

# R. Earl Poucher

DOCUMENT NUMBER- DATE

02101 FEB 21 8

FPSC-COMMISSION CLERK

1 The attachment states, "Should these poles fail, they could cause outages, but the  
2 most significant impact would be as a safety concern with the general public and  
3 especially with FPC employees."  
4

5 Mr. Habermeyer also mentioned the need to accelerate pole replacements and the  
6 company has identified \$6 million worth of deteriorating pole replacements that  
7 have already been identified as being unsafe to climb and in need of replacement.  
8

9 FPC witness Rogers states on Pg. 5 of her testimony that "Florida Power's  
10 transmission system was installed in the 1950s, 1960s and 1970s, and it is now  
11 showing signs of age." She further states that the company is "committed to  
12 accomplish needed repairs and replacement of equipment over a three-year time  
13 horizon." She further states, "Stretching the process out over any longer period of  
14 time would expose our customers to risk of system failures, and invite complications  
15 if we experience severe storms in the interim." (Pg. 5, L16- Pg. 6-L14)  
16

17 The needed transmission improvement initiatives identified by witness Rogers  
18 amount to \$29 million in O&M expense and \$38 million in capital expense over the  
19 three year period.  
20

21 Florida Power's own testimony supports the position that much of its plant is  
22 antiquated, in need of repair and replacement, and that the failure of the company to  
23 keep up with the deterioration of its facilities in the past is the reason for much of the  
24 customer criticism that the company is experiencing today. Florida Power will gain  
25 [BEGIN CONFIDENTIAL] [BEGIN CONFIDENTIAL] in

Exhibit REP-2  
Docket 000824-EI

## **PSC LOGGED CUSTOMER COMPLAINTS**

FPSC LOGGED CUSTOMER COMPLAINTS 11/99-12/99

CONFIDENTIAL

File No.	Date Recd	Date Due	Ext. Date	Date Sent	Complaint Number	Industry Referral Letter	Account Number (Complainant's Name)	Type	Service or Billing	Rating	Replied By	Area of Responsibility	Avoid?	FPSC Reply Recd?
1	11/01/99	11/16/99		11/23/99	223-287376	E	[REDACTED]	23	Billing	N	Credit		U	
2	11/02/99	11/16/99	12/08/99	12/08/99	224-287494	E	[REDACTED]	13	Billing	N	Credit		U	
3	11/02/99	11/16/99		11/15/99	225-287679	C	[REDACTED]	15	Service	N	Credit		U	
4	11/04/99	11/18/99	12/10/99	12/10/99	226-287991	E	[REDACTED]	2	Service	N	E&O Ocala		U	Yes
5	11/05/99	11/22/99		11/10/99	228-288297	C	[REDACTED]	15	Service	N	Consumer Affairs		U	
6	11/10/99	11/24/99	12/13/99	12/13/99	229-289209	E	[REDACTED]	2	Service		E&O St. Pete		U	
7	11/01/99			11/01/99	230-285197	E	[REDACTED]	99-14	GI	N	Consumer Affairs/ Pricing		U	
8	11/10/99	11/29/99	**Repeat Customer	12/16/99	231-289382	E	[REDACTED]	2	Service	N	E&O Ocala		U	Yes
9	11/12/99	11/26/99		12/09/99	232-289393	E	[REDACTED]	16	Billing	N	Credit		U	
10	11/15/99	12/02/99		12/08/99	233-289703	E	[REDACTED]	2	Service	N	E&O Walsingham		U	Yes
11	11/16/99	12/02/99	12/17/99	12/16/99	234-290115	E	[REDACTED]	16	Billing	N	Credit		U	
12	11/17/99	12/01/99		12/06/99	235-289418	E	[REDACTED]	99-2	GI	N	Claims		U	

CONFIDENTIAL  
OPC9-000001

FPSC LOGGED CUSTOMER COMPLAINTS 11/99-12/99

CONFIDENTIAL

Case No.	Date Rec'd	Date Due	Ext. Date	Date Sent	Complaint Number	Referral Letter	Account Number Complainant's Name	Type	Service or Billing	Ruling	Replied By	Area of Responsibility	Avoided	FPSC Reply Record
13	11/19/99	12/07/99	12/23/99	12/23/99	236-291243	E	[REDACTED]	2	Service	N	E&O Buena Vista		A	Yes
14	11/22/99	12/07/99		12/13/99	237-291707	E	[REDACTED]	23	Service	N	E&O Lake Wales		U	
15	11/22/99	12/07/99		12/15/99	238-291872	E	[REDACTED]	4	Service		E&O Apopka	Tree Trimming	A	
16	11/22/99	12/08/99		12/13/99	239-291578	E	[REDACTED]	1	Service	N	E&O Buena Vista		U	
17	11/23/99	12/10/99		12/13/99	240-292027	E	[REDACTED]	3	Service	N	E&O Jamestown		U	
18	11/30/99	12/14/99		12/21/99	241-293035	E	[REDACTED]	99-14	GI	N	Energy Mgmt		U	Yes
1	12/01/99	12/15/99		12/22/99	242-293356	E	[REDACTED]	99-2	GI	N	Claims		U	Yes
2	12/02/99	12/16/99		12/23/99	243-293411	E	[REDACTED]	99-2	GI	N	Claims		A	Yes
3	12/02/99	12/17/99		12/15/99	244-293402	C	[REDACTED]	19	Billing	N	Credit		U	
4	12/10/99	12/28/99		12/31/99	245-295207	E	[REDACTED]	99-2	GI	N	Claims		U	Yes
5	12/14/99	12/29/99		12/31/99	246-295725	E	[REDACTED]	7	Billing	N	Credit		U	
6	12/14/99	12/29/99		01/06/00	247-295833	E	[REDACTED]	16	Billing	N	Billing		U	

CONFIDENTIAL  
CPC9-000002

FPSC LOGGED CUSTOMER COMPLAINTS 11/99-12/99

CONFIDENTIAL

Per. Month	Date Rcvd	Date Dile	Ext. Date	Date Sent	Complaint Number	Industry Referral Letter	Account Number	Complainant's Name	Service Billing	Replied By	Area of Respons. Ability	Can Avoid?	FPSC Reply Recd?	
7	12/14/99	12/29/99		12/17/99	248-295867	E	[REDACTED]	[REDACTED]	3	GI	N	Credit	U	
8	12/20/99	01/04/00		01/12/00	249-296643	E	[REDACTED]	[REDACTED]	24	Billing	N	Credit	U	
9	12/22/99	01/06/00		01/14/00	250-297225	E	[REDACTED]	[REDACTED]	13	Billing	N	Resl Field Services	U	
10	12/23/99	01/07/00		01/12/00	251-296677	E	[REDACTED]	[REDACTED]	13	Billing	N	Billing	U	
11	12/28/99	01/12/00		01/18/00	252-297686	E	[REDACTED]	[REDACTED]	21	Billing	N	Billing	U	
12	12/28/99	01/13/00	01/28/00	01/28/00	253-297745	E	[REDACTED]	[REDACTED]	2	Billing	N	Meter Reading	A	
13	12/28/99	01/13/00		01/18/00	254-297797	E	[REDACTED]	[REDACTED]	11	Billing	N	Meter Reading	A	
14	12/28/99	01/13/00		01/19/00	255-297688	E	[REDACTED]	[REDACTED]	99-2	GI	N	Claims	U	Yes
15	12/30/99			12/30/99	256-298190	C	[REDACTED]	[REDACTED]	3	GI	N	Consumer Affairs	U	
16	12/30/99	01/17/00		01/21/00	257-298271	E	[REDACTED]	[REDACTED]	7	Billing	N	Solution Stores	U	

CONFIDENTIAL  
OPC9-000003

FPSC LOGGED CUSTOMER COMPLAINTS 2000

CONFIDENTIAL

Case No.	Date Rcvd	Date Due	Exp. Date	Date Sent	Complaint Number	Category	Account Number	Complainant's Name	Type	Service Billing	Rule No.	Replied By	Area of Responsibility	Avoided?	Previous Settlement?	Priority (Day)	Escalated?
1	01/03/00	01/17/00		01/21/00	1-298411	E			8	Service	N	E&O Apopka		U			
2	01/04/00	01/19/00		01/26/00	2-298867	E			16	Billing	Y-25-6.104	Credit	Credit	A			
3	01/05/00	01/21/00		01/26/00	3-298971	E			13	Billing	N	Resi Field Services		U			
4	01/06/00	01/21/00	02/04/00	02/04/00	4-299161	E			13	Billing	N	Consumer Affairs	Meter Dept.	A			
5	01/07/00	01/21/99	02/04/00	02/04/00	5-297623	E			2	Service	N	E&O Clearwater		U			Yes
6	01/10/00	01/24/00		02/01/00	6-299631	E			2	Service	N	E&O Clearwater		U			Yes
7	01/12/00	01/26/00		02/01/00	7-299931	C			1	Billing	N	Billing		U			
8	01/13/00	01/28/00		01/20/00	8-300472	E			99-2	GI	N	Claims		U			Yes
9	01/14/00	01/28/00		02/04/00	9-300554	E			99	GI		Power Quality		U			
10	01/19/00	02/02/00		02/08/00	10-301094	E			8	Service	N	E&O Buena Vista		U			Yes
11	01/03/00	01/14/00	01/21/00	01/19/00	11-298299	C			3	GI	N	Credit		U			
12	01/24/00	02/08/00	02/18/00	02/18/00	12-302082	E			13	Billing	N	Resi Field Services		U	Yes		
13	01/03/00	01/17/00		01/25/00	13-298473	E			99-2	GI	N	Consumer Affairs		U			
14	01/25/00	02/09/00		02/15/00	14-302623	E			2	Service	N	E&O Jamestown		U			Yes
15	01/27/00	02/10/00		02/17/00	15-303074	E			2	Service	N	E&O Lake Wales		U			Yes
16	01/27/00	02/10/00		02/17/00	16-303111	E			23	Billing	N	Credit		U	Yes		

CONFIDENTIAL  
OPC9-000004

FPSC LOGGED CUSTOMER COMPLAINTS 2000

Par MOS	Date Rcvd	Date Due	Ext Date	Date Sent	Complaint Number	Ext (CY)	Account Number Complainant's Name	Service Type	Service Billing	Rating	Replied By	Area of Responsibility	Value	Previous Courtesy Call	Prior at Day	FPSC Case Out Status
17	01/28/00	02/14/00		02/18/00	17-303217	E	[REDACTED]	2	Service	N	E&O Ocala		U			Yes
1	02/01/00	02/15/00	03/03/00	03/03/00	18-303601	E	[REDACTED]	1	Billing	N	Small Business		U			
2	02/01/00	02/15/00		02/21/00	19-303760	E	[REDACTED]	16	Billing	N	Billing		U			
3	02/04/00	02/18/00		03/03/00	20-304501	E	[REDACTED]	13	Billing	N	Resi Field Services		U			
4	02/08/00	02/22/00		02/22/00	21-304674	E	[REDACTED]	99-2	GI	N	Claims		U			Yes
5	02/11/00	02/25/00		03/01/00	22-305074	C	[REDACTED]	99	GI	N	Consumer Affairs		U			
6	02/14/00	02/29/00		03/03/00	23-305593	E	[REDACTED]	2	Service		E&O Apopka		U			
7	02/15/00	03/01/00		03/07/00	24-306014	E	[REDACTED]	13	Billing	N	Resi Field Services		U			
8	02/16/00	03/01/00		03/08/00	25-306129	E	[REDACTED]	4	Service	N	Tree Trimming		U			
9	02/18/00	03/03/00		03/09/00	26-306241	E	[REDACTED]	99-2	GI	N	E&O Jamestown		U			
10	02/18/00	03/03/00		03/10/00	27-306547	E	[REDACTED]	12	Service	N	E&O Buena Vista		U			
11	02/23/00	03/08/00	03/24/00	03/24/00	28-307133	E	[REDACTED]	23	Billing	N	Credit		U	Yes		
12	02/23/00	03/09/00		03/15/00	29-307172	E	[REDACTED]	13	Billing	N	Resi Field Services		U			
13	02/25/00	03/10/00		03/17/00	30-307521	E	[REDACTED]	23	Billing	N	Credit		U			
14	02/29/00	03/14/00		03/20/00	31-307815	E	[REDACTED]	7	Service	N	E&O Buena Vista		U			
1	03/03/00	03/17/00		03/24/00	32-308457	E	[REDACTED]	99-2	GI	N	Consumer Affairs		U			



FPSC LOGGED CUSTOMER COMPLAINTS 2000

CONFIDENTIAL

Per Mos	Date Rcvd	Date Due	Ext. Date	Date Sent	Complaint Number	Category	Account Number Complainant's Name	Type	Service or Billing	Ruling	Replied By	Area of Responsibility	Avoided	Previous Courtesy Call?	Prior 3 Day	PSG 2000 Older Bill in Hand Read?
2	03/07/00	03/21/00		03/28/00	33-308927	E	[REDACTED]	99-2	GI		Claims		U			Yes
3	03/07/00	03/21/00		03/28/00	34-308956	E	[REDACTED]	99-23	GI	N	Consumer Affairs		U	Yes		
4	03/09/00	03/23/00		03/29/00	35-309042	E	[REDACTED]	19	Billing		Credit		A			
5	03/09/00	03/23/00		03/28/00	36-309265	E	[REDACTED]	16	Billing	N	Billing		U			
6	03/09/00	03/23/00	04/07/00	04/07/00	37-309137	E	[REDACTED]	13	Billing	N	Resi Field Services		U			Yes
7	03/10/00	03/24/00		03/28/00	38-309412	E	[REDACTED]	3	Service	N	E&O Clearwater		A			
8	03/13/00	03/27/00	04/14/00	04/13/00	39-309639	E	[REDACTED]	12	Service	N	E&O Ocala		U			
9	03/13/00	03/27/00		03/31/00	40-309881	E	[REDACTED]	13	Billing	N	Resi Field Services		U			
10	03/14/00	03/29/00		04/03/00	41-308495	E	[REDACTED]	4	Service	N	Tree Trimming		U			
11	03/14/00	03/29/00		04/04/00	42-308074	E	[REDACTED]	13	Billing	N	Resi Field Services		U	Yes		
12	03/14/00	03/29/00		04/04/00	43-310266	E	[REDACTED]	99-2	GI	N	Claims		U			Yes
13	03/15/00	03/29/00	04/14/00	04/14/00	44-310233	E	[REDACTED]	2	Service	N	Claims		U			Yes
14	03/17/00	04/03/00		04/07/00	45-310858	E	[REDACTED]	25	Service	N	Billing		U			
15	03/21/00	04/07/00		04/10/00	46-311182	E	[REDACTED]	99-2	GI	N	Claims		U			Yes
16	03/23/00	04/07/00		04/12/00	47-311626	E	[REDACTED]	13	Billing	N	Resi Field Services		U			
17	03/27/00	04/11/00		04/14/00	48-312102	E	[REDACTED]	2	Service	N	E&O Clearwater		U			Yes
18	03/27/00	04/11/00	04/28/00	04/28/00	49-312104	E	[REDACTED]	16	Billing	N	Billing		U			Yes

CONFIDENTIAL  
OPC9-000006

FPSC LOGGED CUSTOMER COMPLAINTS 2000

CONFIDENTIAL

Ref. No.	Date Rcvd	Date Due	Ext. Date	Date Sett	Complain Number	Gr. (C)	Account Number	Complainant's Name	Type	Service Billing	Rating	Replied By	Area of Responsibility	Avoid	Previous Courtesy Call?	Priority Day	FPSC Close Call Ref. #
19	03/28/00	04/11/00		04/14/00	50-312191	E	[REDACTED]	[REDACTED]	2	Service	N	E&O Seven Springs		U			Yes
20	03/28/00	04/11/00		04/12/00	51-312211	E	[REDACTED]	[REDACTED]	2	Service		E&O Jamestown		U			
21	03/29/00	04/13/00	04/28/00	04/26/00	52-312435	E	[REDACTED]	[REDACTED]	13	Billing	N	Resi Field Services		U			Yes
22	03/28/00	04/13/00		04/14/00	53-312316	E	[REDACTED]	[REDACTED]	2	Service	N	E&O Ocala		U			Yes
23	03/31/00	04/14/00		04/20/00	54-312763	E	[REDACTED]	[REDACTED]	16	Billing	N	Billing		U			
1	04/04/00	04/18/00		04/24/00	55-313070	E	[REDACTED]	[REDACTED]	99-2	GI	N	Claims		U			Yes
2	04/04/00	04/18/00		04/25/00	56-313188	E	[REDACTED]	[REDACTED]	8	Service	N	Claims		U			
3	04/06/00	04/20/00		04/25/00	57-313434	E	[REDACTED]	[REDACTED]	19	Billing	N	Credit		U			
4	04/07/00	04/24/00		04/27/00	58-313516	E	[REDACTED]	[REDACTED]	2	Service		E&O Seven Springs		A			
5	04/12/00	04/26/00		05/02/00	59-313957	E	[REDACTED]	[REDACTED]	16	Billing	N	Billing		U			
6	04/12/00	04/26/00		05/03/00	60-313973	E	[REDACTED]	[REDACTED]	99-2	GI	N	Claims		U			Yes
7	04/12/00	04/26/00		04/27/00	61-314013	E	[REDACTED]	[REDACTED]	13	Billing	N	Resi Field Services		U			
8	04/13/00	04/28/00		05/04/00	62-314329	E	[REDACTED]	[REDACTED]	13	Billing	N	Resi Field Services		U			
9	04/19/00	05/03/00		05/09/00	63-315043	E	[REDACTED]	[REDACTED]	99-2	GI	N	Claims		U			Yes
10	04/24/00	05/08/00		05/11/00	64-315245	C	[REDACTED]	[REDACTED]	99	GI	N	Power Quality		U			
11	04/25/00	05/09/00		05/15/00	65-315550	E	[REDACTED]	[REDACTED]	2	Service	N	E&O Monticello		U			

CONFIDENTIAL  
OPC9-000007

FPSC LOGGED CUSTOMER COMPLAINTS 2000

CONFIDENTIAL

Case No.	Date Recd	Date Due	Ext Date	Date Sent	Complaint Number	Category (C)	Account Number / Complainant's Name	Case No.	Service Type	Billing	Routing	Replied By	Responsibility	Avoid?	Previous Courtesy	Prior Pay	FPSC Closure
12	04/25/00	05/09/00		05/16/00	66-315615	E	[REDACTED]	13	Service	N		E&O Highlands		U			
13	04/25/00	05/09/00	05/19/00	05/18/00	67-315602	E	[REDACTED]	5	Service	N		E&O Apopka					
14	04/27/00	05/11/00		05/18/00	68-315893	E	[REDACTED]	99-2	GI			Claims		U			Yes
15	04/28/00	05/15/00		05/18/00	69-316142	E	[REDACTED]	99-2	GI	N		Claims		U			
1	05/01/00	05/15/00		05/22/00	70-316251	E	[REDACTED]	2	Service	N		E&O Apopka		U			Yes
2	05/03/00	05/17/00	06/02/00	06/02/00	71-316620	E	[REDACTED]	99-2	GI	N		Claims		U			Yes
3	05/05/00	05/19/00		05/24/00	72-316703	E	[REDACTED]	2	Service	N		E&O Lake Wales		U			Yes
4	05/08/00	05/26/00		05/30/00	73-317163	E	[REDACTED]	8	Service	N		E&O Apopka		U			
5	05/11/00	05/25/00		06/01/00	74-317494	E	[REDACTED]	13	Billing	N		Resl Field Services		U			
6	05/11/00	05/25/00		05/31/00	75-317634	C	[REDACTED]	3	GI	N		Consumer Affairs		U			
7	05/15/00	05/29/00		06/06/00	76-317807	E	[REDACTED]	25	Service	N		E&O Apopka		U			Yes
8	05/15/00	05/29/00		06/06/00	77-317819	E	[REDACTED]	13	Service	N		E&O Highlands		U			
9	05/16/00	05/30/00		06/05/00	78-317710	E	[REDACTED]	5	Service	N		E&O Apopka		U			Yes
10	05/18/00	06/02/00		06/09/00	79-318306	E	[REDACTED]	2	Billing	N		Meter Reading		U			
11	05/19/00	06/02/00		06/12/00	80-318546	E	[REDACTED]	7	Service		Y-25-6.046	E&O Ocala		U			
12	05/22/00	06/06/00		06/13/00	81-318665	E	[REDACTED]	13	Billing	N		Resl Field Services		U			
13	05/23/00	06/06/00		06/14/00	82-318798	E	[REDACTED]	7	Service	N		E&O Ocala		U	Yes		

CONFIDENTIAL  
OPC9-000003

FPSC LOGGED CUSTOMER COMPLAINTS 2000

CONFIDENTIAL

Pat. No.	Date Recvd	Date Due	Ext. Date	Date Sent	Complaint Number	Category	Account Number	Complainant's Name	Type	Service Billing	Ruling	Replied By	Responsibility	Avoid?	Previous Courtesy Call?	Prior 30 Days?	Older than 30 Days?
14	05/25/00	06/09/00		06/14/00	83-319101	E	[REDACTED]	[REDACTED]	2	Service	N	E&O Ocala		U			Yes
15	05/25/00	06/09/00	06/30/00	06/28/00	84-319124	E	[REDACTED]	[REDACTED]	4	Service	N	Tree Trimming		U			
16	05/25/00	06/09/00	06/23/00	06/23/00	85-319142	E	[REDACTED]	[REDACTED]	12	Service	N	E&O Ocala		A			
17	05/26/00	06/09/00	**Pilor complaint 12/98	06/19/00	86-319251	E	[REDACTED]	[REDACTED]	2	Service	N	E&O Jamestown		U			
18	05/31/00	06/15/00		06/21/00	87-319547	E	[REDACTED]	[REDACTED]	99-2	GI	N	Claims		U			Yes
19	05/31/00	06/15/00		06/21/00	88-319558	E	[REDACTED]	[REDACTED]	99-2	GI	N	Claims		U			Yes
20	05/31/00	06/15/00		06/21/00	89-319606	E	[REDACTED]	[REDACTED]	1	Service	N	Tree Trimming		A			
1	06/01/00	06/15/00	07/07/00	07/07/00	90-319763	E	[REDACTED]	[REDACTED]	2	Service	N	E&O Apopka		U			
2	06/02/00	06/19/00		06/22/00	91-319840	E	[REDACTED]	[REDACTED]	2	Service	N	E&O Jamestown		U			
3	06/02/00	06/19/00	**2 pilor complaints- 95&97	06/23/00	92-319868	E	[REDACTED]	[REDACTED]	3	Service	N	E&O Ocala		U			
4	06/02/00	06/19/00		06/21/00	93-319503	E	[REDACTED]	[REDACTED]	13	Billing	N	Resl Field Services		A			
5	06/05/00	06/19/00		06/26/00	94-319936	E	[REDACTED]	[REDACTED]	2	Service	N	E&O Deland		U			
6	06/05/00	06/19/00		06/23/00	95-319952	E	[REDACTED]	[REDACTED]	2	Service	N	E&O Jamestown		U			Yes
7	06/05/00	06/19/00	07/10/00	07/10/00	96-319963	E	[REDACTED]	[REDACTED]	17	Service	N	E&O Jamestown		U			
8	06/06/00	06/20/00		06/27/00	97-320085	E	[REDACTED]	[REDACTED]	99	GI	N	E&O Apopka		U			
9	06/09/00	06/26/00		06/28/00	98-320615	E	[REDACTED]	[REDACTED]	3	GI	N	Credit		U			

CONFIDENTIAL  
OFC9-000009

FPSC LOGGED CUSTOMER COMPLAINTS 2000

CONFIDENTIAL

Complaint No.	Date Rec'd	Date Due	Exl. Date	Date Ser'd	Complain Number	(E) (C)	Account Number	Complainant's Name	Type	Service Billing	Ruling	Replied By	Area of Responsibility	Avoid?	Previous Courtesy Call?	Prior Day?	FPSC Closed or Reopened?
10	06/12/00	06/26/00	07/07/00	07/07/00	99-320661	E	[REDACTED]	[REDACTED]	4	Service		Trea Trimming		U			
11	06/12/00	06/26/00		06/28/00	00-320781	E	[REDACTED]	[REDACTED]	99	GI	N	Solution Center		U			
12	06/13/00	06/27/00		07/05/00	01-320851	E	[REDACTED]	[REDACTED]	2	Service	N	E&O Ocala		A			
13	06/20/00	07/05/00		07/11/00	02-321479	E	[REDACTED]	[REDACTED]	99-2	GI		Claims		U			
14	06/27/00	07/12/00		07/19/00	03-322219	E	[REDACTED]	[REDACTED]	24	Billing	N	Credit		U			
1	07/05/00	07/19/00	08/02/00	08/02/00	04-323003	E	[REDACTED]	[REDACTED]	2	Service	N	E&O Clearwater		U			
2	07/06/00	07/20/00		07/26/00	05-323191	E	[REDACTED]	[REDACTED]	99-2	GI	N	Claims		U			
3	07/10/00	07/24/00		07/31/00	06-323396	E	[REDACTED]	[REDACTED]	13	Billing	N	Resi Field Services		U			
4	07/14/00	07/28/00		08/04/00	07-324144	E	[REDACTED]	[REDACTED]	2	Service	N	E&O Ocala		U			
5	07/18/00	08/01/00		08/08/00	08-324802	E	[REDACTED]	[REDACTED]	13	Billing	N	Resi Field Services		U			Yes
6	07/21/00	08/04/00		08/11/00	09-325690	E	[REDACTED]	[REDACTED]	13	Billing	N	Resi Field Services		U			
7	07/31/00	08/14/00	08/28/00	08/28/00	10-327417	E	[REDACTED]	[REDACTED]	1	Service	N	E&O St. Pete		U			
1	08/03/00	08/14/00	08/31/00	08/31/00	11-327417	E	[REDACTED]	[REDACTED]	99-2	GI	N	Claims		U			
2	08/07/00	08/21/00		08/28/00	12-329073	E	[REDACTED]	[REDACTED]	99-2	GI	N	Claims		U			
3	08/09/00	08/23/00		08/30/00	13-329694	E	[REDACTED]	[REDACTED]	2	Service	N	E&O Ocala		U			
4	08/10/00	08/24/00		08/31/00	14-329830	E	[REDACTED]	[REDACTED]	99-2	GI	N	Claims		U			Yes
5	08/14/00	08/28/00		09/05/00	15-330267	E	[REDACTED]	[REDACTED]	99-2	GI	N	Claims		U			

CONFIDENTIAL  
OPC9-000010

FPSC LOGGED CUSTOMER COMPLAINTS 2000

Case No.	Date Received	Date Due	Ext. Date	Date Sent	Complaint Number	Ext. No.	Account Number	Complainant's Name	Type	Service Billing	Ruling	Replied By	Area of Responsibility	Avoid?	Previous Courtesy Call?	Prior 3 Days	FPSC Case Closed
6	08/15/00	08/29/00		09/05/00	16-330239	E			13	Billing	N	Resl Field Services		U			
7	08/16/00	08/30/00		09/07/00	17-330848	E			99-2	GI	N	Claims E&O		U			
8	08/18/00	09/01/00		09/08/00	18-331207	E			7	Service		Clearwater		U	Y		
9	08/18/00	09/01/00		09/11/00	19-331225	E			13	Billing	N	Resl Field Services E&O		U			Yes
10	08/22/00	09/06/00		09/13/00	20-331782	E			2	Service	N	Apopka E&O St. Pete		U		Yes	
11	08/23/00	09/07/00		09/14/00	21-332014	E			12	Service	N	E&O St. Pete		U			
12	08/24/00	09/08/00		09/15/00	22-332185	E			2	Service	N	E&O St. Pete		U			
13	08/25/00	09/09/00	09/19/00	09/19/00	123-332545	E			24	Billing	Y-25-6.105	Claims	Solutions Center	U			Yes
14	08/28/00	09/12/00		09/19/00	24-332750	E			99-15	GI	N	Billing		U			
1	09/01/00	09/18/00		09/25/00	25-333822	E			17	Service	N	E&O Ocala		U			
2	09/06/00	09/20/00		09/27/00	28-334327	E			2	Service	N	E&O Ocala		U			
3	09/07/00	09/21/00		09/26/00	27-334507	E			5	Service	N	E&O St. Pete		U			
4	09/13/00	09/27/00		10/04/00	28-335475	E			16	Billing	N	Billing		A			
5	09/14/00	09/28/00		10/05/00	29-335687	E			5	Service	N	E&O Buena Vista		U			
6	09/19/00	10/03/00		10/09/00	30-336523	E			16	Billing	N	Billing E&O		U			Yes
7	09/20/00	10/04/00		10/11/00	31-336935	E			2	Service	N	Deland		U			
8	09/26/00	10/10/00		10/11/00	32-337774	E			99-2	GI	N	Claims		U			

FPSC LOGGED CUSTOMER COMPLAINTS 2000

CONFIDENTIAL

Per Mos	Date Rcvd	Date Due	Ext Date	Date Sent	Complaint Number	Compl. Type	Account Number	Complainant's Name	Type	Service Billing	Ruling	Replied By	Reason Responsibility	Avoid?	Previous Courtesy Call?	Pro. @ Day	PSO Close Out Letter Rec'd?
1	10/06/00	10/20/00		10/27/00	33-33980	E			25	Service	N	Consumer Affairs		U			
2	10/13/00	10/27/00		11/03/00	34-34084	E			13	Billing	N	Meter Reading		U			
3	10/18/00	11/01/00		11/08/00	35-33869	E			2	Service	N	E&O Clearwater		U			
4	10/31/00	11/14/00		11/21/00	36-34371	E			2	Service	N	E&O Walsingham		U			
5	10/31/00	11/14/00	12/01/00	12/01/00	37-34381	E			4	Service	N	Tree Trimming		U			
1	11/01/00	11/15/00		11/21/00	38-34401	E			2	Service	N	E&O Clearwater		U			
2	11/03/00	11/17/00		11/29/00	39-34428	E			99-8	GI	N	Meter Reading		U			
3	11/21/00	12/07/00		12/14/00	40-34671	E			1	Service	N	E&O Apopka		U		Yes	
4	11/27/00	12/11/00		12/18/00	41-34711	E			99-2	GI	N	Claims		U			
5	11/27/00	12/11/00		12/18/00	42-34719	E			8	Service	N	E&O St. Pete		U			
6	11/30/00	12/14/00		12/21/00	43-34780	E			24	Billing	N	Resl Field Services		A			
7	11/30/00	12/14/00		12/21/00	44-34780	E			2	Service	N	E&O Jamestown		U			
1	12/11/00	12/27/00		01/03/01	45-34967	E			3	Service	N	E&O Walsingham		U			
2	12/11/00	12/27/00		01/05/01	46-35006	E			7	Service	N	E&O Apopka		U			
3	12/12/00	12/28/00		01/04/01	47-34988	E			7	Service	N	Consumer Affairs		U		Yes	

CONFIDENTIAL  
OPC9-000012

FPSC LOGGED CUSTOMER COMPLAINTS 2000

CONFIDENTIAL

File No.	Date Rcvd.	Date Due	Exp. Date	Date Sent	Complaint Number	Category	Account Number	Complainant's Name	Type	Service or Billing	Ruling	Replied By	Area of Responsibility	Avoided	Previous Courtesy	Pro. Str. Day	FPSC Call Out Letter Rec'd
4	12/12/00	12/28/00		01/04/01	48-349711	E	[REDACTED]	[REDACTED]	99-2	GI	N	Claims		U			
5	12/15/00	01/03/01		01/09/01	49-350635	E	[REDACTED]	[REDACTED]	13	Service		Clearwater		U			
6	12/22/00	01/09/01		01/17/01	50-351970	E	[REDACTED]	[REDACTED]	99-2	GI	N	Claims		U			



FPSC LOGGED CUSTOMER COMPLAINTS JAN-NOV 2001

CONFIDENTIAL

Case No.	Date Rec'd	Date Due	Exp. Date	Date Sent	Complaint Number	Category	Account Number	Complainant's Name	Type	Service of Billing	Routing	Replied By	Operational Center	Region	Avoid	Previous Courtesy Call	Priority	Escalated	Escalated Date
1	1/2/01	1/16/01		1/24/01	1-353060	E	[REDACTED]	[REDACTED]	8	Service	N	E&O Apopka	Apopka	S Central	U				
2	1/5/01	1/19/01		1/29/01	2-354016	E	[REDACTED]	[REDACTED]	3	Service	N	E&O Walsingham	Walsingham	Suncoast	U				
3	1/8/01	1/22/01		1/30/01	3-354431	E	[REDACTED]	[REDACTED]	13	Billing	N	Customer Solution Center			U		Yes		
4	1/22/01	2/5/01		2/12/01	4-356978	E	[REDACTED]	[REDACTED]	1	Service		E&O Seven Spgs	Seven Spgs	Suncoast	U				
5	1/26/01	2/9/01		2/16/01	5-358319	E	[REDACTED]	[REDACTED]	13	Billing	N	Customer Solution Center			U				
6	1/29/01	2/12/01		2/19/01	6-358478	E	[REDACTED]	[REDACTED]	19	Billing	N	CAO			U				
1	2/1/01	2/15/01		2/22/01	7-359634	E	[REDACTED]	[REDACTED]	99-2	GI	N	Claims			U				
2	2/2/01	2/16/01		2/23/01	8-359945	E	[REDACTED]	[REDACTED]	25	Service	N	E&O Clearwater	Clearwater	Suncoast	U	Yes			
3	2/2/01	2/16/01		2/23/01	9-359850	E	[REDACTED]	[REDACTED]	99-2	GI	N	Claims			U				
4	2/5/01	2/19/01		2/26/01	10-360201	E	[REDACTED]	[REDACTED]	13	Billing	N	Customer Solution Center			U				
5	2/6/01	2/20/01		2/27/01	11-260549	E	[REDACTED]	[REDACTED]	13	Billing	N	Customer Solution Center			U				
6	2/8/01	2/22/01		2/28/01	12-361042	E	[REDACTED]	[REDACTED]	19	Billing	N	CAO			U				
7	2/9/01	2/23/01		3/2/01	13-361441	E	[REDACTED]	[REDACTED]	99-2	GI	N	Claims			U				
8	2/16/01	3/2/01		3/9/01	14-362918	E	[REDACTED]	[REDACTED]	1	Service	N	E&O St. Pete	St. Petersburg	Suncoast	A				
9	2/20/01	3/6/01		3/13/01	15-363246	E	[REDACTED]	[REDACTED]	13	Billing		Customer Solution Center			U				
1	3/1/01	3/15/01		3/22/01	16-362850	E	[REDACTED]	[REDACTED]	99-2	GI	N	Claims	5/10/01		U		Yes		
2	3/7/01	3/21/01		3/28/01	17-366663	E	[REDACTED]	[REDACTED]	99-2	GI	N	Claims	5/10/01		U				

CONFIDENTIAL  
OPCS-000014

FPSC LOGGED CUSTOMER COMPLAINTS JAN-NOV 2001

CONFIDENTIAL

Case No.	Date Rcvd	Date Due	Ext. No.	Date Sngd	Complaint Number	Ext. No.	Account Number	Complainant's Name	Type	Service or Billing	Rolling	Replied By	Operating Center	Location	Avoid	Previous Courtesy Call?	Prior Solved	Escalated
3	3/12/01	3/26/01		3/15/01	18-367359	E	[REDACTED]	[REDACTED]	19	Billing	N	CAO	5/10/01		U	Yes		
4	3/14/01	3/28/01		4/4/01	19-367375	E	[REDACTED]	[REDACTED]	19	Billing	N	CAO	5/10/01		U			
5	3/16/01	4/6/01		4/6/01	20-368760	E	[REDACTED]	[REDACTED]	7	Service	N	Claims			U		Yes	
6	3/15/01	3/29/01		4/5/01	21-368457	E	[REDACTED]	[REDACTED]	13	Billing	N	Customer Solution Center	5/10/01		U			
7	3/20/01	4/3/01		4/10/01	22-369352	E	[REDACTED]	[REDACTED]	13	Billing	N	Customer Solution Center	5/10/01		U	Yes	Yes	
8	3/22/01	4/5/01		4/12/01	23-369895	E	[REDACTED]	[REDACTED]	13	Billing		Customer Solution Center	5/10/01		U			
9	3/23/01	4/6/01		4/12/01	24-370133	E	[REDACTED]	[REDACTED]	99-2	GI		Claims	5/10/01		U			
10	3/23/01	4/6/01		4/12/01	25-370149	E	[REDACTED]	[REDACTED]	12	Service		E&O Clearwater	Clearwater	Suncoast	U			
11	3/26/01	4/9/01		4/16/01	26-370497	E	[REDACTED]	[REDACTED]	14	Service	N	CAO	5/10/01		U			
12	3/27/01	4/10/01		4/17/01	27-370922	E	[REDACTED]	[REDACTED]	99-2	GI	N	Claims	5/10/01		A			
13	3/27/01	4/10/01		4/17/01	28-370867	E	[REDACTED]	[REDACTED]	13	Billing	N	Customer Solution Center	5/10/01		U			
1	4/4/01	4/18/01		4/25/01	29-372509	E	[REDACTED]	[REDACTED]	25	Service	N	Customer Solution Center	5/10/01		U			
2	4/5/01	4/19/01		4/26/01	30-372754	E	[REDACTED]	[REDACTED]	1	Billing	N	CAO	5/10/01		U			
3	4/6/01	4/20/01		4/27/01	31-372931	E	[REDACTED]	[REDACTED]	13	Billing		Customer Solution Center	5/10/01		U			
4	4/9/01	5/3/01		5/9/01	32-373174	E	[REDACTED]	[REDACTED]	2	Service		E&O Jamestown	Jamestown	S Central	U			
1	5/7/01	5/21/01		5/28/01	33-378523	E	[REDACTED]	[REDACTED]	99-2	GI	N	Claims	5/10/01					

