIPTION	SC	ACCOUNT	NET CHANGE	BEGIN BALANCE/ ENDING BALANCE
A/R-FPLS-NE MKTS	CV	146905		
	JV	146905		
	PR	146905		
TOTAL POINT ACCOUNT		146905		

12  
13  
14

NEXT ACCOUNT : 146906  
NEXT MONTH : 12 NEXT YEAR : 2004

\*\*\*\* NEXT TRANSACTION \*\*\*\* GLR

CONFIDENTIAL

Date: 12/13/2005 Time: 1:23:52 PM

P3

47-2







FPL

Website A/O

(FBL) ~~Confidential~~ ~~Confidential~~

Florida Power & Light Company  
Docket No. Undocketed  
FPLES Service Connect Process Audit  
Audit Request No. 5  
Page 1 of 1

- Q.
- 1) Provide the analysis that shows the allocation of costs, overheads and adders for the time spent transferring the call to connect services from the call center.
  - 2) Provide printouts of web pages for web site if a customer asks to connect new service.
  - 3) Provide support that this connection is not transferred to FPLES.
- A.
- 1) See attached analysis as requested.
  - 2) See attached requested web pages. Note that the printouts of the web pages provided illustrates a customer who is connecting service and is required to pay a deposit.
  - 3) There is no interface built between the FPL web site service connect process and the FPLES Connect Services business. Moreover, none of the service connect transactions processed through the FPL web site are subsequently provided to the FPLES Connect Business. See attached web screen shots confirming this fact.

This was verified with the printouts provided. No further work needed.

FPL

Website A/C

- 3) This question was withdrawn by Gabby Leon on 12/15/05.
- 4) This question was answered in the 12/8/05 meeting.
- 5) This question was answered in the 12/8/05 meeting.

## Step1- Log into FPL.com

Florida Power & Light Company (FPL): Electric Power Utility - Microsoft Internet Explorer provided by F...

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites

Address http://webtest.fpl.com/ Go Links

**FPL** FLORIDA POWER & LIGHT

Home Page Contact Us Log In/Log Out FAQs Site Map

Access My Account Pay My Bill Report Trouble Find A Job

Search: [ ] Go Tuesday, December 13, 2006

**For Your Home**  
For Your Business  
Storm Center  
Safety  
Our Environment  
News  
Community Care  
Learning Center  
About Us  
Investor  
Family of Sites

If you think this is expensive, imagine filling up a power plant

► Skyrocketing fuel costs drive up electric bills for 2006

**Things you can do**

► Home Energy Advisor: Tips and tools to help you keep bills down.  
► Business Rebates and Incentives: Smart solutions to reduce costs.  
► FPL Budget Billing: Help to make your electric bill more predictable.  
► Residential On Call | Business On Call: Quick way to lower your bill.

► FPL rings in the holiday season with tips for savings and safety

**User ID:**  
[ ]

**Password:**  
[ ]

[Registration](#) | [FAQs](#)

**Billing & Payment**

**FPL E-Mail Bill:** It saves you time and money

**FPL Pay Online:** Make payments anytime

**Automatic Bill Pay:** Your bill is always paid, always on time.

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Local intranet

49 P23

572

Albaster 170

FPL

Step 2- From the home page select the Access My Account tab and click on Open or reopen an account

FPL | Access My Account - Microsoft Internet Explorer provided by FPL Group for Company Use

File Edit View Favorites Tools Help

Address: http://webtest.fpl.com/access/contents/index.shtml

Back Forward Stop Home Page Contact Us Log In or Out Find A Job

Search: [ ]

Home Page Contact Us Log In or Out Find A Job

Pay My Bill Report Trouble

Transfer My Account

Online Services

Account Information

Current balance / last payment

Last statement

Billing history graph

Payment / credit history

Order Services

Transfer account to new address

Open or reopen an account

Close an account

Update Information

Mailing address

Telephone number

E-mail address

Your Electric Service

How to read your bill

EPL Electric Service Standards

Deposits

Service charges

Your electric meter

Vacation or extended leave

Our online services registration lets you log in just once during your online session and then have easy access to all of your account information. Your transactions are protected by secure encryption technology.

Local Intranet

http://webtest.fpl.com/access/contents/index.shtml

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5/2

Step 3- Once you click on Open or reopen an account this will take you to the content page to read about all the info you will need to connect service.

