

Gulf Power Company
500 Bayfront Parkway
Post Office Box 1151
Pensacola FL 32520-1151
Telephone 904 444-6365

25

**ORIGINAL
FILE COPY**

Jack L. Haskins
Director of Rates and Regulatory Matters
and Assistant Secretary

the southern electric system

April 23, 1990

Mr. Steve Tribble, Director
Division of Records and Reporting
Florida Public Service Commission
101 East Gaines Street
Tallahassee FL 32399-0870

ADMINISTRATION
MAIL ROOM
APR 24 7 57 PM '90

Dear Mr. Tribble:

RE: ~~Docket No. 891345-B1~~

Enclosed are Gulf Power Company's responses to the customer complaints that were reported at our Service Hearings on April 4 and 5, 1990 to be filed in the above docket. The complaints are listed below:

<u>Name</u>	<u>Complaint No.</u>
Marvin Harper	No. 10287-I
Austin M. Hudson	No. 10291-P
Don Welch	No. 10290-P
A. D. Cobb	No. 10286-P
Ray B. Keahey	None

- ACK
- AFA
- APP
- CAF
- CMU
- CTR
- EAG
- LEG
- LIN
- OPC
- RCH
- SEC
- WAS
- OTH

Sincerely,

Jack L. Haskins

Enclosures

cc: Division of Consumer Affairs
George B. Hanna

RECEIVED & FILED

TB

FPSC-BUREAU OF RECORDS

DOCUMENT NUMBER-DATE

03506 APR 24 1990

FPSC-RECORDS/REPORTING



Date April 16, 1990

Re FPSC Inquiry - Marvin Harper
4091 East Johnson
Pensacola, FL

From G. M. Sammons

To W. E. Tate

Mr. Harper owns a trailer at 8601 Fowler Avenue. In March, 1989, during a change of tenants, the service pole to the trailer disappeared. According to the inquiry, Mr. Harper believed Gulf had removed the pole.

Our Engineering Representative contacted Mrs. Harper several times, performed a field inspection of the property, and researched Gulf's records after receiving this inquiry.

The representative explained to Mrs. Harper that Gulf might remove the meter or possibly disconnect the wires to the pole if necessary, but the Company would not remove the pole. The representative also explained that Gulf had no record indicating a problem with the service at that location. It appears that the service pole at 8601 Fowler Avenue, was stolen or taken by the previous tenant. Mrs. Harper seemed to be satisfied with this explanation.

If I can be of further assistance, please let me know.

ds

A handwritten signature in cursive script, reading "Mary M. Sammons".



Date: April 16, 1990

Re: FPSC Customer Inquiry - Austin M. Hudson
12964 Seratin Drive
Pensacola, FL

From: Gary M. Sammons

To: Warren E. Tate

On April 6, 1990, an engineering representative met with Mr. & Mrs. Hudson at their home, and listened to their concerns. The Hudson's have experienced four unrelated power interruptions since December 22, 1989, with the longest lasting about an hour. Two of these outages were caused by bad weather. The cause of the other two were undetermined.

An animal guard will be installed on the transformer serving the Hudson residence, and the area is scheduled for maintenance tree trimming later this year. We also patrolled the line, but did not find any problems.

A meter reading supervisor also met with Mr. Hudson to discuss the way his meter is read. We have no record of Mr. Hudson's meter ever being misread, and Mr. Hudson was not concerned over any previous readings. The supervisor also explained the reduced costs associated with using binoculars to read some meters and assured him it could be done accurately.

Mr. & Mrs. Hudson were satisfied with our response to their concerns. If I can be of further assistance, please let me know.

ds

A handwritten signature in cursive script, appearing to read "Gary M. Sammons".



Date April 16, 1990

Re FPSC Inquiry - Don Welch
50 Eden Lane
Cantonment, FL

From G. M. Sammons

To W. E. Tate

Mr. Welch lives in an area of Pensacola known as Cottage Hill. A number of system improvements in the Cottage Hill area have either recently been completed or will be completed by June 15, 1990. When completed, nearly \$400,000 in improvements will have been made and residents, including Mr. Welch, will experience improved electric service reliability. Much of this work had been budgeted and scheduled for the Spring 1990, however the extreme cold on December 23, increased the load far beyond even our 1990 load projections.