Docket No 000924-E1  
Exhibit REP-2  
Page 15 of 22

CONFIDENTIAL  
OPCS-000015

FPSC LOGGED CUSTOMER COMPLAINTS JAN-NOV 2001

CONFIDENTIAL

Case #	Date Received	Date Due	Expiry Date	Date Sent	Complaint Number	Complaint Type (E)	Account Number	Complainant's Name	# Type	Service or Billing	Ruling	Replied By	Operating Office	Region	Avoid?	Previous Courtesy Call?	Prior 30 Day?	FPSC Code	Call Ref?
2	5/11/01	5/25/01		5/30/01	34-379294	E	[REDACTED]	[REDACTED]	12	Service	N	Customer Solution Store	6/5/01		U				
3	5/11/01	5/25/01		5/30/01	35-379383	E	[REDACTED]	[REDACTED]	13	Billing		Customer Solution Center							
4	5/14/01	5/29/01		5/31/01	36-379555	E	[REDACTED]	[REDACTED]	13	Billing	N	Meter Services							
5	5/31/01	6/14/01		6/14/01	37-382093	E	[REDACTED]	[REDACTED]	8	Service	N	E&O Lake Wales	Lake Wales	N Central	U				
6	5/23/01	6/26/01		6/26/01	38-381128	E	[REDACTED]	[REDACTED]	19	Billing	N	Customer Solution Center			U				
1	6/7/01	6/22/01		6/22/01	39-383622	E	[REDACTED]	[REDACTED]	2	Service		E&O Ocala	Ocala	N Suncoast					
2	6/11/01	6/25/01		7/2/01	40-384037	E	[REDACTED]	[REDACTED]	13	Billing		Customer Solution Store			U				
3	6/15/01	6/29/01		6/26/01	41-385086	E	[REDACTED]	[REDACTED]	8	Billing		Customer Solution Store			U				
4	6/18/01	6/21/01		7/5/01	42-385222	E	[REDACTED]	[REDACTED]	12	Service	N	Customer Solution Store			U				
5	6/19/01	7/3/01		7/5/01	43-385549	E	[REDACTED]	[REDACTED]	2	Service		E&O Ocala	Ocala	N Suncoast	U				
6	6/20/01	7/5/01		7/12/01	44-385995	E	[REDACTED]	[REDACTED]	13	Billing		Customer Solution Store			U				
7	6/20/01	7/5/01		7/9/01	45-385849	E	[REDACTED]	[REDACTED]	4	Service		E&O St Pete	St. Petersburg	Suncoast	U				
8	6/21/01	7/5/01		7/13/01	46-386244	E	[REDACTED]	[REDACTED]	15	Service		E&O Walsingham	Walsingham	Suncoast	U				
9	6/21/01	7/6/01		7/13/01	47-386020	E	[REDACTED]	[REDACTED]	7	Service		E&O Ocala	Ocala	N Suncoast	U				
10	6/25/01	7/9/01		7/17/01	48-386669	E	[REDACTED]	[REDACTED]	19	Service	N	E&O Highlands	Highlands	N Central	U				
11	6/26/01	7/11/01		7/13/01	49-386782	E	[REDACTED]	[REDACTED]	8	Service		E&O Clearwater	Clearwater	Suncoast	U				
12	6/27/01	7/11/01		7/19/01	50-386961	E	[REDACTED]	[REDACTED]	2	Service	N	E&O Seven Spgs	Seven Spgs	Suncoast	U				
1	7/3/01	7/19/01		7/25/01	51-388558	E	[REDACTED]	[REDACTED]	99-2	Claims	N	Claims			U				

Docket No. 000824-E  
 Exhibit REP-2  
 Page 16 of 22

CONFIDENTIAL  
 OPRG. 000015

FPSC LOGGED CUSTOMER COMPLAINTS JAN-NOV 2001

CONFIDENTIAL

Complaint No.	Date Recd.	Date Due	Ex. Date	Date Served	Complaint Number	Complainant Name	Account Number	Type	Service or Billing	Billing	Replied By	Operating Center	Reason	Avoid	Previous Courtesy	File Date	File Close	Over Labor
2	7/3/01	7/19/01		7/24/01	52-388238			2	Service	N	E&O St. Pete	St Petersburg	Suncoast	U				
3	7/6/01	7/20/01		7/27/01	53-38877			2	Service		E&O Seven Spas	Seven Spgs	Suncoast	U				
4	7/11/01	7/25/01		8/1/01	54-390086			13	Billing		Customer Solution Center			U				
5	7/11/01	7/25/01		8/1/01	55-390279			13	Billing		Customer Solution Center			U				
6	7/12/01	7/26/01		8/2/01	56-390663			13	Billing	N	Customer Solution Center			U				
7	7/12/01	7/26/01		8/2/01	57-390668			13	Billing		Customer Solution Center			U				
8	7/13/01	7/27/01		8/6/01	58-387544			16	Billing		Customer Solution Center			U				
9	7/13/01	7/27/01		8/3/01	59-391035			19	Billing		CAO			U				
10	7/13/01	7/27/01		8/3/01	60-390853			1	Billing	N	CAO			U				
11	7/16/01	7/30/01		8/6/01	61-391275			2	Service		E&O Clearwater	Clearwater	Suncoast	U				
12	7/16/01	7/30/01		8/6/01	62-391394			99-2	GI		Claims			U				
13	7/18/01	8/1/01		8/8/01	63-391949			13	Billing		Customer Solution Center			U				
14	7/18/01	8/1/01		8/8/01	64-392149			2	Service		E&O Ocala	Ocala	N Suncoast	U				
15	7/19/01	8/2/01		8/9/01	65-392381			7	Billing		CAO			U				
16	7/20/01	8/3/01		8/10/01	66-392688			13	Billing	N	Customer Solution Center			U				
17	7/24/01	8/7/01		8/14/01	67-393243			16	Billing		CAO			U				

CONFIDENTIAL  
OPC9-000017

FPSC LOGGED CUSTOMER COMPLAINTS JAN-NOV 2001

CONFIDENTIAL

# of Complaints	Date Rcvd	Date Dub	Ex Date	Date Sent	Complaint Number	Ex Cl	Account Number	Type	Service	Rating	Replied By	Operating Center	Region	Avoid	Previous Complaints	Prior Day	FPSC Closed
18	7/31/01	8/14/01		8/21/01	68-394785	E	[REDACTED]	13	Billing		Customer Solution Center			U			
1	8/1/01	8/15/01		8/22/01	69-395183	E	[REDACTED]	2	Billing		Meter Services	St. Petersburg	N Suncoast	A			
2	8/13/01	8/27/01		9/4/01	70-397596	E	[REDACTED]	99-14	GI		Load Management	Clearwater	Suncoast	U			
3	8/14/01	8/31/01		9/10/01	71-397860	E	[REDACTED]	13	Billing		Customer Solution Center	St Petersburg	Suncoast	U		Yes	
4	8/17/01	8/31/01		9/10/01	72-398723	E	[REDACTED]	16	Billing		CAO	Deland	S Central	U			
5	8/17/01	8/31/01		9/10/01	73-398789	E	[REDACTED]	2	Billing		Meter Services	Deland	S Central	U			
6	8/22/01	9/5/01		9/13/01	74-399788	E	[REDACTED]	11	Billing		Customer Solution Center	Ocala	N Suncoast	U	Yes		
7	8/27/01	9/11/01		9/18/01	75-400736	E	[REDACTED]	2	Service		E&O Jamestown	Jamestown	S Central	U			
8	8/28/01	9/12/01		9/19/01	76-401017	E	[REDACTED]	2	Service		E&O Clearwater	Clearwater	Suncoast	U			
9	8/29/01	9/10/01		9/17/01	77-398945	E	[REDACTED]	13	Billing		Customer Solution Center	St Petersburg	Suncoast	U		Yes	
10	8/29/01	9/12/01		9/20/01	78-401287	E	[REDACTED]	12	Billing		Meter Services	Clearwater	Suncoast	U			
1	9/4/01	9/18/01		9/25/01	79-402027	E	[REDACTED]	16	Billing		CAO	Clearwater	Suncoast	U			
2	9/4/01	9/18/01		9/25/01	80-401974	E	[REDACTED]	13	Billing	N	Customer Solution Center	St Petersburg	Suncoast	U			
3	9/5/01	9/19/01		9/26/01	81-402359	E	[REDACTED]	99-2	GI		Claims	Seven Spgs	Suncoast	U			
4	9/5/01	9/19/01		9/26/01	82-402348	E	[REDACTED]	2	Service		E&O Jamestown	Jamestown	S Central	U			
5	9/6/01	9/20/01		9/27/01	83-402635	E	[REDACTED]	2	Service		E&O Ocala	Ocala	N Suncoast	U			
6	9/7/01	9/21/01		9/28/01	84-403194	E	[REDACTED]	99-2	GI		Claims	Jamestown	S Central	U			

CONFIDENTIAL  
OPC9-000018

FPSC LOGGED CUSTOMER COMPLAINTS JAN-NOV 2001

CONFIDENTIAL

Case #	Date Recvd	Date Due	Ext Date	Date Sent	Complaint Number	Category	Account Number	Complainant Name	Type	Service of Billing	Ruling	Replied By	Operating Center	Region	Avail	Previous Courtesy Call?	Pror Day	SO Date Our Letter Recd
7	9/10/01	9/24/01		10/1/01	85-403296	E			2	Service		E&O St. Pete	St. Petersburg	Suncoast	U			
8	9/14/01	9/25/01		10/2/01	86-388788	E			1	Service		E&O Walsingham	Walsingham	Suncoast	U			
9	9/12/01	9/26/01		10/2/01	87-404036	E			2	Service		E&O Ocala	Ocala	N Suncoast	U			
10	9/17/01	10/1/01		10/8/01	88-405071	E			2	Service		E&O St. Pete	St. Petersburg	Suncoast	U			
11	9/17/01	10/1/01		10/8/01	89-404875	E			2	Service		E&O St. Pete	St. Petersburg	Suncoast	U			
12	9/18/01	10/2/01		10/9/01	90-405308	E			5	Service		E&O St. Pete	St. Petersburg	Suncoast	U			
13	9/18/01	10/2/01		10/9/01	91-405333	E			5	Service		E&O Ocala	Ocala	N Suncoast	U			
14	9/18/01	10/2/01		10/9/01	92-405345	E			5	Service		E&O Walsingham	Walsingham	Suncoast	U			
15	9/18/01	10/2/01		10/9/01	93-405367	E			5	Service		E&O St. Pete	St. Petersburg	Suncoast	U			
16	9/18/01	10/2/01		10/9/01	94-405369	E			3	Service		E&O St. Pete	St. Petersburg	Suncoast	U			
17	9/18/01	10/2/01		10/9/01	95-405371	E			5	Service		E&O St. Pete	St. Petersburg	Suncoast	U			
18	9/18/01	10/2/01		10/9/01	96-405394	E			2	Service		E&O St. Pete	St. Petersburg	Suncoast	U			
19	9/18/01	10/2/01		10/9/01	97-405458	E			2	Service		E&O Walsingham	Walsingham	Suncoast	U			
20	9/18/01	10/2/01		10/9/01	98-405491	E			5	Service		E&O St. Pete	St. Petersburg	Suncoast	U			
21	9/18/01	10/2/01		10/9/01	99-405529	E			5	Service		E&O Clearwater	Clearwater	Suncoast	U			
22	9/18/01	10/2/01		10/9/01	100-405633	E			5	Service		E&O St. Pete	St. Petersburg	Suncoast	U			
23	9/18/01	10/2/01		10/9/01	101-405638	E			5	Service		E&O Clearwater	Clearwater	Suncoast	U			
24	9/19/01	10/3/01		10/10/01	102-405714	E			5	Service		E&O St. Pete	St. Petersburg	Suncoast	U			
25	9/19/01	10/3/01		10/10/01	103-405756	E			5	Service		E&O St. Pete	St. Petersburg	Suncoast	U			
26	9/19/01	10/3/01		10/10/01	104-405762	E			5	Service		E&O St. Pete	St. Petersburg	Suncoast	U			

CONFIDENTIAL  
OPC9-000019

FPSC LOGGED CUSTOMER COMPLAINTS JAN-NOV 2001

CONFIDENTIAL

File No.	Date Received	Ex. Date	Date Sent	Complain. Number	Complain. Name	Account Number	Type	Service (or Billing)	Routing	Replied By	Location	Agent	Abld.	Payable Courtesy	Paid	ESD Code
27	9/19/01	10/3/01	10/10/01	105-405848	E	[REDACTED]	5	Service		E&O St. Pete	St. Petersburg	Suncoast	U			
28	9/19/01	10/3/01	10/10/01	106-405886	E	[REDACTED]	13	Billing		Customer Solution Center	St. Petersburg	Suncoast	U			
29	9/19/01	10/3/01	10/10/01	107-406038	E	[REDACTED]	5	Service		E&O St. Pete	St. Petersburg	Suncoast	U			
30	9/20/01	10/4/01	10/11/01	108-406066	E	[REDACTED]	5	Service		E&O St. Pete	St. Petersburg	Suncoast	U			
31	9/20/01	10/4/01	10/11/01	109-406099	E	[REDACTED]	5	Service		E&O Clearwater	Clearwater	Suncoast	U			
32	9/20/01	10/4/01	10/11/01	110-406120	E	[REDACTED]	5	Service		E&O St. Pete	St. Petersburg	Suncoast	U			
33	9/21/01	10/5/01	10/12/01	111-406409	E	[REDACTED]	5	Service		E&O Walsingham	Walsingham	Suncoast	U			
34	9/21/01	10/5/01	10/12/01	112-406529	E	[REDACTED]	5	Service		E&O St. Pete	St. Petersburg	Suncoast	U			
35	9/21/01	10/5/01	10/12/01	113-406625	E	[REDACTED]	5	Service		E&O St. Pete	St. Petersburg	Suncoast	U			
36	9/21/01	10/5/01	10/12/01	114-406654	E	[REDACTED]	5	Service		E&O Ocala	Ocala	N Suncoast	U			
37	9/24/01	10/8/01	10/15/01	115-407056	E	[REDACTED]	5	Service		E&O St. Pete	St. Petersburg	Suncoast	U			
38	9/24/01	10/8/01	10/15/01	116-407047	E	[REDACTED]	25	Service		Consumer Affairs	Jamestown	S Central	U			
39	9/25/01	10/9/01	10/16/01	117-407353	E	[REDACTED]	5	Service		E&O Walsingham	Walsingham	Suncoast	U			
40	9/26/01	10/10/01	10/17/01	118-407509	E	[REDACTED]	13	Billing		Customer Solution Center	Seven Spgs	Suncoast	U			
41	9/26/01	10/10/01	10/17/01	119-407549	E	[REDACTED]	13	Billing		Customer Solution Center	Clearwater	Suncoast	U			
42	9/26/01	10/10/01	10/17/01	120-407612	E	[REDACTED]	24	Billing		Consumer Affairs	Buena Vista	N Central	U			
43	9/26/01	10/10/01	10/17/01	121-407782	E	[REDACTED]	1	Billing		Small Business	Apopka	S Central	U			
44	9/27/01	10/11/01	10/18/01	122-407885	E	[REDACTED]	2	Service		E&O Clearwater	Clearwater	Suncoast	U			

CONFIDENTIAL  
OPC9-000020

FPSC LOGGED CUSTOMER COMPLAINTS JAN-NOV 2001

CONFIDENTIAL

Case No.	Date Rcvd	Date Due	Exj Date	Date Sent	Complaint Number	Ext	Account Number Complainant's Name	Type	Service or Billing	Ruling	Replied By	Operating Area	Region	Void	Previous Courtesy Call?	Rtd Days	PSO Closed Out Letter Rec'd
1	10/1/01	10/15/01		10/22/01	123-408514	E	[REDACTED]	13	Billing		Customer Solution Center	Clearwater	Suncoast	U			
2	10/1/01	10/15/01		10/22/01	124-408605	E	[REDACTED]	25	Service		Transmission	Buena Vista	N Central	U			
3	10/2/01	10/16/01		10/23/01	125-408806	E	[REDACTED]	13	Billing		Customer Solution Center	Seven Spgs	Suncoast	U			
4	10/3/01	10/17/01		10/24/01	126-409164	E	[REDACTED]	2	Service		E&O Walsingham	Walsingham	Suncoast	U			
5	10/2/01	10/22/01		10/29/01	127-408933	E	[REDACTED]	13	Billing		Customer Solution Center	Clearwater	Suncoast	U		Yes	
6	0/10/01	10/24/01		10/31/01	128-410934	E	[REDACTED]	13	Billing		Customer Solution Center	Jamestown	S Central	U	Y		
7	0/ 2/01	10/26/01		11/2/01	129-411431	E	[REDACTED]	23	Billing		CAO	Jamestown	S Central	U			
8	10/ 6/01	10/30/01		11/6/01	130-412188	E	[REDACTED]	14	Service	**Follow up on medical sticker when ruling rec'd (see complaint)	CAO	Jamestown	S Central				
9	10/16/01	10/30/01		11/6/01	131-412195	E	[REDACTED]	99-5	GI		Customer Solution Center	Clearwater	Suncoast	U			
10	10/18/01	11/1/01		11/8/01	132-412690	E	[REDACTED]	2	Billing		Meter Services	St. Petersburg	Suncoast	U	Y		
11	10/22/01	11/1/01		11/6/0	133-408900	E	[REDACTED]	7	Service		E&O Apopka	Apopka	S Central	U		Yes	
12	10/23/01	11/7/01		11/12/01	134-413526	E	[REDACTED]	4	Service		E&O St Pete	St. Petersburg	Suncoast	A			
13	10/23/01	11/7/01		11/14/01	135-413519	E	[REDACTED]	2	Service		E&O Clearwater	Clearwater	Suncoast	U			
14	10/24/01	11/8/01		11/14/01	136-414042	E	[REDACTED]	14	Service		CAO	Jamestown	S Central	U			
15	10/25/01	11/9/01		11/19/01	137-414211	E	[REDACTED]	13	Billing		Customer Solution Center	St. Petersburg	Suncoast				

CONFIDENTIAL  
NPG9-00002



FPSC LOGGED CUSTOMER COMPLAINTS JAN-NOV 2001

CONFIDENTIAL

Case #	Date Rcvd	Date Due	Ex Date	Date Sent	Complaint Number	Category	Account Number	Complainant's Name	#	Type	Service or Billing	Ruling	Replied By	Operating Center	Region	Avoid	Previous Courtesy Call	Prior Day	Escalated
1	11/2/01	11/16/01		11/15/01	138-415992	E	[REDACTED]	[REDACTED]	13	Billing	Customer Solution Center		Customer Solution Center	Ocala	N Suncoast	U			
2	11/14/01	12/5/01			139-418323	E	[REDACTED]	[REDACTED]	2	Billing	Meter Services		Meter Services	St. Petersburg	Suncoast				
3	11/15/01	11/30/01			140-418576	E	[REDACTED]	[REDACTED]	17	Service	Transmission		Transmission	Apopka	S Central				
4	11/15/01	11/30/01			141-418718	E	[REDACTED]	[REDACTED]	99-2	GI	Claims		Claims	Clearwater	Suncoast				
5	11/16/01	12/4/01			142-418995	E	[REDACTED]	[REDACTED]	12	Service	E&O Ocala		E&O Ocala	Ocala	N Suncoast				
6	11/20/01	12/7/01			143-419731	E	[REDACTED]	[REDACTED]	2	Service	E&O St. Pete		E&O St. Pete	St Petersburg	Suncoast				
7	11/20/01	12/7/01			144-419706	E	[REDACTED]	[REDACTED]	24	Billing	CAO		CAO	St. Petersburg	Suncoast				

Exhibit REP-3  
Docket 000824-EI

## WARM TRANSFERS

WARM TRANSFERS NOV-DEC 1999

Date Rcvd	Date Closed	PSC Courtesy Call Escal. or Del. Misc. Call PSC Escal. Letter Call Bludge	Account Number	Customer's Name	Type	Service or Billing	Enter Sub Type	Handled By (OA Rep)	Concern Met	Prior Contact	Area of Concern	Avoid?
12/7/99		Courtesy Call	Corini		3	GI		Dawn	Yes	Yes	Credit	
12/8/99		Courtesy Call	PSC		99	GI		Gracie	Yes	Yes	Credit	
12/8/99		Courtesy Call	PSC		25	Service		Kimberly	Yes	n/a	Credit	
12/8/99		Courtesy Call	PSC		3	GI		Rita	Yes	n/a	CEX	
12/8/99		Courtesy Call	PSC		3	GI		Rita	Yes	n/a	CEX	
12/8/99		Courtesy Call	PSC		3	GI		Rita	Yes	n/a	CEX	
12/8/99		Courtesy Call	Operator		3	GI		Rita	Yes	n/a	CEX	
12/8/99		Courtesy Call	PSC		3	GI		Kim	Yes	n/a	CEX	
12/8/99		Courtesy Call	PSC		3	GI		Kim	Yes	n/a	CEX	
12/8/99		Courtesy Call	Noelia		3	GI		Dawn	Yes	Yes	Credit	
12/8/99		Courtesy Call	Corini		99	GI		Dawn	Yes	Yes	Credit	
12/8/99		Courtesy Call	PSC		99	GI		Carol	n/a	n/a	Service	
12/9/99		Courtesy Call	PSC		3	GI		Rita	Yes	n/a	CEX	
12/9/99		Courtesy Call	Operator		3	GI		Rita	Yes	n/a	CEX	
12/9/99		Courtesy Call	PSC		5	Service		Kim	Yes	n/a	Outage	
12/9/99		Courtesy Call	PSC		99	GI	5	Anne	No		Credit	
12/10/99		Courtesy Call	PSC		3	GI		Kimberly	Yes	n/a	Billing	
12/10/99		Courtesy Call	PSC		3	GI		Kim	Yes	n/a	CEX	
12/10/99		Courtesy Call	PSC		99	GI		Kim	Yes	n/a	Other	
12/10/99		Courtesy Call	PSC		99	GI		Anne	No		Credit	
12/10/99		Courtesy Call	Noelia		3	GI		Dawn	Yes	Yes	Credit	
12/13/99		Courtesy Call	PSC		16	Billing		Kimberly	No	Yes	Billing	
12/13/99		Courtesy Call	PSC		99	GI		Gracie	Yes	Yes	Billing	
12/13/99		Courtesy Call	Operator		99	GI		Rita	Yes	n/a	Other	
12/13/99		Courtesy Call	PSC		99	GI		Anne	Yes	n/a	Billing	
12/13/99		Courtesy Call	Bruce		3	GI		Dawn	Yes	Yes	Credit	
12/13/99		Courtesy Call	Noelia		3	GI		Dawn	Yes	Yes	Credit	
12/14/99		Courtesy Call	PSC		99	GI		Gracie	Yes	Yes	Billing	
12/14/99		Courtesy Call	PSC		99	GI		Gracie	Yes	Yes	Billing	
12/14/99		Courtesy Call	PSC		3	GI		Kim	Yes	n/a	CEX	
12/14/99		Courtesy Call	PSC		99	GI	17	Kim	Yes	n/a	Medical	
12/14/99		Courtesy Call	PSC		99	GI	5	Kim	Yes	n/a	CONP	
12/14/99		Courtesy Call	Tara		3	GI		Dawn	Yes	Yes	Credit	
12/14/99		Courtesy Call	Bruce		99	GI		Dawn	Yes	Yes	Credit	
12/15/99		Courtesy Call	PSC		99	GI	2	Carol	Yes	Yes	Claims	
12/15/99		Courtesy Call	PSC		99	GI		Kimberly	Yes	n/a	Other	

CONFIDENTIAL  
OPCG-000C31

WARM TRANSFERS NOV-DEC 1999

Date Rcvd	Date Closed	PSC Courtesy Call Exec Call Misc Call Exec Letter	Call Source	Account Number	Customer's Name	#	Type	Service or Billing	Enter Sub #	Handled By (CA Rep)	Concern Met	Pld/Contact	Area of Concern	Avoid?
12/15/99		Courtesy Call	PSC			99	GI			Kim	Yes	n/a	Other	
12/15/99		Courtesy Call	Nancy			3	GI			Dawn	Yes	Yes	Credit	
12/16/99		Courtesy Call	PSC			99	GI			Gracie	Yes	Yes	Exec Office	
12/16/99		Courtesy Call	PSC			3	GI			Carol	Yes	Yes	CEX	
12/16/99		Courtesy Call	Operator			3	GI			Rita	Yes	n/a	CEX	
12/16/99		Courtesy Call	PSC			3	GI			Kim	Yes	n/a	CEX	
12/16/99		Courtesy Call	Corini			99	GI			Dawn	Yes	Yes	Credit	
12/17/99		Courtesy Call	Operator			3	GI			Rita	Yes	n/a	CEX	
12/17/99		Courtesy Call	PSC			3	GI			Kim	Yes	n/a	CEX	
12/17/99		Courtesy Call	PSC			99	GI			Carol	n/a	n/a	Credit	
12/18/99		Courtesy Call	Sandy			99	GI			Carol	n/a	n/a	Credit	
12/20/99		Courtesy Call	PSC			25	Service			Kimberly	Yes	n/a	Credit	
12/20/99		Courtesy Call	Operator			3	GI			Rita	Yes	n/a	CEX	
12/20/99		Courtesy Call	PSC			3	GI			Kim	Yes	n/a	CEX	
12/20/99		Courtesy Call	PSC			3	GI			Kim	Yes	n/a	CEX	
12/20/99		Courtesy Call	Noelia			99	GI			Dawn	Yes	Yes	Credit	
12/20/99		Courtesy Call	Corini			99	GI	3		Dawn	Yes	Yes	Credit	
12/20/99		Courtesy Call	Kate			25	Service			Rita	Yes	Yes	General Info	
12/21/99		Courtesy Call	PSC			3	GI			Kim	Yes	n/a	CEX	
12/21/99		Courtesy Call	PSC			99	GI	5		Anne	Yes	n/a	Credit	
12/21/99		Courtesy Call	PSC			99	GI	3		Anne	Yes	n/a	Credit	
12/21/99		Courtesy Call	CSR			99	GI			Carol	n/a	n/a	Credit	
12/22/99		Courtesy Call	PSC			19	Billing			Kimberly	Yes	Yes	Credit	
12/22/99		Courtesy Call	PSC			99	GI	5		Kimberly	Yes	n/a	Credit	
12/22/99		Courtesy Call	PSC			19	Billing			Kimberly	n/a	Yes	Credit	
12/22/99		Courtesy Call	Tara			99	GI	2		Dawn	Yes	Yes	Claims	
12/23/99		Courtesy Call	Bruce			3	GI			Dawn	Yes	Yes	Cex	
12/23/99		Courtesy Call	PSC			11	Billing			Rita	Yes	Yes	Billing	
12/27/99		Courtesy Call	Bruce			3	GI			Kim	Yes	Yes	Credit	
12/29/99		Courtesy Call	Bruce			99	GI			Gracie	Yes	No	Other	
12/29/99		Courtesy Call	PSC			99	GI	5		Carol	n/a	n/a	CONP	
12/28/00		Courtesy Call	PSC			99	GI			Carol	n/a	n/a	Credit	

CONFIDENTIAL  
OP09-000035

WARM TRANSFERS  
JAN-MAY 2000

CONFIDENTIAL

Date Rev'd	Date Closed (Exact/Today)	Call Type	Call Source	Account Number	Customer Name	# Type	Service Billing	Enter Sub Type	Handled By (CA Rep)	Contact Mktg	Page Contact	Functional Area
1/3/00		Courtesy Call	Bruce			99	GI	2	Kimberly	Yes	Yes	Claims
1/3/00		Courtesy Call	Nancy			12	Service		Dawn	Yes	Yes	Service
1/4/00		Courtesy Call	PSC			99	Billing		Gracie	Yes	Yes	Credit
1/4/00		Courtesy Call	Operator			3	GI		Carol	Yes	n/a	CEX
1/4/00		Courtesy Call	Elsie			3	GI		Kimberly	no	n/a	Credit
1/4/00		Courtesy Call	Noelia			99	GI		Kimberly	n/a	n/a	Billing
1/4/00		Courtesy Call	John			99	GI		Carol	Yes	Yes	Budget bill
1/4/00		Courtesy Call	Noelia			99	GI	3	Carol	Yes	Yes	Cex
1/5/00		Courtesy Call	PSC			3	GI		Carol	Yes	n/a	CEX
1/5/00		Courtesy Call	Nancy			3	GI		Kimberly	Yes	Yes	Credit
1/5/00		Courtesy Call	angela			99	GI	3	Carol	Yes	Yes	Cex
1/5/00		Courtesy Call	Noelia			99	GI		Kim	Yes	No	Cex
1/5/00		Courtesy Call	Noelia			99	GI		Kim	Yes	No	Cex
1/5/00		Courtesy Call	PSC			99	GI		Gracie	Yes	Yes	Meter Dept.
1/6/00		Courtesy Call	Noelia			99	GI		Kim	Yes	No	Cex
1/6/00		Courtesy Call	Elsie			99	GI		Kim	Yes	No	Cex
1/6/00		Courtesy Call	Corina			99	GI		Dawn	Yes	Yes	Credit
1/7/00		Courtesy Call	Carol			7	Billing		Kim	Yes	Yes	Credit
1/7/00		Courtesy Call	Nancy			99	GI		Dawn	Yes	Yes	Credit
1/7/00		Courtesy Call	Noelia			12	Service		Dawn	Yes	Yes	Service
1/10/00		Courtesy Call	PSC			99	Billing		Gracie	Yes	Yes	Billing
1/10/00		Courtesy Call	Elsa			99	GI	3	Carol	Yes	Yes	Cex
1/10/00		Courtesy Call	Carol			99	GI		Kim	Yes	Yes	Cex
1/10/00		Courtesy Call	Noelia			99	GI		Kim	Yes	Yes	Cex
1/10/00		Courtesy Call	Nancy			99	GI	3	Rita	y	y	Credit
1/10/00		Courtesy Call	PSC			99	GI	3	Gracie	Yes	Yes	Credit

WARM TRANSFERS  
JAN-MAY 2000

CONFIDENTIAL

Date Rcvd	Date Closed (Excl. 1/1/01)	Call Type	Source	Account Number	Customer's Name	Type	Service or Billing	Enter (Sub- Type)	Handled BY/CA (Rep)	Collected Mail	Prd Contact	Functional Area
1/10/00		Courtesy Call	PSC									
1/10/00		Courtesy Call	Tara			99	GI		Gracie	Yes	Yes	E&O
1/10/00		Courtesy Call	Carol			99	GI		Carol	Yes	Yes	Pmt Rcvd
1/10/00		Courtesy Call	Noelia			99	GI		Carol	Yes	Yes	Pmt Rcvd
1/11/00		Courtesy Call	Noelia			1	Service		Kim	Yes	Yes	Service
1/11/00		Courtesy Call	Noelia			99	GI	3	Rita	y	y	Credit
1/12/00		Courtesy Call	Theresa			99	GI	3	Rita	y	y	Credit/Return Item
1/12/00		Courtesy Call	Angie			99	Billing		Anne	Yes	Yes	Credit
1/12/00		Courtesy Call	Nancy			99	GI		Kim	Yes	Yes	Cex
1/12/00		Courtesy Call	PSC			99	GI	5	Carol	Yes	Yes	comp
1/12/00		Courtesy Call	Corina			99	GI		Gracie	Yes	Yes	Credit
1/13/00		Courtesy Call	Careny			3	Service		Dawn	Yes	Yes	Service
1/13/00		Courtesy Call	Angie			13	Billing		Kim	Yes	Yes	Resl Field Svc
1/13/00		Courtesy Call	Noelia			99	GI		Kim	Yes	Yes	Cex
1/13/00		Courtesy Call	PSC			99	GI	3	Rita	y	y	Credit
1/13/00		Courtesy Call	PSC			99	GI	3	Gracie	Yes	Yes	Credit
1/13/00		Courtesy Call	PSC			99	GI	3	Gracie	Yes	Yes	Credit
1/13/00		Courtesy Call	PSC			25	Service		Kimberly	Yes	Yes	Credit
1/14/00		Courtesy Call	Nancy			25	Service		Rita	y	y	General Info
1/14/00		Courtesy Call	PSC			18	Billing		Dawn	Yes	Yes	Disconnection
1/14/00		Courtesy Call	Corina			99	GI	3	Gracie	Yes	Yes	Credit
1/14/00		Courtesy Call	Corina			99	GI		Dawn	Yes	Yes	Credit
1/14/00		Courtesy Call	Corina			99	GI		Dawn	Yes	Yes	Credit
1/14/00		Courtesy Call	Noelia			99	GI	7	Dawn	Yes	Yes	eft
1/17/00		Courtesy Call	Corina			4	Service		Carol	Yes	Yes	Tree Trim
						99	GI		Dawn	Yes	Yes	Credit

CONFIDENTIAL  
OPC9-00003

WARM TRANSFERS  
JAN-MAY 2000

CONFIDENTIAL

Date Rcvd	Date Closed (Excl/Incl)	PSC Courtesy Call Transfer Call Mid Call, Etc. (Etc)	Call Source	Account Number	Customer's Name	Type	Service or Billing	File/Sub Type	Handled BY (CA Rep)	Can Cam (Del)	Prod Cont	Functional Area
1/18/00		Courtesy Call	Angle			7	Billing		Anne	Yes	Yes	Credit
1/18/00		Courtesy Call	PSC			99	GI	3	Gracie	Yes	Yes	Billing
1/18/00		Courtesy Call	Carol			99	GI		Kim	Yes	Yes	Cex
1/18/00		Courtesy Call	Angie			99	GI		Dawn	Yes	Yes	Credit
1/18/00		Courtesy Call	Carissa			8	Service		Dawn	Yes	Yes	Service
1/19/00		Courtesy Call	Brian			16	Billing		Rita	y	y	Billing
1/19/00		Courtesy Call	Bruce			21	Billing		Kim	Yes	Yes	Credit
1/19/00		Courtesy Call	Angle			99	GI		Kim	Yes	Yes	Cex
1/19/00		Courtesy Call	John			99	GI		Kim	Yes	Yes	Cex
1/19/00		Courtesy Call	Tarah			99	GI		Kim	Yes	Yes	Cex
1/19/00		Courtesy Call	Caressa			99	GI	5	Kim	Yes	Yes	Credit
1/20/00		Courtesy Call	Tara			23	Billing		Rita	yes	yes	Rev. Protection
1/20/00		Courtesy Call	Bruce			99	GI		Kim	Yes	Yes	Cex
1/20/00		Courtesy Call	Bruce			99	GI	2	Kim	Yes	Yes	Claims
1/20/00		Courtesy Call	PSC			99	GI	13	Kimberly	Yes	Yes	Credit
1/20/00		Courtesy Call	Ryan			99	GI	5	Kim	Yes	Yes	Credit
1/21/00		Courtesy Call	PSC			99	GI	3	Gracie	No	Yes	Credit
1/24/00		Courtesy Call	Theresa			19	Billing		Rita	Yes	Yes	Billing
1/24/00		Courtesy Call	Bruce			99	GI	3	Rita	Yes	Yes	Credit
1/24/00		Courtesy Call	Tara			99	GI	3	Rita	Yes	Yes	Credit
1/24/00		Courtesy Call	Tara			99	GI	3	Rita	Yes	yes	Credit
1/24/00		Courtesy Call	Bruce			99	GI	3	Gracie	No	Yes	Credit
1/24/00		Courtesy Call	Corrina			99	GI	3	Gracie	No	Yes	Credit
1/24/00		Courtesy Call	Caressa			99	GI	3	Carol	Yes	Yes	Credit
1/24/00		Courtesy Call	Angie			25	Service		Rita	Yes	Yes	FPL Customer
1/25/00		Courtesy Call	Bruce			3	GI		Kimberly	Yes	n/a	Credit
1/25/00		Courtesy Call	Corina			3	GI		Dawn	Yes	Yes	Credit
1/25/00		Courtesy Call	Careny			99	GI		Kim	Yes	Yes	Cex

WARM TRANSFERS  
JAN-MAY 2000

CONFIDENTIAL

Date Rcvd	Date Closed (Est. #1 on)	PSO Courtesy Call Executive Call Medical or Executive	Call Source	Account Number	Customer's Name	#	Type	Service or Billing	Enter Sub Type	Handled By (CA Rep)	Call Cam Met	Hand Contact	Functional Area
1/25/00		Courtesy Call	Bruce			99	GI		2	Kim	Yes	Yes	Claims
1/25/00		Courtesy Call	Corinl			99	GI		3	Dawn	Yes	Yes	Credit
1/25/00		Courtesy Call	Bruce			99				Dawn	Yes	Yes	Credit
1/26/00		Courtesy Call	Elsie			23	Billing			Kim	Yes	Yes	Rev. Protection
1/27/00		Courtesy Call	Angie			99	Billing			Anne	Yes	Yes	Credit
1/27/00		Courtesy Call	Corini			99	GI		3	Dawn	Yes	Yes	Credit
1/27/00		Courtesy Call	Operator			99	GI		3	Gracie	No	Yes	credit
1/27/00		Courtesy Call	Bruce			99	GI			Gracie	Yes	Yes	Outages
1/27/00		Courtesy Call	Angle			2	Service			Kimberly	No	Yes	E&O
1/28/00		Courtesy Call	Ryan			99	GI			Kim	Yes	Yes	Cex
1/28/00		Courtesy Call	Tarrah			99	GI		5	Kim	Yes	Yes	Credit
1/28/00		Courtesy Call	Bruce			25	Service			Kimberly	Yes	Yes	Credit
1/31/00		Courtesy Call	Bruce			7	Billing			Kim	Yes	Yes	Credit
1/31/00		Courtesy Call	Corrina			99	GI		3	Gracie	Yes	Yes	Credit
1/31/00		Courtesy Call	Corrina			99	GI		13	Carol	Yes	Yes	Deposit
1/31/00		Courtesy Call	Bruce			1	Service			Kim	Yes	Yes	Service
2/1/00		Courtesy Call	Noelia			99	GI		3	Gracie	Yes	Yes	Credit
2/1/00		Courtesy Call	Bruce			99	GI		3	Gracie	Yes	Yes	Credit
2/1/00		Courtesy Call	Angle			99	GI			Gracie	Yes	Yes	E&O
2/1/00		Courtesy Call	Noelia				GI		3	Kim	Yes	Yes	Credit/Rev Protection
2/2/00		Courtesy Call	Nancy			99	GI		13	Carol	Yes	Yes	Deposits
2/2/00		Courtesy Call	Caressa			25	Service			Kimberly	Yes	Yes	Credit
2/3/00		Courtesy Call	Bruce			23	Billing			Kimberly	Yes	Yes	Claims
2/3/00		Courtesy Call	Angie			99	GI		3	Carol	Yes	Yes	Credit/Rev Protection
2/3/00		Courtesy Call	Careny				GI		3	Kim	Yes	Yes	Resi Field Services
2/4/00		Courtesy Call	Caressa				Billing		16	Kim	Yes	Yes	Billing
2/4/00		Courtesy Call	Careny			99	GI			Carol	Yes	Yes	Credit/Rev Protection
2/4/00		Courtesy Call	n/a			99	GI			Gracie	Yes	Yes	SMN