(continue to next slide for the rest of the page)

The screenshot shows a Microsoft Internet Explorer window titled "FPL | Open or Reopen an Account - Microsoft Internet Explorer provided by FPL Group for Company Use". The address bar shows "http://webtest.fpl.com/access/contents/open\_or\_reopen\_an\_account.shtml". The page features a navigation menu on the left with links like "For Your Home", "For Your Business", "Storm Center", "Safety", "Our Environment", "News", "Community Care", "Learning Center", "About Us", "Investor", and "Family of Sites". The main content area is titled "Open or Reopen an Account" and includes sections for "Deposit requirements", "Requests for weekends and holidays", and "Open or reopen an account". The "Open or reopen an account" section is partially visible, showing "To open".

**FPL | Open or Reopen an Account - Microsoft Internet Explorer provided by FPL Group for Company Use**

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Home

Address: http://webtest.fpl.com/access/contents/open\_or\_reopen\_an\_account.shtml

Home Page Contact Us Log In/Log Out FAQs Site Map

**FPL**

**Open or Reopen an Account**

Deposit requirements | Requests for weekends and holidays | Open or reopen an account | Electrical inspections | New electric service

Moving to a new residence and need service opened or reopened in your name? Review the information below, then submit your request online.

**Deposit requirements**

For frequently asked questions and answers about

- residential deposits, [click here](#)
- business deposits, [click here](#).

**Requests for weekends and holidays**

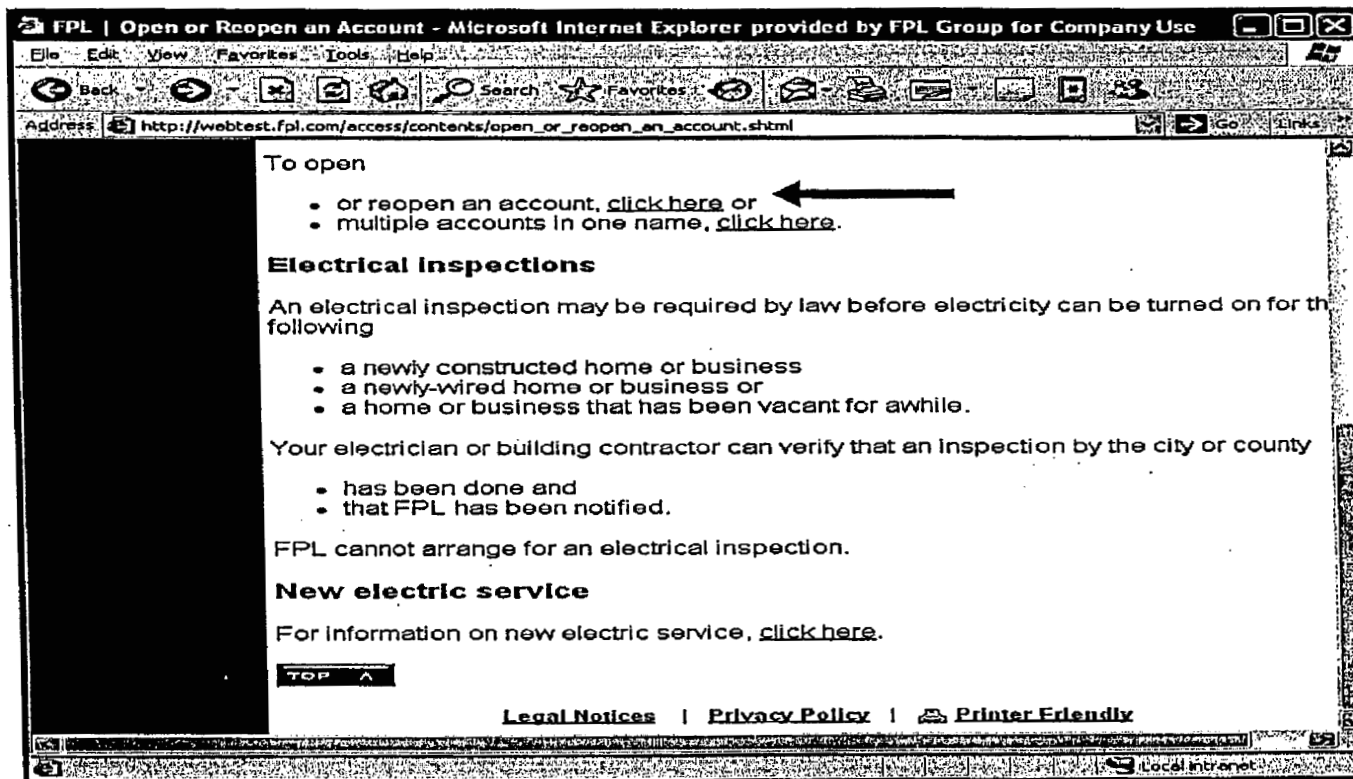
Requests for weekends and holidays will be scheduled for the next business day.

