

ORIGINAL



R. Wade Litchfield
Senior Attorney
Florida Authorized House Counsel
Florida Power & Light Company
700 Universe Boulevard
Juno Beach, FL 33408-0420
(561) 691-7135 (Facsimile)

September 23, 2003

Writer's Direct Dial:
(561) 691-7101

VIA HAND DELIVERY

Ms. Blanca S. Bayó, Director
Division of the Commission Clerk and
Administrative Services
Florida Public Service Commission
Betty Easley Conference Center
2540 Shumard Oak Boulevard, Room 110
Tallahassee, FL 32399-0850

RECEIVED-FPSC
03 SEP 23 PM 4:47
COMMISSION
CLERK

030930-ET

**Re: Florida Power & Light Company's Request for Confidential
Classification of Certain Materials in Connection with Audit No. 03-002-4-1**

Dear Ms. Bayó:

I enclose and hand you herewith for filing in the above-referenced matter, the original and two (2) copies of Florida Power & Light Company's ("FPL") Request for Confidential Classification of Certain Materials in Connection with Audit No. 03-002-4-1. The original includes Exhibits A, B, C and D. The two copies include only Exhibits B, C, and D.

Exhibit A contains the confidential information that is the subject of FPL's Request for Confidential Classification. Exhibit A is submitted for filing in a separate, sealed folder or carton marked "EXHIBIT A - CONFIDENTIAL." Exhibit B is an edited version of Exhibit A, in which the information FPL asserts is confidential has been blocked out. Exhibit C contains FPL's justification for its Request for Confidential Classification. Exhibit D contains affidavits in support of FPL's Request for Confidential Classification. Also included herewith is a computer diskette containing FPL's Request for Confidential Classification and Exhibit C in WordPerfect.

In accordance with Rule 25-22.006(3)(d), FPL requests confidential treatment of the information in Exhibit A pending disposition of FPL's Request for Confidential Classification. Please do not hesitate to contact me should you or your Staff have any questions regarding this filing.

Sincerely,

R. Wade Litchfield

RWL/ec
Enclosures

cc: Gabriela Leon, Audit Manager, FPSC (without enclosures)

- AUS _____
- CAF _____
- CMP _____
- COM _____
- CTR _____
- ECR _____
- GCL _____
- OPC _____
- MMS _____
- SEC _____
- OTH _____

DOCUMENT NUMBER-DATE

09127 SEP 23 03

FPSC-COMMISSION CLERK

ORIGINAL

BEFORE THE

FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of Florida Power & Light)	Docket No. _____
Company's Request for Confidential)	
Classification in Connection With)	
Audit No. 03-002-4-1)	FILED: September 23, 2003

**REQUEST FOR CONFIDENTIAL
CLASSIFICATION OF CERTAIN MATERIALS
IN CONNECTION WITH AUDIT NO. 03-002-4-1**

NOW, BEFORE THIS COMMISSION, through undersigned counsel, comes Florida Power & Light Company ("FPL") and, pursuant to section 25-22.006 of the Florida Administrative Code and section 366.093 of the Florida Statutes, hereby requests confidential classification of certain materials provided to the Florida Public Service Commission ("FPSC" or "Commission") in connection with its audit to test reliability indices filed pursuant to Commission Rule 25-6.0455(1)(c) Florida Administrative Code, Audit Control No. 03-002-4-1 (hereinafter the "Audit"). In support of its Request, FPL states as follows:

- Petitioner's principal business address is as follows:

Florida Power & Light Company
P.O. Box 029100
Miami, Florida 33102-9100

Orders, notices, or other pleadings related to this request should be served on:

William G. Walker, III
Vice President
Florida Power & Light Company
215 South Monroe Street, Ste. 810
Tallahassee, FL 32301-1859

R. Wade Litchfield
Senior Attorney
Florida Power & Light Company
700 Universe Boulevard
Juno Beach, Florida 33408-0420

Telephone: (850) 521-3910
Telecopier: (850) 521-3939

Telephone:(561) 691-7101
Telecopier: (561)691-7135

2. During the Audit, Staff requested access to various FPL reports and other documents. By letter dated September 2, 2003, Staff indicated its intent to retain certain workpapers for which confidential treatment previously had been requested. Pursuant to Rule 25-22.006(3)(a), FPL was given twenty-one days from the date of the letter, or until September 23, 2003, within which to file a formal Request for Confidential Classification with respect to such workpapers. FPL hereby makes such request.

3. The following exhibits are included herewith and made a part hereof:

- a. Exhibit A consists of all documents for which FPL seeks confidential treatment, whether in whole or in part. All information in Exhibit A that FPL asserts is entitled to confidential treatment has been highlighted. Exhibit A is submitted separately in a sealed folder or carton marked "CONFIDENTIAL."
- b. Exhibit B is an edited version of Exhibit A. All information that FPL asserts is entitled to confidential treatment has been blocked out in Exhibit B.
- c. Exhibit C is a table containing a line-by-line and page-by-page identification of the information for which confidential treatment is sought, and, with regard to each document or portions thereof, references to the specific statutory basis or bases for the claim of confidentiality and to the affidavits in support of the requested classification. Exhibit C is sometimes referred to hereinafter as the "Justification Table."
- d. Exhibit D is the affidavits of Dave Bromley and Rick Del Cueto.

4. FPL seeks confidential protection for the information highlighted in Exhibit A. The statutory bases for FPL's assertion of confidentiality with regard to each document or portion thereof are set forth in the Justification Table under the column titled "FLORIDA

STATUTE 366.093(3).” The letters (d) through (e) refer to subsections of section 366.093(3), as applicable. Support for FPL’s Request for Confidential Classification of the referenced material is provided through the affidavits of Dave Bromley and Rick Del Cueto, included herewith as Exhibit D.

5. FPL submits that the information highlighted in Exhibit A is proprietary confidential business information within the meaning of section 366.093(3). The affidavits of Messrs. Bromley and Del Cueto indicate the highlighted information consists of: 1) internal auditing controls and reports of internal auditors or information relating to same; and 2) customer-specific information for non-governmental customers.

6. The information for which Mr. Del Cueto is listed as affiant includes documents and Audit Staff notes from FPL’s internal audit reports, including the supporting work papers. A few such documents otherwise are publicly available. However, their inclusion in FPL’s internal audit reports renders them confidential in this limited instance inasmuch as disclosure in this context would tend to inform others of the subject and nature of the internal audit, which in itself constitutes both an audit control and a portion of the audit report.

7. The information for which Mr. Bromley is listed as affiant consists of customer names, account or identification numbers, telephone numbers and addresses. FPL considers such information to be confidential and proprietary to the customer and, as a matter of policy, does not disclose such information to third parties unless required by law or unless the customer consents to the disclosure. FPL’s customers themselves consider the information to be

confidential. As discussed by Mr. Bromley in his affidavit, access to a customer's account of identification number could result in potential mischief or misfeasance by a third person with respect to a customer's account to the detriment of both the customer and FPL. The Commission in the past has found customer-specific information to be proprietary confidential business information.¹

8. Pursuant to section 366.093, such materials are entitled to confidential treatment and are exempt from the disclosure provisions of the public records law. Thus, once the Commission determines that the information in question is proprietary confidential business information, the Commission is not required to engage in any further analysis or review such as weighing the harm of disclosure against the public interest in access to the information.

9. Upon a finding by the Commission that the material in Exhibit A for which FPL seeks confidential treatment is "proprietary confidential business information," pursuant to section 366.093(4) such materials should not be declassified for a period of at least eighteen (18) months and should be returned to FPL as soon as the information is no longer necessary for the Commission to conduct its business.