CONFIDENTIAL  
OPCG-000039



WARM TRANSFERS  
JAN-MAY 2000

CONFIDENTIAL

Date Rcvd	Date Closed (Exact if Only)	PSQ Courtesy Call Exempt Call Mid Call or Excl Call	Call Source	Account Number	Customer's Name	# Type	Service or Billing	Enter Sub Type #	Handled By (GA Rep)	Colloar Met	Prior Contact	Functional Area
2/4/00		Courtesy Call	Noelia			25	Service		Kimberly	Yes	n/a	Corporate Relations
2/7/00		Courtesy Call	Careeny			19	Billing		Dawn	Yes	Yes	IOD
2/7/00		Courtesy Call	Noelia			99	GI	3	Gracie	Yes	Yes	Credit
2/7/00		Courtesy Call	Elsie			99	GI		Gracie	Yes	No	Credit
2/8/00		Courtesy Call	Victor			99	GI	3	Gracie	Yes	No	Credit
2/9/00		Courtesy Call	Noelia			99	GI	5	Anne	Yes	Yes	Credit
2/9/00		Courtesy Call	Caressa			99	GI	5	Anne	Yes	Yes	Credit
2/9/00		Courtesy Call	Carmen			99	GI	3	Rita	Yes	Yes	Credit/Rev Protection
2/9/00		Courtesy Call	Noelia			99	GI		Anne	Yes	No	N/A - routine reco.
2/10/00		Courtesy Call	Bev			99	GI	5	Kimberly	No	Yes	Credit
2/14/00		Courtesy Call	Caressa			99	GI		Gracie	Yes	No	Credit
2/14/00		Courtesy Call	Shirley			99	GI	3	Gracie	Yes	No	Credit
2/15/00		Courtesy Call	Noelia				GI	3	Kim	Yes	Yes	Credit/Rev Protection
2/15/00		Courtesy Call	Careny			8	Service		Gracie	Yes	Yes	E&O Issues
2/16/00		Courtesy Call	Angle			99	GI	3	Rita	Yes	Yes	Credit/Rev Protection
2/16/00		Courtesy Call	Careny			99	GI		Gracie	Yes	Yes	Miscellaneous
2/16/00		Courtesy Call	Angle			99	GI		Gracie	Yes	Yes	Miscellaneous
2/17/00		Courtesy Call	Elsie			13	Billing		Carol	Yes	Yes	Billing
2/17/00		Courtesy Call	Kate			99	GI	5	Carol	Yes	Yes	CNP
2/17/00		Courtesy Call	Kate			99	GI		Carol	Yes	Yes	Credit/Rev Protection
2/18/00		Courtesy Call	Carinl			99	GI		Anne	Yes	No	Change address
2/18/00		Courtesy Call	Dick				GI	3	Kim	Yes	Yes	Credit/Rev Protection
2/21/00		Courtesy Call	Noelia			13	Billing		Kimberly	Yes	Yes	Billing
2/21/00		Courtesy Call	PSC			99	GI	3	Rita	Yes	Yes	General Info

CONFIDENTIAL  
MPCG.000040

CONFIDENTIAL

WARM TRANSFERS  
JAN-MAY 2000

Date Rcvd	Date Closed (Excl. Only)	PSC Courtesy Call Execut. Call Misc. Call or Exec. Call	Call Source	Account Number	Customer's Name	# Type	Service or Billing	Enter/Sub Type	Handled By (CA Rep)	Concern Mail	Prior Contact	Functional Area
2/21/00		Courtesy Call	Angie			3	Service		Kimberly	No	Yes	E&O
2/22/00		Courtesy Call	Careny			7	Billing		Kim	Yes	Yes	Credit/Rev Protection
2/22/00		Courtesy Call	Caressa			23	Billing		Kim	Yes	Yes	Credit/Rev Protection
2/22/00		Courtesy Call	kate			3	GI		Dawn	Yes	Yes	Credit
2/22/00		Courtesy Call				99	GI		Dawn	Yes	Yes	Credit
2/22/00		Courtesy Call	Ellen				GI	3	Kim	Yes	Yes	Credit/Rev Protection
2/23/00		Courtesy Call	Ellen			20	Billing		Rita	Yes	Yes	Deposits
2/23/00		Courtesy Call	Elsie			3	Service		Rita	Yes	Yes	E&O Issues
2/24/00		Courtesy Call	Noelia			13	Billing		Kimberly	Yes	Yes	Marketing/Research
2/24/00		Courtesy Call	Angie			25	Service		Kimberly	Yes	No	Billing
2/25/00		Courtesy Call	Ellen			3	GI		Kimberly	Yes	n/a	Credit/Rev Protection
2/25/00		Courtesy Call	Noelia			99	GI	3	Gracie	Yes	Yes	Credit/Rev Protection
2/28/00		Courtesy Call	Angie			99	GI	13	Carol	Yes	Yes	Deposits
2/29/00		Courtesy Call	Noelia			1	Billing		Kim	Yes	Yes	Billing
2/29/00		Courtesy Call	Carol			99	GI		Carol	Yes	Yes	Billing
2/29/00		Courtesy Call	Noelia				GI	3	Kim	Yes	Yes	Credit/Rev Protection
3/1/00		Courtesy Call	PSC			1	Billing		Kim	yes	yes	Billing
3/1/00		Courtesy Call	Tarra			3	GI		Gracie	yes	Yes	Credit
3/1/00		Courtesy Call	PSC			99	GI	5	Kimberly	No	Yes	Credit
3/2/00		Courtesy Call	PSC			99	GI	5	Kim	yes	yes	Credit
3/3/00		Courtesy Call	PSC			25	Service		Kimberly	Yes	Yes	E&O -
3/7/00		Courtesy Call	Corinni			3	GI		Gracie	yes	yes	Credit
3/7/00		Courtesy Call	Ellen			3	GI		Gracie	yes	yes	Credit
3/7/00		Courtesy Call	Victor			3	GI		Gracie	yes	yes	Credit
3/7/00		Courtesy Call	PSC			3	Service		Kimberly	No	Yes	E&O -
3/7/00		Courtesy Call	PSC			8	Service		Kim	yes	yes	E&O
3/8/00		Courtesy Call	PSC			25	Service		Kimberly	Yes	No	Credit

CONFIDENTIAL  
OPC9-000041

Docket No. 000824-E1  
Exhibit REP-3  
Page 10 of 80

WARM TRANSFERS  
JAN-MAY 2000

CONFIDENTIAL

Date Rcvd	Date Closed (Excl. 1st Only)	PSC Courtesy Call Exec. Call Mtg Call or Exec. Letter	Call Source	Account Number	Customer's Name	Type	Service or Billing	Enter Sub Type	Handled By (CA Rep)	Concern Met	Priority Contact	Functional Area
3/9/00		Courtesy Call	Ellen									
3/9/00		Courtesy Call	Ray			99	GI	3	Rita	yes	yes	Credit
3/13/00		Courtesy Call	PSC			99	GI		Gracie	yes	yes	E&O
3/13/00		Courtesy Call	Victor			13	Billing		Kim	yes	yes	High Bill
3/14/00		Courtesy Call	Corini			99	GI			yes	yes	Credit Card Payment
3/16/00		Courtesy Call	Noelia			99	GI		Dawn	yes	yes	Credit
3/16/00		Courtesy Call	Noelia			3	GI		Kim	yes	yes	Credit
3/17/00		Courtesy Call	Ellen			8	Service		Kim	yes	yes	E&O
3/17/00		Courtesy Call	Noelia			3	GI		Kim	yes	yes	Credit
3/17/00		Courtesy Call	Corini			3	GI		Kim	yes	yes	Credit
3/20/00		Courtesy Call	PSC			3	GI		Dawn	yes	yes	Credit
3/20/00		Courtesy Call	Ellen			3	GI		Kimberly	Yes	No	Credit
3/20/00		Courtesy Call	Victor			3	GI		Kim	yes	yes	Credit
3/21/00		Courtesy Call	Ray			99	GI	3	Rita	yes	yes	Credit
3/21/00		Courtesy Call	Ray			3	GI		Kim	yes	yes	Credit
3/21/00		Courtesy Call	Viola			3	GI		Gracie	yes	yes	Credit
3/21/00		Courtesy Call	Angie			3	GI		Gracie	yes	yes	Credit
3/21/00		Courtesy Call	Neolia			99	GI		Kim	yes	yes	Misc
3/21/00		Courtesy Call	Tara			8	Service		Dawn	yes	yes	Service
3/21/00		Courtesy Call	Corini			12	Service		Dawn	yes	yes	Service
3/22/00		Courtesy Call	Ellen			99			Dawn	yes	yes	Credit/Call Center
3/23/00		Courtesy Call	Ray			3	GI		Kim	yes	yes	Credit
3/23/00		Courtesy Call	Ray			99	GI		Gracie	yes	Yes	Billing
3/23/00		Courtesy Call	Corini			99	GI	3	Rita	yes	yes	Credit
3/23/00		Courtesy Call	Ellen			99	GI	3	Rita	yes	yes	Credit Card Payment
3/23/00		FPSC	Ellen			25	Service		Rita	yes	yes	Payment Received
3/23/00		FPSC	John Plesko			9	Billing		Anne G	n/a		Billing
3/27/00		Courtesy Call	PSC			3	Service		Anne G	n/a	no	E&O -
3/28/00		Courtesy Call	PSC			25	Service		Kimberly	No	Yes	Billing
3/28/00		Courtesy Call	Angie			99	GI	5	Kimberly	Yes	n/a	Credit
3/28/00		Courtesy Call	Angie			99	GI	5	Carol	yes	yes	credit

CONFIDENTIAL

WARM TRANSFERS  
JAN-MAY 2000

CONFIDENTIAL

Date Rcvd	Date Closed (Excl. Ltr Only)	PSC Courtesy Call Excl. Call Misc. Call or Excl. Letter	Call Source	Account Number	Customer's Name	#	Service or Billing	Enter Sub Type #	Handled By (CA Rep)	Conc Met	Pror Donad	Functional Area
3/29/00		Courtesy Call	Tara			3	GI		Dawn	yes	yes	Credit
3/31/00		Courtesy Call	PSC			8	Billing		Kimberly	No	Yes	Billing
3/31/00		Courtesy Call	PSC			3	GI		Anne G	Yes	No	Credit
3/31/00		Courtesy Call	PSC			3	GI		Anne G	Yes	No	Credit
3/31/00		Courtesy Call	Ray			3	GI		Kim	yes	yes	Credit
3/31/00		Courtesy Call	Angie			13	Service		Kim	yes	yes	R&D
04/01/00		Courtesy Call	Niki			99	GI		Carol	yes	yes	Miscellaneous
04/03/00		Courtesy Call	Corinni			99	GI	3	Anne	yes	n/a	
04/04/00		Courtesy Call	Ellen			25	Service		Kimberly	yes	n/a	Credit/Rev Protection
04/04/00		Courtesy Call	ellen			99	GI		Carol	yes	yes	Miscellaneous
04/05/00		Courtesy Call	Ray			4	Billing		Kimberly	yes	no	Credit/Rev Protection
04/05/00		Courtesy Call	Ray			3	GI		Kim	yes	yes	Credit/Rev Protection
04/05/00		Courtesy Call	Ray			25	Service		Kim	yes	yes	General Info
04/05/00		Courtesy Call	Niki			99	GI	3	Anne	Yes	n/a	
04/06/00		Courtesy Call	noella			99	GI	3	Carol	yes	yes	Credit/Rev Protection
04/06/00		Courtesy Call	Ray			3	GI		Gracie	yes	yes	Credit/Rev Protection
04/06/00		Courtesy Call	Ellen			3	GI		Gracie	yes	yes	Credit/Rev Protection
04/06/00		Courtesy Call	Noelia			3	GI		Gracie	yes	yes	Credit/Rev Protection
04/07/00		Courtesy Call	Tara			25	Service		Kimberly	yes	n/a	Billing
04/07/00		Courtesy Call	Ray			25	Service		Kimberly	yes	no	Billing
04/07/00		Courtesy Call	Ray			25	Service		Kimberly	yes	no	Credit/Rev Protection
04/07/00		Courtesy Call	Ray			99	GI	3	Rita	yes	yes	Credit/Rev Protection
04/07/00		Courtesy Call	Careny			4	Service		Kimberly	yes	no	Tree Trimming
04/10/00		Courtesy Call	Angie			1	Billing		Kim	yes	yes	billing
04/10/00		Courtesy Call	Angie			7	Billing		Kim	yes	yes	Credit/Rev Protection
04/10/00		Courtesy Call	Ray			7	Billing		Kim	yes	yes	Credit/Rev Protection
04/11/00		Courtesy Call	Corinni			3	GI		Gracie	no	yes	Consumer Affairs
04/11/00		Courtesy Call	Corinni			3	GI		Gracie	yes	yes	Credit/Rev Protection
04/11/00		Courtesy Call	Angie			3	GI		Kim	yes	yes	General Info
04/11/00		Courtesy Call	Angie			3	GI		Kim	yes	yes	General Info

CONFIDENTIAL

WARM TRANSFERS  
JAN-MAY 2000

CONFIDENTIAL

Date Rcvd	Date Closed (Excl. 1/1/01)	Call Type C: Courtesy Call E: Exec. Call M: Mktg. Call R: Rec. Call	Call Source	Account Number	Customer Name	#	Type	Service or Billing	Enter Sub-Type #	Handled By (OA Rep)	Concern Met?	Prior Contact?	Functional Area
04/12/00		Courtesy Call	Niki			99	GI		3	Carol	yes	yes	Credit/Rev Protection
04/12/00		Courtesy Call	Noelia			7	Billing			Kim	yes	yes	Credit/Rev Protection
04/12/00		Courtesy Call	Ellen			4	Service			Gracie	yes	yes	Tree Trimming
04/13/00		Courtesy Call	Elsie			8	Billing			Kimberly	yes	no	Billing
04/13/00		Courtesy Call	Nicki			3	GI			Gracie	yes	yes	Credit/Rev Protection
04/13/00		Courtesy Call	Robert			25	GI			Kim	yes	yes	E&O Issues
04/14/00		Courtesy Call	Niki			25	Service			Kimberly	n/a	n/a	Credit/Rev Protection
04/14/00		Courtesy Call	Niki			3	GI			Carol	yes	yes	Credit/Rev Protection
04/14/00		Courtesy Call	Nikki			25	Service			Kim	yes	yes	General Info
04/17/00		Courtesy Call	Joy			3	GI			Gracie	yes	yes	Credit/Rev Protection
04/17/00		Courtesy Call	Ralph			2	Service			Rita	yes	yes	E&O Issues
04/18/00		Courtesy Call	Victor			3	GI			Gracie	yes	yes	Credit/Rev Protection
04/18/00		Courtesy Call	Ray			12	Service			Kimberly	yes	n/a	
04/19/00		Courtesy Call	Niki			2	Service			Debble	yes	yes	
04/19/00		Courtesy Call	Ray			99	GI		5	Kimberly	n/a	yes	
04/20/00		Courtesy Call	Noelia			4	Billing			Kim	yes	yes	billing
04/20/00		Courtesy Call	Joy			3	GI			Gracie	yes	yes	Credit/Rev Protection
04/20/00		Courtesy Call	Joy			3	GI			Gracie	yes	yes	Credit/Rev Protection
04/20/00		Courtesy Call	Joy			3	GI			Gracie	no	yes	Credit/Rev Protection
04/20/00		Courtesy Call	PSC			5	Service			Gracie	no	yes	E&O Issues
04/20/00		Courtesy Call	Joy			25	Service			Kim	yes	yes	General Info
04/24/00		Courtesy Call	Angle			25	Service			Kim	yes	yes	General Info
04/24/00		Courtesy Call	noelia			99	GI			Anne	yes	n/a	
04/25/00		Courtesy Call	Careny			3	GI			Kim	yes	yes	Credit/Rev Protection
04/25/00		Courtesy Call	Angie			1	Service			Kim	yes	yes	E&O Issues

WARM TRANSFERS  
JAN-MAY 2000

CONFIDENTIAL

Date Rcvd	Date Closed (Excl. Hrs. Only)	CS Courtesy Call E&O Call Misc Call or Excl. Ltr	Call Source	Account Number	Customer's Name	Type	Service or Billing	Enter. Sub. Type	Handled By (CA Rep)	Concern Met	Prior Contact	Functional Area
04/25/00		Courtesy Call	Joy			13	Service		Kim	yes	yes	General Info
04/25/00		Courtesy Call	Niki			3	GI		Kimberly	yes	yes	
04/26/00		Courtesy Call	Robert			16	Billing		Kim	yes	yes	Credit/Rev Protection
04/26/00		Courtesy Call	Nancy			3	GI		Carol	yes	yes	Credit/Rev Protection
04/26/00		Courtesy Call	Angie			3	GI		Kimberly	yes	yes	
04/26/00		Courtesy Call	Ray			99	GI	5	Kimberly	no	yes	
04/27/00		Courtesy Call	Angie			3	GI		Kim	yes	yes	Credit/Rev Protection
04/27/00		Courtesy Call	Joy			3	GI		Carol	yes	yes	Credit/Rev Protection
04/27/00		Courtesy Call	Ellen			3	GI		Gracie	yes	yes	Credit/Rev Protection
04/28/00		Courtesy Call	Robert			25	Service		Kimberly	yes	n/a	Credit/Rev Protection
05/01/00		Courtesy Call	Nicky			99	GI	3	Gracie	yes	yes	E&O Issues
05/01/00		Courtesy Call	David			99	GI		Gracie	yes	yes	E&O Issues
05/01/00		Courtesy Call	Ellen			99	GI		Gracie	yes	yes	Miscellaneous
05/01/00		Courtesy Call	Dan			13	Billing		Rita	yes	yes	Resi Field Services
05/02/00		Courtesy Call	Joy			3	GI		Gracie	yes	yes	Credit/Rev Protection
05/03/00		Courtesy Call	Joy			3	GI		Kim	yes	yes	Credit/Rev Protection
05/04/00		Courtesy Call	Victor			25	Service		Kimberly	yes	n/a	Credit/Rev Protection
05/04/00		Courtesy Call	Nicky			3	GI		Kim	yes	yes	Credit/Rev Protection
05/05/00		Courtesy Call	Joy			25	Service		Kimberly	yes	no	Billing
05/05/00		Courtesy Call	Joy			3	GI		Kimberly	yes	no	Credit/Rev Protection
05/05/00		Courtesy Call	Robert			3	GI		Kim	yes	yes	Credit/Rev Protection
05/08/00		Courtesy Call	Dan			99	GI	5	Kimberly	no	yes	Credit/Rev Protection
05/08/00		Courtesy Call	Telsula			23	Billing		Kim	yes	yes	Credit/Rev Protection
05/08/00		Courtesy Call	Vickie			20	Billing		Rita	yes	yes	Credit/Rev Protection

CONFIDENTIAL  
OF 09-000045

WARM TRANSFERS  
JAN-MAY 2000

CONFIDENTIAL

Date Rcvd	Date Closed (Exact Only)	Call Source	Account Number	Customer's Name	#	Type	Service or Billing	Enter Sub Type	Handled By (OA Rep)	Concern Met	Prior Contact	Functional Area
05/08/00		Courtesy Call	PSC									
05/10/00		Courtesy Call	Dan		20		Billing		Rita	yes	yes	Credit/Rev Protection
05/10/00		Courtesy Call	Telsula/FPSC		8		Billing		Rita	yes	yes	Billing
05/10/00		Courtesy Call	Robert		99		GI		Debbie	yes	no	Consumer Affairs
05/11/00		Courtesy Call	Dan/FPSC		3		GI		Gracie	yes	yes	Credit/Rev Protection
05/11/00		Courtesy Call	Ray		99		GI	13	Debbie	yes	no	Billing
05/11/00		Courtesy Call	Ray		99		GI	5	Kimberly	no	yes	Credit/Rev Protection
05/12/00		Courtesy Call	Carlos		3		GI		Kim	yes	yes	Credit/Rev Protection
05/15/00		Courtesy Call	Robert		99		GI	3	Rita	yes	yes	Credit/Rev Protection
05/15/00		Courtesy Call	Joy		3		GI		Kim	yes	yes	Credit/Rev Protection
05/15/00		Courtesy Call	Nicky		24		Billing		Kim	yes	yes	Credit/Rev Protection
05/16/00		Courtesy Call	Dan		4		Service		Rita	yes	yes	Credit/Rev Protection
05/16/00		Courtesy Call	Nicky		13		Billing		Rita	yes	yes	Tree Trimming
05/17/00		Courtesy Call	Robert		99		GI	5	Kim	yes	yes	Billing
05/17/00		Courtesy Call	Ellen/FPSC		3		GI		Kim	yes	yes	Credit/Rev Protection
05/17/00		Courtesy Call	John Plesgow		99		GI	3	Debbie	yes	no	Credit/Rev Protection
05/17/00		Courtesy Call	Kate		12		Service		Gracie	n/a	yes	E&O Issues
05/18/00		Courtesy Call	Telsula		99		GI		Carol	yes	yes	Fuel Increase
05/19/00		Courtesy Call	angle		3		GI		Kim	yes	yes	Credit/Rev Protection
05/19/00		Courtesy Call	Robert		99		GI		Carol	yes	yes	Billing
05/19/00		Courtesy Call	Robert		99		GI		Anne	Yes	Yes	Credit/Rev Protection
05/19/00		Courtesy Call	Dan		99		GI	3	Rita	yes	yes	Credit/Rev Protection
05/19/00		Courtesy Call			33		GI	3	Rita	yes	yes	Credit/Rev Protection

CONFIDENTIAL  
OPCS-000046

WARM TRANSFERS  
JAN-MAY 2000

CONFIDENTIAL

Date Rec'd	Date Closed (Excl'n Only)	Call Type	Call Source	Account Number	Customer's Name	Type	Service or Billing	Enter Sub- Type	Handled By (CA Rep)	Can Call	Prior Contact	Functional Area
05/22/00		Courtesy Call	Nicky			19	Billing		Kim	yes	yes	Credit/Rev Protection
05/22/00		Courtesy Call	Kimberly			99	GI		Gracie	n/a	yes	E&O Issues
05/23/00		Courtesy Call	Dan			13	Service		Kim	yes	yes	Credit/Rev Protection
05/25/00		Courtesy Call	Joy			99	GI	5	Kimberly	yes	yes	Credit/Rev Protection
05/25/00		Courtesy Call	Joy			13	Billing		Kimberly	yes	yes	Credit/Rev Protection
05/25/00		Courtesy Call	Kimberly			2	Service		Gracie	yes	yes	E&O Issues
05/25/00		Courtesy Call	Ray			12	Service		Kimberly	yes	yes	E&O Issues
05/26/00		Courtesy Call	Robert			99	GI		Carol	yes	yes	Billing
05/26/00		Courtesy Call	John			99	GI	12	Rita	yes	yes	Surveys
05/30/00		Courtesy Call	Nicky			12	Service		Carol	yes	yes	new service
05/31/00		Courtesy Call	Joy			99	GI		Carol	yes	yes	Credit/Rev Protection
05/31/00		Courtesy Call	Nicky			99	GI		Gracie	yes	yes	E&O Issues



WARM TRANSFERS  
JUNE-DEC 2000

CONFIDENTIAL

Date	Letters (Date Closed)	Type Call	Call Source	Account Number	Account Name	File Name	Service Type	Billing Type	QTY	Functional Area	Handled By	Confidential Addressed	Phone Contact	Avoidable?
6/2/00		Courtesy Call	Ray					99-2 Claims	Claims		Kim	Yes	Yes	No
6/5/00		Courtesy Call	Kimberly				23-Improper Billing for Fraud Or Current Diversion		Credit		Kim	Yes	Yes	No
6/5/00		Courtesy Call	PSC				12-Delay in Connecting Initial Service		Credit		Kim	Yes	Yes	No
6/6/00		Courtesy Call	Joy					99-14 Load Mgmt	Energy Management		Kimberly	Yes	No	No
6/6/00		Courtesy Call	Robert						Energy Delivery		Kimberly	Yes	Yes	no
6/7/00		Courtesy Call	Kimberly					03-Payment Arrangements	Credit		Gracie	Yes	Yes	No
6/7/00		Courtesy Call	Joy				11-Budget Billing Error		Billing		Gracie	Yes	Yes	No
6/8/00		Courtesy Call	Robert					03-Payment Arrangements	Credit		Rita	Yes	No	No
6/8/00		Courtesy Call	Joy				13-(High Bill) Meter Not Recording Within Standards		Res Field Services		Kim	Yes	Yes	no
6/8/00		Courtesy Call	Kimberly				17-Easement Problem		Energy Delivery		Rita	Yes	Yes	No
6/8/00		Courtesy Call	Telsula				23-Improper Billing for Fraud Or Current Diversion		Credit		Kim	Yes	Yes	No
6/9/00		Courtesy Call	Kimberly					99-7 EFT	Miscellaneous		Gracie	Yes	Yes	No
6/12/00		Courtesy Call	Kimberly					03-Payment Arrangements	Credit		Kimberly	Yes	Yes	No
6/12/00		Courtesy Call	NICKI				02-Frequent Outages		Energy Delivery		Kimberly	Yes	Yes	No
6/14/00		Courtesy Call	RANDY				04-Inadequate Tree Trimming		Tree Trimming		Kimberly	Yes	Yes	No
6/15/00		Courtesy Call	Operator					99 - Other	Consumer Affairs		Gracie	Yes	Yes	no
6/15/00		Courtesy Call	psc				04-Inadequate Tree Trimming		Energy Delivery		Carol	Yes	No	no
6/16/00		Courtesy Call	psc					99-13 Deposits	Credit		Carol	Yes	Yes	No
6/16/00		Courtesy Call	PSC					99 - Other	Billing		Gracie	Yes	Yes	no
6/19/00		Courtesy Call	JOY				03-Street Light/Outdoor Lighting Outages		Energy Delivery		Kimberly	Yes	Yes	no
6/19/00		Courtesy Call	Kimberly					99-2 Claims	Claims		Kim	Yes	Yes	No
6/20/00		Courtesy Call	PSC - Randy					99 - Other	Energy Delivery		Gracie	Yes	Yes	no
6/20/00		Courtesy Call	PSC-Robert					03-Payment Arrangements	Credit		Gracie	Yes	Yes	No

CONFIDENTIAL  
OPC9-000048

WARM TRANSFERS  
JUNE-DEC 2000

CONFIDENTIAL

Date (Data Closed)	Type Call	Call Source	Account Number	Case Name	File Name	Service Type	Billing Type	GI Type	Functional Area	Handled By	Concern Addressed	Prior Contact	Avoidable?
6/20/00	Courtesy Call	Joy						99-2 Claims	Claims	Kim	Yes	Yes	No
6/20/00	Courtesy Call	Nikki						03-Payment Arrangements	Credit	Kim	Yes	Yes	No
6/20/00	Courtesy Call	NICKI						03-Payment Arrangements	Credit	Kimberly	Yes	Yes	No
6/20/00	Courtesy Call	Robert						99 - Other	Meter Reading	Kim	Yes	No	No
6/21/00	Courtesy Call	psc-dan						99 - Other	Energy Delivery	Carol	Yes	Yes	No
6/22/00	Courtesy Call	PSC - Nicky				02-Frequent Outages			Energy Delivery	Gracie	Yes	Yes	No
6/22/00	Courtesy Call	psc - niki				02-Frequent Outages			Energy Delivery	Carol	Yes	No	No
6/23/00	Courtesy Call	PSC - Ray				25-Info To Customer		99 - Other	Credit	Gracie	Yes	Yes	No
6/23/00	Courtesy Call	Noella						03-Payment Arrangements	Credit	Kim	Yes	No	No
6/23/00	Courtesy Call	psc - angle						99-5 CONP	Miscellaneous	Carol	Yes	No	No
6/26/00	Courtesy Call	Nikki				05-Outage/Delay In Restoring Service			Energy Delivery	Kim	Yes	Yes	No
6/27/00	Courtesy Call	Kimberly						99-2 Claims	Claims	Kim	Yes	No	No
6/27/00	Courtesy Call	Telsula				25-Info To Customer			Energy Delivery	Kim	Yes	Yes	No
6/27/00	Courtesy Call	Robert				25-Info To Customer			Consumer Affairs	Kim	Yes	No	No
6/28/00	Courtesy Call	CARNEY						03-Payment Arrangements	Credit	Kimberly	Yes	No	no
6/28/00	Courtesy Call	PSC-Telsela						99-2 Claims	Energy Delivery	Gracie	Yes	Yes	No
6/28/00	Courtesy Call	PSC-Ruth						03-Payment Arrangements	Credit	Gracie	Yes	Yes	No
6/30/00	Courtesy Call	JOY				25-Info To Customer	12-Inaccurate Meter Readings		Meter Reading	Kimberly	Yes	Yes	No
7/5/00	Courtesy Call	psc - tara						99-13 Deposits	Credit	Carol	Yes	Yes	No
7/5/00	Courtesy Call	psc - joy					18-Not Disconnected On Request		Miscellaneous	Carol	Yes	Yes	no
7/6/00	Courtesy Call	Kimberly				08-Failure To Respond To Customer Inquiries			Energy Delivery	Kim	Yes	Yes	No
7/6/00	Courtesy Call	Kimberly					19-Excessive Deposit Requested (IOD)		Credit	Kim	Yes	Yes	no
7/10/00	Courtesy Call	psc - Robert						99-5 CONP	Credit	Carol	Yes	Yes	No
7/11/00	Courtesy Call	Randy				25-Info To Customer			Credit	Debble	Yes	No	no

CONFIDENTIAL  
OPC9-000049

WARM TRANSFERS  
JUNE-DEC 2000

CONFIDENTIAL

Date	Letter's Date Closed	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	CT Type	Functional Area	Handled By	Concern Addressed	Prior Contact	Avoidable
7/11/00		Courtesy Call	NIKI				20-No Notice for Additional Or New Deposit			Billing	Kimberly	Yes	Yes	No
7/12/00		Courtesy Call	KIMBERLY				15-Delay in reconnecting After Cut			Energy Delivery	Kimberly	Yes	Yes	No
7/12/00		Courtesy Call	PSC-Nicky					99 - Other		Credit	Gracie	Yes	Yes	No
7/12/00		Courtesy Call	Dan				04-Not Receiving Monthly Bills			Credit	Kim	Yes		
7/13/00		Courtesy Call	Robert					99-2 Claims		Claims	Kim	Yes		
7/13/00		Courtesy Call	FPSC - Robert					03-Payment Arrangements		Consumer Affairs	Debbie	Yes		No
7/13/00		Courtesy Call	FPSC-Joy				12-Delay in Connecting Initial Service			Energy Delivery	Debbie	Yes	No	No
7/14/00		Courtesy Call	Robert					03-Payment Arrangements		Credit	Rita	Yes		
7/17/00		Courtesy Call	DAN				25-Info To Customer			Billing	Kimberly	Yes		
7/17/00		Courtesy Call	JOY				25-Info To Customer			Billing	Kimberly	Yes	Yes	No
7/17/00		Courtesy Call	Nikki				25-Info To Customer			Solution Centers	Kim	Yes	Yes	no
7/17/00		Courtesy Call	DAN				13-(High Bill) Meter Not Recording Within Standards			Small Enterprise Markets	Kimberly	Yes	Yes	No
7/18/00		Courtesy Call	Niki					03-Payment Arrangements		Credit	Anne	Yes	No	No
7/18/00		Courtesy Call	Robert - FPSC					03-Payment Arrangements		Consumer Affairs	Debbie	Yes	No	No
7/18/00	07/18/00	Courtesy Call	Telsula				12-Delay in Connecting Initial Service			Energy Delivery	Anne	Yes	Yes	No
7/18/00		Courtesy Call	PSC					99 - Other		Consumer Affairs	Rita	Yes	No	No
7/18/00		Courtesy Call	Nikki				01-Safety Problems			Energy Delivery	Kim	Yes	No	No
7/18/00		Courtesy Call	CARLOS				20-Meter Test Results Not Provided Upon Request			Energy Delivery	Kimberly	Yes	Yes	No
7/19/00		Courtesy Call	ROBERT				25-info To Customer			Credit	Kimberly	Yes	No	no
7/19/00		Courtesy Call	Ray					03-Payment Arrangements		Credit	Kim	Yes	No	No

WARM TRANSFERS  
JUNE-DEC 2000

CONFIDENTIAL

Call Date	Bill Date (Date Closed)	Call Type	Call Source	Account Number	Lab Name	Trs Name	Service Type	Billing Type	GL Type	Functional Area	Handled By	Concern Addressed	Prior Contact	Avoidable?
7/20/00		Courtesy Call	Nikki						99-14 Load Mgmt	Energy Management	Rita	Yes	Yes	No
7/20/00		Courtesy Call	Nikki						99-14 Load Mgmt	load mgmt	Kim	Yes	Yes	No
7/20/00		Courtesy Call	Ray						03-Payment Arrangements	Credit	Rita	Yes	Yes	No
7/20/00		Courtesy Call	TELSULA				01-Safety Problems		99-14 Load Mgmt	Energy Delivery	Kimberly	Yes	Yes	no
7/20/00		Courtesy Call	ROBERT						99-12 Surveys	Consumer Affairs	Kimberly	Yes	No	No
7/20/00		Courtesy Call	ROBERT					08-Payment Not Posted		Billing	Kimberly	Yes	No	No
7/20/00		Courtesy Call	Nikki						99-14 Load Mgmt	Energy Management	Rita	Yes	Yes	No
7/21/00		Courtesy Call	CARENY					25-Info To Customer		Consumer Affairs	Kimberly	Yes	Yes	no
7/21/00		Courtesy Call	PSC-Kimberly					16-Improper Backbilling	99 - Other	Billing	Gracie	Yes	Yes	No
7/21/00		Courtesy Call	psc- dan						99 - Other	Energy Delivery	Other	Yes	Yes	No
7/21/00		Courtesy Call	psc- john					07-Improper Or No Delinquent Notice		Credit	Carol	Yes	No	No
7/24/00		Courtesy Call	Nikki					16-Not Disconnected On Request	99-5 CONP	Credit	Rita	Yes	No	No
7/24/00		Courtesy Call	Robert						03-Payment Arrangements	Credit	Rita	Yes	No	No
7/24/00		Courtesy Call	Robert				02-Frequent Outages			Energy Delivery	Rita	Yes	Yes	No
7/24/00		Courtesy Call	Kimberly				05-Outage/Delay In Restoring Service			Energy Delivery	Rita	Yes	Yes	No
7/25/00		Courtesy Call	Joy						03-Payment Arrangements	Credit	Rita	Yes	Yes	No
7/26/00		Courtesy Call	psc- angle						99-5 CONP	Credit	Carol	Yes	Yes	no
7/26/00		Courtesy Call	Nikki					07-Improper Or No Delinquent Notice		Credit	Kim	Yes	No	no
7/26/00		Courtesy Call	Nikki						99-2 Claims	Claims	Rita	Yes	Yes	No
7/26/00		Courtesy Call	psc- robert						99 - Other	Credit	Carol	Yes	Yes	no
7/27/00		Courtesy Call	Ray - FPSC						03-Payment Arrangements	Consumer Affairs	Debbie	Yes	Yes	No
7/27/00		Courtesy Call	Angle - FPSC						03-Payment Arrangements	Consumer Affairs	Debbie	Yes	Yes	no
7/27/00		Courtesy Call	Robert						03-Payment Arrangements	Credit	Rita	Yes	Yes	No
7/28/00		Courtesy Call	psc- niki						99 - Other	Billing	Carol	Yes	Yes	no

CONFIDENTIAL  
OPCS-00005

WARM TRANSFERS  
JUNE-DEC 2000

CONFIDENTIAL

Date	Call Date	Call Type	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	GL Type	Functional Area	Handled By	Concern Addressed	Priority Contact	Can Avoid
7/31/00		Courtesy Call	Nikki				08-Failure To Respond To Customer Inquiries			Energy Delivery	Kim	Yes	Yes	No
7/31/00		Courtesy Call	FPSC							Billing	Anne	Yes	Yes	No
7/31/00		Courtesy Call	JOY				08-Failure To Respond To Customer Inquiries			Claims	Kimberly	Yes	Yes	No
7/31/00		Courtesy Call	psc-joy							Billing	Carol	Yes	No	No
7/31/00		Courtesy Call	Joy				04-Inadequate Tree Trimming			Tree Trimming	Kim	Yes	Yes	No
7/31/00		Courtesy Call	Telsula				03-Street Light/Outdoor Lighting Outages			Energy Delivery	Kim	Yes	Yes	No
8/1/00		Courtesy Call	PSC-Telsula					99-2 Claims		Claims	Gracie	Yes	Yes	No
8/1/00		Courtesy Call	ANGIE					99-2 Claims		Claims	Kimberly	Yes	Yes	No
8/2/00		Courtesy Call	Nikki							19-Excessive Deposit Requested (IOD)				
8/2/00		Courtesy Call	Niki - FPSC						99 - Other	Consumer Affairs	Dabble	Yes	Yes	No
8/2/00		Courtesy Call	Kimberly				25-Info To Customer			Meter Reading	Rita	Yes	No	No
8/3/00		Courtesy Call	Robert				25-Info To Customer			Energy Delivery	Kim	Yes	No	no
8/3/00		Courtesy Call	Robert				25-Info To Customer			Energy Delivery	Kim	Yes	No	No
8/3/00		Courtesy Call	Joy						99 - Other	Miscellaneous	Rita	Yes	No	No
8/3/00		Courtesy Call	Robert				25-Info To Customer			Energy Delivery	Kim	Yes	No	No
8/3/00		Courtesy Call	Robert				25-Info To Customer			Energy Delivery	Kim	Yes	Yes	No
8/4/00		Courtesy Call	Nekey				02-Frequent Outages			Energy Delivery	Kim	Yes	Yes	No
8/4/00		Courtesy Call	Ray						03-Payment Arrangements	Credit	Kim	Yes	Yes	No
8/4/00		Courtesy Call	PSC-Robert				02-Frequent Outages			Tree Trimming	Gracie	Yes	Yes	no
8/4/00		Courtesy Call	Ray						03-Payment Arrangements	Credit	Kim	Yes	Yes	No

CONFIDENTIAL

WARM TRANSFERS  
JUNE-DEC 2000

CONFIDENTIAL

Date	Letter(s) (Date/Client)	Type of Call	Call Subject	Account Number	Client Name	Initial Name	Service Type	Billing Type	GI Type	Functional Area	Handled By	Confidential Addressed	Priority Contact	Avoidable?
8/4/00		Courtesy Call	NIKKI				02-Frequent Outages			Energy Delivery	Kim	Yes	Yes	No
8/7/00		Courtesy Call	FPSC - Telsa						03-Payment Arrangements	Consumer Affairs	Debbie	Yes	No	No
8/8/00		Courtesy Call	NICKI				16-Improper Backbilling			Billing	Kimberly	Yes	Yes	No
8/8/00		Courtesy Call	PSC - Nickl						99 - Other	Miscellaneous	Gracie	Yes	Yes	No
8/8/00		Courtesy Call	psc - tesula				07-Improper Or No Delinquent Notice			Credit	Carol	Yes	Yes	No
8/9/00		Courtesy Call	psc - robert						03-Payment Arrangements	Credit	Carol	Yes	Yes	No
8/9/00		Courtesy Call	psc - nkl				04-Inadequate Tree Trimming			Energy Delivery	Carol	Yes	Yes	No
8/9/00		Courtesy Call	psc-victor				12-Delay in Connecting Initial Service			Energy Delivery	Carol	Yes	Yes	No
8/10/00		Courtesy Call	Nekey				04-Inadequate Tree Trimming			Tree Trimming	Kim	Yes	Yes	No
8/10/00		Courtesy Call	VICTOR				04-Inadequate Tree Trimming			Energy Delivery	Kimberly	Yes	Yes	No
8/10/00		Courtesy Call	Joy						99-5 COMP	Credit	Rita	Yes	Yes	No
8/11/00		Courtesy Call	PSC-Robert						99 - Other	Miscellaneous	Gracie	No	No	No
8/11/00		Courtesy Call	NOELIA				02-Frequent Outages			Energy Delivery	Kimberly	Yes	Yes	No
8/11/00		Courtesy Call	ROBERT				12-Delay In Connecting Initial Service			Energy Delivery	Kimberly	Yes	Yes	No
8/14/00		Courtesy Call	psc - robert						03-Payment Arrangements	Credit	Carol	Yes	Yes	No
8/14/00		Courtesy Call	angle				06-Payment Not Posted			Credit	Carol	Yes	No	No
8/15/00		Courtesy Call	Robert						03-Payment Arrangements	Credit	Rita	Yes	Yes	No
8/15/00		Courtesy Call	Telsula				07-Improper Or No Delinquent Notice			Credit	Kim	Yes	Yes	No
8/15/00		Courtesy Call	Victor				13-(High Bill) Meter Not Recording Within Standards			Credit	Kim	Yes	Yes	No
8/15/00		Courtesy Call	Robert						99-1 Braille Bills	Miscellaneous	Kim	Yes	No	No
8/18/00		Courtesy Call	Angle						03-Payment Arrangements	Credit	Rita	Yes	No	No
8/16/00		Courtesy Call	PSC-Plescow						99 - Other	Consumer Affairs	Gracie	Yes	Yes	No