Listed below are some of these improvements:

Old Palafox Highway has been reconducted from Muscogee Road north to Stacey Road.

The old phase conductors will be replaced and additional ones added to Williams Ditch Road, McKenzie Road, Cedar Tree Lane, Wishbone and Virecent Roads. These projects will be completed by June 15, 1990.

Many of the outages which Mr. Welch listed were probably automatic operations on the oil circuit reclosers for which the Company does not keep records. However, the Company did have records of 7 of the interruptions which have occurred since December 23, 1989. They are attached.

We have discussed the improvements being made in Cottage Hill with Mr. Welch and he appears to be satisfied with the actions we have taken. He also understands that we can not cost effectively eliminate the OCR operations which occur and represents only a momentary outage.

If I can be of further assistance, please let me know.

ds

Attachment

A handwritten signature in cursive script that reads "Gary M. Sammons".

Record of Outages Affecting
Don Welch
50 Eden Lane
Cantonment, Florida

- 12/23/89 - from 10:45 a.m. to 9:45 p.m. Original fault occurred when a compression connector on the feeder failed. Then restoration was prolonged because of heavy load during the extremely cold weather.
- 01/09/90 - from 10:50 a.m. to 11:09 a.m. The circuit was being reconnected by crews with a non-reclosing clearance for safety purposes on the line when a circuit breaker tripped. This outage was caused by a squirrel.
- 01/15/90 - from 9:55 a.m. to 10:05 a.m. The circuit was being reconnected by crews with a non-reclosing clearance for safety purposes on the line when a circuit breaker tripped.
- 01/30/90 - from 3:38 p.m. to 3:57 p.m. The circuit was being reconnected by crews with a non-reclosing clearance for safety purposes on the line when a circuit breaker tripped. This outage was caused when a fiberglass arm used to separate the phases failed.
- 01/31/90 - from 3:06 p.m. to 3:28 p.m. The circuit was being reconnected by crews with a non-reclosing clearance for safety purposes on the line when a circuit breaker tripped. This outage was caused when a train hit a cablevision wire and the resulting jolt caused a fault.
- 02/22/90 - from 2:05 a.m. to 7:17 a.m. Tree caused primary to burn down during storm.
- 03/18/90 - from 9:28 a.m. to 9:29 a.m. Occurred when a oil circuit breaker was opened in order to close bypass switch on a oil circuit recloser.



Date: April 16, 1990

To: FPSC Customer Inquiry - Mr. A. D. Cobb
1240 Dunmire Street
Pensacola, FL

From: Gary M. Sammons

To: Warren E. Tate

An engineering representative contacted Mr. Cobb on April 5, 1990, concerning his inquiry to the Florida Public Service Commission. Sometime last year, Mr. Cobb experienced partial lights and contacted the Company. The employee who took the call advised Mr. Cobb to check his fuses, since that is often the problem with partial lights, and call us back if the fuses were not bad. Rather than check the fuses himself, Mr. Cobb contacted an electrician to check the fuses. The electrician billed Mr. Cobb \$45.00 for the service call.

Mr. Cobb also stated that he did experience occasional outages caused by squirrels but was not real concerned about it. The engineering representative patrolled the facilities in the area and found acceptable tree conditions and animal protection. At the conclusion of our contact with Mr. Cobb, he thanked us for our help.

If I can be of further assistance, please let me know.

ds

A handwritten signature in cursive script that reads "Gary M. Sammons".



Date April 19, 1990

Re: FPSC Rate Case Hearing - Ray B. Keahey, 8207 Elizabeth Ave
Customer Complaint Account #3105-651-022777

From John W. Stephens, Jr.

To Mr. Jack L. Haskins

Mr. Keahey appeared before the Commission during the Rate Case Hearing held in Panama City on April 5, 1990 and complained of excessive usage during the period from 12/15/89 through 2/28/90. He claims that he was out of town during a great portion of this time frame. He also claimed to have experienced excessive outages during the past fifteen years.