WHEREFORE, for the above and foregoing reasons, as more fully set forth in the supporting materials and affidavits included herewith, Florida Power & Light Company

¹ *In re: Petition for approval of proposed pilot/experimental Real Time Pricing Program and the associated rate schedule by Gulf Power Company*, Docket No. 941102-EI, Order No. PSC-98-0421-CFO-EI, 99 FPSC 3:310; *In re: Electric Service Quality (ESQ) Audit Request for Confidentiality (Audit Control No. 97-01-002)*, Docket No. 971668-EI, Order no. PSC-98-0620-CFO-EI, 98 FPSC 5:28; *In re: Request for confidential classification of portions of audit report regarding Commercial/Industrial Demand Side Management by Florida Power & Light Company*, Docket No. 961013-EI, Order No. PSC-96-1478-CFO-EI, 96 FPSC 12:184.

respectfully requests that its Request for Confidential Classification be granted.

Respectfully submitted,



A handwritten signature in cursive script, appearing to read "R. Wade Litchfield", is written over a solid horizontal line.

R. WADE LITCHFIELD

Florida Authorized House Counsel

Attorney for Florida Power & Light Company

700 Universe Boulevard

Juno Beach, FL 33408-0420

Telephone: (561) 691-7101

Telecopier: (561) 691-7135

STATE OF FLORIDA

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON



DIVISION OF THE COMMISSION CLERK &
ADMINISTRATIVE SERVICES
BLANCA S. BAYÓ
DIRECTOR
(850) 413-6770 (CLERK)
(850) 413-6330 (ADMIN)

Public Service Commission

ACKNOWLEDGMENT

DATE: 9.23.03

TO: R. Wade Litchfield
FROM: T. Henry, Division of the Commission Clerk and
Administrative Services
RE: Acknowledgment of Receipt of Confidential Filing

09128-03

This will acknowledge receipt of a CONFIDENTIAL DOCUMENT filed in Docket No.

_____ or (if filed in an undocketed matter) concerning _____

Exhibit A, and

filed on behalf of FPL/Litchfield. The

document will be maintained in locked storage.

Any questions regarding this matter should be directed to Kay Flynn at (850) 413-6770.

PSC/CCA019-C (Rev 01/03)

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An Affirmative Action/Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: contact@psc.state.fl.us

Exhibit A

CONFIDENTIAL DOCUMENTS

(SUBMITTED SEPARATELY)

Exhibit B

REDACTED DOCUMENTS

VIEW 2.0 BROWSE - G000TCMS2TKT
COMMAND ==>

REC 1280380 PG 0000001.255 LOCK 00 COL 001 132
SCROLL ==> PAGE

No remarks.

Device Stack

Meter:

TLN:

LLN:

OCR:

Feeder: 8-6466-6797-4-F

Customer Representative

ID:

Name:

=====

CALL OVERVIEW A

Customer/Call Information

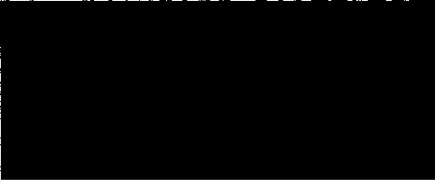
Call Date/Time: 03:56:00 07/11/2002

Name:

Address:

City:

ZipCode:



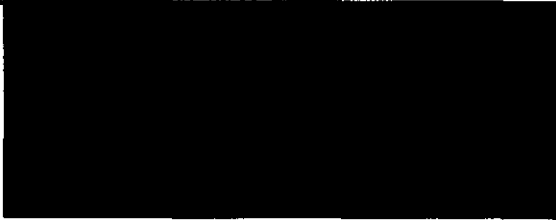
VIEW 2.0 BROWSE - G00000CMS2TKT

REC 1280405 PG 0000001.255 LOCK 00 COL 001 132

COMMAND ==>

SCROLL ==> PAGE

Phone Number:
Account Number
PPID:
ITR:
Last Callback:



Customer Trouble Reported

No Current

Customer remarks

VRU ENTRY CREATED AUTOMATICALLY ON CUST INQUIRY

Device Stack

Meter: 5C08915
TLN: 8-6367-5384-0
LLN: 8-6367-5995-1
OCR: 9041
Feeder: 8-6466-6797-4-F

Customer Representative

ID:

VIEW 2.0 BROWSE - G000TCMS2TKT -----

REC 1280430 PG 0000001.255 LOCK 00 COL 001 132

COMMAND ==>

SCROLL ==> PAGE

Name:

=====

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 03-57-00 ^(A) 07/11/2002

Name:
Address:
City:
ZipCode:
Phone Number:
Account Number:
PPID:
ITR:
Last Callback:



Customer Trouble Reported

No Current

Customer remarks

VRU ENTRY CREATED AUTOMATICALLY ON CUST INQUIRY

VIEW 2.0 BROWSE - G000TCMS2TKT
COMMAND ==>

REC 1280455 PG 0000001.255 LOCK 00 COL 001 132
SCROLL ==> PAGE

Device Stack

Meter: 5C64580
TLN: 8-6467-5177-0
LLN: 8-6467-2388-1 S
OCR:
Feeder: 8-6466-6797-4-F

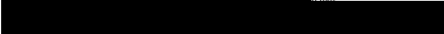
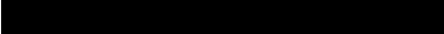
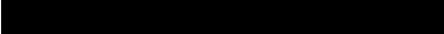
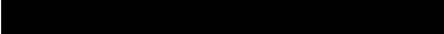
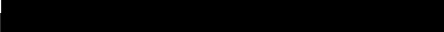
Customer Representative

ID:
Name:

=====

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 03:59:00^A/07/11/2002
Name: 
Address: 
City: 
ZipCode: 
Phone Number: 

VIEW 2.0 BROWSE - G000TCMS2TKT

COMMAND ==>

Account Number: [REDACTED]

PPID: 3442653

ITR: 05:45:00 07/11/2002 (N)

Last Callback:

Customer Trouble Reported

No Current

Customer remarks

VRU ENTRY CREATED AUTOMATICALLY ON CUST INQUIRY

Device Stack

Meter: [REDACTED]

TLN: [REDACTED]

LLN: [REDACTED]

OCR: [REDACTED]

Feeder [REDACTED]

Customer Representative

ID:

Name:

VIEW 2.0 BROWSE - G000TCMS2TKT
COMMAND ==>

=====

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 03:59:00 07/11/2002

Name:

Address:

City:

ZipCode:

Phone Number:

Account Number:

PPID:

ITR: 05:45:00 07/11/2002 (N)

Last Callback:

Customer Trouble Reported

No Current

Customer remarks

VRU ENTRY CREATED AUTOMATICALLY ON CUST INQUIRY

VIEW 2.0 BROWSE - G000TCMS2TKT
COMMAND ==>

Device Stack

Meter: 5C02944
TLN: 8-6367-3953-0
LLN: 8-6367-4565-9 S
OCR: 9041
Feeder: 8-6466-6797-4-F


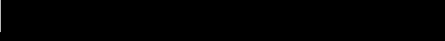
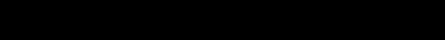
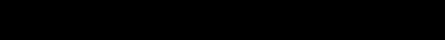
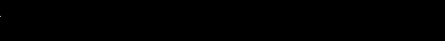

Customer Representative

ID:
Name:

=====

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 04:00:00 07/11/2002
Name: 
Address: 
City: 
ZipCode: 
Phone Number: 
Account Number: 

VIEW 2.0 BROWSE - G000TCMS2TKT
COMMAND ==>

REC 1280580 PG 0000001.255 LOCK 00 COL 001 132
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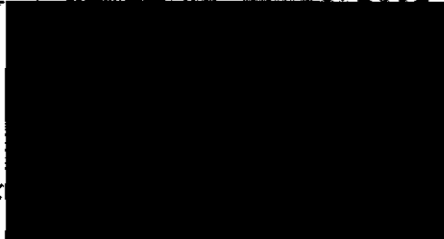
=====