CONFIDENTIAL  
00000000000000000000

WARM TRANSFERS  
JUNE-DEC 2000

CONFIDENTIAL

Date	Callers (Data Closed)	Type/Call	Call Source	Account Number	Case Name	First Name	Service Type	Billing Type	GI Type	Functional Area	Handled By	Concern Addressed	Prior Contact	Avoidable?
8/18/00		Courtesy Call	Robert				03-Street Light/Outdoor Lighting Outages			Energy Delivery	Capri	Yes	No	No
8/16/00		Courtesy Call	FPSC/Durban				14-Service Improperly Disconnected			Miscellaneous	Anne	Yes	Yes	no
8/17/00		Courtesy Call	Telsula				13-(High Bill) Meter Not Recording Within Standards			Resl Field Services	Kim	Yes	Yes	no
8/17/00		Courtesy Call	Joy				13-(High Bill) Meter Not Recording Within Standards			Resl Field Services	Kim	Yes	Yes	no
8/17/00		Courtesy Call	TELSULA						03-Payment Arrangements	Credit	Kimberly	Yes	No	No
8/17/00		Courtesy Call	TELSULA						99-5 CONP	Credit	Kimberly	Yes	Yes	No
8/21/00		Courtesy Call	psc-dan				02-Frequent Outages			Energy Delivery	Carol	Yes	No	No
8/21/00		Courtesy Call	Kala						99-2 Claims	Claims	Rita	Yes	Yes	No
8/21/00		Courtesy Call	TESULA				04-Inadequate Tree Trimming			Energy Delivery	Kimberly	Yes	Yes	No
8/21/00		Courtesy Call	TESULA				12-Delay In Connecting Initial Service			Energy Delivery	Kimberly	Yes	Yes	No
8/22/00		Courtesy Call	Robert						03-Payment Arrangements	Credit	Kim	Yes	Yes	No
8/23/00		Courtesy Call	PSC - Kate						03-Payment Arrangements	Credit	Gracie	Yes	Yes	No
8/23/00		Courtesy Call	FPSC - Telsa				16-Improper Backbilling			Consumer Affairs	Debbie	No	Yes	No
8/25/00		Courtesy Call					02-Frequent Outages			Energy Delivery	Anne	No	Yes	no
8/25/00		Courtesy Call	PSC - Joy						99 - Other	Claims	Gracie	No	Yes	No
8/28/00		Courtesy Call	Telsula				02-Frequent Outages			Energy Delivery	Kim	Yes	Yes	no
8/28/00		Courtesy Call	Telsula						99-2 Claims	Claims	Kim	Yes	Yes	no
8/28/00		Courtesy Call	Robert						03-Payment Arrangements	Credit	Kim	Yes	Yes	no
8/30/00		Courtesy Call	psc - noelia						99 - Other	Credit	Carol	Yes	No	no
8/30/00		Courtesy Call					04-Inadequate Tree Trimming			Tree Trimming	Kim	Yes	Yes	no
8/31/00		Courtesy Call	PSC-Victor				02-Frequent Outages			Claims	Gracie	No	Yes	No
9/5/00		Courtesy Call	victor						99 - Other	Consumer Affairs	Capri	Yes	No	no

CONFIDENTIAL

WARM TRANSFERS  
JUNE-DEC 2000

Date	Call Date Closed	Type Call	Call Source	Account Number	Label Name	First Name	Service Type	Billing Type	GI Type	Functional Area	Handled By	Cancelled/Addressed	Priority Contact	Avoidable?
9/6/00		Courtesy Call	Nancy						99-8 Employee Complaint	Miscellaneous	Kim	Yes	No	No
9/7/00		Courtesy Call	telsula						99 - Other	Miscellaneous	Capri	Yes	No	no
9/8/00		Courtesy Call	Dick						99 - Other	Miscellaneous	Capri	Yes	No	no
9/8/00		Courtesy Call	psc-robert						99 - Other	Credit	Carol	Yes	No	No
9/8/00		Courtesy Call							99 - Other	Miscellaneous	Capri	Yes	No	No
9/13/00		Courtesy Call	Nekey						99-5 CONF	Credit	Kim	Yes	Yes	No
9/13/00		Courtesy Call	Victor				13-(High Bill) Meter Not Recording Within Standards			Rest Field Services	Kim	Yes	No	no
9/13/00		Courtesy Call	TUSELA				25-Info To Customer			Energy Delivery	Kimberly	Yes	Yes	No
9/14/00		Courtesy Call	Robert						03-Payment Arrangements	Credit	Kim	Yes	Yes	No
9/14/00		Courtesy Call	ROBERT						03-Payment Arrangements	Billing	Kimberly	Yes	No	No
9/14/00		Courtesy Call	Nekey				25-Info To Customer			Meter Reading	Kim	Yes	No	No
9/15/00		Courtesy Call	Robert						99-3 Complaint Avoidance	Credit	Kim	Yes	No	No
9/18/00		Courtesy Call	vicky						99-13 Deposits	Credit	Capri	Yes	No	No
9/18/00		Courtesy Call	PSC-Telsula				05-Outage/Delay In Restoring Service			Energy Delivery	Gracie	Yes	Yes	No
9/18/00		Courtesy Call	PSC-Robert				05-Outage/Delay In Restoring Service		99 - Other	Energy Delivery	Gracie	Yes	Yes	No
9/18/00		Courtesy Call	PSC-Robert						03-Payment Arrangements	Credit	Gracie	Yes	Yes	no
9/18/00		Courtesy Call	PSC-Robert				07-Voltage Standards Not Met		99 - Other	Energy Delivery	Gracie	Yes	Yes	no
9/18/00		Courtesy Call	PSC-Victor				05-Outage/Delay In Restoring Service		99 - Other	Energy Delivery	Gracie	Yes	Yes	no
9/18/00		Courtesy Call	PSC - robert						03-Payment Arrangements	Credit	Carol	Yes	Yes	No
9/19/00		Courtesy Call	PSC - Dan				13-(High Bill) Meter Not Recording Within Standards			Billing	Gracie	Yes	Yes	No
9/19/00		Courtesy Call	PSC - Tulsa				17-Easement Problem			Miscellaneous	Carol	Yes	No	No

CONFIDENTIAL



WARM TRANSFERS  
JUNE-DEC 2000

CONFIDENTIAL

Date	Callers (Date Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	GL Type	Functional Area	Handled By	Concern Addressed	Prior Contact	Avoidable?
9/20/00		Courtesy Call	ray				08-Failure To Respond To Customer Inquiries			Energy Delivery	Capri	Yes	No	no
9/20/00		Courtesy Call	NIKKI					99-15 Service Charge		Billing	Capri	Yes	No	no
9/20/00		Courtesy Call	Telsula				02-Frequent Outages			Energy Delivery	Kim	Yes	Yes	No
9/20/00		Courtesy Call	TELSULA				04-Inadequate Tree Trimming			Energy Delivery	Kimberly	Yes	Yes	No
9/20/00		Courtesy Call	ROBERT				04-Inadequate Tree Trimming			Energy Delivery	Kimberly	Yes	Yes	no
9/21/00		Courtesy Call	Telsula				13-(High Bill) Meter Not Recording Within Standards			Res Field Services	Kim	Yes	Yes	no
9/25/00		Courtesy Call	Robert				01-Improper Rates Applied			Billing	Kim	Yes	No	No
9/25/00		Courtesy Call	psc-nikl				12-Inaccurate Meter Readings			Energy Delivery	Carol	Yes	Yes	No
9/25/00		Courtesy Call	PSC - Angle							Credit	Gracie	Yes	Yes	No
9/25/00		Courtesy Call	VICTOR					99-5 CONP		Credit	Kimberly	Yes	Yes	No
9/26/00		Courtesy Call	Robert				02-Frequent Outages			Energy Delivery	Kim	Yes	Yes	No
9/26/00		Courtesy Call	nekkey				12-Delay In Connecting Initial Service			Energy Delivery	Kim	Yes	Yes	No
9/26/00		Courtesy Call	Nakkey					99-5 CONP		Credit	Kim	Yes	Yes	No
9/26/00		Courtesy Call	PSC-Telsula				13-(High Bill) Meter Not Recording Within Standards			Meter Reading	Gracie	Yes	Yes	No
9/26/00		Courtesy Call	Robert				02-Frequent Outages			Energy Delivery	Kim	Yes	Yes	No
9/27/00		Courtesy Call	PSC - Robert							Energy Delivery	Gracie	Yes	Yes	No
9/28/00		Courtesy Call	ray					99-13 Deposits		Billing	Capri	Yes	No	no
9/29/00		Courtesy Call	angle					99-13 Deposits		Credit	Capri	Yes	No	No
9/29/00		Courtesy Call	Joy				08-Failure To Respond To Customer Inquiries	08-Payment Not Posted		Energy Delivery	Capri	Yes	No	No
9/29/00		Courtesy Call	PSC Nickl							Meter Reading	Gracie	Yes	Yes	No
10/2/00		Courtesy Call	psc-Joy					99-7 EFT		Billing	Carol	Yes	Yes	No
10/3/00		Courtesy Call	PSC - Angle					03-Payment Arrangements		Credit	Gracie	Yes	Yes	No
10/5/00		Courtesy Call	PSC - Kale							Miscellaneous	Gracie	Yes	No	No
10/5/00		Courtesy Call	JOHN					99-5 CONP		Credit	Kimberly	Yes	No	No

CONFIDENTIAL  
OPC9-000056

CONFIDENTIAL

WARM TRANSFERS  
JUNE-DEC 2000

Date	Callers (Date Closed)	Type Call	Call Source	Account Number	Case Name	First Name	Category	Bill Type	Bill Type	Functional Area	Handled By	Officer Addressed	Priority Contact	Avoidable?
10/6/00		Courtesy Call	PSC-NIKI						03-Payment Arrangements	Credit	Carol	Yes	Yes	No
10/6/00		Courtesy Call	Joy				04-Inadequate Tree Trimming			Energy Delivery	Capri	Yes	No	No
10/9/00		Courtesy Call	Victor				04-Inadequate Tree Trimming			Tree Trimming	Rita	Yes	Yes	no
10/9/00		Courtesy Call	robert						99 - Other	Billing	Capri	Yes	No	No
10/10/00		Courtesy Call	Dan				23-Improper Billing for Fraud Or Current Diverslon			Credit	Rita	Yes	Yes	No
10/10/00		Courtesy Call	Nikki				19-Excessive Deposit Requested (IOD)			Credit	Rita	Yes	Yes	no
10/11/00		Courtesy Call	NIKI				16-Improper Backbilling			Billing	Kimberly	Yes	Yes	No
10/11/00		Courtesy Call	vicky				04-Inadequate Tree Trimming			Energy Delivery	Capri	Yes	No	No
10/12/00		Courtesy Call	nicki						03-Payment Arrangements	Billing	Capri	Yes	No	No
10/12/00		Courtesy Call	psc - joy				03-Bills Not Marked Estimated			Meter Reading	Carol	Yes	Yes	no
10/12/00		Courtesy Call	psc - robert						99 - Other	Billing	Carol	Yes	Yes	no
10/13/00		Courtesy Call	ROBERT				25-Info To Customer			Energy Delivery	Kimberly	Yes	Yes	No
10/16/00		Courtesy Call	TELSULA				04-Not Receiving Monthly Bills			Billing	Kimberly	Yes	Yes	No
10/16/00		Courtesy Call	psc-robert						03-Payment Arrangements	Credit	Carol	Yes	No	No
10/16/00		Courtesy Call	psc - robert						03-Payment Arrangements	Credit	Carol	Yes	Yes	No
10/16/00		Courtesy Call	JOY				25-Info To Customer			Energy Delivery	Kimberly	Yes	Yes	No
10/17/00		Courtesy Call	Joy						99-2 Claims	Claims	Capri	Yes	No	no
10/17/00		Courtesy Call	NIKI						99-5 CONF	Credit	Kimberly	Yes	No	no
10/17/00		Courtesy Call	ROBERT				25-Info To Customer			Consumer Affairs	Kimberly	Yes	No	No
10/18/00		Courtesy Call	Joy						99-2 Claims	Claims	Kim	Yes	Yes	No
10/18/00		Courtesy Call	PSC - Nikki							Credit	Gracie	Yes	Yes	No
10/18/00		Courtesy Call	PSC							Energy Delivery	Gracie	Yes	Yes	No
10/18/00		Courtesy Call	Ray - PSC							Energy Delivery	Gracie	Yes	Yes	No
10/18/00		Courtesy Call	psc- kate						99 - Other	Miscellaneous	Carol	Yes	Yes	No
10/18/00		Courtesy Call	Dan				21-Energy Audit Not Conducted			Rest Field Services	Kim	Yes	Yes	No

CONFIDENTIAL

WARM TRANSFERS  
JUNE-DEC 2000

CONFIDENTIAL

Date	Letter (Date Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Bill Type	Category	Energy Delivery	Handled By	Concern Released	Prior Contact	Avoidable?
10/19/00		Courtesy Call	Hekey				12-Delay In Connecting Initial Service			Energy Delivery	Klm	Yes	Yes	No
10/19/00		Courtesy Call	Joy				17-Easement Problem			Energy Delivery	Klm	Yes	Yes	No
10/19/00		Courtesy Call	PSC - Angle							Credit	Gracie	Yes	Yes	No
10/20/00		Courtesy Call	ROBERT				03-Street Light/Outdoor Lighting Outages			Energy Delivery	Kimberly	Yes	Yes	no
10/20/00		Courtesy Call	JOY				23-Error In Meter Records			Energy Delivery	Kimberly	Yes	Yes	No
10/20/00		Courtesy Call	psc - robert					03-Payment Arrangements	Credit		Carol	Yes	No	No
10/20/00		Courtesy Call	psc - robert					99-5 CONP	Credit		Carol	Yes	No	No
10/23/00		Courtesy Call	psc - john					03-Payment Arrangements	Credit		Carol	Yes	Yes	No
10/23/00		Courtesy Call						03-Payment Arrangements	Credit		Capri	Yes	No	No
10/23/00		Courtesy Call					02-1 Momentaries			Energy Delivery	Capri	Yes	Yes	no
10/23/00		Courtesy Call						03-Payment Arrangements	Credit		Capri	Yes	No	No
10/24/00		Courtesy Call	VICTOR				24-Error In Service Application Record			Energy Delivery	Kimberly	Yes	Yes	no
10/24/00		Courtesy Call	VICTOR				02-1 Momentaries			Energy Delivery	Kimberly	Yes	Yes	no
10/24/00		Courtesy Call						03-Payment Arrangements	Credit		Capri	Yes	No	No
10/24/00		Courtesy Call					02-1 Momentaries			Energy Delivery	Capri	Yes	No	No
10/24/00		Courtesy Call	Victor				25-Info To Customer			Energy Delivery	Klm	Yes	Yes	No
10/24/00		Courtesy Call						99 - Other	Credit		Capri	Yes	No	No
10/25/00		Courtesy Call	psc - randy					03-Payment Arrangements	Credit		Carol	Yes	Yes	No
10/25/00		Courtesy Call	psc - john					99 - Other	Credit		Carol	Yes	Yes	no
10/25/00		Courtesy Call	PSC - Victor						Credit		Gracie	Yes	Yes	No
10/25/00		Courtesy Call	TELSULA				12-Delay In Connecting Initial Service			Energy Delivery	Kimberly	Yes	Yes	No
10/26/00		Courtesy Call	PSC - Robert							Claims	Gracie	Yes	Yes	No
10/26/00		Courtesy Call					02-Frequent Outages			Energy Delivery	Klm	Yes	Yes	No
10/26/00		Courtesy Call	Joy				25-Info To Customer			Energy Delivery	Klm	Yes	Yes	No

CONFIDENTIAL

WARM TRANSFERS  
JUNE-DEC 2000

CONFIDENTIAL

Date	Letters (Data Closure)	Type Call	Call Source	Account Number	Last Name	First Name	Service Types	Billing Type	GI Type	Functional Area	Handled By	Concern Addressed	Prior Contact	Availab
10/26/00		Courtesy Call	Telsula				13-(High Bill) Meter Not Recording Within Standards			Rest Field Services	Kim	Yes		
10/26/00		Courtesy Call	Nekey				05-Improper Proration of Initial Bill			Billing	Kim	Yes		
10/26/00		Courtesy Call	Robert				14-Service Improperly Disconnected			Credit	Kim	Yes	Yes	
10/26/00		Courtesy Call	Joanna - PSC							Meter Reading	Gracie	Yes	Yes	No
10/30/00		Courtesy Call	Robert						03-Payment Arrangements	Credit	Kim	Yes	No	No
10/31/00		Courtesy Call	PSC - Victor							Credit	Gracie	Yes	Yes	No
10/31/00		Courtesy Call	psc - ray				04-Inadequate Tree Trimming			Energy Delivery	Carol	Yes	Yes	No
10/31/00		Courtesy Call	PSC - Nikki							Credit	Gracie	Yes	Yes	No
11/1/00		Courtesy Call	JOY						03-Payment Arrangements	Credit	Kimberly	Yes	No	No
11/2/00	11/12/00	Courtesy Call	US Mail				04-Inadequate Tree Trimming			Tree Trimming	Capri	Yes	Yes	No
11/3/00		Courtesy Call					02-Frequent Outages			Energy Delivery	Capri	Yes	No	No
11/3/00		Courtesy Call	NIKI				04-Inadequate Tree Trimming			Energy Delivery	Kimberly	Yes	No	No
11/6/00		Courtesy Call	psc - noella						03-Payment Arrangements	Credit	Carol	Yes	Yes	No
11/6/00		Courtesy Call							03-Payment Arrangements	Credit	Capri		No	No
11/7/00		Courtesy Call							03-Payment Arrangements	Credit			No	No
11/8/00		Courtesy Call	Pam						01-Improper Rates Applied				Yes	No
11/8/00		Courtesy Call	ANGIE				25-Info To Customer			Credit	Kimberly	Yes	No	No
11/8/00		Courtesy Call	Telsula						99-2 Claims	Claims	Kim	Yes	Yes	No
11/8/00		Courtesy Call	Robert				03-Street Light/Outdoor Lighting Outages			Energy Delivery	Kim	Yes	Yes	No
11/9/00		Courtesy Call	JOHN						99-13 Deposits	Credit	Kimberly	Yes	Yes	No
11/9/00		Courtesy Call	Robert						99-5 CONP	Credit	Kim	Yes	Yes	No
11/9/00		Courtesy Call	pam						02-Improper Reading Estimates				No	No
11/9/00		Courtesy Call					15-Delay In reconnecting After Cut			Meter Reading	Capri	Yes	No	No
11/13/00		Courtesy Call	PSC							Energy Delivery	Carol	Yes	Yes	No

CONFIDENTIAL  
OPC9-000059

WARM TRANSFERS  
JUNE-DEC 2000

CONFIDENTIAL

Date	Callers (Date/Queue)	Type/Call	Call Source	Account Number	Alias Name	Fltr Name	Service Type	Billing Type	GL Type	Functional Area	Handled By	Concern Addressed	Prior Contact	Avoidable?
11/14/00		Courtesy Call	John				25-Info To Customer			Consumer Affairs	Rita	Yes	No	no
11/14/00		Courtesy Call	PSC - Robert							Credit	Gracie	Yes	No	no
11/14/00		Courtesy Call	PSC - Joy							Tree Trimming	Gracie	Yes	Yes	no
11/14/00		Courtesy Call	Iarrah					08-Payment Not Posted		Credit	Capri	Yes	Yes	no
11/14/00		Courtesy Call	J Plescow							Credit	Gracie	Yes	Yes	No
11/14/00		Courtesy Call	Joy					99-8 Employee Complaint		Solution Stores	Capri	Yes	No	no
11/14/00		Courtesy Call	J Plescow							Credit	Gracie	No	Yes	No
11/14/00		Courtesy Call	PSC - Robert							Credit	Gracie	Yes	No	No
11/15/00		Courtesy Call	Tetsula					19-Excessive Deposit Requested (IOD)		Miscellaneous	Kim	Yes	Yes	No
11/15/00		Courtesy Call	Telsa					04-Inadequate Tree Trimming		Tree Trimming	Rita	Yes	Yes	No
11/15/00		Courtesy Call	Victor					23-Improper Billing for Fraud Or Current Diversion		Credit	Kim	Yes	Yes	No
11/15/00		Courtesy Call	Joy						09-13 Deposits	Credit	Capri	Yes	No	No
11/15/00		Courtesy Call							03-Payment Arrangements	Billing	Capri	Yes	No	No
11/16/00		Courtesy Call	PSC - Robert							Credit	Gracie	Yes	Yes	No
11/17/00		Courtesy Call	PSC - Stan							23-Improper Billing for Fraud Or Current Diversion				
11/17/00		Courtesy Call	PSC - Robert							Credit	Gracie	Yes	Yes	No
11/17/00		Courtesy Call	Nekey						03-Payment Arrangements	Credit	Kim	Yes	No	No
11/20/00		Courtesy Call	Robert						03-Payment Arrangements	Credit	Kim	Yes	No	No
11/20/00		Courtesy Call							03-Payment Arrangements	Billing	Capri	Yes	No	No
11/22/00	11/22/00	Courtesy Call	psc - ruth						19-Restore Area/Incomplete Outside work	Energy Delivery	Carol	Yes	Yes	No
11/22/00		Courtesy Call	psc - dick							99 - Other	Carol	Yes	Yes	No
11/22/00		Courtesy Call	PSC - Kate							03-Payment Arrangements	Carol	Yes	Yes	No
11/22/00		Courtesy Call	Nicki						05-Outage/Delay In Restoring Service	Energy Delivery	Capri	Yes	No	no

Docket No. 000824-E1  
Exhibit REF-3  
Page 29 of 80

CONFIDENTIAL  
OPC9-000060

WARM TRANSFERS  
JUNE-DEC 2000

CONFIDENTIAL

Date	Callers (Date Closed)	Type of Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	GL Type	Functional Area	Handled By	Conc'd / Addressed	Prior Contact	Avoidable?
11/27/00		Courtesy Call					03-Street Light/Outdoor Lighting Outages			Energy Delivery	Capri	Yes	Yes	No
11/27/00		Courtesy Call						99-15 Service Charge		Billing	Capri	Yes	No	No
11/27/00		Courtesy Call	ROBERT					99 - Other		Billing	Kimberly	Yes	Yes	no
11/27/00		Courtesy Call	ROBERT					99 - Other		Billing	Kimberly	Yes	Yes	no
11/28/00		Courtesy Call						99-13 Deposits		Credit	Capri	Yes	No	no
11/29/00		Courtesy Call	Victor					03-Payment Arrangements		Credit	Kim	Yes	Yes	no
11/29/00		Courtesy Call	Tulsa				12-Delay in Connecting Initial Service			Energy Delivery	Rita	No	Yes	no
11/29/00		Courtesy Call	Pam					19-Excessive Deposit Requested (IOD)		Credit	Kim	Yes	Yes	no
11/30/00		Courtesy Call	PSC							99-19 SMN Miscellaneous	Carol	Yes	No	no
12/4/00		Courtesy Call	Victor							03-Payment Arrangements	Kim	Yes	Yes	no
12/4/00		Courtesy Call	Joy				13-(High Bill) Meter Not Recording Within Standards			Resl Field Services	Kim	Yes	Yes	no
12/4/00		Courtesy Call	dan					99-15 Service Charge		Billing	Capri	Yes	No	No
12/5/00		Courtesy Call	Robert					03-Payment Arrangements		Credit	Rita	Yes	Yes	No
12/5/00		Courtesy Call	Telsula					03-Payment Arrangements		Credit	Kim	Yes	Yes	No
12/5/00		Courtesy Call	Robert					03-Payment Arrangements		Credit	Kim	Yes	No	No
12/5/00		Courtesy Call	Robert					03-Payment Arrangements		Credit	Kim	Yes	No	No
12/7/00		Courtesy Call	Pam					23-Improper Billing for Fraud Or Current Diversion		Credit	Kim	Yes	Yes	No
12/7/00		Courtesy Call	Robert					19-Excessive Deposit Requested (IOD)		Credit	Kim	Yes	No	No
12/8/00		Courtesy Call	Joy					25-Info To Customer		Energy Delivery	Kim	Yes	Yes	No
12/8/00		Courtesy Call	Ray							03-Payment Arrangements	Kim	Yes	No	No
12/8/00		Courtesy Call	robert							99-5 COMP	Capri	Yes	No	no

CONFIDENTIAL  
OPC9-000061

WARM TRANSFERS  
JUNE-DEC 2000

CONFIDENTIAL

Date	Callers (Date Closed)	Type	Call Back	Account Number	Last Name	First Name	Service Type	Billing Type	GL Type	Functional Area	Handled By	Contact Addressed	Contact	Avoidable?
12/12/00		Courtesy Call	PSC - Robert						03-Payment Arrangements	Credit	Gracie	Yes	Yes	No
12/12/00		Courtesy Call	PSC - Victor						Miscellaneous	Gracie	Yes	Yes	No	No
12/12/00		Courtesy Call	PSC - Pam						Credit	Gracie	Yes	Yes	Yes	No
12/12/00		Courtesy Call	Pam						99-5 CONP	Credit	Kim	Yes	Yes	No
12/13/00		Courtesy Call	Nikki						03-Payment Arrangements	Credit	Rita	Yes	Yes	No
12/13/00		Courtesy Call	Robert						99-15 Service Charge	Billing	Rita	Yes	No	No
12/13/00		Courtesy Call	Victor						99-5 CONP	Credit	Kim	Yes	Yes	No
12/13/00		Courtesy Call	Joy					02-1 Momentaries		Energy Delivery	Rita	Yes	Yes	No
12/14/00		Courtesy Call	ROBERT						99-13 Deposits	Credit	Kimberly	Yes	Yes	No
12/14/00		Courtesy Call	Robert						03-Payment Arrangements	Credit	Kim	Yes	No	No
12/15/00		Courtesy Call	Joy						99-2 Claims	Claims	Kim	Yes	Yes	No
12/18/00		Courtesy Call	Robert					25-Info To Customer		Consumer Affairs	Kim	Yes	No	No
12/19/00		Courtesy Call	robert						99-15 Service Charge	Billing	Capri	Yes	No	No
12/19/00		Courtesy Call	Robert						03-Payment Arrangements	Credit	Rita	Yes	No	No
12/20/00		Courtesy Call	TELSULA						99-2 Claims	Claims	Kimberly	Yes	Yes	Yes
12/20/00		Courtesy Call						13-(High Bill) Meter Not Recording Within Standards		Meter Reading	Capri	Yes	No	No
12/20/00		Courtesy Call	Nickle						99-14 Load Mgmt	Energy Delivery	Capri	Yes	No	Yes
12/21/00		Courtesy Call	nickle						99-5 CONP	Credit	Capri	Yes	No	No
12/21/00		Courtesy Call	Pam						99-14 Load Mgmt	Energy Management	Kim	Yes	Yes	No
12/22/00		Courtesy Call	Telsula					02-Frequent Outages		Energy Delivery	Kim	Yes	Yes	No
12/27/00		Courtesy Call	JOY					23-Improper Billing for Fraud Or Current Diversion		Credit	Kimberly	Yes	Yes	No
12/27/00		Courtesy Call	PSC - Randy							Credit	Gracie	Yes	Yes	No
12/28/00		Courtesy Call	Robert						03-Payment Arrangements	Credit	Kim	Yes	No	No

CONFIDENTIAL  
0P03-000022

CONFIDENTIAL

WARM TRANSFERS JAN-NOV 2001

Date	Callers (Date Closed)	Call Type	Call Source	Account Number	Last Name	First Name	Service Type	Bundle Type	GL Type	Functional Area	Handled By	Conc'd	PHO	Available?
1/1/01		Courtesy Call	PSC						03-Payment Arrangements	Credit	Rita	Yes	Yes	No
1/2/01		Courtesy Call	Robert				14-Service Improperly Disconnected			Miscellaneous	Capri	Yes	No	No
1/2/01		Courtesy Call	NIKI				15-Delay in reconnecting After Cut			Energy Delivery	Kimberly	Yes	Yes	No
1/2/01		Courtesy Call	Robert						99-14 Load Mgmt	Energy Management	Klm	Yes	No	No
1/3/01		Courtesy Call	VICTOR				02-Frequent Outages			Energy Delivery	Kimberly	Yes	No	Yes
1/3/01		Courtesy Call	ROBERT				08-Payment Not Posted			Billing	Kimberly	Yes	No	No
1/3/01		Courtesy Call	ROBERT				08-Payment Not Posted			Billing	Kimberly	Yes	No	No
1/3/01		Courtesy Call	psc - john						99 - Other	Billing	Carol	Yes	No	No
1/3/01		Courtesy Call	Robert						03-Payment Arrangements	Credit	Klm	Yes	No	No
1/4/01		Courtesy Call	Robert						03-Payment Arrangements	Credit	Capri	Yes	No	Yes
1/4/01		Courtesy Call	PSC - Robert							Credit	Gracie	Yes	No	No
1/4/01		Courtesy Call	PSC - Robert							Credit	Gracie	Yes	No	No
1/4/01		Courtesy Call	TELSULA				02-Frequent Outages			Energy Delivery	Kimberly	Yes	Yes	No
1/5/01		Courtesy Call	Telsula				02-Frequent Outages			Energy Delivery	Klm	Yes	Yes	No
1/5/01		Courtesy Call	Telsula				02-Frequent Outages			Energy Delivery	Kim	Yes	Yes	No
1/8/01		Courtesy Call	PSC						03-Payment Arrangements	Credit	Rita	Yes	Yes	No
1/9/01		Courtesy Call	Telsula				02-Frequent Outages			Energy Delivery	Klm	Yes	Yes	No
1/9/01		Courtesy Call	Victor				21-Deposit Not Refunded			Credit	Klm	Yes	Yes	No
1/10/01		Courtesy Call	VICTOR				13-(High Bill) Meter Not Recording Within Standards			Meter Reading	Kimberly	Yes	Yes	Yes
1/10/01		Courtesy Call	PSC - Rob							Credit	Gracie	Yes	Yes	No
1/10/01		Courtesy Call	PSC - Rob							Miscellaneous	Gracie	Yes	No	No
1/10/01		Courtesy Call	PAM				02-Frequent Outages			Energy Delivery	Kimberly	Yes	No	No
1/10/01		Courtesy Call	Victor				02-Frequent Outages			Energy Delivery	Klm	Yes	Yes	No
1/10/01		Courtesy Call	ROBERT						99-13 Deposits	Billing	Kimberly	Yes	Yes	Yes
1/10/01		Courtesy Call	Victor				02-Frequent Outages			Energy Delivery	Klm	Yes	Yes	No

CONFIDENTIAL  
OP09-00000001

Docket No. 000824-EI  
Exhibit REF-3  
Page 32 of 80



WARM TRANSFERS JAN-NOV 2001

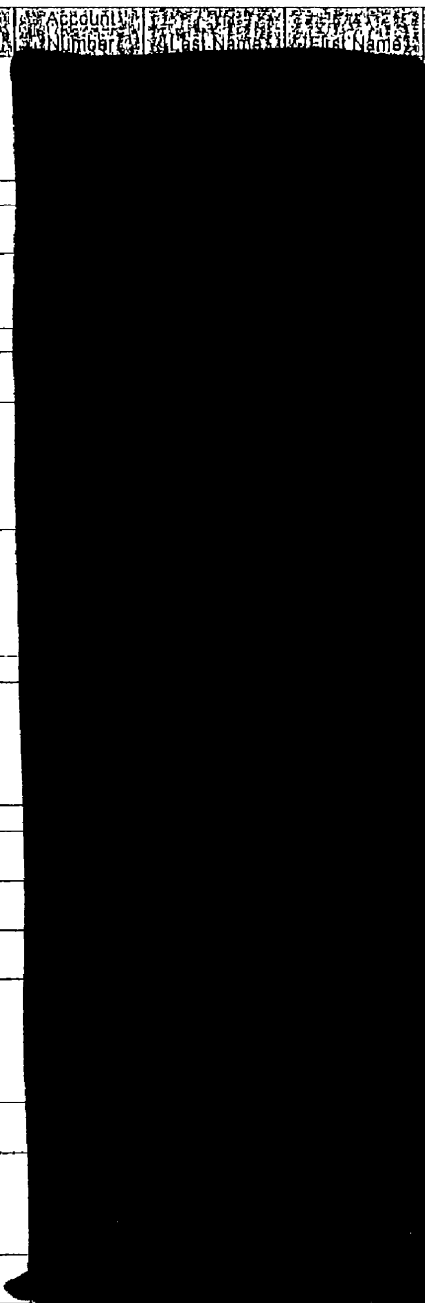
Date	Letter (Data Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	ASG Type	Functional Area	Handled By	Customer Addressed	Priority	Available
1/11/01		Courtesy Call	Victor				02-Frequent Outages			Energy Delivery	Kim	Yes	Yes	No
1/11/01		Courtesy Call	Angle					99-5 CONP		Credit	Kim	Yes	No	No
1/11/01		Courtesy Call	Ray				25-Info To Customer			Credit	Kim	Yes	No	No
1/11/01		Courtesy Call	PSC				13-(High Bill) Meter Not Recording Within Standards			Credit	Carol	Yes	Yes	No
1/12/01		Courtesy Call	NIKKI					99-14 Load Mgmt		Energy Management	Kimberly	Yes	Yes	No
1/12/01		Courtesy Call	nickie				02-Improper Reading Estimates			Meter Reading	Capri	Yes	No	No
1/16/01		Courtesy Call	Robert					03-Payment Arrangements		Credit	Kim	Yes	No	No
1/16/01		Courtesy Call	ROBERT				08-Payment Not Posted			Billing	Kimberly	Yes	No	No
1/17/01		Courtesy Call	Victor				02-Frequent Outages			Energy Delivery	Kim	Yes	Yes	No
1/17/01		Courtesy Call	PSC - Telsula							Credit	Gracie	Yes	Yes	No
1/18/01		Courtesy Call	Robert					03-Payment Arrangements		Credit	Kim	Yes	No	No
1/18/01	10/18/01	Courtesy Call	pam-psc					99-5 CONP		Credit	Kiki	Yes	Yes	No
1/18/01		Courtesy Call	PSC - Pam							Meter Reading	Gracie	Yes	Yes	No
1/18/01		Courtesy Call	Pam				03-Bills Not Marked Estimated			Meter Reading	Kim	Yes	Yes	No
1/19/01		Courtesy Call	Robert				25-Info To Customer			Claims	Kim	Yes	Yes	No
1/19/01		Courtesy Call	Nekey					03-Payment Arrangements		Credit	Kim	Yes	Yes	No
1/19/01		Courtesy Call	PAM					03-Payment Arrangements		Credit	Kimberly	Yes	Yes	No
1/19/01		Courtesy Call	ROBERT				02-Frequent Outages			Energy Delivery	Kimberly	Yes	No	No
1/21/01		Courtesy Call					13-(High Bill) Meter Not Recording Within Standards			Billing	Capri	Yes	No	No
1/22/01		Courtesy Call	ROBERT				25-Info To Customer			Billing	Kimberly	Yes	No	No
1/22/01		Courtesy Call					13-(High Bill) Meter Not Recording Within Standards			Billing	Capri	Yes	No	No
1/23/01		Courtesy Call	PSC - Victor							Credit	Gracie	Yes	Yes	No
1/23/01		Courtesy Call	PSC - Victor							Miscellaneous	Gracie	Yes	Yes	Yes

CONFIDENTIAL  
OPC9-000064

CONFIDENTIAL

WARM TRANSFERS JAN-NOV 2001

Date	Call Date (Date Closed)	Call Type	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	Call Type	Functional Area	Handled By	Concern Addressed	Prior Contact	Available
1/23/01		Courtesy Call	PSC - Nicky				13-(High Bill) Meter Not Recording Within Standards			Credit	Gracie	Yes	Yes	No
1/23/01		Courtesy Call	PSC Ruth							Credit	Gracie	Yes	Yes	No
1/23/01		Courtesy Call	PSC - Robert					99 - Other		Energy Delivery	Gracie	Yes	No	No
1/23/01		Courtesy Call					12-Delay In Connecting Initial Service			Credit	Capri	Yes	N	
1/24/01		Courtesy Call	PSC - Rob							Credit	Gracie	Yes	N	
1/24/01		Courtesy Call	robert					03-Payment Arrangements		Billing	Capri	Yes	No	INo
1/24/01		Courtesy Call	ROBERT				13-(High Bill) Meter Not Recording Within Standards			Meter Reading	Kimberly	Yes	Y	
1/24/01		Courtesy Call	Robert				13-(High Bill) Meter Not Recording Within Standards			Solution Centers	Kim	Yes	Yes	No
1/24/01		Courtesy Call	ROBERT					99-5 CONP		Credit	Kimberly	Yes	No	No
1/24/01		Courtesy Call	Pam				13-(High Bill) Meter Not Recording Within Standards			Solution Centers	Kim	Yes	Yes	No
1/24/01		Courtesy Call	Pam					99-5 CONP		Credit	Kim	Yes	Yes	No
1/25/01		Courtesy Call	robert					08-Payment Not Posted		Billing	Capri	Yes	No	No
1/25/01		Courtesy Call	ANGIE					03-Payment Arrangements		Billing	Kimberly	Yes	No	No
1/25/01		Courtesy Call	robert					03-Payment Arrangements		Credit	Capri	Yes	No	No
1/25/01		Courtesy Call	PSC - Nickl				13-(High Bill) Meter Not Recording Within Standards			Billing	Gracie	Yes	Yes	No
1/26/01		Courtesy Call	Robert				25-Info To Customer			Credit	Kim	Yes	No	No
1/26/01		Courtesy Call	PSC - pam				24-Billing Wrong Customer (Mixed			Credit	Carol	Yes	Yes	No
1/29/01		Courtesy Call	Nekey				08-Payment Not Posted			Credit	Kim	Yes	Yes	No