On April 9, 1990, a Marketing Supervisor, a Customer Service Supervisor, and an Engineering Representative met with Mr. Keahey to discuss his electric service concerns. During the 12/15/89 - 1/18/90 billing period, we calculated Mr. Keahey's usage at 2907 KWH. Although this was 973 KWH higher than the previous month's usage, it also occurred during a period of record low temperatures. As you can see from the attached printout, Mr. Keahey used almost 2000 KWH during a period of relatively mild weather (11/15/89 - 12/15/89). We pointed out to Mr. Keahey that during the period he was out of town the longest (1/18/90 - 2/19/90), his usage was calculated at 265 KWH, and this was in line with his claim that he only had a refrigerator and lamp on while he was gone.

Mr. Keahey also told us that his electric service had been interrupted at least twice a year for fifteen years and claims that the problem was with the transformer. Our Engineering Representative reviewed our records, and they show no transformer problems during the last six years. The Representative also checked with a neighbor who is served off the same transformer, and he said that he had never experienced any problem with power outages.

The meter at Mr. Keahey's residence was tested on April 9, 1990 and was found to be operating within the accuracy guidelines set by the FPSC.

The Marketing Supervisor discussed several tips for saving energy with Mr. Keahey and also left a pamphlet outlining additional energy-saving suggestions.

We also advised Mr. Keahey to contact us anytime he experienced any problems or had questions concerning his electric service and that we would be more than happy to help him.

If you have any questions, or if I can be of any further assistance, please contact me.

A handwritten signature in dark ink, appearing to be 'JWS', with a stylized, cursive flourish extending to the right.

JWS:tls

METER NO | DIALS | METER CODE | DMD TYPE | TST TYP | MFG TYPE | J45 ^{MEMO AF 99.69}
 239759 | 5 | 340070 | | | 107 | MFG SER: 40193759 | ^{STANLEY AL. C. L. A. F.} TST:
 DATE ORDERED:

AF KWH | FULL | PWR FACTOR | LIGHT | AF KW RDG | STD RI | % REG
 READING * | STD RI | % REG | STD RI | % REG | STD RI | % REG | AS | FND |
 27697 | AS | 602 | 99.66 | | | 601 | 99.83 | | | AS | FND |

YR NXT TST | AS | LFT | 602 | 99.66 | | | 601 | 99.83 | ~~M S~~ | AS | LFT |
 ST

MTR KH | IRB % | T/L | MID | B/R | DISP | C/S | REPAIRS
 7.2 | 27 3/4 | | | | | | |

STD COMPANY 52
 MTR SERIAL
 KH 12 VOLTS 240 AMPS 30
 KH 1.2 VOLTS 240 AMPS 3
 VOLTAGES 1 2 3
 CURRENTS 1 2 3
 W/BURDEN 1 2 3

COMMENTS:
 KEANEY,
 8207 ELIZABETH
 P.C.B.

DISP | C/S | REPAIRS
 | | 01 | | |
 LOC | SEAL | | |
 3105 | 04 | | |
 DATE 4-9-90
 CIRCLE: AMET UMET AMTR UTST UREP ERET

Ray B. Keahey
 8207 Elizabeth Avenue
 Panama City, FL 32408
 Account #3105 436 024630