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 04:00:00 07/11/2002

Name:
Address:
City:
ZipCode:
Phone Number:
Account Number:
PPID:



ITR: 05:45:00 07/11/2002 (N)

Last Callback:

Customer Trouble Reported

No Current

Customer remarks

VRU ENTRY CREATED AUTOMATICALLY ON CUST INQUIRY

Device Stack

VIEW 2.0 BROWSE - G000TCMS2TKT ----- REC 3952007 PG 0000001.255 LOCK 00 COL 001 132

COMMAND ==>

SCROLL ==> PAGE

Part On Time 20:05:00 06/24/2002 95% by MDTSERVER at 20:26:00 06/24/2002

Completed With Truck 1415 by MDTSERVER at 20:26:00 06/24/2002

Work Order DCWT by MDTSERVER at 20:26:00 06/24/2002

Restore Time 20:15:00 06/24/2002 by MDTSERVER at 20:26:00 06/24/2002

Support Code by MDTSERVER at 20:26:00 06/24/2002

TLM Error UnChecked by MDTSERVER at 20:26:00 06/24/2002

Completed By EAK by EAK0KFL at 20:28:00 06/24/2002

Completed With Truck 1415 by EAK0KFL at 20:28:00 06/24/2002

Interruption Category oa by MXB0DXY at 10:00:00 06/26/2002

Follow-up Investigations:

. . TLM Error . . Engr . . UPR . . Claims . . CFR

=====

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 19:14:00 06/24/2002

Name: 

Address: 

VIEW 2.0 BROWSE - G000TCMS2TKT

REC 3952032 PG 0000001.255 LOCK 00 COL 001 132

COMMAND ==>

SCROLL ==> PAGE

City: WEST PALM BEACH

ZipCode: 33415 (A)

Phone Number: [REDACTED]

Account Number: [REDACTED]

PPID: [REDACTED]

ITR: 22:15:00 06/24/2002 (N)

Last Callback:

Customer Trouble Reported

No Current

See Remarks

Customer remarks

cust heard loud boom transformer blew can confirm neighbours are out also

Device Stack

Meter: 5C16191

TLN: 6-7618-4319-0

LLN: 6-7618-7137-0

OCR:

Feeder: 6-7718-9820-0-F

VIEW 2.0 BROWSE - G000TCMS2TKT

REC 3952057 PG 0000001.255 LOCK 00 COL 001 132

COMMAND ==>

SCROLL ==> PAGE

Customer Representative

ID:

Name:

=====

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 19:18:00 06/24/2002

Name:

Address:

City:

ZipCode:

Phone Number:

Account Number:

PPID:

ITR: 22:15:00 06/24/2002 (N)

Last Callback:

Customer Trouble Reported

No Current

VIEW 2.0 BROWSE - G000TCMS2TKT

REC 3952082 PG 0000001.255 LOCK 00 COL 001 132

COMMAND ==>

SCROLL ==> PAGE

Customer remarks

NEIGHBORS ALSO OUT OF SERVICE

Device Stack

Meter: 5C72152

TLN: 6-7618-5929-0

LLN: 6-7618-7137-0

OCR:

Feeder: 6-7718-9820-0-F

Customer Representative

ID:

Name:

=====

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 19:18:00 06/24/2002

Name:

Address:

Date: 4/8/03 Time: 9:57:55 AM

JP

VIEW 2.0 BROWSE - G000TCMS2TKT

REC 3952107 PG 0000001.255 LOCK 00 COL 001 132

COMMAND ==>

(A)

SCROLL ==> PAGE

City:

ZipCode:

Phone Number:

Account Number:

PPID:

ITR: 22:15:00 06/24/2002 (N)

Last Callback:

Customer Trouble Reported

No Current

Customer remarks

NEIGHBORS ALSO OUT OF SERVICE

Device Stack

Meter: 5C03691

TLN: 6-7618-5120-0

LLN: 6-7618-7137-0

OCR:

Feeder: 6-7718-9820-0-F

Customer Representative

VIEW 2.0 BROWSE - G000TCMS2TKT
COMMAND ==>

REC 3952132 PG 0000001.255 LOCK 00 COL 001 132
SCROLL ==> PAGE

ID:
Name:

=====

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 19:17:00 06/24/2002

Name: [REDACTED]
Address: [REDACTED]
City: [REDACTED]
ZipCode: [REDACTED]
Phone Number: [REDACTED]
Account Number: [REDACTED]

PPID: [REDACTED]
ITR: 22:15:00 06/24/2002 (N)

Last Callback:

Customer Trouble Reported

No Current
Customer checked breaker

VIEW 2.0 BROWSE - G000TCMS2TKT

REC 3952157 PG 0000001.255 LOCK 00 COL 001 132

COMMAND ==>

SCROLL ==> PAGE

Customer remarks

cust says transformer blew

Device Stack

Meter: 5C51587

TLN: 6-7618-5120-0

LLN: 6-7618-7137-0

OCR:

Feeder: 6-7718-9820-0-F

Customer Representative

ID:

Name:

=====
CALL OVERVIEW

Customer/Call Information

Call Date/Time: 19:17:00/06/24/2002

Name: 

Address: 

8

VIEW 2.0 BROWSE - 6000TCMS2TKT
COMMAND ==> (A)

REC 3952182 PG 0000001.255 LOCK 00 COL 001 132

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City: [REDACTED]
ZipCode: [REDACTED]
Phone Number: [REDACTED]
Account Number: [REDACTED]
PPID: [REDACTED]
ITR: 22:15:00 06/24/2002 (N)
Last Callback:

Customer Trouble Reported

No Current
Customer checked breaker

Customer remarks

Device Stack

Meter: 5C80063
TLN: 6-7618-5120-0
LLN: 6-7618-7137-0
OCR:
Feeder: 6-7718-9820-0-F

VIEW 2.0 BROWSE - G000TCMS2TKT

REC 3952207 PG 0000001.255 LOCK 00 COL 001 132

COMMAND ==>

SCROLL ==> PAGE

Customer Representative

ID:

Name:

=====

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 19:19:00 06/24/2002

Name:

Address:

City:

ZipCode:

Phone Number:

Account Number:

PPID:

ITR: 22:15:00 06/24/2002 (N)

Last Callback:

Customer Trouble Reported

No Current

Loud Bang

VIEW 2.0 BROWSE - G000TCMS2TKT
COMMAND ==>

REC 3952232 PG 0000001.255 LOCK 00 COL 001 132
SCROLL ==> PAGE

Customer remarks

TRANSFORMER POPPED

Device Stack

Meter: 5C69215
TLN: 6-7618-4626-0
LLN: 6-7618-7137-0
OCR:
Feeder: 6-7718-9820-0-F

Customer Representative

ID:
Name:

=====

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 19:20:00 06/24/2002
① Name: [REDACTED]

VIEW 2.0 BROWSE - 0000TCMS2TKT

REC 3952257 PG 0000001.255 LOCK 00 COL 001 132

COMMAND ==>

SCROLL ==> PAGE

Address:

City:

ZipCode:

Phone Number:

Account Number:

PPID:

ITR: 22:15:00 06/24/2002 (N)

Last Callback:

Customer Trouble Reported

No Current

Customer checked breaker

Customer remarks

Device Stack

Meter: 5C78657

TLN: 6-7618-6037-0

LLN: 6-7618-7137-0

OCR:

Feeder: 6-7718-9820-0-F

8

VIEW 2.0 BROWSE - G000TCMS2TKT

REC 3952282 PG 0000001.255 LOCK 00 COL 001 132

COMMAND ==>

SCROLL ==> PAGE

Customer Representative

ID:

Name:

=====

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 19:20:00 06/24/2002

Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

ZipCode: [REDACTED]

Phone Number: [REDACTED]

Account Number: [REDACTED]

PPID: [REDACTED]

ITR: 21:45:00 06/24/2002 (N)

Last Callback:

Customer Trouble Reported

No Current

92

VIEW 2.0 BROWSE - G000TCMS2TKT
COMMAND ==>

REC 3952307 PG 0000001.255 LOCK 00 COL 001 132
SCROLL ==> PAGE

Customer remarks

loud bang and then no power

Device Stack

Meter: 5C90048
TLN: 6-7618-5120-0
LLN: 6-7618-7137-0
OCR:
Feeder: 6-7718-9820-0-F

Customer Representative

ID:
Name:

=====

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 19:19:00 06/24/2002

Name: 

83

VIEW 2.0 BROWSE - G000TCMS2TKT

REC 3952332 PG 0000001.255 LOCK 00 COL 001 132

COMMAND ==>

(A)

SCROLL ==> PAGE

Address:

City:

ZipCode:

Phone Number:

Account Number:

PPID:

ITR:

Last Callback:

Customer Trouble Reported

No Current

Loud Bang

Customer remarks

transformer blew

Device Stack

Meter: 5C57493

TLN: 6-7618-5620-0

LLN: 6-7618-7137-0

OGR:

Feeder: 6-7718-9820-0-F

261

VIEW 2.0 BROWSE - G000TCMS2TKT

REC 3952357 PG 0000001.255 LOCK 00 COL 001 132

COMMAND ==>

SCROLL ==> PAGE

Customer Representative

ID:

Name:

=====

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 19:22:00 06/24/2002

Name:

Address:

City:

ZipCode:

Phone Number:

Account Number

PPID:

ITR: 21:45:00 06/24/2002 (N)

Last Callback:

Customer Trouble Reported

No Current

VIEW 2.0 BROWSE - G000TCMS2TKT ----- REC 3952382 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ==> SCROLL ==> PAGE

Customer remarks

No remarks.

Device Stack

Meter: 5C19419
TLN: 6-7618-5120-0
LLN: 6-7618-7137-0
OCR:
Feeder: 6-7718-9820-0-F

Customer Representative

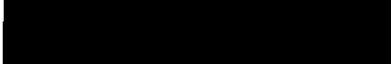
ID:
Name:

=====

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 19:22:00 06/24/2002

Name: 

6

VIEW 2.0 BROWSE - G000TCMS2TKT
COMMAND ==> **A**

Address: [REDACTED]
City: [REDACTED]
ZipCode: [REDACTED]
Phone Number: [REDACTED]
Account Number: [REDACTED]
PPID: [REDACTED]
ITR: 22:15:00 06/24/2002 (N)
Last Callback:

Customer Trouble Reported

**No Current
Customer checked breaker
Loud Bang**

Customer remarks

pwr went off around 5 min ago/ neighbors are w/out pwr/ trsnfr blew at loc

Device Stack

**Meter: 5C28860
TLN: 6-7618-6535-0
LLN: 6-7618-7137-0
OCR:**

10

VIEW 2.0 BROWSE - G000TCMS2TKT

REC 3952432 PG 0000001.255 LOCK 00 COL 001 132

COMMAND ==>

SCROLL ==> PAGE

Feeder: 6-7718-9820-0-F

Customer Representative

ID:

Name:

=====

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 19:22:00 06/24/2002

Name:

Address:

City:

ZipCode:

Phone Number:

Account Number:

PPID:

ITR: 22:15:00 06/24/2002 (N)

Last Callback:

Customer Trouble Reported

Date: 4/8/03 Time: 9:59:00 AM

MA
80

VIEW 2.0 BROWSE - G000TCMS2TKT

REC 3952482 PG 0000001.255 LOCK 00 COL 001 132

COMMAND ==>

(A)

SCROLL ==> PAGE

Name: [REDACTED]
Address: [REDACTED]
City: [REDACTED]
ZipCode: [REDACTED]
Phone Number: [REDACTED]
Account Number: [REDACTED]
PPID: [REDACTED]
ITR: [REDACTED]
Last Callback: [REDACTED]

Customer Trouble Reported

No Current

Customer remarks

VRU ENTRY CREATED AUTOMATICALLY ON CUST INQUIRY

Device Stack

Meter: 5C85424
TLN: 6-7618-4626-0
LLN: 6-7618-7137-0
OCR:
Feeder: 6-7718-9820-0-F

Date: 4/8/03 Time: 9:59:10 AM

Handwritten marks

VIEW 2.0 BROWSE - G000TCMS2TKT
COMMAND ==>

REC 3952507 PG 0000001.255 LOCK 00 COL 001 132
SCROLL ==> PAGE

Customer Representative

ID:
Name:

=====

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 19:25:00 06/24/2002

Name: [REDACTED]
Address: [REDACTED]
City: [REDACTED]
ZipCode: [REDACTED]
Phone Number: [REDACTED]
Account Number: [REDACTED]
PPID: [REDACTED]

ITR: 21:45:00 06/24/2002 (N)

Last Callback:

Customer Trouble Reported

No Current

Handwritten marks

VIEW 2.0 BROWSE - G000TCMS2TKT

REC 3952532 PG 0000001.255 LOCK 00 COL 001 132

COMMAND ==>

SCROLL ==> PAGE

Customer remarks

VRU ENTRY CREATED AUTOMATICALLY ON CUST INQUIRY

Device Stack

Meter: 5C46762

TLN: 6-7618-6535-0

LLN: 6-7618-7137-0

OCR:

Feeder: 6-7718-9820-0-F

Customer Representative

ID:

Name:

=====

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 19:29:00 06/24/2002

Name: 

Date: 4/8/03 Time: 9:59:18 AM

Handwritten marks

VIEW 2.0 BROWSE - G000TCMS2TKT

REC 3952557 PG 0000001.255 LOCK 00 COL 001 132

COMMAND ==>

(A)

SCROLL ==> PAGE

Address: [REDACTED]
City: [REDACTED]
ZipCode: [REDACTED]
Phone Number: [REDACTED]
Account Numbe [REDACTED]
PPID: [REDACTED]
ITR: 22:30:00 06/24/2002 (N)
Last Callback:

Customer Trouble Reported

No Current

Customer remarks

NEIGHBORS ALSO OUT OF SERVICE

Device Stack

Meter: 5C44058
TLN: 6-7618-4929-0
LLN: 6-7618-7137-0
OCR:
Feeder: 6-7718-9820-0-F

VIEW 2.0 BROWSE - G000TCMS2TKT

REC 3952582 PG 0000001.255 LOCK 00 COL 001 132

COMMAND ==>

SCROLL ==> PAGE

Customer Representative

ID:

Name:

=====

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 19:36:00 06/24/2002

Name:

Address:

City:

ZipCode:

Phone Number:

Account Number:

PPID:

ITR: 21:45:00 06/24/2002 (N)

Last Callback:

Customer Trouble Reported

No Current

Handwritten marks: a circled 'a' and a checkmark.