CONFIDENTIAL  
OPC9-000063

WARM TRANSFERS JAN-NOV 2001

Date	Letter (Date Closed)	Type of Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	ISL Type	Functional Area	Handled By	Corrected Address	Prior Contact	Available?
1/29/01		Courtesy Call	Nekey				25-Info To Customer			Billing	Klm	Yes	No	No
1/30/01		Courtesy Call	Nekey				13-(High Bill) Meter Not Recording Within Standards			Solution Centers	Klm	Yes	Yes	No
1/30/01		Courtesy Call	Robert					03-Payment Arrangements		Credit	Rita	Yes	Yes	No
1/30/01		Courtesy Call	PAM					03-Payment Arrangements		Credit	Kimberly	Yes	No	No
1/31/01		Courtesy Call	psc- nkl					99 - Other		Billing	Carol	Yes	Yes	No
2/1/01		Courtesy Call	Nekey					03-Payment Arrangements		Credit	Klm	Yes	Yes	No
2/1/01		Courtesy Call	Nekey					03-Payment Arrangements		Credit	Klm	Yes	Yes	No
2/1/01		Courtesy Call	PAM					03-Payment Arrangements		Consumer Affairs	Kimberly	Yes	Yes	No
2/1/01		Courtesy Call	JOY				25-Info To Customer			Energy Delivery	Kimberly	Yes	Yes	No
2/2/01		Courtesy Call	PSC - Nikki							Tree Trimming	Gracie	Yes	Yes	No
2/2/01		Courtesy Call					13-(High Bill) Meter Not Recording Within Standards			Billing	Capri	Yes	No	No
2/2/01		Courtesy Call					04-Inadequate Tree Trimming			Tree Trimming	Capri	Yes	No	No
2/2/01		Courtesy Call	PSC - Joy							Consumer Affairs	Gracie	Yes	Yes	No
2/5/01		Courtesy Call	Pam				03-Street Light/Outdoor Lighting Outages			Energy Delivery	Klm	Yes	Yes	Yes
2/5/01		Courtesy Call	PSC - Angle							Billing	Gracie	Yes	Yes	No
2/8/01		Courtesy Call	John P				13-(High Bill) Meter Not Recording Within Standards			Billing	Rita	Yes	Yes	Yes
2/8/01		Courtesy Call	VICTOR				04-Not Receiving Monthly Bills			Billing	Kimberly	Yes	Yes	No
2/12/01		Courtesy Call	ROBERT				08-Payment Not Posted			Billing	Kimberly	Yes	No	No
2/13/01		Courtesy Call	Robert				13-(High Bill) Meter Not Recording Within Standards			Solution Centers	Klm	Yes	Yes	No
2/16/01		Courtesy Call	PSC - Robert							Credit	Gracie	Yes	No	No

CONFIDENTIAL  
OPC9-000065

WARM TRANSFERS JAN-NOV 2001

Date	Call Date	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	City	Functional Area	Handled By	Concern Addressed	Rtd Contact	Available?
2/16/01		Courtesy Call	NIKI				13-(High Bill) Meter Not Recording Within Standards			Billing	Kimberly	Yes	No	No
2/16/01		Courtesy Call	ROBERT					03-Payment Arrangements		Credit	Kimberly	Yes	No	No
2/16/01		Courtesy Call	PSC - Pam							Credit	Grace	Yes	Yes	No
2/16/01		Courtesy Call	PSC - Robert				14-Service Improperly Disconnected			Energy Delivery	Grace	Yes	Yes	No
2/20/01		Courtesy Call	PSC - Nikki							Billing	Grace	Yes	Yes	No
2/20/01		Courtesy Call	PSC - Pam							Credit	Grace	Yes	Yes	No
2/20/01		Courtesy Call	Robert					03-Payment Arrangements		Credit	Capri	Yes	No	No
2/22/01		Courtesy Call	JOHN				07-Improper Or No Delinquent			Billing	Kimberly	Yes	No	No
2/23/01		Courtesy Call	nickl				12-Delay In Connecting Initial Service			Energy Delivery	Capri	Yes	No	No
2/26/01		Courtesy Call	PSC - Pam							Credit	Grace	Yes	Yes	No
2/28/01		Courtesy Call	VICTOR					03-Payment Arrangements		Credit	Kimberly	Yes	No	No
3/1/01		Courtesy Call	joy					99 - Other		Miscellaneous	Capri	Yes	No	No
3/2/01		Courtesy Call	VICTOR				25-Info To Customer			Consumer Affairs	Kimberly	Yes	No	No
3/2/01		Courtesy Call	dtck				13-(High Bill) Meter Not Recording Within Standards			Solution Centers	Capri	Yes	No	No
3/6/01		Courtesy Call	Robert					99-5 CONP		Credit	Kim	Yes	Yes	No
3/6/01		Courtesy Call	ROBERT					03-Payment Arrangements		Credit	Capri	Yes	No	No
3/6/01		Courtesy Call	Pam				07-Voltage Standards Not Met			Energy Delivery	Capri	Yes	No	No
3/8/01		Courtesy Call	PSC - Robert							Energy Delivery	Grace	Yes	Yes	No
3/8/01		Courtesy Call	ANGIE				03-Street Light/Outdoor Lighting Outages			Res/Field Services	Capri	Yes	No	No
3/9/01		Courtesy Call	PSC - Victor							Meter Reading	Grace	Yes	Yes	No
3/12/01		Courtesy Call	Pam				10-Excessive Deposit Requested (IOD)			Credit	Kim	Yes	Yes	No
3/12/01		Courtesy Call	robert				21-Energy Audit Not Conducted			Miscellaneous	Capri	Yes	No	No

CONFIDENTIAL  
OPC9-000067

CONFIDENTIAL

WARM TRANSFERS JAN-NOV 2001

Date	Date Closed	Type Call	Call Source	Account Number	Account Name	Service Name	Service Type	Billing Type	City	Functional Area	Handled By	Concern Addressed	Prior Contact	Resistible
3/12/01		Courtesy Call	VICTOR				02-Improper Reading							
3/13/01		Courtesy Call	Pam - PSC				Estimates			Meter Reading	Kimberly	Yes	Yes	No
										Billing	Gracie	Yes	Yes	No
3/14/01		Courtesy Call	pam				23-Improper Billing for Fraud Or Current			Miscellaneous	Capri	Yes	No	No
3/15/01		Courtesy Call	Nekey							03-Payment Arrangements	Kim	Yes	No	No
3/16/01		Courtesy Call	PAM				25-Info To Customer			Credit	Kimberly	Yes	Yes	No
3/19/01		Courtesy Call	PAM				02-Frequent Outages			Energy Delivery	Kimberly	Yes	Yes	No
3/19/01		Courtesy Call	PSC - Robert							Energy Delivery	Gracie	Yes	Yes	No
3/20/01		Courtesy Call	ROBERT				16-Improper Backbilling			Credit	Kimberly	Yes	Yes	No
3/20/01		Courtesy Call	TELSULA				25-Info To Customer			Credit	Kimberly	Yes	No	No
							23-Improper Billing for Fraud Or Current			Credit	Kim	Yes	Yes	No
3/22/01		Courtesy Call	Pam							03-Payment Arrangements	Capri	Yes	No	No
3/23/01		Courtesy Call	victor							Billing	Kimberly	Yes	Yes	No
3/26/01		Courtesy Call	NIKI				08-Payment Not Posted			Solution Stores	Carol	Yes	Yes	Yes
3/26/01		Courtesy Call	psc- courtesy call				08-Payment Not Posted			Claims	Kim	Yes	Yes	No
3/28/01		Courtesy Call	Pam							99-2 Claims				
							19-Excessive Deposit Requested (IOD)			Credit	Kim	Yes	Yes	No
3/28/01		Courtesy Call	Victor							Energy Delivery	Kimberly	Yes	Yes	No
3/29/01		Courtesy Call	VICTOR				02-Frequent Outages			Energy Delivery	Kim	Yes	Yes	No
							05-Outage/Delay In Restoring Service			Credit	Gracie	Yes	Yes	No
3/29/01		Courtesy Call	Robert							Credit	Gracie	Yes	Yes	No
4/2/01		Courtesy Call	PSC - Rob							99-5 CONP	Kim	Yes	Yes	No
4/3/01		Courtesy Call	PSC - Pam							99-5 CONP	Kim	Yes	Yes	No
4/5/01		Courtesy Call	Ellen							08-Payment Not Posted	Kimberly	Yes	No	No
4/5/01		Courtesy Call	PSC							Billing				
4/5/01		Courtesy Call	JOYCE							Credit	Kimberly	Yes	Yes	No
							23-Improper Billing for Fraud Or Current			Credit	Kimberly	Yes	Yes	No
4/6/01		Courtesy Call	NIKI											

Docket No. 000824-EI  
 Exhibit REP-3  
 Page 37 of 80

CONFIDENTIAL  
 OPG9-00008

CONFIDENTIAL

WARM TRANSFERS JAN-NOV 2001

Date	Caller's (Data Closed)	Call Type	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	Ad Type	Functional Area	Handled By	Concern Addressed	Photo Contact	Problem Avoidable
4/6/01		Courtesy Call	NIKI					08-Payment Not Posted		Billing	Kimberly	Yes	Yes	No
4/10/01		Courtesy Call	PSC - Kim							Credit	Gracie	Yes	Yes	No
4/10/01		Courtesy Call	PSC - Kim							Claims	Gracie	Yes	Yes	No
4/10/01		Courtesy Call	Victor						03-Payment Arrangements	Credit	Kim	Yes	Yes	No
4/10/01		Courtesy Call	PSC - Joy							Credit	Gracie	Yes	Yes	No
4/16/01		Courtesy Call	robert						99-13 Deposits	Credit	Capri	Yes	No	No
4/16/01		Courtesy Call	Angela					02-Frequent Outages		Energy Delivery	Kim	Yes	Yes	No
4/17/01		Courtesy Call	Nickle						03-Payment Arrangements	Credit	Capri	Yes	No	No
4/19/01		Courtesy Call	Nekey						99-5 CONP	Credit	Kim	Yes	Yes	No
4/19/01		Courtesy Call	PAM					24-Billing Wrong Customer (Mixed)		Billing	Kimberly	Yes	Yes	No
4/20/01		Courtesy Call	vickie						99-5 CONP	Credit	Capri	Yes	No	No
4/23/01		Courtesy Call	Robert						01-Improper Rates Applied	Billing	Kim	Yes	No	No
4/25/01		Courtesy Call	robert					02-Frequent Outages		Energy Delivery	Capri	Yes	No	No
4/28/01		Courtesy Call								03-Payment Arrangements	Capri	Yes	No	No
4/26/01		Courtesy Call	robert					15-Delay In reconnecting After Cut		Energy Delivery	Capri	Yes	No	No
4/26/01		Courtesy Call	PSC					02-Frequent Outages		Energy Delivery	Monica	Yes	Yes	No
4/26/01	4/26/01	Courtesy Call	PSC					24-Billing Wrong Customer (Mixed)		Billing	Monica	Yes	No	No
4/30/01		Courtesy Call	robert						99-20 Stores Closing	Solution Stores	Capri	Yes	No	No
4/30/01		Courtesy Call	Robert					01-Improper Rates Applied		Billing	Kim	Yes	Yes	No
4/30/01		Courtesy Call	PSC - Kate							Credit	Gracie	Yes	No	No
4/30/01		Courtesy Call	PSC -							Credit	Gracie	Yes	Yes	No
4/30/01		Courtesy Call	PSC Kate							Credit	Gracie	Yes	Yes	No
5/1/01		Courtesy Call	psc					04-Not Receiving Monthly Bills		Billing	Carol	Yes	Yes	No
5/1/01		Courtesy Call							99-13 Deposits	Credit	Capri	Yes	Yes	No
5/2/01		Courtesy Call	Telsula						99-5 CONP	Credit	Kim	Yes	Yes	No
5/3/01		Courtesy Call	PSC						99-13 Deposits	Credit	Monica	Yes	No	Yes
5/7/01		Courtesy Call	PSC						99-13 Deposits	Credit	Monica	Yes	No	No
5/7/01		Courtesy Call	PSC - John						99 - Other	Billing	Carol	Yes	No	No
5/7/01		Courtesy Call	NIKKI						99-5 CONP	Consumer Affairs	Kimberly	Yes	Yes	No

Docket No. 000824-  
Exhibit REP-3  
Page 39 of 80

CONFIDENTIAL

WARM TRANSFERS JAN-NOV 2001

Date	Callers (Date Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	99-2 Claims	Functional Area	Handled By	Co/Call Addressed	Prior Contact	Avoidable?
5/7/01		Courtesy Call	Pam				02-1			Claims	Klm	Yes	Yes	No
5/15/01		Courtesy Call					Momentaries			Energy Delivery	Capri	Yes	No	No
5/15/01		Courtesy Call	TELSULA				14-Service Improperly Disconnected			Credit	Kimberly	Yes	Yes	No
5/15/01		Courtesy Call	pam				25-Info To Customer			Energy Delivery	Capri	Yes	No	No
5/16/01		Courtesy Call	victor				13-(High Bill) Meter Not Recording Within Standards			Billing	Capri	Yes	No	No
5/16/01		Courtesy Call	psc - robert					99-2 Claims		Energy Delivery	Carol	Yes	Yes	Yes
5/17/01		Courtesy Call	PSC					99-13 Deposits		Billing	Monica	Yes	No	No
5/17/01	5/17/01	Courtesy Call	PSC				08-Payment Not Posted	99 - Other		Credit	Monica	Yes	No	No
5/17/01	5/17/01	Courtesy Call	PSC					99 - Other		Billing	Monica	Yes	Yes	No
5/18/01		Courtesy Call	PSC - Nikki							Energy Delivery	Gracie	Yes	Yes	No
5/21/01		Courtesy Call	PSC					99 - Other		Billing	Marilyn	Yes	No	No
5/21/01		Courtesy Call	Pam				02-Improper Reading Estimates			Meter Reading	Marilyn	Yes	No	No
5/21/01		Courtesy Call	TELSULA					99-13 Deposits		Billing	Kimberly	Yes	Yes	No
5/22/01		Courtesy Call	VICTOR				25-Info To Customer			Consumer Affairs	Kimberly	Yes	Yes	No
5/22/01	5-22-01	Courtesy Call	PSC				21-Deposit Not Refunded			Billing	Marilyn	Yes	No	No
5/22/01		Courtesy Call	PSC				13-(High Bill) Meter Not Recording Within Standards			Billing	Marilyn	Yes	No	No
5/22/01	5/22/01	Courtesy Call	PSC					99-13 Deposits		Billing	Monica	Yes	No	No
5/22/01		Courtesy Call	nickle					03-Payment Arrangements		Credit	Capri	Yes	No	No
5/23/01	5-23-01	Courtesy Call	PSC					99-20 Stores Closing		Solution Stores	Marilyn	Yes	Yes	No
5/23/01		Courtesy Call	PAM				02-Improper Reading Estimates			Meter Reading	Kimberly	Yes	Yes	No
5/23/01		Courtesy Call	pam					99-5 CONP		Credit	Capri	Yes	No	No
5/24/01		Courtesy Call	PSC - Pam							Credit	Gracie	Yes	Yes	No
5/25/01		Courtesy Call	PSC				08-Payment Not Posted	99-11 Executive Calls		Credit	Monica	Yes	No	No
5/29/01	5/29/01	Courtesy Call	Robert					99-11 Executive Calls		Billing	Monica	Yes	No	No
5/30/01		Courtesy Call	TELSULA				17-Easement Problem			Energy Delivery	Kimberly	Yes	Yes	No

Docket No. 000824-E1  
 Exhibit REP-3  
 Page 39 of 80

OPC9-000070

CONFIDENTIAL

WARM TRANSFERS JAN-NOV 2001

Date	Letter (Date Closed)	Type/Call	Ball Source	Account Number	Last Name	First Name	Service Type	Billing Type	ESGI Type	Functional Area	Handled By	Obj. Cent. Addressed	Prior Contact	Unavoidable?
5/30/01		Courtesy Call	ELLEN					03-Payment Arrangements		Billing	Kimberly	Yes	No	No
5/31/01		Courtesy Call	TELSULA				25-Info To Customer			Billing	Kimberly	Yes	Yes	No
5/31/01		Courtesy Call					03-Street Light/Outdoor Lighting Outages			Energy Delivery	Capri	Yes	No	No
5/31/01		Courtesy Call	PSC				16-Improper Backbilling			Billing	Monica	Yes	No	No
6/1/01		Courtesy Call	ROBERT				07-Voltage Standards Not Met			Energy Delivery	Kimberly	Yes	Yes	No
6/4/01		Courtesy Call	psc - ellen					03-Payment Arrangements		Credit	Carol	Yes	Yes	No
6/4/01		Courtesy Call	PSC - Ellen					99-11 Executive Calls		Miscellaneous	Gracie	Yes	Yes	No
6/5/01	06-05-01	Courtesy Call	PSC				02-Frequent Outages		99-2/3 Outages	Claims	Marilyn	Yes	Yes	No
6/6/01		Courtesy Call	DICK				04-Inadequate Tree Trimming			Tree Trimming	Kimberly	Yes	Yes	No
6/6/01		Courtesy Call	PAM				04-Inadequate Tree Trimming			Tree Trimming	Kimberly	Yes	Yes	No
6/8/01		Courtesy Call	PSC - Pam					99-11 Executive Calls		Miscellaneous	Gracie	Yes	No	No
6/8/01		Courtesy Call	PSC - Tusela							Credit	Gracie	Yes	Yes	No
6/11/01	6-11-01	Courtesy Call	PSC					99-11 Executive Calls		Billing	Marilyn	Yes	No	No
6/11/01		Courtesy Call	PSC - Pam				24-Billing Wrong Customer (Mxed)			Miscellaneous	Gracie	Yes	Yes	No
6/12/01		Courtesy Call	PSC					99-2/8 Tree Trimming		Tree Trimming	Monica	Yes	No	No
6/12/01	06/13/01	Courtesy Call	PSC				04-Inadequate Tree Trimming		99-2/8 Tree Trimming	Tree Trimming	Monica	Yes	No	No
6/13/01		Courtesy Call	psc					08-Payment Not Posted		Credit	Carol	Yes	Yes	No
6/15/01		Courtesy Call	psc - angela					03-Payment Arrangements		Credit	Carol	Yes	Yes	No
6/15/01	6/15/01	Courtesy Call	PSC					99-13 Deposits		Billing	Monica	Yes	No	No
6/18/01		Courtesy Call	PSC				12-Delay in Connecting Initial Service			Energy Delivery	Monica	Yes	No	No
6/18/01	6/18/01	Courtesy Call	PSC					03-Payment Arrangements		Credit	Monica	Yes	No	No
6/19/01	6/19/01	Courtesy Call	PSC					03-Payment Arrangements		Credit	Monica	No	No	No
6/19/01		Courtesy Call	Pam					99-8 Employee Complaint		Meter Reading	Marilyn	Yes	Yes	Yes



WARM TRANSFERS JAN-NOV 2001

Date	Letter/Date Closed	Type/Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	IGIT Type	Functional Area	Handled By	Concern Addressed	Prior Contact	Avoidable?
6/20/01	6/20/01	Courtesy Call	PSC				05-Delay In reconnecting After Cut			Energy Delivery	Carol	Yes	Yes	Yes
6/20/01		Courtesy Call	Susan				05-Outage/Delay in Restoring Service		99-2/1 Open Neutral	Resi Field Services	Marilyn	Yes	Yes	No
6/20/01		Courtesy Call	PSC - Victor				05-Outage/Delay in Restoring Service			Energy Delivery	Carol	Yes	Yes	Yes
6/20/01	6/20/01	Courtesy Call	PSC					18-Not Disconnected On Request						
6/21/01		Courtesy Call	PSC - Nikki						99 - Other	Billing	Monica	Yes	No	No
6/21/01		Courtesy Call	PSC							Credit	Gracie	Yes	Yes	No
6/21/01	6/21/01	Courtesy Call	PSC				15-Delay In reconnecting After Cut			Energy Delivery	Monica	Yes	No	No
6/22/01		Courtesy Call	KMABO					19-Excessive Deposit Requested (IOD)		Billing	Kimberly	Yes	Yes	No
6/22/01	6/22/01	Courtesy Call	PSC						99-17 Guarantee Disputes	Credit	Monica	Yes	No	No
6/25/01	6/25/01	Courtesy Call	PSC				08-Failure To Respond To Customer Inquiries			99-3 Complaint Avoidance	Energy Delivery	Monica	Yes	No
6/27/01		Courtesy Call	Kaullis					21-Deposit Not Refunded		99-11 Executive Calls	Credit	Marilyn	Yes	No
6/28/01		Courtesy Call	Victor				25-Info To Customer			99-17 Guarantee Disputes	Credit	Marilyn	Yes	Yes
6/28/01	6/28/01	Courtesy Call	PSC					08-Payment Not Posted		99-21 Fastrack	Billing	Monica	Yes	No
6/29/01	6/29/01	Courtesy Call	PCS							99-3 Complaint Avoidance	Credit	Carol	Yes	No
6/29/01		Courtesy Call	Telsa				12-Delay In Connecting Initial Service			99-2/9 Misc	Resi Field Services	Marilyn	Yes	No
7/2/01		Courtesy Call	John				05-Outage/Delay in Restoring Service			99-2/3 Outages	Energy Delivery	Monica	Yes	No
7/5/01		Courtesy Call	Pam				25-Info To Customer	08-Payment Not Posted		99-2/9 Misc	Billing	Marilyn	Yes	No
7/6/01		Courtesy Call	Telsa				05-Outage/Delay in Restoring Service			99-2/5 Single Phase	Claims	Marilyn	Yes	Yes

Docket No. 000924-E1  
 Exhibit REP-3  
 Page 41 of 80

WARM TRANSFERS JAN-NOV 2001

CONFIDENTIAL

Date	Date Closed	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	CLG Type	Functional Area	Handled By	Concern Addressed?	Priority Contact	Available?
7/6/01		Courtesy Call	PSC - Angela							Credit	Gracie	Yes	No	No
7/6/01		Courtesy Call	PSC							Credit	Gracie	Yes	Yes	No
7/9/01	7/9/01	Courtesy Call	PSC						03-Payment Arrangements	Credit	Monica	Yes	No	No
7/10/01		Courtesy Call	PSC - Ellen							Credit	Gracie	Yes	No	No
7/10/01		Courtesy Call	PSC - Carla							Credit	Gracie	Yes	Yes	No
7/12/01	7/12/01	Courtesy Call	PSC						03-Payment Arrangements	Credit	Monica	Yes	No	No
7/13/01	7/13/01	Courtesy Call	Theresa						99-14 Load Mgmt	Energy Management	Monica	Yes	No	No
7/13/01	7/13/01	Courtesy Call	PSC						99-2/9 Misc.	Credit	Monica	Yes	No	No
7/16/01	07/16/01	Courtesy Call	PSC				07-Voltage Standards Not Met		99-11 Executlve Calls	Energy Delivery	Monica	Yes	No	No
7/18/01	7/18/01	Courtesy Call							99-3 Complaiht Avoidance	Credit	Carol	Yes	Yes	No
7/19/01	7/19/01	Courtesy Call	PSC						03-Payment Arrangements	Billing	Carol	Yes	No	No
7/20/01		Courtesy Call	PSC						99-18 Sales	Claims	Monica	Yes	No	No
7/20/01	7/20/01	Courtesy Call	PSC						99-13 Deposits	Credit	Monica	Yes	No	No
7/23/01		Courtesy Call	Dan						03-Payment Arrangements	Credit	Klm	Yes	Yes	No
7/23/01		Courtesy Call	PAM						03-Payment Arrangements	Credit	Kimberly	Yes	Yes	No
7/24/01		Courtesy Call	Angela - PSC				02-1 Momentaries			Energy Delivery	Gracie	Yes	Yes	No
7/24/01	7/24/01	Courtesy Call	PSC						99-5 CONP	Credit	Monica	Yes	No	No
7/25/01		Courtesy Call	PSC - Dan							Credit	Gracie	Yes	Yes	No
7/25/01	7/25/01	Courtesy Call	PSC				25-Info To Customer		99-2 Claims	Energy Delivery	Monica	Yes	No	No
7/25/01	7/25/01	Courtesy Call	PSC						89-2/3 Outages	Energy Delivery	Monica	Yes	No	No
7/25/01	7/25/01	Courtesy Call	PSC				25-Info To Customer		99-5 CONP	Credit	Monica	Yes	No	No
7/26/01	7/26/01	Courtesy Call	PSC						99-5 CONP	Credit	Monica	Yes	No	No
7/26/01		Courtesy Call	PSC - Robert							Credit	Gracie	Yes	No	No
7/30/01		Courtesy Call	PSC				07-Voltage Standards Not Met		99-2/6 Underground	Energy Delivery	Monica	Yes	No	No
7/31/01		Courtesy Call	PSC					24-Billing Wrong Customer (Mixed)		Billing	Monica	Yes	No	No
7/31/01		Courtesy Call	PSC - Kaulls							Credit	Carol	Yes	Yes	No
8/1/01		Courtesy Call	MS CAMPPELL						99 - Other	Billing	Kimberly	Yes	No	No
8/1/01		Courtesy Call	PSC				12-Delay in Connecting Initial Service			Energy Delivery	Monica	Yes	No	No
8/1/01		Courtesy Call	PSC - Rob							Energy Delivery	Gracie	Yes	Yes	No
8/1/01		Courtesy Call	PSC - Kambo							Credit	Gracie	Yes	Yes	No

WARM TRANSFERS JAN-NOV 2001

Date	Letter (Date Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	GI Type	Functional Area	Handled By	Concern Addressed	Prior Contact	Avoidable?
8/3/01		Courtesy Call	Ms. Gamble				03-Street Light/Outdoor Lighting Outages			Energy Delivery	Kim	Yes	Yes	Yes
8/7/01		Courtesy Call	ROBERT				08-Failure To Respond To Customer Inquiries			Energy Delivery	Kimberly	Yes	Yes	No
8/7/01		Courtesy Call	Dan - PSC							Credit	Gracie	Yes	Yes	No
8/9/01		Courtesy Call	ELLEN					99-8 Employee Complaint		Meter Reading	Kimberly	Yes	Yes	No
8/9/01		Courtesy Call	Dan					03-Payment Arrangements		Credit	Kim	Yes	Yes	No
8/9/01		Courtesy Call	ANGELA				08-Payment Not Posted			Billing	Kimberly	Yes	No	No
8/13/01		Courtesy Call	PSC - Karlis							Credit	Gracie	Yes	No	No
8/13/01		Courtesy Call	ANGELA				08-Payment Not Posted			Billing	Kimberly	Yes	No	No
8/13/01		Courtesy Call	Robert					03-Payment Arrangements		Credit	Kim	Yes	Yes	No
8/13/01		Courtesy Call	Angela					03-Payment Arrangements		Credit	Kim	Yes	No	No
8/13/01	8/13/01	Courtesy Call	PSC				07-Improper Or No Delinquent			Credit	Monica	Yes	No	No
8/13/01		Courtesy Call	Angela					03-Payment Arrangements		Credit	Kim	Yes	No	No
8/13/01		Courtesy Call	Angela				04-Inadequate Tree Trimming			Tree Trimming	Kim	Yes	Yes	No
8/13/01		Courtesy Call	Kauulis					03-Payment Arrangements		Credit	Kim	Yes	No	No
8/14/01		Courtesy Call	PAM				13-(High Bill) Meter Not Recording Within Standards			Meter Reading	Kimberly	Yes	Yes	No
8/14/01		Courtesy Call	PSC							Energy Delivery	Gracie	Yes	Yes	No
8/15/01		Courtesy Call	MICHELLE				19-Excessive Deposit Requested (IOD)			Credit	Kimberly	Yes	Yes	No
8/15/01		Courtesy Call	ANGELA				01-Safety Problems			Energy Delivery	Kimberly	Yes	Yes	No
8/16/01		Courtesy Call	Angela					99-2/9 Misc.		Claims	Kim	Yes	Yes	No
8/16/01		Courtesy Call	Pam					99-2/9 Misc.		Claims	Kim	Yes	Yes	No
8/16/01		Courtesy Call	DAN				13-(High Bill) Meter Not Recording Within Standards			Meter Reading	Kimberly	Yes	Yes	No
8/17/01		Courtesy Call	PSC - Karlis							Credit	Gracie	Yes	No	No

Docket No. 000824-EI  
 Exhibit REP-3  
 Page 43 of 80

CONFIDENTIAL

WARM TRANSFERS JAN-NOV 2001

Date	Letters (Data Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	Orig. Type	Functional Area	Handled By	Concern Addressed?	Priority Contact	Avoidable?
8/17/01		Courtesy Call	Kaulis					03-Payment Arrangements	Credit		Kim	Yes	No	No
8/17/01		Courtesy Call	Angela				23-Improper Billing for Fraud Or Current		Credit		Kim	Yes	Yes	No
8/20/01		Courtesy Call	Angie				02-Frequent Outages		Energy Delivery		Kim	Yes	No	No
8/20/01		Courtesy Call	Michelle					03-Payment Arrangements	Credit		Kim	Yes	No	No
8/22/01		Courtesy Call	Ms. Campbell				19-Excessive Deposit Requested (IOD)		Small Enterprise Markets		Kim	Yes	Yes	No
8/22/01		Courtesy Call	Michelle				11-Budget Billing Error		Billing		Kim	Yes	Yes	No
8/23/01	8/23/01	Courtesy Call	PSC					99-13 Deposits	Credit		Monica	Yes	No	No
8/23/01		Courtesy Call	Ms. Campbell				24-Billing Wrong Customer (Mixed)		Solution Centers		Kim	Yes	Yes	No
8/24/01		Courtesy Call	Ellen				09-Incorrect Past Due Date On Bill		Credit		Kim	Yes	No	No
8/24/01		Courtesy Call	PSC - Campbell						Credit		Gracie	Yes	No	No
8/24/01		Courtesy Call	Angela					99-5 CONP	Credit		Kim	Yes	No	No
8/27/01		Courtesy Call	Robert					03-Payment Arrangements	Credit		Kim	Yes	No	No
8/27/01		Courtesy Call	Caulis				02-Frequent Outages		Energy Delivery		Kim	Yes	Yes	No
8/27/01		Courtesy Call	Pam				19-Excessive Deposit Requested (IOD)		Credit		Kim	Yes	Yes	No
8/27/01	08/27/01	Courtesy Call	PSC				07-Voltage Standards Not Met		Energy Delivery		Monica	Yes	No	No
8/28/01		Courtesy Call	Ms. Campbell				01-Safety Problems		Energy Delivery		Kim	Yes	Yes	No
8/29/01		Courtesy Call	PSC - Tangeia						Miscellaneous		Gracie	Yes	No	No
8/29/01		Courtesy Call	Pam				19-Excessive Deposit Requested (IOD)		Credit		Kim	Yes	Yes	No
8/31/01		Courtesy Call	Kaulis				12-Delay In Connecting Initial Service		Energy Delivery		Kim	Yes	Yes	No
8/31/01		Courtesy Call	Kaulis					03-Payment Arrangements	Credit		Kim	Yes	Yes	No
8/31/01		Courtesy Call	PSC - Noella						Credit		Gracie	Yes	No	No
8/31/01		Courtesy Call	PSC - Robert						Credit		Gracie	Yes	Yes	No

Docket No. 000824  
Exhibit REF-3  
Page 44 of 80

WARM TRANSFERS JAN-NOV 2001

Date	Letter (Date of Call)	Type Call	Call Source	Service Type	Billing Type	Category	Functional Area	Handled By	Cancelled Addressed	Edor Contact	Res Avoidable?
8/31/01	8/31/01	Courtesy Call	psc		13-(High Bill) Meter Not Recording Within Standards		Billing	Monica	Yes	No	No
9/4/01		Courtesy Call	Angie			03-Payment Arrangements	Credit	Kim	Yes	No	No
9/4/01	9/4/01	Courtesy Call	PP12		24-Billing Wrong Customer (Mixed)		Credit	Carol	Yes	No	No
9/4/01		Courtesy Call	Robert			03-Payment Arrangements	Credit	Kim	Yes	Yes	No
9/4/01		Courtesy Call	Ellen			03-Payment Arrangements	Credit	Kim	Yes	No	No
9/4/01		Courtesy Call	Angela		19-Excessive Deposit Requested (IOD)		Credit	Kim	Yes	Yes	No
9/4/01		Courtesy Call	Ellen			03-Payment Arrangements	Credit	Kim	Yes	No	No
9/4/01		Courtesy Call	PSC		04-Inadequate Tree Trimming		Tree Trimming	Monica	Yes	No	No
9/5/01		Courtesy Call	Angela			99 - Other	Solution Centers	Kim	Yes	No	No
9/5/01		Courtesy Call	DAN		02-Frequent Outages		Energy Delivery	Kimberly	Yes	No	No
9/5/01		Courtesy Call	Telsula			03-Payment Arrangements	Credit	Kim	Yes	No	No
9/5/01		Courtesy Call	Angie		16-Improper Backbilling		Billing	Kim	Yes	No	No
9/6/01		Courtesy Call	PSC - Angela				Credit	Gracie	Yes	No	No
9/6/01		Courtesy Call	PSC - Campbe				Credit	Gracie	Yes	Yes	No
9/7/01	9/7/01	Courtesy Call	PSC			99 - Other	Energy Delivery	Monica	Yes	No	No
9/7/01	9/7/01	Courtesy Call	PSC			99-5 CONP	Credit	Monica	Yes	No	No
9/7/01		Courtesy Call	PSC			99-2/9 Misc.	Energy Delivery	Monica	Yes	No	No
9/10/01	9/10/01	Courtesy Call	PSC		13-(High Bill) Meter Not Recording Within Standards		Billing	Monica	Yes	No	No
9/10/01		Courtesy Call	Ellen			03-Payment Arrangements	Solution Centers	Kim	Yes	No	No
9/10/01		Courtesy Call	PSC - Robert		13-(High Bill) Meter Not Recording Within Standards		Billing	Gracie	No	Yes	No

Docket No. 000824-E1  
 Exhibit REP-3  
 Page 45 of 80

CONFIDENTIAL

WARM TRANSFERS JAN-NOV 2001

Date	Letter (Date Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service type	Billing Type	Bill GI Type	Functional Area	Handled By	Concern Addressed	Priority Contact	Avoidable?
9/10/01	9/10/01	Courtesy Call	PSC				13-(High Bill) Meter Not Recording Within Standards			Billing	Monica	Yes	No	No
9/10/01	9/10/01	Courtesy Call	PSC					03-Payment Arrangements		Credit	Monica	Yes	No	No
9/10/01	09/12/01	Courtesy Call	PSC				05-Outage/Delay in Restoring Service			Energy Delivery	Monica	Yes	No	No
9/10/01		Courtesy Call	TESULA				13-(High Bill) Meter Not Recording Within Standards			Billing	Kimberly	Yes	No	No
9/10/01		Courtesy Call	NIKI					03-Payment Arrangements		Credit	Kimberly	Yes	Yes	No
9/10/01		Courtesy Call	RICHARD					03-Payment Arrangements		Credit	Kimberly	Yes	No	No
9/10/01	9/10/01	Courtesy Call	PSC					99-13 Deposits		Billing	Monica	Yes	No	No
9/11/01		Courtesy Call	Angie				13-(High Bill) Meter Not Recording Within Standards			Solution Centers	Klm	Yes	No	No
9/11/01		Courtesy Call	Ellen					03-Payment Arrangements		Solution Centers	Klm	Yes	No	No
9/11/01		Courtesy Call	Ellen					03-Payment Arrangements		Solution Centers	Klm	Yes	No	No
9/12/01		Courtesy Call	Pam					99-8 Employee Complaint		Meter Reading	Klm	Yes	Yes	No
9/12/01		Courtesy Call	Angela					99-5 CONP		Credit	Kimberly	Yes	No	No
9/12/01		Courtesy Call	PSC - Angela							Miscellaneous	Gracie	Yes	No	No
9/13/01	10/10/01	Courtesy Call	psc				13-(High Bill) Meter Not Recording Within Standards			Billing	Monica	Yes	No	No
9/13/01	9/13/01	Courtesy Call	PSC				13-(High Bill) Meter Not Recording Within Standards			Billing	Monica	Yes	No	No
9/13/01		Courtesy Call	KAMBLE				13-(High Bill) Meter Not Recording Within Standards			Billing	Kimberly	Yes	No	No
9/13/01		Courtesy Call	PAM					03-Payment Arrangements		Credit	Kimberly	Yes	Yes	No

Docket No 000824-E  
Exhibit REP-3  
Page 46 of 80

CONFIDENTIAL

WARM TRANSFERS JAN-NOV 2001

Date	Letter Date Closed	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	Bill Type	Functional Area	Handled By	Concern Addressed	Problem Closed	Problem Avoidable?
9/13/01		Courtesy Call	ANGELA				13-(High Bill) Meter Not Recording Within Standards			Billing	Kimberly	Yes	No	No
9/13/01		Courtesy Call	ANGELA					99-5 CONP	Credit		Kimberly	Yes	No	No
9/13/01		Courtesy Call	KAULLIS					03-Payment Arrangements	Credit		Kimberly	Yes	No	No
9/14/01		Courtesy Call	PSC - Carlls				12-Inaccurate Meter	99 - Other	Meter Reading		Gracie	Yes	No	No
9/14/01		Courtesy Call	PSC - Pam					99 - Other	Credit		Gracie	Yes	No	No
9/14/01		Courtesy Call	PSC - Dan				05-Outage/Delay In Restoring Service		99-2/3 Outages	Energy Delivery	Gracie	Yes	Yes	No
9/14/01		Courtesy Call	PSC - Rob				13-(High Bill) Meter Not Recording Within Standards			Billing	Gracie	Yes	No	No
9/14/01		Courtesy Call	PSC - Nikki				13-(High Bill) Meter Not Recording Within Standards			Billing	Gracie	Yes	No	No
9/14/01		Courtesy Call	PSC - Dan				02-Frequent Outages		99-2/3 Outages	Energy Delivery	Gracie	Yes	Yes	No
9/14/01		Courtesy Call	PSC - Pam							Miscellaneous	Gracie	Yes	No	No
9/14/01		Courtesy Call	Angela				05-Outage/Delay In Restoring Service			Energy Delivery	Kim	Yes	No	No
9/14/01		Courtesy Call	PSC - Rob				13-(High Bill) Meter Not Recording Within Standards			Billing	Gracie	Yes	No	No
9/14/01		Courtesy Call	Angela					03-Payment Arrangements	Credit		Kim	Yes	No	No
9/14/01		Courtesy Call	Kaulls				13-(High Bill) Meter Not Recording Within Standards			Solution Centers	Kim	Yes	No	No
9/14/01		Courtesy Call	Angela				25-Info To Customer			Consumer Affairs	Kim	Yes	No	No
9/14/01		Courtesy Call	Pam					03-Payment Arrangements	Credit		Kim	Yes	No	No
9/14/01		Courtesy Call	Kaulls					03-Payment Arrangements	Credit		Kim	Yes	No	No