**Open or reopen an account**

To open



Step 3- Continue – towards the bottom of the Open or reopen an account page click on the link to start the application.



49 pgs

5/5

Albion 1/10

FPL



Step 4 – You will be required to log in using your User ID and Password if not a registered user of the site you can select the first link to create a User ID and Password

Florida Power & Light - Microsoft Internet Explorer provided by FPL Group for Company Use

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Home Local intranet

Address https://apptest.fpl.com/eca/EcaController

Home | En Español | FAQ | Contact Us | Site Map | Print this page SEARCH

**FPL**

FPL Customer Electricity & Our Environment Community Involvement Storm Center & Safety About FPL Doing Business With FPL Family of FPL Sites

**Welcome**

- Log In / Log Out
- Residential**
  - Customer Service
  - Billing & Payment
  - Savings & Rebates
  - Products & Solutions
  - Your Electric Service
- My Account**
  - Account Summary
  - Pay Bill
  - View Bill
  - Start Service
  - Stop Service
  - Transfer Service
  - Bill History
  - Bill History Graph
  - Payment History
  - Select Account
  - Online Home Energy Survey
  - Report Power Disturbances

**Log In**

Please fill in these fields, then click Log In.

Please log in to continue.

User ID:

Password:

[Not Registered – Create User ID and Password](#)

[Forgotten User ID](#)

[Forgotten Password](#)

[Change Password](#)

[Update Registration](#)

[Frequently Asked Questions](#)

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Local intranet

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Page 7

572

Step 5 – Once logged in you will be directed to the Open Electric Account application.

Florida Power & Light - Microsoft Internet Explorer provided by FPL Group for Company Use

File Edit View Favorites Tools Help

Back Forward Stop Search Home Print this page

Address: https://apptest.fpl.com/sowwww2/sowwww/html/Controller?command=connectpremise&search

Home | En Español | FAQ | Contact Us | Site Map

**FPL**

**Open Electric Account**

Please provide the new service address information below. A complete address is required for us to process your online request.

These examples show the components of an address:

Address	House/ Building #	Prefix	Street Name	Suffix	Suffix Direction	Apt/Suite /Unit #
123 E Main St NW Apt 2C	123	E	Main	St	NW	2C
7895 Royal Palm Way S	7895		Royal Palm	Way	S	
456 NW 1 Circle Suite H-15	456	NW	1	Circle		H-15

**\*Required fields**

House/  
Building #:  Prefix:  Street Name:  Suffix:  Suffix Direction:

Apt/Suite/Unit #:  City:

Examples: C2, 5 B, A-15, Front

Address entered:

Done Local Internet

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P-28

5/2

11/10/2006 10:10

11/10/2006

Step 6 – Once logged in you will be directed to the Open Electric Account application. You will be required to enter your new address in the fields below and click continue when completed.

Florida Power & Light - Microsoft Internet Explorer provided by FPL Group for Company Use

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Print Home

Address https://appst.fpl.com/sowww2/Sowww2FnlController?wlastpage=ConnectPremiseSearchPage

**FPL**

FPL Customer Electricity & Our Environment Community Involvement Storm Center & Safety About FPL Doing Business With FPL Family of FPL Sites

### Open Electric Account

Welcome  
Log In / Log Out

**Residential**  
Customer Service  
Billing & Payment  
Savings & Rebates  
Products & Solutions  
Your Electric Service

**My Account**  
Account Summary  
Pay Bill  
View Bill  
Start Service  
Stop Service  
Transfer Service  
Bill History  
Bill History Graph  
Payment History  
Select Account  
Online Home Energy Survey  
Report Power Disturbances

Please provide the new service address information below. A complete address is required for us to process your online request.

These examples show the components of an address:

Address	House/ Building #	Prefix	Street Name	Suffix	Suffix Direction	Apt/Suite /Unit #
123 E Main St NW Apt 20	123	E	Main	St	NW	20
7895 Royal Palm Way 8	7895		Royal Palm	Way	S	
456 NW 1 Circle Suite H-15	456	NW	1	Circle		H-15

Please select the zip code for your new address.