VIEW 2.0 BROWSE - G000TCMS2TKT

REC 3952607 PG 0000001.255 LOCK 00 COL 001 132

COMMAND ==>

SCROLL ==> PAGE

Customer remarks

VRU ENTRY CREATED AUTOMATICALLY ON CUST INQUIRY

Device Stack

Meter: 5C78657

TLN: 6-7618-6037-0

LLN: 6-7618-7137-0

OCR:

Feeder: 6-7718-9820-0-F

Customer Representative

ID:

Name:

=====

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 19:38:00-06/24/2002

Name: 

Address: 

VIEW 2.0 BROWSE - G000TCMS2TKT

REC 3952632 PG 0000001.255 LOCK 00 COL 001 132

COMMAND ==>

(A)

SCROLL ==> PAGE

City:

ZipCode:

Phone Number:

Account Number:

PPID:

ITR: 22:45:00 06/24/2002 (N)

Last Callback:

Customer Trouble Reported

No Current

Customer checked breaker

Customer remarks

Device Stack

Meter: 5C91736

TLN: 6-7618-5435-0

LLN: 6-7618-7137-0

OCR:

Feeder: 6-7718-9820-0-F

[Handwritten marks]

VIEW 2.0 BROWSE - G000TCMS2TKT

REC 3952657 PG 0000001.255 LOCK 00 COL 001 132

COMMAND ===>

SCROLL ===> PAGE

Customer Representative

ID:

Name:

=====

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 19:40:00 06/24/2002

Name:

Address:

City:

ZipCode:

Phone Number:

Account Number:

PPID:

ITR: 22:45:00 06/24/2002 (N)

Last Callback:

Customer Trouble Reported

No Current

VIEW 2.0 BROWSE - G000TCMS2TKT

REC 3952682 PG 0000001.255 LOCK 00 COL 001 132

COMMAND ==>

SCROLL ==> PAGE

Customer remarks

NEIGHBORS ALSO OUT OF SERVICE

Device Stack

Meter: 5C33918

TLN: 6-7618-6528-0

LLN: 6-7618-7137-0

OCR:

Feeder: 6-7718-9820-0-F

Customer Representative

ID:

Name:

=====
CALL OVERVIEW

Customer/Call Information

Call Date/Time: 19:44:00 06/24/2002

Name: 

Address: 

VIEW 2.0 BROWSE - 6000TCMS2TKT

REC 3952707 PG 0000001.255 LOCK 00 COL 001 132

COMMAND ==>

(A)

SCROLL ==> PAGE

City:

ZipCode:

Phone Number:

Account Number:

PPID:

ITR: 21:45:00 06/24/2002 (N)

Last Callback:

Customer Trouble Reported

No Current

Customer remarks

VRU ENTRY CREATED AUTOMATICALLY ON CUST INQUIRY

Device Stack

Meter: 5C62585

TLN: 6-7618-5435-0

LLN: 6-7618-7137-0

OCR:

Feeder: 6-7718-9820-0-F

Customer Representative



VIEW 2.0 BROWSE - G000TCMS2TKT
COMMAND ==>

REC 3952732 PG 0000001.255 LOCK 00 COL 001 132
SCROLL ==> PAGE

ID:
Name:

=====

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 19:48:00 06/24/2002

Name: [REDACTED]
Address: [REDACTED]
City: [REDACTED]
ZipCode: [REDACTED]
Phone Number: [REDACTED]
Account Number: [REDACTED]

PPID: [REDACTED]
ITR: 21:45:00 06/24/2002 (N)

Last Callback:

Customer Trouble Reported

No Current

Customer remarks



VIEW 2.0 BROWSE - G000TCMS2TKT
COMMAND ==>

REC 3952757 PG 0000001.255 LOCK 00 COL 001 132
SCROLL ==> PAGE

VRU ENTRY CREATED AUTOMATICALLY ON CUST INQUIRY

Device Stack

Meter: 5C46440
TLN: 6-7618-5435-0
LLN: 6-7618-7137-0
OCR:
Feeder: 6-7718-9820-0-F

Customer Representative

ID:
Name:

=====

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 19:54:00/06/24/2002
Name: 
Address: 
City: 

VIEW 2.0 BROWSE - G000TCMS2TKT

REC 3952782 PG 0000001.255 LOCK 00 COL 001 132

COMMAND =====>

SCROLL =====> PAGE

ZipCode: [REDACTED]

Phone Number: [REDACTED]

Account Number: [REDACTED]

PPID: [REDACTED]

ITR: 21:45:00 06/24/2002 (N)

Last Callback:

Customer Trouble Reported

No Current

Customer remarks

No remarks.

Device Stack

Meter: 5C90045

TLN: 6-7618-4626-0

LLN: 6-7618-7137-0

OCR:

Feeder: 6-7718-9820-0-F

Customer Representative

Date: 4/8/03 Time: 10:00:04 AM



VIEW 2.0 BROWSE - G000TCMS2TKT

REC 3952807 PG 0000001.255 LOCK 00 COL 001 132

COMMAND ==>

SCROLL ==> PAGE

ID:

Name:

=====

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 19:54:00 06/24/2002

Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

ZipCode: [REDACTED]

Phone Number: [REDACTED]

Account Number: [REDACTED]

PPID: [REDACTED]

ITR: 23:00:00 06/24/2002 (N)

Last Callback:

Customer Trouble Reported

No Current

Customer checked breaker

Customer remarks



VIEW 2.0 BROWSE - G000TCMS2TKT
COMMAND ==>

REC 3952832 PG 0000001.255 LOCK 00 COL 001 132
SCROLL ==> PAGE

No remarks.

Device Stack

Meter: 5C38969
TLN: 6-7618-6530-0
LLN: 6-7618-7137-0
OCR:
Feeder: 6-7718-9820-0-F


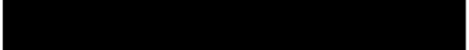
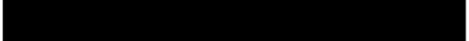
Customer Representative

ID:
Name:

=====

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 19:56:00, 06/24/2002
Name: 
Address: 
City: 



VIEW 2.0 BROWSE - G000TCMS2TKT

REC 3952857 PG 0000001.255 LOCK 00 COL 001 132

COMMAND ==>

SCROLL ==> PAGE

ZipCode:

Phone Number:

Account Number:

PPID:

ITR: 21:45:00 06/24/2002 (N)

Last Callback:

Customer Trouble Reported

No Current

Customer remarks

VRU ENTRY CREATED AUTOMATICALLY ON CUST INQUIRY

Device Stack

Meter: 5C62373

TLN: 6-7618-5435-0

LLN: 6-7618-7137-0

OCR:

Feeder: 6-7718-9820-0-F

Customer Representative

Date: 4/8/03 Time: 10:00:18 AM



VIEW 2.0 BROWSE - G000TCMS2TKT ----- REC 3952882 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ==> SCROLL ==> PAGE

ID:

Name:

=====

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 19:57:00 06/24/2002

Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

ZipCode: [REDACTED]

Phone Number: [REDACTED]

Account Number: [REDACTED]

PPID: [REDACTED]

ITR: 21:45:00 06/24/2002 (N)

Last Callback:

Customer Trouble Reported

No Current

Customer remarks

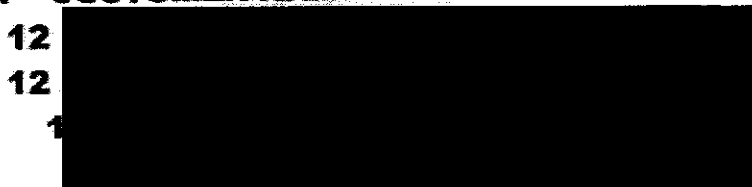
498

CONFIDENTIAL

RETR RETRIEVAL INPUT PREMISE/ADDRESS 05/13/03 10:55:34
RETR ENTRY 3523716370 GWA

PAGE 1 OF 1 (B)

SEL SERVICE ADDRESS (A) DIST CUSTOMER NAME TYP STAT



12
12
1

NEXT TYPE FIND
TOP OF LIST
02-TOP LIST

GWA
NEWS
FACT

44-1
2-1 P.
2-1

VIEW 2.0 BROWSE - G000TCMS2TKT
COMMAND ==>

CHARS '498-06/19' FOUND
SCROLL ==> PAGE

Daytona - DYD

SEARCH: 498-06/19/2002

TCMS/2 TICKET OVERVIEW created at 18:01:00 on 09/28/2002

Ticket Creation Information

Ticket number: 498
Ticket Date & Time: 11:37:52 06/19/2002
Ticket Type: SNC
Ticket Key: 207587081
Interruption Type: Secondary
Priority: I
Ticket Referred Time: 13:32:34 06/19/2002
Threat Code: . . .