Docket No. 000824-E1  
 Exhibit REP-3  
 Page 47 of 80

WARM TRANSFERS JAN-NOV 2001

Date	Letter (Date Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	Alt. Bill Type	Function Area	Handled By	Concern Addressed	Prior Contact	Avoidable?
9/14/01		Courtesy Call	Kauls				13-(High Bill) Meter Not Recording Within Standards			Solution Centers	Kim	Yes	No	No
9/14/01		Courtesy Call	Kauls				08-Failure To Respond To Customer Inquiries			Energy Delivery	Kim	Yes	Yes	No
9/14/01	9/14/01	Courtesy Call	Diane						99-2/3 Outages	Energy Delivery	Kiki	Yes	No	No
9/14/01		Courtesy Call	Nekey				07-Improper Or No Delinquent			Credit	Kim	Yes	No	No
9/14/01	9/14/01	Courtesy Call	Nikki				05-		99-2/3 Outages	Energy Delivery	Kiki	Yes	No	No
9/14/01	9/14/01	Courtesy Call	PSC				13-(High Bill) Meter Not Recording Within Standards			Rest Field Services	Monica	Yes	No	No
9/14/01		Courtesy Call	Robert						03-Payment Arrangements	Credit	Kim	Yes	No	No
9/14/01		Courtesy Call	Pam						99 - Other	Solution Centers	Kim	Yes	No	No
9/17/01		Courtesy Call	Pam				25-Info To Customer			Solution Centers	Kim	Yes	No	No
9/17/01		Courtesy Call	Anju				02-Frequent Outages			Energy Delivery	Kim	Yes	Yes	No
9/17/01		Courtesy Call	John				05- Outage/Delay In Restoring Service			Energy Delivery	Kim	Yes	No	No
9/17/01		Courtesy Call	Nekey				25-Info To Customer			Billing	Kim	Yes	No	No
9/17/01		Courtesy Call	Pam				13-(High Bill) Meter Not Recording Within Standards			Solution Centers	Kim	Yes	No	No
9/17/01		Courtesy Call	Kauls						03-Payment Arrangements	Credit	Kim	Yes	No	No
9/17/01	9/17/01	Courtesy Call	psc						99-13 Deposits	Billing	Monica	Yes	No	No
9/17/01		Courtesy Call	Anju				02-Improper Reading Estimates			Meter Reading	Kim	Yes	No	No
9/17/01		Courtesy Call	NIKI				13-(High Bill) Meter Not Recording Within Standards			Billing	Kimberly	Yes	Yes	No

Docket No. 000834E1  
Exhibit REP-3  
Page 48 of 80



WARM TRANSFERS JAN-NOV 2001

Date	Letter (Date Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	GI Type	Functional Area	Handled By	Concern Addressed	Prior Contact	Avoidable?
9/17/01	09/17/01	Courtesy Call	PSC				13-(High Bill) Meter Not Recording Within Standards			Billing	Monica	Yes	No	No
9/17/01		Courtesy Call	TESULA				05-Outage/Delay in Restoring Service			Energy Delivery	Kimberly	Yes	Yes	No
9/17/01		Courtesy Call	KAULLIS					03-Payment Arrangements		Billing	Kimberly	Yes	No	No
9/17/01		Courtesy Call	KAULLIS					03-Payment Arrangements		Credit	Kimberly	Yes	Yes	No
9/17/01		Courtesy Call	KAMBO				05-Outage/Delay in Restoring Service			Energy Delivery	Kimberly	Yes	Yes	No
9/17/01		Courtesy Call	ROBERT				05-Outage/Delay in Restoring Service			Energy Delivery	Kimberly	Yes	Yes	No
9/17/01	9/17/01	Courtesy Call	PSC					03-Payment Arrangements		Credit	Monica	Yes	No	No
9/17/01	9/17/01	Courtesy Call	PSC				13-(High Bill) Meter Not Recording Within Standards			Billing	Monica	Yes	No	No
9/17/01	9/17/01	Courtesy Call	Dan				04-Not Recelving Monthly Bills			Billing	Kiki	Yes	Yes	No
9/18/01		Courtesy Call	PSC - Campbell				05-Outage/Delay in Restoring Service		99-2/3 Outages	Energy Delivery	Gracie	Yes	Yes	No
9/18/01		Courtesy Call	PSC Angela					99-2/6 Tree Trimming		Tree Trimming	Gracie	Yes	Yes	No
9/18/01		Courtesy Call	PSC - Pam				05-Outage/Delay in Restoring Service		99-2/3 Outages	Energy Delivery	Gracie	Yes	Yes	No
9/18/01		Courtesy Call	PSC - Michelle				05-Outage/Delay in Restoring Service		99-2/3 Outages	Energy Delivery	Gracie	Yes	Yes	No
9/18/01		Courtesy Call	PSC - Call disc'd				05-Outage/Delay in Restoring Service		99-2/3 Outages	Energy Delivery	Gracie	Yes	Yes	No

WARM TRANSFERS JAN-NOV 2001

Date	Letter's (Date Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	GL Type	Functional Area	Handled By	Concern Addressed	Phone Contact	Transfer Avoidable?	
9/18/01		Courtesy Call	PSC - Campbell				05- Outage/Delay In Restoring Service			99-2/3 Outages	Energy Delivery	Gracia	Yes	Yes	No
9/18/01	9/18/01	Courtesy Call	psc							99-14 Load Mgmt	Billing	Monica	Yes	No	No
9/18/01	9/18/01	Courtesy Call	PSC				05- Outage/Delay In Restoring Service			Energy Delivery	Monica	Yes	No	No	
9/18/01		Courtesy Call	Michelle				23- Error In Meter Records			Meter Reading	Kim	Yes	No	No	
9/18/01		Courtesy Call	NIKI				05- Outage/Delay in Restoring Service			Energy Delivery	Kimberly	Yes	Yes	No	
9/18/01	9/18/01	Courtesy Call	PSC					13-(High Bill) Meter Not Recording Within Standards		Billing	Monica	Yes	No	No	
9/18/01		Courtesy Call	ANGELA				05- Outage/Delay In Restoring Service			Energy Delivery	Kimberly	Yes	Yes	No	
9/18/01		Courtesy Call	Nakey					12-Inaccurate Meter		Meter Reading	Kim	Yes	No	No	
9/18/01		Courtesy Call	ROBERT				05- Outage/Delay In Restoring Service			Energy Delivery	Kimberly	Yes	Yes	No	
9/18/01		Courtesy Call	Kaulls				05- Outage/Delay In Restoring Service			Energy Delivery	Kim	Yes	No	No	
9/18/01		Courtesy Call	Anju				05- Outage/Delay In Restoring Service			Energy Delivery	Kim	Yes	No	No	
9/18/01		Courtesy Call	Ellen				05- Outage/Delay, in Restoring Service			Energy Delivery	Kim	Yes	No	No	
9/18/01		Courtesy Call	ANGELA					26- Error In Deposit Records	03-Payment Arrangements	Billing	Kimberly	Yes	Yes	No	
9/18/01		Courtesy Call	MICHELLE				05- Outage/Delay in Restoring Service			Energy Delivery	Kimberly	Yes	Yes	No	

Docket No: 000824-E  
 Exhibit REP-3  
 Page 50 of 80

WARM TRANSFERS JAN-NOV 2001

Date	Bill Date (Date Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	GI Type	Functional Area	Handled By	Concern Addressed	Prd Contact	Available?
9/18/01		Courtesy Call	ROBERT				05- Outage/Delay In Restoring Service			Energy Delivery	Kimberly	Yes	Yes	No
9/18/01		Courtesy Call	ROBERT					99-18 Sales		Small Enterprise Markets	Kimberly	Yes	No	No
9/18/01		Courtesy Call	NIKI					99-2/6 Underground		Energy Delivery	Kimberly	Yes	No	No
9/18/01		Courtesy Call	ROBERT				05- Outage/Delay In Restoring Service			Energy Delivery	Kimberly	Yes	Yes	No
9/18/01		Courtesy Call	Kauls					03-Payment Arrangements		Credit	Kim	Yes	No	No
9/18/01		Courtesy Call	Pam				13-(High Bill) Meter Not Recording Within Standards			Solution Centers	Kim	Yes	No	No
9/18/01		Courtesy Call	NIKI				05- Outage/Delay In Restoring Service			Energy Delivery	Kimberly	Yes	Yes	No
9/19/01		Courtesy Call	ROBERT				05- Outage/Delay In Restoring Service			Energy Delivery	Kimberly	Yes	Yes	No
9/19/01		Courtesy Call	PSC - Angela					03-Payment Arrangements		Credit				No
9/19/01		Courtesy Call	PSC - Angela					03-Payment Arrangements						No
9/19/01		Courtesy Call	PSC - Angela				13-(High Bill) Meter Not Recording Within Standards							
9/19/01		Courtesy Call	PSC - Angela					99 - Other		Meter Reading	Gracie	Yes	Yes	No
9/19/01		Courtesy Call	PSC - Nikki					99 - Other		Credit	Gracie	Yes	No	No
9/19/01	9/19/01	Courtesy Call	PSC					99-5 CONP		Credit	Monica	Yes	No	No
9/19/01		Courtesy Call	NOELIA					03-Payment Arrangements		Credit	Kimberly	Yes	No	No
9/19/01		Courtesy Call	Telsula				04-Inadequate Tree Trimming			Tree Trimming	Kim	Yes	Yes	No
9/19/01		Courtesy Call	Pam					99-20 Stores Closing		Solution Stores	Kim	Yes	Yes	No
9/20/01		Courtesy Call	PSC - Angela					99-5 CONP		Credit	Gracie	No	Yes	No
9/20/01	9/20/01	Courtesy Call	PSC					03-Payment Arrangements		Credit	Monica	Yes	No	No
9/20/01	9/20/01	Courtesy Call	PSC-Angela					03-Payment Arrangements		Credit	Monica	Yes	No	No

Docket No. 000824-E1  
 Exhibit REP-3  
 Page 51 of 80

WARM TRANSFERS JAN-NOV 2001

Date	Letter (Date Closed)	Type/Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	GL Type	Functional Area	Handled By	Concern Addressed	Priority Contact	Available?	
9/20/01		Courtesy Call	PSC - Pam				19-Excessive Deposit Requested (IOD)	99-13 Deposits		Credit	Gracie	Yes	No	No	
9/20/01		Courtesy Call	Noella					03-Payment Arrangements		Solution Centers	Kim	Yes	No	No	
9/20/01		Courtesy Call	Angela				25-Info To Customer			Billing	Kim	Yes	No	No	
9/20/01		Courtesy Call	Telsula					99 - Other		Billing	Kim	Yes	No	No	
9/20/01		Courtesy Call	PSC - Pam				05-Outage/Delay In Restoring Service			99-2/3 Outages	Energy Delivery	Gracie	Yes	No	No
9/20/01		Courtesy Call	Robert					03-Payment Arrangements		Solution Centers	Kim	Yes	No	No	
9/20/01		Courtesy Call	Telsula					03-Payment Arrangements		Credit	Kim	Yes	No	No	
9/20/01		Courtesy Call	PSC - Angela					99-5 CONP		Energy Delivery	Gracie	Yes	Yes	No	
9/21/01		Courtesy Call	ANGELA				12-Delay In Connecting Initial Service			Billing	Kimberly	Yes	Yes	No	
9/21/01		Courtesy Call	Pam				13-(High Bill) Meter Not Recording Within Standards			Solution Centers	Kim	Yes	Yes	No	
9/21/01		Courtesy Call	Noella				25-Info To Customer			Meter Reading	Kim	Yes	No	No	
9/21/01		Courtesy Call	KAMBO				05-Outage/Delay In Restoring Service			Energy Delivery	Kimberly	Yes	Yes	No	
9/21/01		Courtesy Call	KAULLIS				13-(High Bill) Meter Not Recording Within Standards			Billing	Kimberly	Yes	Yes	No	
9/21/01		Courtesy Call	KAMBO				13-(High Bill) Meter Not Recording Within Standards			Billing	Kimberly	Yes	Yes	No	
9/21/01		Courtesy Call	TESULA					03-Payment Arrangements		Credit	Kimberly	Yes	No	No	
9/21/01		Courtesy Call	PSC - Carlls					99 - Other		Credit	Gracie	Yes	Yes	No	
9/21/01		Courtesy Call	PSC - Angela					99-2/9 Misc.		Miscellaneous	Gracie	Yes	Yes	No	
9/21/01		Courtesy Call	PSC - Angela				13-(High Bill) Meter Not Recording Within Standards			Meter Reading	Gracie	Yes	Yes	No	

CONFIDENTIAL

WARM TRANSFERS JAN-NOV 2001

Date	Call Date (Date Closed)	Type Call	Call Source	Account Number	Customer Name	First Name	Service Type	Billing Type	GL Type	Functional Area	Handled By	Concern Addressed	Prior Contact	Avoidable?
9/21/01		Courtesy Call	KAMBO				13-(High Bill) Meter Not Recording Within Standards			Billing	Kimberly	Yes	Yes	No
9/24/01		Courtesy Call	Pam				13-(High Bill) Meter Not Recording Within Standards			Solustion Centers	Kim	Yes	No	No
9/24/01		Courtesy Call	Pam					03-Payment Arrangements		Credit	Kim	Yes	No	No
9/24/01		Courtesy Call	ANGELA				13-(High Bill) Meter Not Recording Within Standards			Billing	Kimberly	Yes	Yes	No
9/24/01		Courtesy Call	ANGELA					03-Payment Arrangements		Credit	Kimberly	Yes	No	No
9/24/01		Courtesy Call	PAM				25-Info To Customer			Billing	Kimberly	Yes	No	No
9/24/01		Courtesy Call	PAM				13-(High Bill) Meter Not Recording Within Standards			Billing	Kimberly	Yes	No	No
9/24/01	9/24/01	Courtesy Call	PSC					99-5 CONP		Credit	Monica	Yes	No	No
9/24/01		Courtesy Call	Nekey				13-(High Bill) Meter Not Recording Within Standards			Solustion Centers	Kim	Yes	No	No
9/24/01		Courtesy Call	PSC - Pam					99-2/8 Tree Trimming		Tree Trimming	Gracie	Yes	Yes	No
9/24/01	9/24/01	Courtesy Call	PSC					99-14 Load Mgmt		Energy Management	Monica	Yes	No	No
9/24/01		Courtesy Call	Pam				05-Outage/Delay In Restoring Service			Energy Delivery	Kim	Yes	No	No
9/24/01		Courtesy Call	PAM				13-(High Bill) Meter Not Recording Within Standards			Billing	Kimberly	Yes	Yes	No
9/24/01	9/24/01	Courtesy Call	PSC-Angela					99-2/9 Misc.		Billing	Monica	Yes	No	No
9/24/01		Courtesy Call	Pam				13-(High Bill) Meter Not Recording Within Standards			Solustion Centers	Kim	Yes	No	No

Docket No. 000824-E1  
 Exhibit REP-3  
 Page 53 of 80

OPC9-000084

WARM TRANSFERS JAN-NOV 2001

Date	Call Date (Date Closed)	Call Type	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	GI Type	Function/Attn	Handled By	Content Addressed	Prior Contact	Available?		
9/24/01		Courtesy Call	PSC - Angela						03-Payment Arrangements	Credit	Gracie	Yes	Yes	No		
9/24/01		Courtesy Call	PSC - Nikki						03-Payment Arrangements	Credit	Gracie	Yes	Yes	No		
9/24/01	9/24/01	Courtesy Call	PSC - Angela						99-2/9 Misc.	Billing	Monica	Yes	No	No		
9/24/01		Courtesy Call	PSC - Pam						99 - Other	Credit	Gracie	Yes	No	No		
9/24/01	9/24/01	Courtesy Call	PSC - Michelle						13-(High Bill) Meter Not Recording Within Standards		Billing	Monica	Yes	No	No	
9/24/01		Courtesy Call	PSC - Carlis						13-(High Bill) Meter Not Recording Within Standards	99 - Other	Billing	Gracie	Yes	Yes	No	
9/24/01		Courtesy Call	PSC - Michelle						03-Payment Arrangements	Credit	Gracie	Yes	Yes	No		
9/24/01		Courtesy Call	PSC - Carlis						99-5 COMP	Credit	Gracie	Yes	Yes	No		
9/24/01		Courtesy Call	Nekey						25-Info To Customer		Consumer Affairs	Kim	Yes	No	No	
9/24/01		Courtesy Call	PSC						13-(High Bill) Meter Not Recording Within Standards		Solution Centers	Carol	Yes	Yes	No	
9/24/01	9/24/01	Courtesy Call	PSC - Angela						13-(High Bill) Meter Not Recording Within Standards		Billing	Monica	Yes	No	No	
9/24/01		Courtesy Call	Angela						02-Frequent Outages		Energy Delivery	Kim	Yes	No	No	
9/24/01		Courtesy Call	Robert						03-Street Light/Outdoor Lighting Outages		Energy Delivery	Kim	Yes	No	No	
9/25/01		Courtesy Call	PSC - Carlis						13-(High Bill) Meter Not Recording Within Standards	99 - Other	Credit	Gracie	Yes	Yes	No	
9/25/01		Courtesy Call	PSC - Dan						05-Outage/Delay in Restoring Service		99-2/3 Outages	Energy Delivery	Gracie	Yes	Yes	No
9/25/01	9/25/01	Courtesy Call	Pam						13-(High Bill) Meter Not Recording Within Standards		Billing	kiki	Yes	No	No	

CONFIDENTIAL

WARM TRANSFERS JAN-NOV 2001

Date	Letter (Date Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	ICG Type	Functional Area	Handled By	Conferred	Priority	Avoidable
9/25/01	9/25/01	Courtesy Call	angela						99-5 CONP	Credit	kiki	Yes	No	No
9/25/01		Courtesy Call	PAM						03-Payment Arrangements	Credit	Kimberly	Yes	No	No
9/25/01		Courtesy Call	KAULLIS						13-(High Bill) Meter Not Recording Within Standards	Billing	Kimberly	Yes	Yes	No
9/25/01	9/25/01	Courtesy Call	PSC						99-5 CONP	Credit	Monica	Yes	No	No
9/25/01		Courtesy Call	Angela						25-Info To Customer	Solution Centers	Kim	Yes	No	No
9/25/01		Courtesy Call	Pam						25-Info To Customer	Consumer Affairs	Kim	Yes	No	No
9/25/01		Courtesy Call	Anju						13-(High Bill) Meter Not Recording Within Standards	Solution Centers	Kim	Yes	No	No
9/25/01		Courtesy Call	Angela						13-(High Bill) Meter Not Recording Within Standards	Solution Centers	Kim	Yes	No	No
9/25/01		Courtesy Call	Angela						25-Info To Customer	Consumer Affairs	Kim	Yes	No	No
9/25/01	9/25/01	Courtesy Call	PSC						13-(High Bill) Meter Not Recording Within Standards	Billing	Monica	Yes	No	No
9/25/01	9/25/01	Courtesy Call	PSC						99-13 Deposits	Billing	Monica	Yes	No	No
9/25/01		Courtesy Call	Angela						99-5 CONP	Credit	Kim	Yes	Yes	No
9/25/01		Courtesy Call	NIKI						25-Info To Customer	Billing	Kimberly	Yes	No	No
9/26/01		Courtesy Call	MICHELLE						19-Excessive Deposit Requested (IOD)	Credit	Kimberly	Yes	Yes	No
9/26/01		Courtesy Call	PAM						03-Payment Arrangements	Credit	Kimberly	Yes	Yes	No
9/26/01		Courtesy Call	NIKI						03-Payment Arrangements	Credit	Kimberly	No	No	No
9/26/01		Courtesy Call	Angela						99-2/1 Open Neutral	Claims	Kim	Yes	Yes	No
9/26/01		Courtesy Call	Nekey						03-Payment Arrangements	Credit	Kim	Yes	No	No
9/26/01		Courtesy Call	Melissa						13-(High Bill) Meter Not Recording Within Standards	Solution Centers	Kim	Yes	No	No

OPC9-000086

CONFIDENTIAL

WARM TRANSFERS JAN-NOV 2001

Date	Callers (Date Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	3GL Type	Functional Area	Handled By	Concern Addressed?	Priority Contact	Available?
9/26/01		Courtesy Call	Nekey						03-Payment Arrangements	Credit	Klm	Yes	No	No
9/26/01		Courtesy Call	KAULLIS						03-Payment Arrangements	Credit	Klmerby	Yes	No	No
9/26/01		Courtesy Call	Ellen						03-Payment Arrangements	Credit	Klm	Yes	No	No
9/26/01	9/26/01	Courtesy Call	dan				12-Delay In Connecting Initial Service			Energy Delivery	kiki	Yes	Yes	No
9/26/01	9/26/01	Courtesy Call	angela				13-(High Bill) Meter Not Recording Within Standards			Billing	kiki	Yes	No	No
9/26/01	9/26/01	Courtesy Call	kaullis						99-2/9 Misc.	Billing	kiki	Yes	No	No
9/26/01	9/26/01	Courtesy Call	ellen						03-Payment Arrangements	Credit	kiki	Yes	No	No
10/26/01	9/26/01	Courtesy Call	angela				13-(High Bill) Meter Not Recording Within Standards			Meter Reading	kiki	Yes	Yes	Yes
10/26/01	9/26/01	Courtesy Call	PSC				13-(High Bill) Meter Not Recording Within Standards			Billing	Monica	Yes	No	No
9/26/01	9/26/01	Courtesy Call	PSC				13-(High Bill) Meter Not Recording Within Standards			Billing	Monica	Yes	No	No
9/26/01		Courtesy Call	PSC -John Plescow						99-2/3 Outages	Credit	Gracie	Yes	No	No
9/26/01		Courtesy Call	psc				12-Delay In Connecting Initial Service			Energy Delivery	Carol	Yes	No	No
9/28/01		Courtesy Call	PSC - Angela						99 - Other	Credit	Gracie	Yes	No	No
9/27/01		Courtesy Call	Angela						99-5 CONP	Credit	Klm	Yes	No	No
9/27/01	9/27/01	Courtesy Call	robert				13-(High Bill) Meter Not Recording Within Standards			Billing	kiki	Yes	No	No
9/27/01		Courtesy Call	ANGELA						03-Payment Arrangements	Credit	Klmerby	Yes	No	No
9/27/01	9/27/01	Courtesy Call	angela - PSC						03-Payment Arrangements	Credit	kiki	Yes	No	No
9/27/01	9/27/01	Courtesy Call	PSC-Angela						99-2/0 Misc	Billing	kiki	Yes	No	No

CONFIDENTIAL  
OPC9-000087



WARM TRANSFERS JAN-NOV 2001

Date	Letter/Date Closed	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	GL Type	Functional Area	Handled by	Addressed	Priority Contact	Transfer Avoidable?
9/27/01		Courtesy Call	PSC - Carlls					13-(High Bill) Meter Not Recording Within Standards	99 - Other	Billing	Gracie	Yes	No	No
9/27/01		Courtesy Call	PSC -Carlls						99-2/9 Misc.	Credit	Gracie	Yes	No	No
9/27/01		Courtesy Call	Robert						99-5 CONP	Credit	Kim	Yes	Yes	No
9/28/01	9/28/01	Courtesy Call	kaullis - psc						99-2/9 Misc.	Miscellaneous	kiki	Yes	No	No
9/28/01		Courtesy Call	Angela						03-Payment Arrangements	Credit	Kim	Yes	No	No
9/28/01	9/28/01	Courtesy Call	angela - psc						99 - Other	Credit	kiki	Yes	No	No
9/28/01	9/28/01	Courtesy Call	kaullis - psc						03-Payment Arrangements	Credit	k.ki	Yes	No	No
9/28/01	9/28/01	Courtesy Call	angela psc						99-2/9 Misc	Billing	kiki	Yes	No	No
9/28/01		Courtesy Call	ANGELA						03-Payment Arrangements	Credit	Kimberly	Yes	Yes	No
9/28/01		Courtesy Call	Hekey					25-Info To Customer		Solution Centers	Kim	Yes	No	No
9/28/01	9/28/01	Courtesy Call	Psc-Angela						99 - Other	Billing	Jennifer	Yes	No	No
9/28/01	9/28/01	Courtesy Call	PSC-Dan						99-2/9 Misc	Billing	Jennifer	Yes	No	No
9/28/01	9/28/01	Courtesy Call	PSC-Angela						99 - Other	Billing	Jennifer	Yes	No	No
9/28/01	9/28/01	Courtesy Call	PSC-Carlls						99-2/9 Misc.	Billing	Jennifer	Yes	No	No
9/28/01		Courtesy Call	PSC - Carlls						03-Payment Arrangements	Credit	Gracie	Yes	Yes	No
9/28/01		Courtesy Call	Angela						03-Payment Arrangements	Solution Centers	Kim	Yes	No	No
9/28/01	9/28/01	Courtesy Call	PSC					13-(High Bill) Meter Not Recording Within Standards		Billing	Monica	Yes	No	No
9/28/01		Courtesy Call	Noella						03-Payment Arrangements	Credit	Kim	Yes	No	No
9/28/01	9/28/01	Courtesy Call							99-21 Fastrack	Energy Management	Jennifer	Yes	No	No
9/28/01		Courtesy Call							99-2/7 Auto-Property Damage	Claims	Kim	Yes	Yes	No
10/1/01	10/01/01	Courtesy Call	PSC						99 - Other	Resi Field Services	Monica	Yes	No	No
10/1/01		Courtesy Call	PSC - Carlls						99-2/9 Misc.	Miscellaneous	Gracie	Yes	No	No
10/1/01		Courtesy Call	Pam							Solution Centers	Kim	Yes	No	No
10/1/01		Courtesy Call	Telsula							Consumer Affairs	Kim	Yes	No	No
10/1/01		Courtesy Call	Telsula					13-(High Bill) Meter Not Recording Within Standards		Solution Centers	Kim	Yes	No	No

Docket No. 000824-EI  
 Exhibit REP-3  
 Page 57 of 80

WARM TRANSFERS JAN-NOV 2001

Date	Letter Date (Date Closed)	Call Type	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	SGI Type	Functional Area	Handled By	Concern Addressed	Priority	Admittable	Avoidable
0/1/01		Courtesy Call	PSC - Carlls				13-(High Bill) Meter Not Recording Within Standards			Billing	Gracie	Yes	No	No	
0/1/01		Courtesy Call	Robert				25-Info To Customer			Solution Centers	Kim	Yes	No	No	
0/1/01	10/01/01	Courtesy Call	PSC						99-2/9 Misc.	Credit	Monica	Yes	No	No	
0/1/01	10/01/01	Courtesy Call	PSC						03-Payment Arrangements	Miscellaneous	Monica	Yes	No	No	
10/1/01		Courtesy Call	Talsula				13-(High Bill) Meter Not Recording Within Standards			Solution Centers	Kim	Yes	No	No	
10/1/01		Courtesy Call	Kauls						03-Payment Arrangements	Credit	Kim	Yes	No	No	
0/1/01		Courtesy Call	PSC - Michelle						03-Payment Arrangements	Credit	Gracie	Yes	No	No	
10/2/01	10/02/01	Courtesy Call	PSC				13-(High Bill) Meter Not Recording Within Standards			Billing	Monica	No	No	No	
10/2/01	10/02/01	Courtesy Call	PSC						03-Payment Arrangements	Credit	Monica	Yes	No	No	
10/2/01	10/2/01	Courtesy Call	PSC						99-2/9 Misc.	Billing	Jennifer	Yes	No	No	
10/2/01		Courtesy Call	Anju				13-(High Bill) Meter Not Recording Within Standards			Solution Centers	Kim	Yes	No	No	
10/2/01		Courtesy Call	Kauls						03-Payment Arrangements	Credit	Kim	Yes	No	No	
10/2/01		Courtesy Call	Kauls				22-Performance of the Energy Conservation			Res Field Services	Kim	Yes	No	No	
10/2/01	10/2/01	Courtesy Call	PSC						99 - Other	Miscellaneous	Jennifer	Yes	No	No	
10/2/01	10/2/01	Courtesy Call	PSC				13-(High Bill) Meter Not Recording Within Standards			Billing	Jennifer	Yes	No	No	
10/2/01		Courtesy Call	Anju Campbell				13-(High Bill) Meter Not Recording Within Standards			Solution Centers	Kim	Yes	No	No	
10/2/01		Courtesy Call	Kauls				25-Info To Customer			Meter Reading	Kim	Yes	No	No	

CONFIDENTIAL

WARM TRANSFERS JAN-NOV 2001

Date	Letter (Date Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	FCI Type	Functional Area	Handled By	Balance Addressed	Priority Contact	Avoidable?
10/2/01		Courtesy Call	PSC - Carls					03-Payment Arrangements	Credit	Grade	Gracie	Yes	No	No
10/2/01		Courtesy Call	PSC - Nikki					99 - Other	Credit	Grade	Gracie	Yes	No	No
10/2/01	10/02/01	Courtesy Call	psc					98-13 Deposits	Miscellaneous	Monica	Monica	Yes	No	No
10/2/01		Courtesy Call	PSC					03-Payment Arrangements	Credit	Monica	Monica	Yes	No	No
10/3/01		Courtesy Call	KAULLIS					24-Billing Wrong Customer (Mixed)		Meter Reading	Kimberly	Yes	Yes	No
10/3/01	10/3/01	Courtesy Call	PSC					99-2/9 Misc.	Credit	Jennifer	Jennifer	Yes	No	Yes
10/3/01	10/2/02	Courtesy Call	kaullis - psc					03-Payment Arrangements	Credit	Kiki	Kiki	Yes	No	No
10/3/01		Courtesy Call	ELLEN					03-Payment Arrangements	Credit	Kimberly	Kimberly	Yes		
10/3/01	10/3/01	Courtesy Call	PSC					99-2/9 Misc.	Credit	Jennifer	Jennifer	Yes		
10/3/01	10/3/01	Courtesy Call	PSC					99-2/9 Misc.	Miscellaneous	Jennifer	Jennifer	Yes		
10/3/01	10/3/01	Courtesy Call	kaullis - psc					03-Payment Arrangements	Credit	KIKI	KIKI	Yes		
10/4/01	10/4/01	Courtesy Call	robert - psc					99 - Other	Billing	KIKI	KIKI	Yes		
10/4/01	10/4/01	Courtesy Call	PSC					99-2/9 Misc.	Credit	Jennifer	Jennifer	Yes	No	Yes
10/4/01	10/4/01	Courtesy Call	psc - arjana					13-(High Bill) Meter Not Recording Within Standards		Billing	KIKI	Yes	No	No
10/4/01	10/04/01	Courtesy Call	PSC					13-(High Bill) Meter Not Recording Within Standards		Billing	Monica	Yes	No	No
10/4/01	10/4/01	Courtesy Call	pam-psc					99-5 COMP	Energy Delivery	KIKI	KIKI	Yes	Yes	No
10/5/01		Courtesy Call	PSC - Tulsata					03-Payment Arrangements	Credit	Gracie	Gracie	Yes	No	No
10/5/01		Courtesy Call	PSC - Pam					03-Payment Arrangements	Credit	Gracie	Gracie	Yes	No	No
10/5/01		Courtesy Call	PSC - Carls					13-(High Bill) Meter Not Recording Within Standards		Meter Reading	Gracie	Yes	Yes	No
10/5/01	10/5/01	Courtesy Call	pam-psc					08-Failure To Respond To Customer Inquiries		Resl Field Services			Yes	No
10/5/01	10/5/01	Courtesy Call	PSC					99-2/9 Misc.	Credit	Jennife	Jennifer	Yes	No	Yes
10/8/01	10/08/01	Courtesy Call	PSC					03-Payment Arrangements	Credit	Monica	Monica	Yes	No	No
10/8/01	10/8/01	Courtesy Call	PSC					99-2/9 Misc.	Services	Jennifer	Jennifer	Yes	No	Yes

060000-6CPO

Docket No. 000824-EI  
Exhibit REP-3  
Page 59 of 80

WARM TRANSFERS JAN-NOV 2001

Date	Date Closed	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	KGI Type	Functional Area	Handled By	Concern Addressed	Prior Contact	Avoidable?
10/8/01	10/8/01	Courtesy Call	kaullis-psc						99-14 Load Mgmt	Miscellaneous	Kiki	Yes	No	No
10/8/01	10/08/01	Courtesy Call	PSC						99 - Other	Tree Trimming	Monica	Yes	No	No
10/8/01		Courtesy Call	Nekey				25-Info To Customer			Solution Centers	Kim	Yes	No	No
10/8/01	10/08/01	Courtesy Call	PSC						03-Payment Arrangements	Credit	Monica	Yes	No	No
10/8/01		Courtesy Call	Kaulis						03-Payment Arrangements	Credit	Kim	Yes	No	No
10/8/01	10/8/01	Courtesy Call	psc				12-Delay In Connecting Initial Service			Energy Delivery	Carol	Yes	Yes	No
10/8/01	10/8/01	Courtesy Call	PSC				04-Inadequate Tree Trimming			Tree Trimming	Jennifer	Yes	No	No
10/9/01		Courtesy Call	Robert						13-(High Bill) Meter Not Recording Within Standards	Solution Centers	Kim	Yes	No	No
10/9/01	10/9/01	Courtesy Call	PSC						99 - Other	Credit	Jennifer	Yes	No	No
10/9/01		Courtesy Call	Pam				04-Inadequate Tree Trimming			Tree Trimming	Kim	Yes	No	No
10/9/01		Courtesy Call	Kaulis						13-(High Bill) Meter Not Recording Within Standards	Solution Centers	Kim	Yes	No	No
10/9/01	10/9/01	Courtesy Call	michelle - psc				12-Delay In Connecting Initial Service			Energy Delivery	Kiki	Yes	Yes	No
10/9/01		Courtesy Call	Pam						03-Payment Arrangements	Solution Centers	Kim	Yes	No	No
10/9/01	10/9/01	Courtesy Call	psc				23-Error In Meter Records			Meter Reading	Carol	Yes	No	No
10/9/01	10/9/01	Courtesy Call	allen-psc						99-5 CONP	Credit	Kiki	Yes	No	No
10/9/01	10/9/01	Courtesy Call	nicki - psc						03-Payment Arrangements	Credit	Kiki	Yes	Yes	No
#####		Courtesy Call	Kaulis						03-Payment Arrangements	Solution Centers	Kim	Yes	No	No
#####		Courtesy Call	Kaulis						99-2/1 Open Neutral	Claims	Kim	Yes	Yes	No
#####	10/10/01	Courtesy Call	PSC						03-Payment Arrangements	Credit	Monica	Yes	No	No
#####		Courtesy Call	Kaulis						13-(High Bill) Meter Not Recording Within Standards	Solution Centers	Kim	Yes	No	No

CONFIDENTIAL

WARM TRANSFERS JAN-NOV 2001

Date	Letter (Date Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	AVG Type	Functional Area	Handled By	Concern Addressed	Prior Contact	Avoidable?
#####		Courtesy Call	Kaulis				13-(High Bill) Meter Not Recording Within Standards			Solution Centers	Kim	Yes	Yes	Yes
#####		Courtesy Call	PSC - Michelle				13-(High Bill) Meter Not Recording Within Standards			Meter Reading	Gracie	Yes	Yes	No
#####		Courtesy Call	PSC - Carlis				11-Budget Billing Error			Billing	Gracie	Yes	No	No
#####	10/10/01	Courtesy Call	robert-psc					99 - Other		Billing	Kiki	Yes	Yes	No
#####		Courtesy Call	Robert					03-Payment Arrangements		Credit	Kim	Yes	No	No
#####		Courtesy Call	Robert				25-Info To Customer			Solution Centers	Kim	Yes	No	No
#####		Courtesy Call	KAULLIS					03-Payment Arrangements		Credit	Kimberly	Yes	No	No
#####		Courtesy Call	KAULLIS					03-Payment Arrangements		Energy Management	Kimberly	Yes	No	No
#####		Courtesy Call	Robert					03-Payment Arrangements		Solution Centers	Kim	Yes	No	No
#####	10/11/01	Courtesy Call	psc kaulis					03-Payment Arrangements		Credit	Kiki	Yes	No	No
#####	10/11/01	Courtesy Call	robert-psc					99-5 COMP		Credit	Kiki	Yes	No	No
#####	10/11/01	Courtesy Call	PSC					99-5 COMP		Energy Delivery	Jennifer	Yes	No	No
#####		Courtesy Call	PSC - Carlis					99 - Other		Credit	Gracie	Yes	No	No
#####		Courtesy Call	PSC - Dan					03-Payment Arrangements		Credit	Gracie	Yes	Yes	No
#####		Courtesy Call	PSC - Rob					06-Improper Billing Proration(Not Initial)		Billing	Gracie	Yes	Yes	No
#####		Courtesy Call	KAULLIS					99-5 COMP		Credit	Kimberly	Yes	Yes	No
#####		Courtesy Call	Kaulis					03-Payment Arrangements		Solution Centers	Kim	Yes	No	No
#####		Courtesy Call	Kaulis				25-Info To Customer			Billing	Kim	Yes	No	No
#####		Courtesy Call	Nekey				15-Delay In reconnecting After Cut			Meter Reading	Kim	Yes	Yes	No
#####	10/12/01	Courtesy Call	PSC				03-Street Light/Outdoor Lighting Outages			Miscellaneous	Jennifer	Yes	No	No
#####		Courtesy Call	PAM					99-8 Employee Complaint		Meter Reading	Kimberly	Yes	Yes	Yes