Billing Dates	Reading/ KWHS Used	Actual Bill \$	Levelized Bill \$	Total \$	Payments \$	Balance \$
1/19/89- 2/17/89	R-08874 1740 KWHS	103.55	93.81	93.81	2/24/89 Pd. 93.81	0
2/17/89- 3/17/89	R-10856 1982 KWHS	117.08	94.62	94.62	3/27/89 Pd. 94.62	0
3/17/89- 4/17/89	R-12152 1296 KWHS	74.77	91.04	91.04	4/26/89 Pd. 91.04	0
4/17/89- 5/16/89	R-13242 1090 KWHS	63.88	90.15 - .68 Tax Refund	89.47	5/26/89 Pd. 89.47	0
5/16/89- 6/15/89	R-14574 1332 KWHS	84.24	84.24	97.19	6/22/89 Pd. 97.19	0
6/15/89- 7/19/89	R-16256 1682 KWHS	104.74	95.23	95.23	7/27/89 Pd. 95.23	0
7/19/89- 8/16/89	R-17865 1609 KWHS	100.45	92.75	92.75	8/24/89 Pd. 92.75	0
8/16/89- 9/15/89	R-19625 1760 KWHS	109.30	94.15	94.15	10/3/89 Pd. 94.15	0
9/15/89- 10/16/89	R-20207 582 KWHS	37.16	84.74	84.74	10/27/89 Pd. 178.89	-94.15
10/16/89- 11/15/89	R-21177 970 KWHS	57.77	79.16	-14.99	0	-14.99
11/15/89- 12/15/89	R-23111 1934 KWHS	108.96	77.58 -14.99	62.59	1/9/90 Pd. 62.59	0
12/15/89- 1/18/90	R-26018 2907 KWHS	160.64	84.71	84.71	2/8/90 Pd. 84.71	0
1/18/90- 2/19/90	R-26283 265 KWHS	20.32	84.51	84.51	3/2/90 Pd. 84.51	0
2/19/90- 3/20/90	R-27257 974 KWHS	58.88	76.06	76.06	4/5/90 Pd. 76.06	0

CLARENCE RAY B
MCT STATUS-ACTIVE

8207 ELIZABETH AV

3-05 4-11-74
CY-13 04-11-74

***** 1ST METER HISTORY *****

Y=42570 Z=

MTR # 239759 INSTALL DATE 07/19/74 DEM MTR #

LAST MTR #

INSTALL DATE

MTR NO REV 008 RIDER 00 PREV REV 000 RIDER

LEF DATE

		AVERAGE			M R	ACTUAL		
	KWH	KWH/DAY	DAYS	DATE	C M	AMOUNT	KWH	
11-00	974	34	29	03/20	0 3	58.88	27252	
11-00	265	8	32	02/19	0 2	20.32	26203	
11-00	2907	86	34	01/18	0 1	160.64		
352-00	1934	64	30	12/15	0 0	108.96		
11-00	970	32	30	11/15	0 0	57.77		
11-00	582	19	31	10/16	0 0	37.16		
11-00	1760	59	30	09/15	0 9	109.30		
11-00	1609	57	28	08/16	0 8	100.45		
11-00	1682	49	34	07/19	0 7	104.74		
11-00	1332	44	30	06/15	0 6	84.24		
11-00	1090	38	29	05/16	0 5	63.88		
11-00	1296	42	31	04/17	0 4	74.77		
11-00	982	71	28	03/17	0 3	117.08		
11-00	1740	60	29	02/17	0	103.55		
11-00	1887	56	34	01/19	0	111.77		

TIME MR 09:30:50

MR 11 C-76630 1-0774

SEANEY RAY B
AULT STATUS-ACTIVE

8207 ELIZABETH AV

3105-436-0246-3-0
EY-13 04/12/90

***** 1ST METER HISTORY *****

*=59475 Y=42570 Z=

LAST TEST 04/09/90

KWH MTR # 239759 INSTALL DATE 07/19/74 DEM MTR #

INSTALL DATE

RATE RS REV 008 RIDER 00 PREV REV 000 RIDER

EFF DATE 00/00

CT	AVERAGE	M R	ACTUAL	KWH	LEVEL
PER	KWH/DAY	C M	AMOUNT	RDG	BILL
00	974	0 3	58.88	27257	76.00
03	265	0 2	20.32	26283	84.51
06	2907	0 1	160.64		84.73
00	1934	0 D	108.96		77.58
00	970	0 N	57.77		79.16
00	582	0 0	37.16		84.74
00	1760	0 9	109.30		94.15
00	1609	0 8	100.45		92.75
00	1682	0 7	104.74		95.23
00	1332	0 6	84.24		97.19
00	1090	0 5	63.88		90.15
00	1296	0 4	74.77		91.04
00	1982	0 3	117.08		
00	1740	0	103.55		
00	1887	0	111.77		

TIME MR 09:30 50

MR ID C-76630 1-07748 2 0439.