Interruption Information

(A)

Location: [REDACTED]
Trouble Coordinate: [REDACTED]
Customers Affected: 1

Trouble Reported Summary

Cable Cut - 1
No Current - 1

VIEW 2.0 BROWSE - G000TCMS2TKT

REC 2827101 PG 0000001.255 LOCK 00 COL 001 132

COMMAND ==>

SCROLL ==> PAGE

Completed By TWS by TWS0JYL at 13:27:00 07/25/2002

Follow-up Investigations:

TLM Error . Engr . UPR . X . Claims . X . CFR
=====

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 11:36:21 06/19/2002 ^(A)

Name:

Address:

City:

ZipCode:

Phone Number:

Account Number:

PPID:

ITR: 14:30:00 06/19/2002 (N)

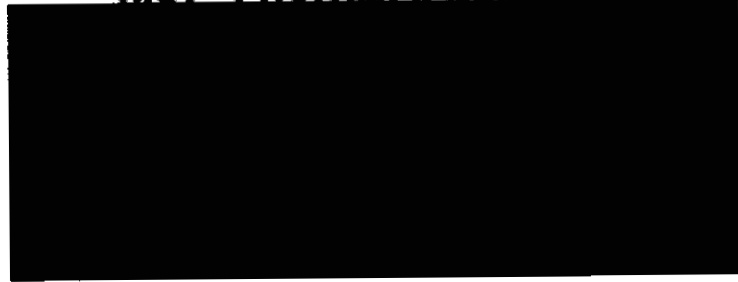
Last Callback: 13:33:05 06/19/2002

RETR RETRIEVAL INPUT
RETR ENTRY 8756216700

PREMISE/ADDRESS 05/13/03 10:53:57

PAGE 1 OF 1
DIST CUSTOMER NAME TYP STAT

SEL SERVICE ADDRESS



728

called at 19:17
called 16:10

CONFIDENTIAL

sth 4

NEXT TYPE FIND
TOP OF LIST
02-TOP LIST

GWA
NEWS
FACT

44-1
2-1
2-2 P1

VIEW 2.0 BROWSE - G000TCMS2TKT
COMMAND ==>

----- REC 0684055 PG 0000001.255 LOCK 00 COL 001 132
SCROLL ==> PAGE

=====

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 16:19:00 11/04/2002

Name: 
Address: 
City: 
ZipCode: 
Phone Number: 
Account Number: 
PPID: 

ITR: 18:15:00 11/04/2002 (N)

Last Callback: 17:42:00 11/04/2002

Customer Trouble Reported

No Current

Customer remarks

NEIGHBORS ALSO OUT OF SERVICE

Pz

VIEW 2.0 BROWSE - G000TCMS2TKT -----

REC 0684080 PG 0000001.255 LOCK 00 COL 001 132

COMMAND ==>

SCROLL ==> PAGE

Device Stack

Meter: 5C89291
TLN: 8-7562-1670-0
LLN: 8-7562-0582-0
OCR:
Feeder: 8-7462-3241-1-F

Customer Representative

ID:
Name:

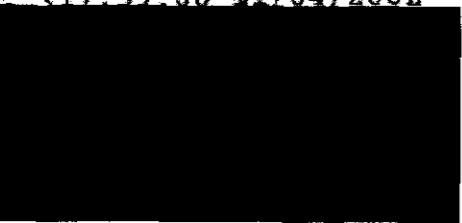
=====

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 17:59:00 11/04/2002

Name:
Address:
City:
ZipCode:
Phone Number:
Account Number



VIEW 2.0 BROWSE - G000TCMS2TKT
COMMAND ==>

REC 0684130 PG 0000001.255 LOCK 00 COL 001 132
SCROLL ==> PAGE

=====

CALL OVERVIEW

Customer/Call Information

(A)

Call Date/Time: 19:07:00 11/04/2002

Name:
Address:
City:
ZipCode:
Phone Number:
Account Number:
PPID:



ITR: 21:00:00 11/04/2002 (N)
Last Callback:

Customer Trouble Reported

No Current

Customer remarks

NEIGHBORS ALSO OUT OF SERVICE

Device Stack

VIEW 2.0 BROWSE - G000TCMS2TKT
COMMAND ==>

REC 0684155 PG 0000001.255 LOCK 00 COL 001 132
SCROLL ==> PAGE

Meter: 5E99164
TLN: 8-7562-1670-0
LLN: 8-7562-0582-0
OCR:
Feeder: 8-7462-3241-1-F

Customer Representative

ID:
Name:

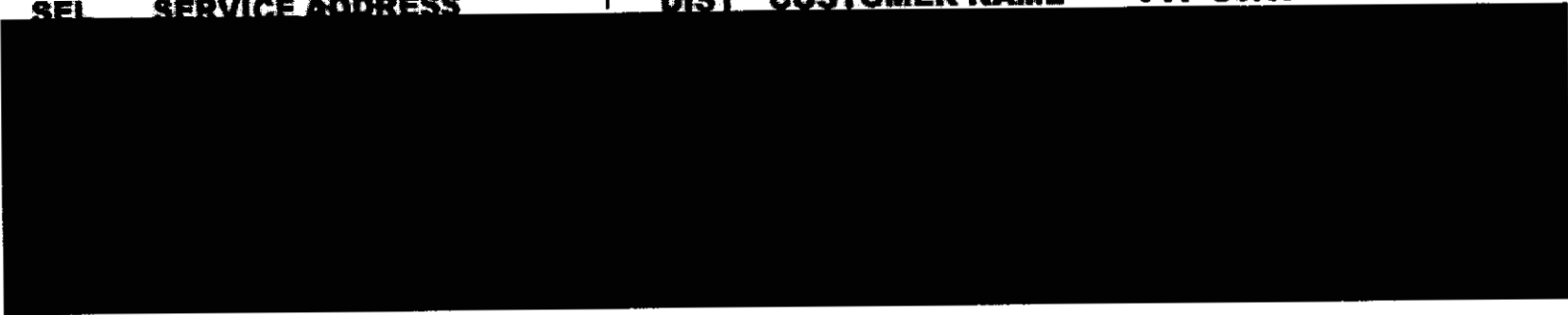
=====

CALL OVERVIEW

Customer/Call Information (A)

Call Date/Time: 19:17:00 11/04/2002
Name:
Address:
City:
ZipCode:
Phone Number:
Account Number:
PPID: 2656618

RETR RETRIEVAL INPUT PREMISE/ADDRESS 05/13/03 11:09:40
 RETR ENTRY 6576648660 GWA
 PAGE 1 OF 1
 (A) (B)
 SEL SERVICE ADDRESS DIST CUSTOMER NAME TYP STAT



*ticket ID does not tie to RETR ENTRY
 all reason on summary page*

NEXT TYPE FIND GWA
 TOP OF LIST
 02-TOP LIST NEWS
 FACT

VIEW 2.0 BROWSE - G000TCMS2TKT ----- REC 3412134 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ==> SCROLL ==> PAGE