Docket No. 000824-E1  
 Exhibit REP-3  
 Page 61 of 80

WARM TRANSFERS JAN-NOV 2001

CONFIDENTIAL

Date	Letters (Data Closed)	Call Type	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	Call Type	Functional Area	Landline	Concern Addressed	Prior Contact	Available
#####		Courtesy Call	PSC - Rob				13 - (High Bill) Meter Not Recording Within Standards							
#####		Courtesy Call	PSC				03-Street Light/Outdoor Lighting Outages			Meter Reading	Gracie	Yes	Yes	No
#####	10/15/01	Courtesy Call	PSC						03-Payment Arrangements	Energy Delivery	Monica	Yes	No	No
#####		Courtesy Call	psc				03-Street Light/Outdoor Lighting Outages			Credit	Jennifer	Yes	No	No
#####	10/15/01	Courtesy Call	PSC						03-Payment Arrangements	Energy Delivery	Monica	Yes	No	No
#####		Courtesy Call	Ellen						03-Payment Arrangements	Credit	Jennifer	Yes	No	No
#####	10/15/01	Courtesy Call	PSc						03-Payment Arrangements	Solution Centers	Kim	Yes	No	No
#####		Courtesy Call	PSC						99 - Other	Miscellaneous	Monica	Yes	No	No
#####	10/15/01	Courtesy Call	PSC						03-Payment Arrangements	Credit	Monica	Yes	No	No
#####		Courtesy Call							03-Payment Arrangements	Solution Centers	Jennifer	Yes	No	No
#####	10/16/01	Courtesy Call					12-Delay In Connecting Initial Service			Credit	Kiki	Yes	Yes	No
#####	10/16/01	Courtesy Call	PSC						99-2/9 Misc.	Miscellaneous	Jennifer	Yes	No	No
#####	10/16/01	Courtesy Call							99-21 Fastrack	Tree Trimming	Jennifer	Yes	No	No
#####		Courtesy Call	ROBERT					08-Payment Not Posted		Billing	Kimberly	Yes	No	No
#####	10/16/01	Courtesy Call	PSC						99 - Other	Miscellaneous	Monica	Yes	No	No
#####	10/16/01	Courtesy Call	PSC						03-Payment Arrangements	Credit	Jennifer	Yes	No	No
#####	10/16/01	Courtesy Call	teroy-psc						03-Payment Arrangements	Credit	Jennifer	Yes	No	No
#####	10/16/01	Courtesy Call	kaullis - psc					07-Improper Or No Delinquent			Kiki	Yes	No	No
#####	10/16/01	Courtesy Call	pam-psc							Billing	Kiki	Yes	No	No
#####	10/17/01	Courtesy Call							99-5 CONP	Credit	Kiki	Yes	Yes	No
#####	10/17/01	Courtesy Call	PSC - Rob						99-21 Fastrack	Miscellaneous	Jennifer	Yes	No	No
#####		Courtesy Call	Robert						99-21 Fastrack	Billing	Jennifer	Yes	No	No
#####		Courtesy Call							99 - Other	Billing	Gracie	Yes	No	No
#####		Courtesy Call	Kaullis						99-2/9 Misc.	Claims	Kim	Yes	Yes	No
#####		Courtesy Call	Michelle						03-Payment Arrangements	Solution Centers	Kim	Yes	No	No
#####		Courtesy Call	NIKI						99-5 CONP	Credit	Kim	Yes	No	No
#####	10/17/01	Courtesy Call	PSC				25-Info To Customer			Consumer Affairs	Kimberly	Yes	No	No
#####									03-Payment Arrangements	Credit	Jennifer	Yes	No	No

Docket No. 000824-EI  
 Exhibit REP-3  
 Page 62 of 80

OPC9-000093

WARM TRANSFERS JAN-NOV 2001

Date	Letter (Date Closed)	Type	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	GI Type	Functional Area	Handled By	Concern Addressed	Prior Contact	Available
#####		Courtesy Call	ROBERT				15-Delay In Reconnecting After Cut		99-5 CONP	Credit	Kimberly	Yes	Yes	No
#####	10/17/01	Courtesy Call	pam - psc							Credit	Kiki	Yes	Yes	No
#####	10/17/01	Courtesy Call	kaullis - psc						99-5 CONP	Credit	Kiki	Yes	Yes	No
#####	10/17/01	Courtesy Call	PSC						99-2/9 Misc.	Miscellaneous	Jennifer	Yes	No	No
#####	10/17/2001	Courtesy Call							99-21 Fastrack	Energy Management	Jennifer	Yes	No	No
#####		Courtesy Call	Michelle				21-Energy Audit Not Conducted			Resl Field Services	Kim	Yes	No	No
#####	10/18/01	Courtesy Call	PSC						99-2/8 Tree Trimming	Tree Trimming	Jennifer	Yes	No	No
#####		Courtesy Call	KAMBO				13-(High Bill) Meter Not Recording Within Standards			Billing	Kimberly	Yes	Yes	No
#####	10/18/01	Courtesy Call	psc						99 - Other	Miscellaneous	Monica	Yes	No	No
#####	10/18/01	Courtesy Call	psc						99-13 Deposits	Credit	Monica	Yes	No	No
#####	10/18/01	Courtesy Call	kaullis - psc						99-5 CONP	Credit	Kiki	Yes	Yes	No
#####		Courtesy Call	ROBERT						03-Payment Arrangements	Credit	Kimberly	Yes	No	No
#####		Courtesy Call	Robert				25-Info To Customer			Solution Centers	Kim	Yes	No	No
#####		Courtesy Call	Michelle						08-Payment Not Posted	Solution Centers	Kim	Yes	No	No
#####		Courtesy Call	Robert						03-Payment Arrangements	Solution Centers	Kim	Yes	No	No
#####	10/22/01	Courtesy Call	kaullis - psc						99-2/9 Misc.	Billing	KIKI	Yes	No	No
#####	10/22/01	Courtesy Call	PSC						03-Payment Arrangements	Credit	Jennifer	Yes	No	No
#####	10/22/01	Courtesy Call	PSC						03-Payment Arrangements	Credit	Jennifer	Yes	No	No
#####	10/22/01	Courtesy Call	kaullis						99-2/9 Misc	Billing	Kiki	Yes	No	No
#####	10/22/01	Courtesy Call	psc						99 - Other	Credit	Monica	Yes	No	No
#####	10/22/01	Courtesy Call	kaullis - psc				25-Info To Customer			Credit	KIKI	Yes	No	No
#####	10/22/01	Courtesy Call	nickl - psc				13-(High Bill) Meter Not Recording Within Standards			Meter Reading	KIKI	Yes	No	No
#####	10/22/01	Courtesy Call	mlchelle - psc						99-2/9 Misc.	Billing	KIKI	Yes	No	No
#####	10/22/01	Courtesy Call							03-Payment Arrangements	Credit	KIKI	Yes	No	No
#####	10/22/01	Courtesy Call	kaullis - psc						99-2/9 Misc.	Billing	KIKI	Yes	No	No
#####		Courtesy Call	Kaullis						03-Payment Arrangements	Solution Centers	Kim	Yes	No	No
#####		Courtesy Call	Pam				25-Info To Customer			Solution Centers	Kim	Yes	No	No

WARM TRANSFERS JAN-NOV 2001

Date	Letter Date (Date Closed)	Call Type	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	GI Type	Functional Area	Handled By	Conc. Adressed	Prior Contact	Av. (dable?)
#####	10/22/01	Courtesy Call	PSC						99 - Other	Miscellaneous	Monica	Yes	No	No
#####		Courtesy Call	ROBERT						03-Payment Arrangements	Credit	Kimberly	No	No	No
#####		Courtesy Call	MICHELLE						99-5 COMP	Credit	Kimberly	Yes	No	No
#####	10/23/01	Courtesy Call	PSC				03-Street Light/Outdoor Lighting Outages			Energy Delivery	Jennifer	Yes	No	No
#####	10/23/01	Courtesy Call	PSC					02-Improper Reading Estimates		Billing	Jennifer	Yes	No	No
#####	10/23/01	Courtesy Call	PSC						99 - Other	Miscellaneous	Jennifer	Yes	No	Yes
#####		Courtesy Call	TESULA						99-5 COMP	Credit	Kimberly	Yes	Yes	No
#####		Courtesy Call	Robert						03-Payment Arrangements	Solution Centers	Kim	Yes	No	No
#####	10/23/01	Courtesy Call	PSC						99-5 COMP	Credit	Monica	Yes	No	No
#####	10/23/01	Courtesy Call					12-Delay In Connecting Initial Service			Energy Delivery	Kiki	Yes	Yes	No
#####		Courtesy Call	Pam				13-Service Refused			Credit	Kim	Yes	No	No
#####	10/24/01	Courtesy Call	PSC						03-Payment Arrangements	Credit	Jennifer	Yes	No	No
#####	10/24/01	Courtesy Call	psc				13-(High Bill) Meter Not Recording Within Standards			Billing	Monica	Yes	No	No
#####	10/24/01	Courtesy Call	PSC						99 - Other	Billing	Jennifer	Yes	No	No
#####		Courtesy Call	NIKI						03-Payment Arrangements	Credit	Kimberly	Yes	No	No
#####		Courtesy Call	JOHN						99-5 COMP	Credit	Kimberly	No	No	No
#####		Courtesy Call	Kaulls						03-Payment Arrangements	Solution Centers	Kim	Yes	No	No
#####		Courtesy Call	Robert				25-Info To Customer			Consumer Affairs	Kim	Yes	No	No
#####	10/29/01	Courtesy Call	psc-michelle						99 - Other	Miscellaneous	Kiki	Yes	No	Yes
#####	10/25/01	Courtesy Call	PSC						03-Payment Arrangements	Credit	Jennifer	Yes	No	No
#####		Courtesy Call	psc				13-(High Bill) Meter Not Recording Within Standards			Billing	Monica	Yes	No	No
#####	10/25/01	Courtesy Call	psc				25-Info To Customer			Credit	Kiki	Yes	Yes	No
#####	10/26/01	Courtesy Call	PSC						99 - Other	Energy Delivery	Jennifer	Yes	No	No
#####		Courtesy Call	Pam						03-Payment Arrangements	Solution Centers	Kim	Yes	No	No
#####		Courtesy Call	Ellen				25-Info To Customer			Solution Centers	Kim	Yes	No	No



CONFIDENTIAL

WARM TRANSFERS JAN-NOV 2001

Letter ID	Date (Date Closed)	Type Call	Source Call	Account Number	Last Name	First Name	Service Type	Billing Type	GI Type	Functional Area	Handled Day	Concern Addressed	Priority Contact	Avoidable?
#####		Courtesy Call	Robert							03-Payment Arrangements	Solution Centers	Kim	Yes	No
#####		Courtesy Call	Kaulis							19-Excessive Deposit Requested (IOD)				
#####	10/29/01	Courtesy Call	kaullis - psc							03-Payment Arrangements	Credit	Kim	Yes	Yes
#####	10/26/01	Courtesy Call	PSC							12-Inaccurate Meter		Kiki	Yes	No
#####	10/29/01	Courtesy Call	PSC							03-Payment Arrangements	Meter Reading	Jennifer	Yes	No
#####		Courtesy Call	PSC							12-Delay In Connecting Initial Service		Monica	Yes	No
#####	10/29/01	Courtesy Call	PSC							04-Not Receiving Monthly Bills	Energy Delivery	Monica	Yes	No
#####	10/30/01	Courtesy Call	PSC							03-Payment Arrangements	Billing	Monica	Yes	No
#####	10/30/01	Courtesy Call	PSC							23-Error In Meter Records	Credit	Jennifer	Yes	No
#####		Courtesy Call	PSC - Carla							04-Not Receiving Monthly Bills	Meter Reading	Jennifer	Yes	No
#####		Courtesy Call	ELLEN							08-Payment Not Posted	Billing	Gracie	Yes	Yes
#####		Courtesy Call	MICHELLE							08-Payment Not Posted	Billing	Kimberly	Yes	No
#####		Courtesy Call	KAULLIS							08-Payment Not Posted	Billing	Kimberly	Yes	No
#####	11/01/01	Courtesy Call	psc							12-Delay In Connecting Initial Service	Billing	Kimberly	Yes	No
#####		Courtesy Call	Michelle							19-Excessive Deposit Requested (IOD)	Energy Delivery	Monica	Yes	No
#####		Courtesy Call	PSC - Michelle							03-Payment Arrangements	Credit	Kim	Yes	Yes
#####	11/01/01	Courtesy Call	psc							07-Voltage Standards Not Met	Credit	Gracie	Yes	Yes
#####		Courtesy Call	psc							01-Improper Rates Applied	Energy Delivery	Monica	Yes	No
11/1/01		Courtesy Call	PSC - Rob							99-2/3 Outages	Billing	Monica	Yes	No
11/1/01	11/1/01	Courtesy Call	PSC							99-2/9 Misc.	Energy Delivery	Gracie	Yes	Yes
11/1/01		Courtesy Call	MICHELLE							25-Info To Customer	Miscellaneous	Jennifer	Yes	No
										12-Inaccurate Meter	Meter Reading	Kimberly	Yes	Yes

Docket No. 000824-E1  
 Exhibit REP-3  
 Page 55 of 80

OPC9-000096  
 CONFIDENTIAL

CONFIDENTIAL

WARM TRANSFERS JAN-NOV 2001

Date	Letter Date	Call Type	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	GI Type	Functional Area	Handled By	Concern Addressed	Prior Contact	Avoidable?
11/1/01		Courtesy Call	ROBERT				05-Outage/Delay In Restoring Service			Energy Delivery	Kimberly	Yes	No	No
11/2/01		Courtesy Call	PSC - Carils					09-Incorrect Past Due Date On Bill		Credit	Gracie	Yes		No
11/2/01		Courtesy Call	JOY					13-(High Bill) Meter Not Recording Within Standards		Meter Reading	Kimberly	Yes	Yes	No
11/2/01	11/02/01	Courtesy Call	psc					03-Payment Arrangements		Credit	Monica	Yes	No	No
11/2/01		Courtesy Call	Kaulis					23-Improper Billing for Fraud Or Current		Credit	Kim	Yes	Yes	No
11/2/01	11/2/01	Courtesy Call	Michelle					99-13 Deposits		Credit	Kiki	Yes	No	No
11/2/01	11/02/01	Courtesy Call	psc					13-(High Bill) Meter Not Recording Within Standards		Billing	Monica	Yes	No	No
11/5/01	11/07/01	Courtesy Call	psc					99-2/8 Tree Trimming		Tree Trimming	Monica	Yes	No	No
11/5/01	11/06/01	Courtesy Call	PSC					99 - Other		Energy Management	Jennifer	Yes	No	No
11/5/01		Courtesy Call	PSC - Sam					99-13 Deposits		Credit	Gracie	Yes	Yes	No
11/5/01		Courtesy Call	PSC - Pam					03-Payment Arrangements		Credit	Gracie	Yes	No	No
11/5/01		Courtesy Call	PSC - Pam					2 - SpeedPay Fee Related Complaint		Credit	Gracie	Yes	No	No
11/6/01	11/6/01	Courtesy Call	PSC					99-2/9 Misc		Miscellaneous	Jennifer	Yes	No	No
11/6/01		Courtesy Call	PSC					13-(High Bill) Meter Not Recording Within Standards		Billing	Monica	Yes	No	No
11/6/01		Courtesy Call	Robert					04-Inadequate Tree Trimming		Tree Trimming	Kim	Yes	Yes	Yes
11/6/01	11/6/01	Courtesy Call	nikki psc					13-(High Bill) Meter Not Recording Within Standards						
11/6/01		Courtesy Call	PSC					03-Payment Arrangements		Credit	Monica	Yes	No	No
11/7/01		Courtesy Call	Michelle					99-5 CONP		Credit	Kim	Yes	Yes	No

Docket No. 000824-EI  
 Exhibit REP-3  
 Page 66 of 80

CONFIDENTIAL

WARM TRANSFERS JAN-NOV 2001

Date	Letter (Date Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	ACI Type	Functional Area	Handled By	Concern Addressed	Effort Contact	Available?
11/7/01	11/7/01	Courtesy Call	PSC						03-Payment Arrangements	Credit	Jennifer	Yes	No	No
11/7/01		Courtesy Call	MICHELLE						99-5 CONP	Credit	Kimberly	Yes	Yes	No
11/7/01	11/7/01	Courtesy Call	dan-psc						03-Payment Arrangements	Credit	KIKI	Yes	No	No
11/7/01	11/7/01	Courtesy Call	nikki-psc						07-Voltage Standards Not Met	Energy Delivery	KIKI	Yes	No	No
11/7/01	11/07/01	Courtesy Call	psc						1-SpeedPay Complaint	Consumer Affairs	Monica	Yes	No	No
11/8/01	11/08/01	Courtesy Call	psc						99 - Other	Credit	Monica	Yes	No	No
11/8/01		Courtesy Call	PSC - Kata						03-Payment Arrangements	Credit	Gracie	Yes	Yes	No
11/8/01	11/8/01	Courtesy Call	PSC						99-2/9 Misc.	Miscellaneous	Jennifer	Yes	No	No
11/8/01		Courtesy Call	Kaulls						25-Info To Customer	Consumer Affairs	Kim	Yes	No	No
11/8/01	11/8/01	Courtesy Call	psc-pam						24-Billing Wrong Customer (Mixed)	Billing	KIKI	No	No	No
11/9/01		Courtesy Call	NIKI						07-Voltage Standards Not Met	Energy Delivery	Kimberly	Yes	Yes	No
11/9/01		Courtesy Call	NIKI						07-Voltage Standards Not Met	Energy Delivery	Kimberly	Yes	Yes	No
11/9/01		Courtesy Call	Nekey						23-Improper Billing for Fraud Or Current	Credit	Kim	Yes	Yes	No
11/9/01	11/9/01	Courtesy Call	michelle - psc						99-2/9 Misc.	Miscellaneous	KIKI	No	No	No
11/9/01		Courtesy Call	Michelle						23-Improper Billing for Fraud Or Current	Credit	Kim	Yes	Yes	No
11/9/01	11/9/2001	Courtesy Call	PSC						99 - Other	Miscellaneous	Jennifer	Yes	No	No
11/9/01	11/09/2001	Courtesy Call	PSC						04-Not Receiving Monthly Bills	Billing	Jennifer	Yes	No	No
11/9/01		Courtesy Call	PSC - Tusula						03-Payment Arrangements	Credit	Gracie	Yes	Yes	No
11/9/01		Courtesy Call	Pam						99-5 CONP	Credit	Kim	Yes	Yes	No
#####		Courtesy Call	Kaulls						25-Info To Customer	Energy Delivery	Kim	Yes	No	No
#####	11/13/01	Courtesy Call	PSC						03-Payment Arrangements	Miscellaneous	Jennifer	Yes	No	No
#####	11/13/2001	Courtesy Call	PSC						13-(High Bill) Meter Not Recording Within Standards	Billing	Jennifer	Yes	No	No

Docket No. 000624E1  
Exhibit REP-3  
Page 67 of 80

OPCG-000086

WARM TRANSFERS JAN-NOV 2001

Date	Letters (Date Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	Category	Functional Area	Handled By	Contact Addressed	RI/DF Contact	Escalated	Avoidable?
#####	11/13/2001	Courtesy Call	PSC				10-Excessive Deposit Requested (IOD)		Billing		Jennifer	Yes	No	No	
#####	11/13/2001	Courtesy Call	PSC					03-Payment Arrangements	Credit		Jennifer	Yes	No	No	
#####		Courtesy Call	PSC - Nikki				13-(High Bill) Meter Not Recording Within Standards		Billing		Gracie	Yes	Yes	No	
#####		Courtesy Call	PSC - Joy					03-Payment Arrangements	Credit		Gracie	Yes	Yes	No	
#####		Courtesy Call	psc					99-17 Guarantee Disputes	Credit		Monica	Yes	No	No	
#####		Courtesy Call	Robert					03-Payment Arrangements	Credit		Kim	Yes	Yes	No	
#####		Courtesy Call	Robert				12-Delay In Connecting Initial Service		Energy Delivery		Kim	Yes	Yes	No	
#####	11/13/01	Courtesy Call	robert					03-Payment Arrangements	Credit		Monica	Yes	No	No	
#####	11/13/01	Courtesy Call					25-Info To Customer		Billing		Kiki	Yes	No	No	
#####	11/13/01	Courtesy Call	kaullis				25-Info To Customer		Billing		Kiki	Yes	No	No	
#####	11/13/01	Courtesy Call	kaullis				08-Failure To Respond To Customer Inquiries		Energy Delivery		Kiki	Yes	No	No	
#####	11/14/01	Courtesy Call	PSC					99-2/9 Misc.	Billing		Jennifer	Yes	No	No	
#####		Courtesy Call	Robert				13-(High Bill) Meter Not Recording Within Standards		Solution Centers		Kim	Yes	Yes	No	
#####	11/14/01	Courtesy Call	PSC					03-Payment Arrangements	Credit		Jennifer	Yes	Yes	Yes	
#####	11/14/2001	Courtesy Call	PSC					03-Payment Arrangements	Credit		Jennifer	Yes	No	No	
#####		Courtesy Call	PSC - Ruth					99-13 Deposits	Credit		Gracie	Yes	Yes	No	
#####	11/14/01	Courtesy Call	PSC					03-Payment Arrangements	Credit		Jennifer	Yes	No	No	
#####		Courtesy Call	psc					2 - SpeedPay Fee Related Complaint	Consumer Affairs		Monica	Yes	No	No	
#####		Courtesy Call	PSC - Pam					03-Payment Arrangements	Credit		Gracie	Yes	No	No	
#####	11/15/01	Courtesy Call	PSC					99-2/9 Misc.	Billing		Jennifer	Yes	No	No	

WARM TRANSFERS JAN-NOV 2001

Letter (Data)	Date Closed (Data Closed)	Type Call	Call Source	Account Number	Lab Name	First Name	Service Type	Billing Type	GI Type	Functional Area	Handled By	Conf. Adressed	Prior Contact	Available?
#####		Courtesy Call	psc						03-Payment Arrangements	Credit	Monica	Yes	No	No
#####	11/15/01	Courtesy Call	PSC						99-2/9 Misc.	Billing	Jennifer	Yes	No	No
#####		Courtesy Call	PSC - Ruth						03-Payment Arrangements	Credit	Gracie	Yes	No	No
#####	11/16/01	Courtesy Call	PSC					12-Inaccurate Meter		Billing	Jennifer	Yes	No	No
#####	11/16/01	Courtesy Call	PSC						99-5 CONP	Energy Delivery	Jennifer	Yes	No	No
#####	11/16/01	Courtesy Call						19-Excessive Deposit Requested (IOD)		Billing	Jennifer	Yes	No	No
#####	11/16/01	Courtesy Call	kaullis-psc						03-Payment Arrangements	Billing	Kiki	Yes	No	No
#####	11/16/01	Courtesy Call							2 - SpeedPay Fee Related Complaint	Miscellaneous	Jennifer	Yes	No	No
#####	11/16/01	Courtesy Call	PSC					12-Delay In Connecting Initial Service		Energy Delivery	Jennifer	Yes	No	No
#####	11/16/01	Courtesy Call	psc						99-5 CONP	Credit	Monica	Yes	No	No
#####	11/19/01	Courtesy Call	PSC					13-(High Bill) Meter Not Recording Within Standards		Billing	Jennifer	Yes	No	No
#####		Courtesy Call	KAMBO					21-Deposit Not Refunded		Billing	Kimberly	Yes	No	No
#####		Courtesy Call	PAM						99-5 CONP	Credit	Kimberly	Yes	Yes	No
#####	11/20/01	Courtesy Call						13-(High Bill) Meter Not Recording Within Standards		Billing	Kimberly	Yes	No	No
#####	11/20/01	Courtesy Call	PSC						99 - Other	Miscellaneous	Monica	Yes	No	No
#####	11/20/01	Courtesy Call	PSC						99-5 CONP	Credit	Monica	Yes	No	No
#####		Courtesy Call	MICHELLE					18-Not Disconnected On Request		Credit	Kimberly	Yes	Yes	No
#####	11/21/01	Courtesy Call	kaullis -psc						03-Payment Arrangements	Credit	Kiki	Yes	No	No
#####	11/21/01	Courtesy Call	nckl - psc					07-Voltage Standards Not Met		Energy Delivery	Kiki	Yes	No	No
#####	11/26/01	Courtesy Call	PSC						99 - Other	Energy Delivery	Jennifer	Yes	No	No
#####		Courtesy Call	KAULLIS					08-Payment Not Posted		Credit	Kimberly	Yes	No	No

CONFIDENTIAL

WARM TRANSFERS JAN-NOV 2001

Letter # Date	(Date Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	Bill Type	Functional Area	Handled By	Concern Addressed	Priority Contact	Avoidable?
#####	11/26/01	Courtesy Call	PSC					13-(High Bill) Meter Not Recording Within Standards		Billing	Jennifer	Yes	No	No
#####	11/26/01	Courtesy Call	psc					02-Improper Reading Estimates		Meter Reading	Jennifer	Yes	No	No
#####	11/26/01	Courtesy Call	psc					03-Payment Arrangements	Credit		Monica	Yes	No	No
#####	11/26/01	Courtesy Call	kaullis-psc					03-Payment Arrangements	Credit		Kiki	Yes	No	No
#####	11/26/01	Courtesy Call	PSC					03-Payment Arrangements	Credit		Jennifer	Yes	No	Yes
#####	11/26/01	Courtesy Call	PSC					99 - Other	Miscellaneous		Jennifer	Yes	No	Yes
#####		Courtesy Call	Pam					99-5 CONP	Credit		Kim	Yes	No	No
#####		Courtesy Call	KAULLIS					99-17 Guarantee Disputes	Credit		Kimberly	Yes	No	No
#####		Courtesy Call	NIKI					03-Payment Arrangements	Credit		Kimberly	Yes	Yes	No
#####		Courtesy Call	psc					99 - Other	Miscellaneous		Monica	Yes	No	No
#####	11/28/01	Courtesy Call	PSC					03-Payment Arrangements	Credit		Jennifer	Yes	No	No
#####	11/28/01	Courtesy Call	PSC					99-5 CONP	Energy Delivery		Jennifer	Yes	No	No
#####		Courtesy Call	TESULA					99-5 CONP	Credit		Kimberly	Yes	Yes	No
#####		Courtesy Call	DICK					26-Error in Deposit Records	Credit		Kimberly	Yes	Yes	No
#####		Courtesy Call	ROBERT					04-Not Receiving Monthly Bills	Billing		Kimberly	Yes	No	No
#####		Courtesy Call	ROBERT					99-2/9 Misc.	Billing		Kimberly	Yes	No	No
#####		Courtesy Call	KAULLIS					25-Info To Customer			Kimberly	Yes	Yes	No
#####		Courtesy Call	Telsula					99-2 Claims	Claims		Kimberly	Yes	Yes	No
#####	11/29/01	Courtesy Call	robert-psc					99-5 CONP	Credit		Kim	Yes	No	No
#####	11/29/01	Courtesy Call	PSC					99-2/9 Misc.	Credit		Kiki	Yes	No	No
#####								99-5 CONP	Energy Delivery		Jennifer	Yes	No	No
#####		Courtesy Call	PAM					13-(High Bill) Meter Not Recording Within Standards		Meter Reading	Kimberly	Yes	Yes	No
#####	11/29/01	Courtesy Call	psc					19-Excessive Deposit Requested (IOD)		Billing	Kiki	Yes	No	No
#####	11/29/01	Courtesy Call	PSC					99-3 Complaint Avoidance		Energy Delivery	Jennifer	Yes	No	No

Docket No. 000824-E  
Exhibit REP-3  
Page 70 of 80

OPC9-000101

CONFIDENTIAL

WARM TRANSFERS JAN-NOV 2001

Date	Letter (Date Closed)	Type Call	Call Source	Account Number	Last Name	First Name	Service Type	Billing Type	GL Type	Functional Area	Handled By	Concarn Addressed	Prior Contact	AVOL AVOL
#####		Courtesy Call	Pam				12-Delay In Connecting Initial Service			Energy Delivery	Kim	Yes	Yes	No
#####		Courtesy Call	Robert				13-(High Bill) Meter Not Recording Within Standards			Solution Centers	Kim	Yes	No	No



**Florida Power**  
A Progress Energy Company

**FPSC Complaints Resolved in 3 Days**

# Per Mos	Date Rcvd	Date Due	Date Replied	Account Number	Customer Name	Zip Code	Concern Addressed	Type	Service or Billing	Replied By	Avoid?
1	06/14/00	06/19/00	06/14/00			32765	Yes	4	Service	Tree Trimming	U
2	06/20/00	06/23/00	06/23/00			32824	Yes	19	Billing	Credit	U
3	06/21/00	06/26/00	06/26/00			32746	Yes	99-2	GI	Claims	U
4	06/22/00	06/27/00	06/23/00			32744	Yes	25	Service	Solutions Center	U
5	06/23/00	06/28/00	06/27/00			33765	Yes	8	Service	E&O Clearwater	U
6	06/26/00	06/29/00	06/26/00			34759	Yes	12	Service	E&O Lake Wales	U
7	06/26/00	06/29/00	06/27/00			34698	Yes	99-14	GI	Load Mgmt	U
8	06/28/00	07/03/00	07/03/00			32818	Yes	99	GI	Consumer Affairs	U
1	07/06/00	07/11/00	07/11/00			32837	Yes	16	Billing	Billing	U
2	07/17/00	07/20/00	07/20/00			32358	Yes	5	Service	E&O Monticello	U
3	07/18/00	07/21/00	07/21/00			32038	Yes	7	Service	E&O Monticello	U
4	07/21/00	07/26/00	07/26/00			32750	Yes	4	Service	Tree Trimming	U
5	07/25/00	07/27/00	07/26/00			33771	Yes	2	Service	E&O Walsingham	U
6	07/25/00	07/27/00	07/27/00			32724	Yes	4	Service	Tree Trimming	U
7	07/27/00	08/01/00	08/01/00			32825	Yes	2	Service	E&O Jamestown	U
8	07/31/00	08/03/00	08/03/00			33760	Yes	1	Service	E&O Walsingham	U
1	8/3/00	8/8/00	8/8/00			Yes	2	Service	E&O Apopka	U	
2	8/7/00	8/10/00	8/10/00			Yes	1	Service	E&O Highlands	U	
3	8/7/00	8/10/00	8/9/00			Yes	2	Service	E&O St. Pete	U	
4	8/7/00	8/10/00	8/9/00			Yes	13	Billing	Resi Fld Svcs	U	
5	8/10/00	8/15/00	8/15/00			Yes	16	Billing	Billing	U	
6	8/17/00	8/22/00	8/22/00			Yes	5	Service	E&O Seven Spgs	U	
7	8/18/00	8/23/00	8/23/00			Yes	15	Service	E&O Apopka	U	
8	8/21/00	8/24/00	8/24/00			Yes	25	Service	Consumer Affairs	U	
9	8/21/00	8/24/00	8/24/00			Yes	7	Service	E&O Deland	U	
10	8/23/00	8/28/00	8/28/00			Yes	2	Service	E&O Jamestown	U	
11	8/23/00	8/28/00	8/28/00			Yes	24	Billing	Billing	U	
12	8/29/00	9/1/00	9/1/00			Yes	24	Billing	Credit	U	
13	8/29/00	9/1/00	9/1/00			Yes	24	Billing	Billing	U	
14	8/30/00	9/5/00	9/1/00			Yes	7	Service	E&O St. Pete	U	
15	8/31/00	9/6/00	9/1/00			Yes	1	Service	E&O Lake Wales	U	

CONFIDENTIAL  
OPC9-000023





**Florida Power**  
A Progress Energy Company

**FPSC Complaints Resolved in 3 Days**

Per Mes	Date Recd	Date Dued	Date Replied	Account Number	Customer Name	Zip Code	Concern Addressed	Type	Service or Billing	Replied By	Avoid?
1	9/7/00	9/12/00	9/12/00				Yes	24	Billing	Consumer Affairs	U
2	9/12/00	9/15/00	9/15/00				Yes	99-2	GI	Claims	U
3	9/18/00	9/21/00	9/21/00				Yes	99-2	GI	Claims	U
4	9/20/00	9/25/00	9/25/00				Yes	2	Service	E&O Deland	U
5	9/21/00	9/26/00	9/26/00				Yes	2	Service	E&O St. Pete	U
6	9/21/00	9/26/00	9/26/00				Yes	2	Service	E&O Walsingham	U
7	9/26/00	9/29/00	9/29/00				Yes	1	Service	E&O Apopka	U
										Customer Solutions Center	
8	9/26/00	9/29/00	9/29/00				Yes	18	Billing	Center	U
9	9/27/00	10/2/00	10/2/00				Yes	5	Service	E&O Clearwater	U
10	9/27/00	10/2/00	10/2/00				Yes	99-2	GI	Claims	U
										Customer Solutions Center	
11	9/27/00	10/2/00	10/2/00				Yes	25	Service	Center	U
12	9/27/00	10/2/00	10/2/00				Yes	2	Service	E&O Buena Vista	U
1	10/09/00	10/12/00	10/10/00				Yes	12	Service	E&O Ocala	U
2	10/10/00	10/13/00	10/13/00				Yes	2	Service	E&O Jamestown	U
3	10/10/00	10/13/00	10/11/00				Yes	16	Billing	Billing	U
4	10/11/00	10/16/00	10/16/00				Yes	2	Service	E&O Clearwater	U
5	10/18/00	10/23/00	10/23/00				Yes	2	Service	E&O Deland	U
6	10/18/00	10/23/00	10/23/00				Yes	2	Service	E&O Deland	U
7	10/18/00	10/23/00	10/19/00				Yes	2	Service	E&O Deland	U
8	10/20/00	10/25/00	10/24/00				Yes	4	Service	E&O Walsingham	U
9	10/20/00	10/25/00	10/24/00				Yes	19	Billing	Consumer Affairs	U
10	10/20/00	10/25/00	10/25/00				Yes	4	Service	E&O St. Pete	U
11	10/26/00	10/31/00	10/31/00				Yes	14	Service	Credit	U
12	10/26/00	10/31/00	10/31/00				Yes	14	Service	Solutions	U
13	10/27/00	11/01/00	11/01/00				Yes	13	Billing	Resi Field Svcs	U
14	10/27/00	11/01/00	10/31/00				Yes	23	Billing	Credit	U
15	10/30/00	11/02/00	11/02/00				Yes	13	Billing	Resi Field Svcs	U



**Florida Power**

A Progress Energy Company

**FPSC Complaints Resolved in 3 Days**

# Per Mos	Date Rcvd	Date Dfile	Date Replied	Account Number	Customer Name	Zip Code	Concern Addressed	#	Type	Service or Billing	Replied By	Avoid
16	10/31/00	11/03/00	11/02/00				Yes	12	Service	E&O Deland	U	
1	11/06/00	11/09/00	11/09/00				Yes	2	Service	E&O Buena Vista	U	
2	11/07/00	11/10/00	11/10/00				Yes	2	Service	E&O Jamestown	U	
3	11/13/00	11/16/00	11/15/00				Yes	2	Service	E&O Jamestown	U	
4	11/14/00	11/17/00	11/15/00				Yes	13	Billing	Resi Field Svcs	U	
5	11/27/00	11/30/00	11/30/00				Yes	2	Service	E&O Apopka	U	
6	11/27/00	11/30/00	11/30/00				Yes	2	Service	E&O Apopka	U	
7	11/27/00	11/30/00	11/30/00				Yes	2	Service	E&O Apopka	U	
8	11/28/00	12/01/00	12/01/00				Yes	2	Service	E&O Apopka	U	
1	12/1/00	12/6/00	12/4/00				Yes	16	Billing	Billing	U	
2	12/1/00	12/6/00	12/6/00				Yes	23	Billing	Credit	U	
3	12/4/00	12/7/00	12/7/00				Yes	2	Billing	Meter Reading	U	
4	12/5/00	12/8/00	12/8/00				Yes	4	Service	Tree Trimming	U	
5	12/6/00	12/11/00	12/11/00				Yes	99-2	GI	Claims	U	
6	12/6/00	12/11/00	12/11/00				Yes	2	Service	E&O Apopka	U	
7	12/6/00	12/11/00	12/11/00				Yes	2	Service	E&O Apopka	U	
8	12/7/00	12/12/00	12/12/00				Yes	8	Service	E&O Jamestown	U	
9	12/7/00	12/12/00	12/12/00				Yes	23	Billing	Consumer Affairs	U	
10	12/8/00	12/13/00	12/13/00				Yes	12	Service	E&O Seven Spgs	U	
11	12/15/00	12/20/00	12/20/00				Yes	2	Service	E&O Seven Spgs	U	
12	12/15/00	12/20/00	12/20/00				Yes	2	Service	E&O Apopka	U	
13	12/19/00	12/22/00	12/22/00				Yes	12	Service	E&O Ocala	U	
14	12/21/00	12/27/00	12/22/00				Yes	2	Service	E&O Clearwater	U	
15	12/21/00	12/27/00	12/27/00				Yes	2	Service	E&O Jamestown	U	
16	12/26/00	12/29/00	12/27/00				Yes	1	Service	E&O Jamestown	U	
17	12/28/00	1/3/01	12/29/01				Yes	16	Billing	Credit	U	



FPSC Complaints Resolved in 3 Days

#Per Mos	Date Rcvd	Date Due	Date Replied	Account Number	Customer Name	Zip Code	Concern		Service or Billing	Replied By	Avoid?	Prior	Survey Sent
							Addressed?	#Type				Courtesy Call?	
1	1/2/01	1/5/01	1/5/01			33703	Yes	2	Service	E&O St Pete	U		
2	1/3/01	1/8/01	1/8/01			32819	Yes	2	Service	E&O Buena Vista	U		
3	1/3/01	1/8/01	1/8/01			32792	Yes	2	Service	E&O Jamestown	U		
4	1/8/01	1/11/01	1/11/01			33771	Yes	13	Billing	Cust Solution Ctr	U		
5	1/9/01	1/12/01	1/12/01			32724	Yes	2	Service	E&O Deland	U		
6	1/10/01	1/16/01	1/15/01			34465	Yes	2	Service	E&O Ocala	U		
7	1/11/01	1/16/01	1/16/01			34446	Yes	2	Service	E&O Ocala	U		
8	1/11/01	1/16/01	1/16/01			34446	Yes	2	Service	E&O Ocala	U		
9	1/11/01	1/16/01	1/16/01			33764	Yes	1	Service	E&O Clearwater	U		
10	1/11/01	1/16/01	1/16/01			32696	Yes	2	Service	E&O Ocala	U		
11	1/12/01	1/17/01	1/17/01			34446	Yes	2	Service	E&O Ocala	U		
12	1/16/01	1/19/01	1/19/01			33875	Yes	13	Billing	Cust Solution Ctr	U		
13	1/17/01	1/22/01	1/22/01			32822	Yes	19	Billing	Credit	U		
14	1/17/01	1/22/01	1/22/01			32724	Yes	99	GI	Power Quality	U		
15	1/23/01	1/26/01	1/26/01			34698	Yes	13	Billing	Cust Solution Ctr	U		
16	1/29/01	2/1/01	2/1/01			34736	Yes	19	Billing	Consumer Affairs	U		2/1/01
17	1/29/01	2/1/01	2/1/01			33851	Yes	13	Billing	Cust Solution Ctr	U		2/1/01
18	1/30/01	2/2/01	2/1/01			33764	Yes	25	Service	Billing	U		2/1/01
19	1/30/01	2/2/01	2/1/01			32822	Yes	2	Service	E&O Jamestown	U		2/1/01
1	2/1/01	2/6/01	2/6/01			33778	Yes	1	Billing	Billing	U	3/6/01	
2	2/5/01	2/8/01	2/7/01			33733	Yes	99-2	GI	Claims	U	3/6/01	
3	2/5/01	2/8/01	2/7/01			32817	Yes	24	Billing	Cust Solution Ctr	U	3/6/01	
4	2/6/01	2/9/01	2/9/01			33707	Yes	14	Service	Meter Reading	A	3/6/01	
5	2/7/01	2/12/01	2/12/01			32792	Yes	13	Billing	Cust Solution Ctr	U	3/6/01	
6	2/8/01	2/13/01	2/13/01			32754	Yes	99-2	GI	Claims	U	3/6/01	
7	2/9/01	2/14/01	2/14/01			34446	Yes	2	Service	E&O Ocala	U	3/6/01	
8	2/13/01	2/16/01	2/16/01			33755	Yes	13	Billing	Cust Solution Ctr	U	3/6/01	Yes
9	2/15/01	2/20/01	2/20/01			33707	Yes	24	Billing	Cust Solution Ctr	U	3/6/01	
10	2/19/01	2/22/01	2/22/01			33760	Yes	5	Billing	Power Quality	U	3/6/01	
11	2/20/01	2/23/01	2/23/01			34683	Yes	23	Billing	Credit	U	3/6/01	
12	2/20/01	2/23/01	2/23/01			32765	Yes	13	Billing	Cust Solution Ctr	U	3/6/01	
13	2/22/01	2/27/01	2/27/01			33870	Yes	13	Billing	Cust Solution Ctr	U	3/6/01	
14	2/26/01	3/1/01	2/28/01			32824	Yes	3	Service	E&O Buena Vista	U	3/6/01	
1	3/2/01	3/7/01	3/6/01			34698	Yes	1	Billing	Consumer Affairs	U	5/10/01	
2	3/5/01	3/8/01	3/5/01			33541	Yes	24	Billing	Consumer Affairs	U	5/10/01	
3	3/5/01	3/8/01	3/8/01			34652	Yes	23	Billing	Credit	U	5/10/01	
4	3/6/01	3/9/01	3/9/01			32817	Yes	2	Service	E&O Jamestown	U	5/10/01	
5	3/13/01	3/16/01	3/15/01			34653	Yes	4	Service	E&O Seven Spgs	U	5/10/01	
6	3/13/01	3/16/01	3/16/01			32113	Yes	2	Service	E&O Ocala	U	5/10/01	
7	3/19/01	3/22/01	3/22/01			33712	Yes	14	Service	Credit	U	5/10/01	Yes