\*Required fields

House/ Building #: 7725 Prefix: SW Street Name: 88 Suffix: Street Suffix Direction: None

Apt/Suite/Unit #: a125 City: Miami Zip Code: 33156

Examples: C2, 5 B, A-15, Front

Address entered: 7725 SW 88 ST #a125

Continue Reset

49 6/8/9

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Provisioned APO

FPL

Step 7 – The next page will prompt the user to enter their previous account information or select the name format if they have never had service with FPL before.

Florida Power & Light - Microsoft Internet Explorer provided by FPL Group for Company Use

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites

Address: https://apptest.fpl.com/sowwww2/Sowwww.html?Controller=twUastpage-ConnectPremiseSearchPage

**FPL**

FPL Customer Electricity & Our Environment Community Involvement Storm Center & Safety About FPL Doing Business With FPL Family of FPL Sites

Welcome  
Log In / Log Out

Residential  
Customer Service  
Billing & Payment  
Savings & Rebates  
Products & Solutions  
Your Electric Service

My Account  
Account Summary  
Pay Bill  
View Bill  
Start Service  
Stop Service  
Transfer Service  
Bill History  
Bill History Graph  
Payment History  
Select Account  
Online Home Energy Survey  
Report Power Disturbances

**Current or Previous FPL Account Information**

If you have or had an account with FPL, please provide

- the FPL Account # (if you have more than one account, please enter your main account #)
- AND the Social Security, Social Insurance or Federal Tax ID # for the account holder.

We will use this information to reference the account and

- open the new account(s) in the SAME NAME and
- reduce the amount of information we need from you.

FPL Account #: 9653634098  
U.S. Social Security, Canadian Social Insurance, or Federal Tax ID #: 044022214

OR

\*Required fields

If you have NOT had an account with FPL, please select the name format for your new account. We use this to determine the information we need to complete your request.

Name Format\* - Select one -

Continue Reset

Local intranet

49 Feb 10

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Albaster 1/10

FPL

5/2

49 P. 30 11

Step 8 – continue – After you enter Personal Customer Information you click continue.

Florida Power & Light - Microsoft Internet Explorer provided by FPL Group for Company Use

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Print Mail

Address: https://apptest.fpl.com/sowwww2/Sowwww4.htm?Controler7wtlastpage=ConnectCustPreviousOrNewAcctInfoPage

- Products & Solutions
- Your Electric Service
- My Account
  - Account Summary
  - Pay Bill
  - View Bill
  - Start Service
  - Stop Service
  - Transfer Service
  - Bill History
  - Bill History Graph
  - Payment History
  - Select Account
  - Online Home Energy Survey
  - Report Power Disturbances

**\*Required fields**

Name: JOHN D COURSEN

Is the name correct?

---

New Home Phone:

Other Phone:

Ext:

Your Name:

Please change if different

E-Mail Address:

---

Mail Bills to the Service Address:

If you selected No above, please select the Mailing Address Type:

Mailing Address Type:

→

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Done Local intranet

11/16/05 10:10

11/16/05

5/2

49 12/12



Step 9 – The next step is to enter your Open Account Information and click continue.

Florida Power & Light - Microsoft Internet Explorer provided by FPL Group for Company Use

File Edit View Favorites Tools Help

Address: https://apptest.fpl.com/sowww2/Sowww2tmiController/tmiLastpage=ConnectPreviousCustPersonalReconciliationPage

Home | En Español | FAQ | Contact Us | Site Map |  SEARCH

Print this page

**FPL**

**Open Account Information**

Please complete the following information.

**\*Required fields**

Start Date:  12/22/2005  
Click icon to select start date

Service Used For:  Personal

Ownership Type:  Rent-Primary Residence

For the safety of our employees, will you have a  
Dog in the Yard?  No

If we have an existing customer at the new address, we may need to verify when they are leaving. Can you provide their first and/or last name?

First Name: Last Name:

Existing Customer:  fernando  Vega

Continue  Reset

49 12/22/13

5/2

Step 10 – The next page is the Review Page for the customer to verify the information they have entered (next slide will show you the rest of the page)

5/2

Florida Power & Light - Microsoft Internet Explorer provided by FPL Group for Company Use

Home | En Español | FAQ | Contact Us | Site Map | Print this page

**Review Page**

Please

- review the information you entered to ensure it is correct, and
- click Submit to complete your request.