Restore Time 14:45:00 06/14/2002 by MDTSERVER at 15:00:13 06/14/2002
Support Code by MDTSERVER at 15:00:13 06/14/2002
TLM Error UnChecked by MDTSERVER at 15:00:13 06/14/2002
Completed By RAV at 15:01:19 06/14/2002
Completed With Truck 1344 by RAV0PKL at 15:01:19 06/14/2002
Number Of Affected Customers 1 by DDA0FXT at 11:24:07 06/16/2002

Follow-up Investigations:

. . TLM Error . . Engr . . UPR . . Claims . . CFR

=====

CALL OVERVIEW

Customer/Call Information

(A)

Call Date/Time: 10:46:48 06/14/2002

Name:
Address:
City:
ZipCode:
Phone Number:

=====

CALL OVERVIEW

Customer/Call Information

(A)

Call Date/Time: 03:29:31 06/08/2002

Name: [REDACTED]
Address: [REDACTED]
City: [REDACTED]
ZipCode: [REDACTED]
Phone Number: [REDACTED]
Account Number: [REDACTED]
PPID: [REDACTED]

ITR: 06:30:00 06/08/2002 (N)
Last Callback: 08:48:54 06/08/2002

Customer Trouble Reported

No Current

Customer remarks

No remarks.

pb

VIEW 2.0 BROWSE - G000TCMS2TKT ----- REC 3532378 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ==> SCROLL ==> PAGE

Device Stack

Meter: 5C75959
TLN: 6-7740-5343-0
LLN: 6-7740-1943-0
OCR:
Feeder: 6-7739-4615-0-F

Customer Representative

ID:
Name:

=====

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 03:33:31 06/08/2002

Name: [Redacted]
Address: [Redacted]
City: [Redacted]
ZipCode: [Redacted]
Phone Number: [Redacted]

27

VIEW 2.0 BROWSE - G000TCMS2TKT

REC 3532403 PG 0000001.255 LOCK 00 COL 001 132

COMMAND ==>

SCROLL ==> PAGE

Account Number: [REDACTED]

PPID: [REDACTED]

ITR: 06:30:00 06/08/2002 (N)

Last Callback:

Customer Trouble Reported

No Current

Customer checked breaker

Customer remarks

Device Stack

Meter: 5C82788

TLN: 6-7740-5443-0

LLN: 6-7740-1943-0

OCR:

Feeder: 6-7739-4615-0-F

Customer Representative

ID:

COMMAND ==>

SCROLL ==> PAGE

Name:

=====

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 03:35:22 06/08/2002

(A)

Name: [Redacted]
Address: [Redacted]
City: [Redacted]
ZipCode: [Redacted]
Phone Number: [Redacted]
Account Number: [Redacted]
PPID: [Redacted]

ITR: 06:00:00 06/08/2002 (N)

Last Callback:

Customer Trouble Reported

No Current

Customer remarks

VRU ENTRY CREATED AUTOMATICALLY ON CUST INQUIRY

69

VIEW 2.0 BROWSE - G000TCMS2TKT
COMMAND ==>

REC 3532453 PG 0000001.255 LOCK 00 COL 001 132
SCROLL ==> PAGE

Device Stack

Meter: 5C85955
TLN: 6-7740-4043-0
LLN: 6-7740-1943-0
OCR:
Feeder: 6-7739-4615-0-F

Customer Representative

ID:
Name:

=====

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 03:31:26 06/08/2002

Name: [REDACTED]
Address: [REDACTED]
City: [REDACTED]
ZipCode: [REDACTED]
Phone Number: [REDACTED]

010

VIEW 2.0 BROWSE - G000TCMS2TKT

REC 3532478 PG 0000001.255 LOCK 00 COL 001 132

COMMAND ==>

SCROLL ==> PAGE

Account Number: 

PPID: 

ITR: 06:30:00 06/08/2002 (N)

Last Callback:

Customer Trouble Reported

No Current

Customer checked breaker

Customer remarks

Device Stack

Meter: 5C93725

TLN: 6-7740-5251-0

LLN: 6-7740-1952-0

OCR:

Feeder: 6-7739-4615-0-F

Customer Representative

ID:

Date: 7/18/03 Time: 1:32:13 PM

11

VIEW 2.0 BROWSE - G000TCMS2TKT _____ REC 3532503 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ==> SCROLL ==> PAGE

Name:

=====

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 03:36:01 ^A06/08/2002

Name: [REDACTED]
Address: [REDACTED]
City: [REDACTED]
ZipCode: [REDACTED]
Phone Number: [REDACTED]
Account Number: [REDACTED]
PPID: [REDACTED]

ITR: 06:30:00 06/08/2002 (N)

Last Callback:

Customer Trouble Reported

No Current

Customer remarks

NEIGHBORS ALSO OUT OF SERVICE

Date: 7/18/03 Time: 1:32:18 PM

P12

VIEW 2.0 BROWSE - G000TCMS2TKT ----- REC 3532528 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ==> SCROLL ==> PAGE

Device Stack

Meter: 5C88824
TLN: 6-7740-3733-0
LLN: 6-7740-2033-0
OCR:
Feeder: 6-7739-4615-0-F

Customer Representative

ID:
Name:

=====

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 03:36:32 05/08/2002

(A)

Name:
Address:
City:
ZipCode:
Phone Number:

913

VIEW 2.0 BROWSE - G000TCMS2TKT

REC 3532553 PG 0000001.255 LOCK 00 COL 001 132

COMMAND ==>

SCROLL ==> PAGE

A

Account Number: [REDACTED]

PPID: [REDACTED]

ITR: 06:30:00 06/08/2002 (N)

Last Callback:

Customer Trouble Reported

No Current

Customer remarks

NEIGHBORS ALSO OUT OF SERVICE

Device Stack

Meter: 5C76355

TLN: 6-7740-5363-0

LLN: 6-7740-1955-0

OCR:

Feeder: 6-7739-4615-0-F

Customer Representative

ID:

Name:

PH

VIEW 2.0 BROWSE - G000TCMS2TKT _____ REC 3532578 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ==> SCROLL ==> PAGE

=====

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 03:36:23 06/08/2002

(A)

Name: [REDACTED]
Address: [REDACTED]
City: [REDACTED]
ZipCode: [REDACTED]
Phone Number: [REDACTED]
Account Number: [REDACTED]

PPID: [REDACTED]
ITR: 06:30:00 06/08/2002 (N)

Last Callback:

Customer Trouble Reported

No Current
Customer checked breaker

Customer remarks

pl5

VIEW 2.0 BROWSE - G000TCMS2TKT
COMMAND ==>

REC 3532603 PG 0000001.255 LOCK 00 COL 001 132
SCROLL ==> PAGE

Device Stack

Meter: 5C40346
TLN: 6-7740-4251-0
LLN: 6-7740-1952-0
OCR:
Feeder: 6-7739-4615-0-F

Customer Representative

ID:
Name:

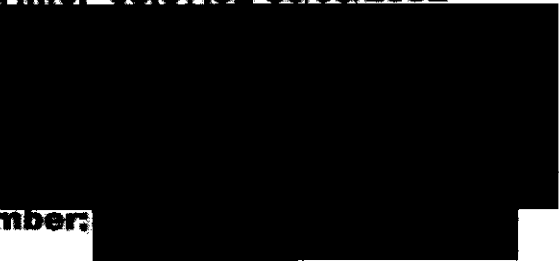
=====

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 03:37:32 06/08/2002

Name:
Address:
City:
ZipCode:
Phone Number:



Date: 7/18/03 Time: 1:32:44 PM

Pls

VIEW 2.0 BROWSE - G000TCMS2TKT

REC 3532703 PG 0000001.255 LOCK 00 COL 001 132

COMMAND ==>

SCROLL ==> PAGE

PPID: [REDACTED]

ITR: 05:30:00 06/08/2002 (N)