CONFIDENTIAL



FPSC Complaints Resolved in 3 Days

# Per Mos	Date Rcvd	Date Due	Date Replied	Account Number	Customer Name	Zip Code	Concern Addressed?	#Type	Service or Billing	Replied By	Avoid?	Prior Courtesy Call?	Survey Sent
8	3/20/01	3/23/01	3/22/01			34759	Yes	23	Billing	Credit	U	5/10/01	
10	3/23/01	3/28/01	3/28/01			34690	Yes	99-2	GI	Claims	U	5/10/01	
11	3/26/01	3/29/01	3/29/01			32720	Yes	99-2	GI	Claims	U	5/10/01	
12	3/26/01	3/29/01	3/29/01			32822	Yes	2	Billing	Billing	U	5/10/01	
13	3/27/01	3/30/01	3/30/01			32724	Yes	2	Service	E&O Deland	U	5/10/01	
14	3/29/01	4/3/01	4/3/01			33770	Yes	13	Billing	Cust Solution Ctr	U	5/10/01	
1	4/2/01	4/5/01	4/5/01			33702	Yes	19	Billing	Credit	U	5/10/01	
2	4/2/01	4/6/01	4/5/01			32735	Yes	2	Service	E&O Apopka	U	5/10/01	
3	4/2/01	4/6/01	4/5/01			33755	Yes	13	Billing	Cust Solution Ctr	U	5/10/01	
4	4/3/01	4/6/01	4/6/01			34747	Yes	1	Billing	Consumer Affairs	U	5/10/01	
5	4/5/01	4/10/01	4/10/01			32725	Yes	2	Service	E&O Deland	U	5/10/01	
6	4/6/01	4/11/01	4/11/01			33771	Yes	7	Service	E&O Walsingham	U	5/10/01	
7	4/17/01	4/20/01	4/20/01			33701	Yes	19	Billing	Credit	U	5/10/01	
8	4/18/01	4/23/01	4/23/01			33763	Yes	2	Service	E&O Clearwater	U	5/10/01	
9	4/20/01	4/25/01	4/25/01			32608	Yes	25	Billing	E&O Monticello	U	5/10/01	
10	4/23/01	4/26/01	4/25/01			34761	Yes	2	Service	E&O Apopka	U	5/10/01	
11	4/24/01	4/27/01	4/26/01			32835	Yes	13	Billing	Cust Solution Ctr	U	5/10/01	
12	4/24/01	4/27/01	4/27/01			34684	Yes	13	Billing	Cust Solution Ctr	U	5/10/01	
13	4/25/01	4/30/01	4/25/01			32822	Yes	21	Billing	Credit	U	5/10/01	
1	5/3/01	5/8/01	5/8/01			32748	Yes	3	Service	E&O Apopka	U	6/5/01	
2	5/3/01	5/8/01	5/3/01			32750	Yes	14	Service	Consumer Affairs	U	6/5/01	
3	5/8/01	5/11/01	5/11/01			34691	Yes	13	Service	Credit	U	6/5/01	
4	5/9/01	5/14/01	5/14/01			32708	Yes	13	Billing	R&D	U	6/5/01	
5	5/9/01	5/14/01	5/14/01			32822	Yes	99-2	GI	Claims	U	6/5/01	
6	5/11/01	5/16/01	5/16/01			32763	Yes	99-2	GI	Claims	U	6/5/01	
7	5/21/01	5/24/01	5/24/01			34689	Yes	2	Service	E&O Seven Spgs	U	6/5/01	
8	5/23/01	5/29/01	5/29/01			33772	Yes	2	Service	E&O Walsingham	U	6/5/01	
9	5/23/01	5/29/01	5/25/01			33765	Yes	19	Billing	Cust Solution Ctr	U	6/5/01	
10	5/25/01	5/31/01	5/31/01			34683	Yes	2	Service	E&O Clearwater	U	6/5/01	
11	5/25/01	5/31/01	5/31/01			32826	Yes	5	Service	Consumer Affairs	U	6/5/01	
12	5/25/01	5/31/01	5/31/01			32714	Yes	13	Billing	Meter Services	U	6/5/01	
13	5/25/01	5/31/01	5/31/01			33760	Yes	4	Service	Tree Trimmers	U	6/5/01	
14	5/29/01	6/1/01	5/31/01			33760	Yes	14	Billing	Consumer Affairs	U	6/5/01	
1	6/4/01	6/7/01	6/5/01			32725	Yes	4	Service	E&O Deland	U		
2	6/4/01	6/7/01	6/5/01			32763	Yes	10	Billing	Consumer Affairs	U		
3	6/5/01	6/8/01	6/8/01			33872	Yes	18	Billing	Cust Solution Ctr.	U		
4	6/5/01	6/8/01	6/8/01			34711	Yes	3	Service	E&O Buena Vista	U		
5	6/6/01	6/11/01	6/11/01			33761	Yes	18	Billing	Cust Solution Ctr.	U		

CONFIDENTIAL



FPSC Complaints Resolved in 3 Days

#Per Mos	Date Rcvd	Date Due	Date Replied	Account Number	Customer Name	Zip Code	Concern Addressed?	#Type	Service or Billing	Replied By	Avoid?	Prior Courtesy Call?	Survey Sent
6	6/7/01	6/12/01	6/12/01			33703	Yes	13	Service	E&O St Pete	U		
7	6/11/01	6/14/01	6/12/01			32726	Yes	25	Service	Solution Stores	U		
8	6/11/01	6/14/01	6/14/01			33760	Yes	14	Service	E&O Clearwater	U		
9	6/12/01	6/16/01	6/15/01			32130	Yes	24	Billing	Credit	U		
10	6/13/01	6/18/01	6/18/01			32792	Yes	2	Service	E&O Jamestown	U		
11	6/13/01	6/18/01	6/18/01			33713	Yes	13	Billing	Meter Reading	U		
12	6/14/01	6/19/01	6/18/01			33713	Yes	12	Billing	Meter Reading	U		
13	6/19/01	6/22/01	6/22/01			34683	Yes	2	Service	E&O Clearwater	U		
1	7/2/01	7/6/01	7/5/01			33713	Yes	12	Billing	Meter Services	U		
2	7/3/01	7/9/01	7/9/01			34683	Yes	8	Billing	Credit/Billing	U		
3	7/5/01	7/10/01	7/9/01			32763	Yes	23	Billing	Credit/Billing	U		
4	7/6/01	7/11/01	7/10/01			34683	Yes	13	Billing	Cust Solution Ctr	U		
5	7/6/01	7/11/01	7/9/01			33708	Yes	1	Service	E&O Walsingham	U		
6	7/6/01	7/11/01	7/11/01			32344	Yes	99-5	GI	Consumer Affairs	U		
7	7/9/01	7/12/01	7/12/01			32832	Yes	3	Service	E&O Jamestown	U		
8	7/10/01	7/13/01	7/13/01			33708	Yes	16	Billing	Credit/Billing	U		
9	7/10/01	7/13/01	7/13/01			33763	Yes	19	Billing	Credit/Billing	U		
10	7/11/01	7/16/01	7/16/01			32159	Yes	20	Billing	Credit/Billing	U		
11	7/12/01	7/17/01	7/17/01			34652	Yes	7	Billing	Credit/Billing	U		
12	7/12/01	7/17/01	7/17/01			33701	Yes	13	Billing	Cust Solution Ctr	U		
13	7/16/01	7/19/01	7/19/01			32835	Yes	3	GI	Credit/Billing	U		
14	7/16/01	7/19/01	7/16/01			33755	Yes	3	GI	Consumer Affairs	U		
15	7/17/01	7/20/01	7/20/01			33777	Yes	24	Billing	Credit/Billing	U		
16	7/17/01	7/20/01	7/20/01			34689	Yes	19	Billing	Cust Solution Ctr	U		
17	7/19/01	7/24/01	7/24/01			33765	Yes	99-2	GI	Claims	U		
18	7/20/01	7/26/01	7/25/01			32707	Yes	99-2	GI	Claims	U		
19	7/20/01	7/26/01	7/25/01			32806	Yes	99-20	GI	Cust Solution Stores	U		
20	7/23/01	7/26/01	7/26/01			32309	Yes	24	Billing	Credit/Billing	U		
21	7/23/01	7/26/01	7/26/01			32701	Yes	16	Billing	Credit/Billing	U		
22	7/25/01	7/30/01	7/30/01			33773	Yes	3	Service	E&O Walsingham	A		
23	7/26/01	7/31/01	7/31/01			33711	Yes	99-2	GI	Claims	U		
24	7/30/01	8/2/01	8/1/01			34684	Yes	19	Billing	Credit/Billing	U		
25	7/30/01	8/2/01	8/2/01			34475	Yes	23	Billing	Credit/Billing	U		
26	7/31/01	8/3/01	8/3/01			34685	Yes	3	Service	E&O Seven Spgs	U		
27	7/31/01	8/3/01	8/3/01			33838	Yes	13	Billing	Cust Solution Ctr	U		
28	7/31/01	8/3/01	8/3/01			32714	Yes	19	Billing	Credit/Billing	U		
1	8/1/01	8/6/01	8/6/01			34683	Y	1	Service	E&O Clearwater		Yes	U
2	8/1/01	8/6/01	8/6/01			33712	Y	13	Billing	Cust Solution Ctr			U
3	8/3/01	8/8/01	8/8/01			34785	Y	99-5	GI	Credit/Billing			U
4	8/3/01	8/8/01	8/8/01			32817	Y	16	Billing	Credit/Billing			U

CONFIDENTIAL  
NPRC 000029



FPSC Complaints Resolved in 3 Days

#Per Mos	Date Rcvd	Date Due	Date Replied	Account Number	Customer Name	Zip Code	Concern Addressed?	#Type	Service or Billing	Replied By	Avoid?	Prior Courtesy Call?	Survey Sent	
5	8/7/01	8/10/01	8/10/01			34652	Y	13	Billing	Cust Solution Ctr				U
6	8/9/01	8/14/01	8/14/01			33770	Y	7	Billing	Credit/Billing	Walsingham	Coastal		A Judgement
7	8/10/01	8/15/01	8/15/01			32832	Y	2	Service	E&O Jamestown	Jamestown	Central		U
8	8/10/01	8/15/01	8/15/01			32819	Y	4	Billing	Credit/Billing	Buena Vista	Central		A Processing Error
9	8/10/01	8/15/01	8/15/01			32801	Y	12	Service	E&O Jamestown	Jamestown	Central		U
10	8/13/01	8/16/01	8/16/01			32779	Y	2	Service	E&O Apopka	Apopka	Central		U
11	8/14/01	8/17/01	8/17/01			34697	Y	14	Billing	Meter Rdg/R&D	Clearwater	Coastal		A Judgement
12	8/14/01	8/17/01	8/17/01			34759	Y	13	Billing	Cust Solution Ctr	Lake Wales	Central		U
13	8/14/01	8/17/01	8/17/01			32818	Y	13	Billing	Cust Solution Ctr	Apopka	Central		U
14	8/16/01	8/21/01	8/20/01			34685	Y	2	Service	E&O Seven Spgs	Seven Spgs	Coastal		U
15	8/20/01	8/23/01	8/23/01			33701	Y	13	Billing	Cust Solution Ctr	St. Pete	Coastal		U
16	8/20/01	8/23/01	8/23/01			34683	Y	2	Service	E&O Seven Spgs	Seven Spgs	Coastal		U
17	8/20/01	8/23/01	8/23/01			32667	Y	2	Service	E&O Ocala	Ocala	Coastal	Yes	A
18	8/21/01	8/24/01	8/24/01			33872	Y	24	Service	E&O Highlands	Highlands	Central		U
19	8/21/01	8/24/01	8/23/01			32809	Y	1	Service	E&O Jamestown	Jamestown	Central		U
20	8/22/01	8/27/01	8/23/01			32818	Y	4	Billing	Credit/Billing	Apopka	Central		U
21	8/22/01	8/27/01	8/23/01			32725	Y	13	Service	E&O Deland	Deland	Central		U
22	8/22/01	8/27/01	8/27/01			33702	Y	13	Billing	Cust Solution Ctr	St. Pete	Coastal		U
23	8/22/01	8/27/01	8/27/01			32617	Y	25	Billing	E&O Ocala	Ocala	Coastal		U
24	8/23/01	8/28/01	8/28/01			32817	Y	14	Service	Credit/Billing	Jamestown	Central		U
25	8/23/01	8/28/01	8/28/01			33711	Y	2	Billing	Meter Rdg/R&D	St. Pete	Coastal		U
26	8/24/01	8/29/01	8/28/01			32714	Y	5	Service	E&O Apopka	Apopka	Central		U
27	8/24/01	8/29/01	8/28/01			34695	Y	5	Service	E&O Clearwater	Clearwater	Coastal		U
28	8/24/01	8/29/01	8/28/01			34683	Y	2	Service	E&O Clearwater	Clearwater	Coastal		U
29	8/24/01	8/29/01	8/28/01			33702	Y	13	Billing	Cust Solution Ctr	St. Pete	Coastal		U
30	8/27/01	8/30/01	8/29/01			33777	Y	4	Billing	Consumer Affairs	Walsingham	Coastal		U
31	8/28/01	8/31/01	8/29/01			33707	Y	8	Billing	Consumer Affairs	St. Pete	Coastal		U
32	8/28/01	8/31/01	8/31/01			34695	Y	13	Billing	Cust Solution Ctr	Clearwater	Coastal		U
33	8/29/01	9/4/01	8/30/01			32703	Y	19	Billing	Consumer Affairs	Apopka	Central		U
34	8/29/01	9/4/01	9/4/01			32757	Y	13	Billing	Cust Solution Ctr	Apopka	Central		U
1	9/4/01	9/7/01	9/7/01			33703	Y	2	Billing	Meter Rdg/R&D	St. Pete	Suncoast	U	
2	9/4/01	9/7/01	9/7/01			34472	Y	13	Billing	Cust Solution Ctr	Ocala	Suncoast	U	
3	9/4/01	9/7/01	9/7/01			34472	Y	16	Billing	Credit/Billing	Ocala	Suncoast	U	
4	9/4/01	9/7/01	9/7/01			32725	Y	13	Billing	Cust Solution Ctr	Deland	N Central	U	
5	9/5/01	9/10/01	9/10/01			32709	Y	2	Service	E&O Jamestown	Jamestown	N Central	U	
6	9/5/01	9/10/01	9/10/01			33712	Y	13	Billing	Cust Solution Ctr	St. Pete	Suncoast	U	
7	9/6/01	9/11/01	9/11/01			32809	Y	2	Service	E&O Jamestown	Jamestown	N Central	U	
8	9/6/01	9/11/01	9/11/01			32707	Y	2	Service	E&O Jamestown	Jamestown	N Central	U	
9	9/6/01	9/11/01	9/11/01			32724	Y	2	Service	E&O Deland	Deland	N Central	U	

CONFIDENTIAL



FPSC Complaints Resolved in 3 Days

#Per Max	Date Rcvd	Date Date	Date Replied	Account Number	Customer Name	Zip Code	Concern Addressed?	#Type	Service or Billing	Replied By	Avoid?	Prior Courtesy Call?	Survey Sent
10	9/10/01	9/13/01	9/13/01			33770	Y	13	Billing	Cust Solution Ctr	Walsingham	Suncoast	U
11	9/10/01	9/13/01	9/13/01			32714	Y	2	Service	E&O Apopka	Apopka	N Central	U
12	9/10/01	9/13/01	9/13/01			33702	Y	5	Service	E&O St. Pete	St. Pete	Suncoast	U
13	9/10/01	9/13/01	9/13/01			34684	Y	7	Billing	Consumer Affairs	Clearwater	Suncoast	U
14	9/10/01	9/13/01	9/13/01			34655	Y	13	Billing	Cust Solution Ctr	Seven Spgs	Suncoast	U
15	9/11/01	9/14/01	9/14/01			34787	Y	13	Billing	Cust Solution Ctr	Buena Vista	S Central	U
16	9/11/01	9/14/01	9/14/01			32825	Y	14	Service	Consumer Affairs	Jamestown	N Central	U
17	9/12/01	9/17/01	9/17/01			33704	Y	3	Service	E&O St. Pete	St. Pete	Suncoast	U
18	9/12/01	9/17/01	9/14/01			33853	Y	13	Billing	Cust Solution Ctr	Lake Wales	S Central	U
19	9/14/01	9/19/01	9/19/01			32750	Y	2	Service	E&O Apopka	Apopka	N Central	U
20	9/14/01	9/19/01	9/19/01			33706	Y	2	Service	E&O St. Pete	St. Pete	Suncoast	U
21	9/14/01	9/19/01	9/19/01			33709	Y	13	Billing	Cust Solution Ctr	St. Pete	Suncoast	U
22	9/17/01	9/20/01	9/20/01			32779	Y	2	Service	E&O Apopka	Apopka	N Central	U
23	9/17/01	9/20/01	9/20/01			34639	Y	2	Service	E&O Seven Spgs	Seven Spgs	Suncoast	U
24	9/17/01	9/20/01	9/20/01			34761	Y	13	Billing	Cust Solution Ctr	Buena Vista	S Central	U
25	9/18/01	9/21/01	9/20/01			32707	Y	2	Service	E&O Jamestown	Jamestown	N Central	U
26	9/18/01	9/21/01	9/21/01			33705	Y	5	Service	E&O St. Pete	St. Pete	Suncoast	U
27	9/18/01	9/21/01	9/21/01			34690	Y	13	Billing	Cust Solution Ctr	Seven Spgs	Suncoast	U
28	9/18/01	9/21/01	9/21/01			33770	Y	2	Service	E&O Walsingham	Walsingham	Suncoast	U
29	9/18/01	9/21/01	9/21/01			33711	Y	5	Service	E&O St. Pete	St. Pete	Suncoast	U
30	9/18/01	9/21/01	9/21/01			33710	Y	19	Billing	CAO	St. Pete	Suncoast	U
31	9/19/01	9/24/01	9/21/01			34772	Y	5	Service	E&O Jamestown	Jamestown	N Central	U
32	9/19/01	9/24/01	9/24/01			33704	Y	5	Service	E&O St. Pete	St. Pete	Suncoast	U
33	9/19/01	9/24/01	9/24/01			33712	Y	5	Service	E&O St. Pete	St. Pete	Suncoast	U
34	9/19/01	9/24/01	9/24/01			32725	Y	14	Service	Cust Solution Ctr	Deland	N Central	U
35	9/19/01	9/24/01	9/24/01			33770	Y	2	Service	E&O Walsingham	Walsingham	Suncoast	U
36	9/24/01	9/27/01	9/27/01			33767	Y	14	Service	Meter Rdg/R&D	Clearwater	Suncoast	U
37	9/24/01	9/27/01	9/27/01			33710	Y	13	Billing	Cust Solution Ctr	St. Pete	Suncoast	U
38	9/26/01	10/1/01	10/1/01			32720	Y	13	Billing	Cust Solution Ctr	Deland	N Central	U
39	9/28/01	10/3/01	10/3/01			33761	Y	16	Billing	CAO	Clearwater	Suncoast	U
1	10/1/01	10/4/01	10/4/01			34639	Y	1	Service	E&O Seven Spgs	Seven Spgs	Suncoast	
2	10/1/01	10/4/01	10/4/01			33843	Y	13	Billing	E&O Lakes Wales	Lake Wales	S Central	
3	10/2/01	10/5/01	10/5/01			32703	Y	2	Service	E&O Apopka	Apopka	N Central	
4	10/2/01	10/5/01	10/5/01			33760	Y	13	Billing	Cust Solution Ctr	Clearwater	Suncoast	
5	10/3/01	10/8/01	10/8/01			34480	Y	13	Billing	Cust Solution Ctr	Ocala	Suncoast	
6	10/4/01	10/9/01	10/9/01			33702	Y	8	Service	E&O St. Pete	St. Pete	Suncoast	
7	10/4/01	10/10/01	10/9/01			32806	Y	8	Service	E&O Jamestown	Jamestown	N Central	
8	10/8/01	10/11/01	10/10/01			32778	Y	16	Billing	Consumer Affairs	Apopka	N Central	
9	10/8/01	10/11/01	10/9/01			33705	Y	4	Service	E&O St. Pete	St. Pete	Suncoast	
10	10/8/01	10/11/01	10/11/01			32720	Y	4	Service	E&O Deland	Deland	N Central	

CONFIDENTIAL  
NPGAL00000307



FPSC Complaints Resolved in 3 Days

# Per Mos	Date Rcvd	Date Date	Date Replied	Account Number	Customer Name	Zip Code	Concern Addressed?	#Type	Service or Billing	Replied By	Avoid?	Prior Courtesy Call?	Survey Sent
11	10/11/01	10/16/01	10/12/01			33540	Y	16	Billing	CAO	Seven Spgs	Suncoast	A
12	10/11/01	10/16/01	10/16/01			33765	Y	24	Billing	CAO	Clearwater	Suncoast	U
13	10/12/01	10/17/01	10/15/01			33713	Y	16	Billing	CAO	St. Pete	Suncoast	U
14	10/16/01	10/19/01	10/19/01			32826	Y	1	Service	E&O Jamestown	Jamestown	N Central	A
15	10/17/01	10/22/01	10/22/01			32724	Y	12	Service	E&O Deland	Deland	N Central	U
16	10/17/01	10/22/01	10/19/01			34601	Y	13	Billing	Cust Solution Ctr	Ocala	Suncoast	U
17	10/18/01	10/23/01	10/23/01			32750	Y	2	Service	E&O Apopka	Apopka	N Central	U
18	10/18/01	10/23/01	10/23/01			33772	Y	13	Billing	Cust Solution Ctr	Walsingham	Suncoast	U
19	10/18/01	10/23/01	10/23/01			33714	Y	13	Billing	Consumer Affairs	St. Pete	Suncoast	U
20	10/23/01	10/26/01	10/26/01			32159	Y	13	Billing	Cust Solution Ctr	Ocala	Suncoast	U
21	10/23/01	10/26/01	10/26/01			33770	Y	13	Billing	Cust Solution Ctr	Walsingham	Suncoast	U
22	10/24/01	10/29/01	10/29/01			33704	Y	99-14	GI	Consumer Affairs	St. Pete	Suncoast	U
23	10/24/01	10/29/01	10/29/01			33707	Y	13	Billing	Cust Solution Ctr	St. Pete	Suncoast	U
24	10/25/01	10/30/01	10/30/01			33703	Y	13	Billing	Cust Solution Ctr	St. Pete	Suncoast	U
25	10/31/01	11/6/01				34753		99-2	GI	Claims	Buena Vista	S Central	
1	11/2/01	11/7/01	11/6/01			33844	Y	13	Billing	Cust Solution Ctr	U	ake Wales	S Central
2	11/2/01	11/7/01	11/7/01			33711	Y	23	Billing	Consumer Affairs	U	amestown	N Central
3	11/5/01	11/8/01	11/8/01			32792	Y	13	Billing	Meter Reading	U	amestown	N Central
4	11/9/01	11/14/01	11/14/01			33706	Y	23	Billing	CAO	U	alsingham	Suncoast
5	11/13/01	11/16/01	11/14/01			32792	Y	9	Billing	Consumer Affairs	U	amestown	N Central
6	11/13/01	11/16/01	11/16/01			33762	Y	24	Billing	CAO		Clearwater	Suncoast
7	11/14/01	11/19/01	11/19/01			32724	Y	2	Service	E&O Deland		Deland	N Central
8	11/14/01	11/19/01	11/19/01			34452	Y	2	Service	E&O Ocala		Ocala	N Suncoast
9	11/15/01	11/20/01	11/20/01			34761	Y	99-5	GI	Cust Solution Ctr		Apopka	N Central
10	11/16/01	11/21/01	11/21/01			34452	Y	2	Service	E&O Ocala		Ocala	N Suncoast
11	11/19/01	11/26/01	11/26/01			34452	Y	2	Service	E&O Ocala		Ocala	N Suncoast
12	11/19/01	11/26/01	11/26/01			32818	Y	2	Billing	Meter Reading		Apopka	N Central
13	11/23/01	11/28/01	11/26/01			34481	Y	16	Billing	CAO		Ocala	N Suncoast
14	11/30/01	12/5/01				32804		16	Billing	CAO		Apopka	N Central
15	11/30/01	12/5/01				33870		1	Billing	Consumer Affairs		Highlands	S Central



Exhibit REP-6  
Docket 000824-EI

**RELIABILITY, REPLACE, REFURBISH**

# Energy Delivery - Florida 2002-2003 Business Plan Summary

## Financial/Resource Plan (cont.)

### Capital Plan (\$000s)\*

Category	2000	2001 Projected	2002 Budget	2003 Plan	Financial Evaluation Measure (Metrics)
Economic Benefit (New Assets)	Detail N/A	Detail N/A	-		
Regulatory/ Regulatory Tariff			9,000		Transmission line and substation loading for wholesale connections/points of delivery
Safety			-		
Economic Benefit (Existing Assets)			-		Business case including NPV
Reliability (T&D only)			38,700		Business case including NPV, & B/C Ratio -OR- Ranking Criteria as defined for Ranked Project Capital
Replace, Refurbish			46,300		Business case including NPV & B/C Ratio -OR- Ranking Criteria as defined for Ranked Project Capital
Revenue Growth (T&D only)			151,300		Revenue Construction: <ul style="list-style-type: none"> <li>• Connections per year</li> <li>• Unit cost per customer</li> </ul> Other growth projects use Ranking Criteria as defined for Ranked Project Capital
Strategic			-		Generally, business case including NPV & B/C Ratio
IT/Telecom			13,200		Business case including NPV & B/C Ratio -OR- Ranking Criteria as defined for Ranked Project Capital
Facilities			23,500		Facility condition, safety upgrades, site availability
Fleet	↓	↓	22,000		Business case including NPV & B/C Ratio -OR- Ranking Criteria as TBD defined for Project Capital
Totals	\$194,900	\$221,000	\$304,000		

OPC6A 000207

Docket No: 000824-E1  
Exhibit REP-6  
Page 1 of 1

Kimberly H. Dismukes

1 In a presentation at the Fifth Annual Electric Power Conference, Mr.  
2 Cavanaugh explained the benefits of the merger: In explaining his  
3 confidence in achieving the synergies previously announced, he addressed  
4 five points: 1) the joint marketing arrangement with Progress Telecom (an  
5 unregulated affiliate of FPC) to grow revenues and build out their fiber  
6 systems; 2) the purchase by FPC of four synthetic fuel plants and the fact  
7 that CP&L purchased a 90% ownership interest in two of the facilities.  
8 (these are unregulated facilities); 3) the building of the Hines Unit 2; 4) the  
9 authority to organize as a holding company; and 5) that they have a post-  
10 closing organizational framework. There is no mention of the benefits of the  
11 merger to ratepayers.

12 **Q. FPC HAS INDICATED THAT ITS SHARE OF THE SYNERGY**  
13 **SAVINGS BEFORE TRANSITION COSTS WILL AMOUNT TO**  
14 **\$58.7 MILLION. HOW DOES THIS COMPARE TO THE**  
15 **ANNOUNCED SYNERGY SAVINGS OF \$175 MILLION?**

16 **A.** Although OPC through the discovery process requested a breakdown of the  
17 synergy savings between FPC, CP&L, and their nonregulated affiliates, such  
18 information was either not available in the form requested, or not provided.  
19 Nevertheless, I attempted to reconstruct from documents produced by FPC  
20 and the deposition of Mr. Mark Myers, how the synergy savings and  
21 revenues would be distributed between FPC, CP&L and their nonregulated  
22 affiliates. Schedule 2, shows how the total \$175 million is distributed. As  
23 depicted on this Schedule, \$58.7 million is attributed to FPC, **BEGIN**  
24 **CONFIDENTIAL** [REDACTED] **END CONFIDENTIAL** is attributed to

1 CP&L, and the remainder BEGIN CONFIDENTIAL ██████████ END  
2 CONFIDENTIAL is attributed to Progress Energy's nonregulated  
3 affiliates. Thus, CP&L and Progress Energy's nonregulated operations will  
4 receive BEGIN CONFIDENTIAL ██████████ END CONFIDENTIAL of the  
5 synergies and FPC will receive 30.9%, after transition costs. From this  
6 analysis, FPC is getting a much smaller share of the potential synergy  
7 savings than CP&L and Progress Energy's unregulated affiliates. The  
8 percentage of synergies being attributable to the nonregulated operations of  
9 Progress Energy is greater than their current contribution to Progress  
10 Energy's net income. It is also important to keep in mind that some of the  
11 net income from these nonregulated affiliates is derived from purchases of  
12 goods and services by FPC. In addition, FPC provides skilled persons to  
13 assist these unregulated companies in their operations. The profits and  
14 potential profits to be earned by Progress Energy's nonregulated companies  
15 are not due solely to their own efforts. Yet, the majority of the revenue  
16 synergies estimated from the merger are attributable to Progress Energy's  
17 unregulated companies.

18  
19 Progress Energy is expecting substantial growth in its unregulated  
20 operations. It is possible that the premium paid for FPC's stock relates to  
21 the enhanced potential for profits from future unregulated operations.  
22 According to Progress Energy, it expects its unregulated operations to grow  
23 to make-up 50% of its revenues by 2004. Originally, this goal was set to be  
24 met in 2005, but it has apparently been pushed up. A recent Press Release

1 allocation factors to Progress Energy's nonregulated affiliates increase  
2 significantly from 2001 to 2002. For example, Energy Ventures percent of total  
3 assets for the year 2001 was .05%. For 2002 this factor increased to BEGIN  
4 CONFIDENTIAL ██████ END CONFIDENTIAL Likewise, Electric Fuels'  
5 percent of total assets for the year 2001 was just .01%, but it increased to  
6 BEGIN CONFIDENTIAL ██████ END CONFIDENTIAL in 2002. For all  
7 of the nonregulated operations of Progress Energy, the 2001 allocation factor  
8 increased from 4.83% to BEGIN CONFIDENTIAL ██████ END  
9 CONFIDENTIAL This comparison shows how the nonregulated operations  
10 of Progress Energy were clearly under allocated costs during the projected test  
11 year.

12  
13 I did not modify all allocation factors. I modified those allocation factors  
14 proposed to be changed by Progress Energy Service as well has a handful of  
15 other factors where it appeared the change would not significantly distort the  
16 intent of the allocation factor. The other factors that I modified are depicted on  
17 Schedule 10 and are labeled A1, A2, A3.

18  
19 Schedule 11 of my exhibit shows the change in the amounts allocated to FPC  
20 using the new updated allocation factors as applied to budgeted 2001 dollars.  
21 As shown on Schedule 11, if these new allocation factors are applied to the  
22 2001 budgeted dollars, the amount allocated to FPC would be reduced by  
23 BEGIN CONFIDENTIAL ██████████ END CONFIDENTIAL Because  
24 FPC did not have information analogous to that shown on Schedule 11 for the

1 projected 2002 test year, I translated the change in the amount allocated to FPC  
2 into a percentage difference for the major categories of expense accounts. For  
3 example, for the account human resources, the changes that I recommend  
4 reduced 2001 expenses allocated to FPC by **BEGIN CONFIDENTIAL**  
5 **[REDACTED]**. **END CONFIDENTIAL** For each of these major categories of  
6 expenses, I applied the percentage changes resulting from the 2001 reallocation  
7 to the amount of expenses allocated to FPC in the projected test year. The  
8 results of this process are shown on Schedule 12. As shown on Schedule 12, my  
9 recommended changes indicated that costs charged to FPC during the projected  
10 test year from Progress Energy Service should be reduced by \$8.0 million.

11 **Q. IS YOUR ADJUSTMENT CONSERVATIVE?**

12 A. Yes. As explained above, although the allocation factors that I recommend are  
13 superior to the ones used by FPC, they still tend to under allocate costs to the  
14 nonregulated companies of Progress Energy for at least two reasons. First, I did  
15 not update some of the allocation factors, therefore these costs are allocated as  
16 they were by FPC. Second, excluding the **BEGIN CONFIDENTIAL** **[REDACTED]**  
17 **[REDACTED]** **END CONFIDENTIAL** from the allocation factor tends to under  
18 allocate costs to the nonregulated companies. Therefore, the adjustment that I  
19 recommend is very conservative.

20 **Q. ARE YOU RECOMMENDING ANY OTHER ADJUSTMENTS**  
21 **RELATED TO COSTS ALLOCATED FROM PROGRESS ENERGY**  
22 **SERVICE TO FPC?**

23 A. Yes. I am recommending that the Commission disallow the aircraft expenses  
24 allocated to FPC in the amount of \$1.4 million. In POD 130, OPC requested

**CONFIDENTIAL**

**Florida Power Corporation  
 Synergy Savings Reconstruction from OPC POD 73  
 (000,000)**

Category	CPL	FPC	Non Regulated	Total
Transmission and Distribution Savings	\$ [REDACTED]	\$ 7.2		\$ [REDACTED]
Customer Service Center	\$ [REDACTED]	\$ 5.9		\$ [REDACTED]
Power Operations	\$ [REDACTED]	\$ 15.7		\$ [REDACTED]
Nuclear Team	\$ -	\$ 4.1		\$ [REDACTED]
Energy Ventures		\$ 1.0		
A&G	\$ [REDACTED]	\$ 24.8		\$ [REDACTED]
Total Savings	\$ [REDACTED]	\$ 58.7		\$ [REDACTED]
Revenue Synergies	\$ [REDACTED]		\$ [REDACTED]	
Total Synergies	\$ [REDACTED]	\$ 58.7	\$ [REDACTED]	\$ 175.0
Transition Costs		\$ 4.6		
Net Synergies	\$ [REDACTED]	\$ 54.0	\$ [REDACTED]	
Percent to CPL FPC and Nonregulated	[REDACTED]	30.9%	[REDACTED]	



**CONFIDENTIAL**

Docket No 000824-EI  
Kimberly H. Dismukes  
Exhibit No \_\_ (KHD-1)  
Schedule 9  
Page 1 of 6

SENT BY:

Docket No 000124-El  
Kimberly H. Dismukes  
Exhibit No. \_\_ (KHD-f)  
Schedule 9  
Page 2 of 6

CONFIDENTIAL

**CONFIDENTIAL**

Docket No 000824-EI  
Kim, My H Dismukes  
Exhibit 1 (KHD-1)  
Schedule 9  
Page 3 of 6

**CONFIDENTIAL**

**CONFIDENTIAL**

**CONFIDENTIAL**

Doc No 000824-EI  
Kin / H Dismukes  
Exhibit No \_\_ (KHD-1)  
Schedule 9  
Page 6 of 6

CONFIDENTIAL

**Florida Power Corporation  
 Progress Energy Service Company  
 Comparison of Allocation Factors  
 2001 Budget and 2002 Budget**

	2001 Annual Labor Budget	% of Total Labor	2001 Head Count	% of Total Head Count	2001 Undepreciated Assets Budget (A)	2001 % of Total Assets	2002 A0 % of Total Assets	2002 A1 Assets Factor	2002 A2 Assets Factor	2002 A3 Assets Factor
Progress Energy Holding Company										
CP&L - Energy Supply										
CP&L - Energy Delivery										
CP&L - Energy Services										
CP&L Regulated	\$									
CP&L - Energy Ventures										
SRS										
NCNG										
ENCNG										
Monroe Power										
CP&L Nonregulated	\$									
FPC - Energy Supply	111,348,381	16.78%	1,413	13.81%	3,379,438,962	18.68%		0.00%	0.00%	0.00%
FPC - Energy Delivery	144,632,314	21.80%	2,586	25.27%	3,477,346,965	19.22%		0.00%	0.00%	0.00%
FPC Regulated	\$ 255,980,695	38.59%	3,999	39.08%	\$ 6,856,785,927	37.89%	28.07%	30.87%	31.44%	30.95%
Electric Fuels										
Progress Telecom										
FPC Nonregulated										
Total	\$									

CONFIDENTIAL

Doc' to 000824-EI  
Kinu J. H. Dismukes  
Exhibit No. \_\_ (KHD-1)  
Schedule 11  
Page 1 of 4



CONFIDENTIAL

Doc# No 000824-EI  
Kim H Dismukes  
Exhibit No \_\_ (K11D-1)  
Schedule 11  
Page 2 of 4

**CONFIDENTIAL**

Docket No. 000824-EI  
Kimberly A. Dismukes  
Exhibit No. \_\_\_ (KID-1)  
Schedule 11  
Page 3 of 4

CONFIDENTIAL

Docket No 000824-EI  
Kimberly H. Dismukes  
Exhibit No. \_\_ (KHD-1)  
Schedule 11  
Page 4 of 4

SENT BY:

David E. Dismukes

**Docket Number 000824-EI**  
**David E. Dismukes**  
**Exhibit DED-4**  
**Confidential Exhibit**

Docket Number 000824-EI  
David E. Dismukes  
Exhibit DED-5  
Confidential Exhibit