3105-436-0246-3-0 CY-13 ACTIVE M/R 21 1 0 0 0 12 91

ELIZABETH AV

* MTR # RATE REV RR MTRD AMT G READ R READ

31408 EST 7/19/74 CKC 4 *239759 RS 008 00 58.86 27257 26287

TOTALS * AS BILLED *

.00 *CUR SVC 76.06 *MTR BASE 46.71 TOT FUEL 25.35

.00 *SVC ARR .00 *

.00 *INSTALL * 1ST METER HISTORY AMB= 432 412 0

.00 *30-DAY * BC KWH KWH/DAY DAYS DATE AMOUNT

*MSC ADJ * 00 974 34 29 03/25 50.30

.00 * +/- 10% 76.06 * 03 265 08 32 02/19 26.82

.00 * * 00 2907 86 34 01/18 260.64

NONE DEL DATE 4/11 * 00 1934 64 30 12/15 108.96

SM LEV * 00 970 31 30 11/15 12.75

.00 1 1 A 84.51 * 00 582 19 31 10/16 37.18

* 00 1760 59 30 09/15 176.30

* 00 1609 57 28 08/16 160.45

76.06- 3714/006 * 00 1682 49 34 07/15 164.74

84.51- (PREV) * 00 1332 44 30 06/15 84.51

84.71- (PREV) * 00 1090 38 29 05/15 83.38

82.59- (PREV) * 00 1296 42 31 04/17 79.75

178.89- (PREV) * 00 1982 71 28 03/12 178.08

94.15- (PREV) * * * * * A SVC PER 2.19 18.10

*1 2 3 4 5 6 7 8 9 10 11 12 13 14

*0 0 0 0 0 0 0 0 0 0 0 0 0 0

KEAHEY RAY B
 8207 ELIZABETH AV
 PANAMA - 32408 EST 7/19/74 CKC 4

3105-436-0246-3-0 CY-13 ACTIVE

M/R 21 1 0 04 12790

* MTR # RATE REV RR MTRD AMT C READ E READ
 *239759 RS 008 00 58.88 27052 24986

CONTROL TOTALS * AS BILLED *

SVC DUE .00 *CUR SVC 76.06 *MTR BASE 46.71 TOT FUEL 15.35
 INS DUE .00 *SVC ARR .00 *
 30D DUE .00 *INSTALL * 1ST METER HISTORY AMB= \$82.15 V
 TOT DUE .00 *30-DAY * BC KWH KWH/DAY DAYS DATE AMOUNT
 *MSC ADJ * 00 974 34 29 03/20 58.88

DEF AMT REFUND .00 * +/- 10% 76.06 * 03 265 08 32 02/19 22.30
 ADV PAY .00 * * 00 2907 86 34 01/18 109.69
 TIME NOTICE *NONE* DEL DATE 4/11 * 00 1934 64 30 12/15 108.96

SM LEV * 00 970 32 30 11/15 77.71
 PC 84.51 PA .00 T 1 A 84.51 * 00 582 19 31 10/16 57.16

TRANSACTIONS * 00 1760 59 30 09/15 109.36
 DATE TR# ME AMOUNT TRANSF/BATCH# * 00 1609 57 28 08/16 100.45
 04 05 501 76.06- 3714/006 * 00 1682 49 34 07/19 104.74
 03 02 501 714 84.51- (PREV) * 00 1332 44 30 06/15 84.24
 02 00 501 105 84.71- (PREV) * 00 1090 38 29 05/16 83.88
 01 09 501 714 62.59- (PREV) * 00 1296 42 31 04/17 74.77
 10 27 511 714 178.89- (PREV) * 00 1982 71 28 03/17 117.08
 10 03 501 714 94.15- (PREV) * * * * * A SVC PER 21.12 3220

*1 2 3 4 5 6 7 8 9 10 11 12 13 14
 *0 0 0 0 0 0 0 0 0 0 0 0 0 0