Then, we will display a confirmation page for you to print for your records.

**My Account**

- Account Summary
- Pay Bill
- View Bill
- Start Service
- Stop Service
- Transfer Service
- Bill History
- Bill History Graph
- Payment History
- Select Account
- Online Home
- Energy Survey
- Report Power Outages

**Residential**

- Customer Service
- Billing & Payment
- Savings & Rates
- Products & Subscribers
- Your Electric Service

**Electricity & Our Environment**

**Community Involvement**

**Storm Center & Safety**

**About FPL**

**Doing Business With FPL**

**Family of FPL Sites**

Start Date: 12-22-2005

Service Address: 7725 SW 88TH ST # A125

City: MIAMI

Zip Code: 33156

Account Name: JOHN D COURSEN

Mailing Address: 7725 SW 88TH ST # A125  
MIAMI, FL 33156

E-mail Address: ANABELLE\_CARDELLES@FPL.COM

Deposit Required: \$120.00

49 pages



Step 10 – continue - The bottom of the Review Page will allow the customer to submit their order , cancel or start over if the information they have reviewed is not accurate.

Florida Power & Light - Microsoft Internet Explorer provided by FPL Group for Company Use

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites

Address: https://apptest.fpl.com/sowwww2/Sowwww2LinkController?wLastpage=ConnectCustPersonalAccountInfoPage

Customer | Environment | Involvement | & Safety | FPL | With FPL | FPL Sites

**Welcome**

- Log In / Log Out

**Residential**

- Customer Service
- Billing & Payment
- Savings & Rebates
- Products & Solutions
- Your Electric Service

**My Account**

- Account Summary
- Pay Bill
- View Bill
- Start Service
- Stop Service
- Transfer Service
- Bill History
- Bill History Graph
- Payment History
- Select Account
- Online Home Energy Survey
- Report Power Disturbances

**Review Page**

Please

- review the information you entered to ensure it is correct, and
- click Submit to complete your request.

Then, we will display a confirmation page for you to print for your records.

---

Start Date: 12-22-2005

Service Address: 7725 SW 80TH ST #A125

City: MIAMI

Zip Code: 33156

Account Name: JOHN D COURSEN

Mailing Address:

7725 SW 88TH ST #A125  
MIAMI, FL 33156

E-mail Address: ANABELLE\_CARDELLES@FPL.COM

Deposit Required: \$120.00

Would you like to receive your bills by e-mail?

Submit Cancel Start Over

https://apptest.fpl.com/sowwww2/Sowwww2LinkController?wLastpage=ConnectCustPersonalAccountInfoPage

Local Internet

ANABELLE CARDELLES

FPL

5/2

49. Page 5

Step 11 – The thank you page summarizes the customers order and advises them of their deposit requirements (continue to next slide for the rest of the page).

Florida Power & Light - Microsoft Internet Explorer provided by FPL Group for Company Use

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Print

Address: https://aptest.fpl.com/sowww2/Sowww2LinkController?classpage=ConnectSummaryPage

Home | En Español | FAQ | Contact Us | Site Map | [Print this page](#)

**FPL**

**Thank you**

Please

- FIRST, print this page for your records, then
- read the important information below and
- remember to turn on the breakers if you do not have service when you arrive.

After you print this page, [click here](#) to open additional accounts.

---

Account Confirmation #: 0202532271

Account Name: JOHN D COURSEN

Service Address: 7725 SW 88TH ST #A125  
City: MIAMI

Start Date: 12-22-2005

Mailing Address:  
7725 SW 88TH ST #A125  
MIAMI, FL 33156

E-mail Address: ANABELLE\_CARDELLES@FPL.COM

Deposit Required: \$120.00

**Left sidebar menu:**

- Welcome
  - Log In / Log Out
- Residential
  - Customer Service
  - Billing & Payment
  - Savings & Rebates
  - Products & Solutions
  - Your Electric Service
- My Account
  - Account Summary
  - Pay Bill
  - View Bill
  - Start Service
  - Stop Service
  - Transfer Service
  - Bill History
  - Bill History Graph
  - Payment History
  - Select Account
  - Online Home Energy Survey
  - Report Power Disturbances

**Right sidebar menu:**

- FPL Customer
- Electricity & Our Environment
- Community Involvement
- Storm Center & Safety
- About FPL
- Doing Business With FPL
- Family of FPL Sites

Local intranet

ANABELLE CARDELLES  
7/2/06

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Chabata 19/0

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