Last Callback:

Customer Trouble Reported

No Current

Customer remarks

VRU ENTRY CREATED AUTOMATICALLY ON CUST INQUIRY

Device Stack

Meter: 5C93725

TLN: 6-7740-5251-0

LLN: 6-7740-1952-0

OCR:

Feeder: 6-7739-4615-0-F

Customer Representative

ID:

Name:

Date: 7/18/03 Time: 1:33:00 PM

P12

VIEW 2.0 BROWSE - G000TCMS2TKT _____ REC 3026567 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ==> SCROLL ==> PAGE

. . TLM Error . . Engr . . UPR . . Claims . . CFR

=====

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 16:51:46 06/15/2002 ^(A)
Name: [REDACTED]
Address: [REDACTED]
City: [REDACTED]
ZipCode: [REDACTED]
Phone Number: [REDACTED]
Account Number: [REDACTED]
PPID: [REDACTED]
ITR: [REDACTED]
Last Callback:

Customer Trouble Reported

Wire Down on Ground
No Loss of Service
See Remarks

[Handwritten mark]

VIEW 2.0 BROWSE - G000TCMS2TKT

REC 3026617 PG 0000001.255 LOCK 00 COL 001 132

COMMAND ==>

(A)

SCROLL ==> PAGE

Address:

City:

ZipCode:

Phone Number:

Account Number:

PPID:

ITR:

Last Callback:

Customer Trouble Reported

Wire Down on Ground

PRIORITY 1

Customer remarks

wires down at intersection-fire dept on site

Device Stack

Meter:

TLN:

LLN:

OCR:

Feeder:

Date: 7/18/03 Time: 1:30:03 PM

PS

VIEW 2.0 BROWSE - G000TCMS2TKT

REC 3026617 PG 0000001.255 LOCK 00 COL 001 132

COMMAND ==>

(A)

SCROLL ==> PAGE

Address: [REDACTED]
City: [REDACTED]
ZipCode: [REDACTED]
Phone Number: [REDACTED]
Account Number: [REDACTED]
PPID:
ITR:
Last Callback:

Customer Trouble Reported

**Wire Down on Ground
PRIORITY 1**

Customer remarks

wires down at intersection-fire dept on site

Device Stack

Meter:
TLN:
LLN:
OCR:
Feeder:

Date: 7/18/03 Time: 1:30:03 PM

PS

VIEW 2.0 BROWSE - G000TCMS2TKT
COMMAND ==>

REC 3026642 PG 0000001.255 LOCK 00 COL 001 132
SCROLL ==> PAGE

Customer Representative

ID:
Name:

=====

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 16:50:40 06/15/2002

Name: [REDACTED]
Address: [REDACTED]
City: [REDACTED]
ZipCode: [REDACTED]
Phone Number: [REDACTED]
Account Number: [REDACTED]
PPID: [REDACTED]

ITR: 19:45:00 06/15/2002 (N)

Last Callback:

Customer Trouble Reported

No Current

Date: 7/18/03 Time: 1:30:07 PM

92

VIEW 2.0 BROWSE - G000TCMS2TKT
COMMAND ==>

REC 3026667 PG 0000001.255 LOCK 00 COL 001 132
SCROLL ==> PAGE

Customer remarks

all neighbors without power

Device Stack

Meter: 5C65742
TLN: 8-6577-3708-0
LLN: 8-6577-3063-0 N
OCR:
Feeder: 8-6478-5812-6-F

Customer Representative

ID:
Name:

=====

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 16:51:44 06/15/2002
Name: ① [REDACTED]

Date: 7/18/03 Time: 1:30:11 PM

PH

VIEW 2.0 BROWSE - G000TCMS2TKT

REC 3026692 PG 0000001.255 LOCK 00 COL 001 132

COMMAND ==>

(A)

SCROLL ==> PAGE

Address:

City:

ZipCode:

Phone Number:

Account Number:

PPID:

ITR: 19:45:00 06/15/2002 (N)

Last Callback:

Customer Trouble Reported

No Current

Customer remarks

NEIGHBORS ALSO OUT OF SERVICE

Device Stack

Meter: 5C36937

TLN: 8-6577-3818-0

LLN: 8-6577-3063-0 N

OCR:

Feeder: 8-6478-5812-6-F

VIEW 2.0 BROWSE - G000TCMS2TKT ----- REC 3026717 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ==> SCROLL ==> PAGE

Customer Representative

ID:
Name:

=====

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 16:53:22 06/15/2002

Name: 
Address: 
City: 
ZipCode: 
Phone Number: 
Account Number: 
PPID: 

ITR: 19:15:00 06/15/2002 (N)

Last Callback:

Customer Trouble Reported

No Current

PE

VIEW 2.0 BROWSE - G000TCMS2TKT

REC 0761087 PG 0000001.255 LOCK 00 COL 001 132

COMMAND ==>

SCROLL ==> PAGE

Customer/Call Information

Call Date/Time: 17:58:00 07/16/2002

Name:

Address:

City:

ZipCode:

Phone Number:

Account Number:

PPID:

ITR: 21:00:00 07/16/2002 (N)

Last Callback:

Customer Trouble Reported

No Current

Loud Bang

Customer remarks

N-DOG

Device Stack

Meter: 5C89321

Date: 7/18/03 Time: 1:38:44 PM

9/6

VIEW 2.0 BROWSE - G000TCMS2TKT

REC 0761112 PG 0000001.255 LOCK 00 COL 001 132

COMMAND ==>

SCROLL ==> PAGE

TLN: 5-5609-7733-0

LLN: 5-5408-1829-0

OCR:

Feeder: 5-5306-6746-4-F

Customer Representative

ID:

Name:

=====

CALL OVERVIEW

Customer/Call Information

(A)

Call Date/Time: 18:16:00 07/16/2002

Name:

Address:

City:

ZipCode:

Phone Number:

Account Number:

PPID:

ITR: 21:15:00 07/16/2002 (N)

Last Callback:

22

VIEW 2.0 BROWSE - G000TCMS2TKT
COMMAND ==>

REC 0761162 PG 0000001.255 LOCK 00 COL 001 132
SCROLL ==> PAGE

Customer/Call Information

(A)

Call Date/Time: 18:14:00 07/16/2002

Name: [REDACTED]
Address: [REDACTED]
City: [REDACTED]
ZipCode: [REDACTED]
Phone Number: [REDACTED]
Account Number: [REDACTED]
PPID: [REDACTED]

ITR: 21:15:00 07/16/2002 (N)

Last Callback:

Customer Trouble Reported

No Current

Customer remarks

to open gate call Mr Karlin by pressing 0801 N-DOG

Device Stack

Meter: 5C75316

VIEW 2.0 BROWSE - G000TCMS2TKT

REC 0761187 PG 0000001.255 LOCK 00 COL 001 132

COMMAND ==>

SCROLL ==> PAGE

TLN: 5-5709-1828-0

LLN: 5-5408-1829-0

OCR:

Feeder: 5-5306-6746-4-F

Customer Representative

ID:

Name:

=====

CALL OVERVIEW

Customer/Call Information

(A)

Call Date/Time: 18:23:00 07/16/2002

Name:

Address:

City:

ZipCode:

Phone Number:

Account Number:

PPID:

ITR: 20:45:00 07/16/2002 (N)

Last Callback:

00

VIEW 2.0 BROWSE - G000TCMS2TKT _____ REC 0260248 PG 0000001.255 LOCK 00 COL 001 132

COMMAND ==>

SCROLL ==> PAGE

Restore Time 08:45:00 09/15/2002 by MDTSERVER at 08:51:00 09/15/2002

Support Code by MDTSERVER at 08:51:00 09/15/2002

TLM Error UnChecked by MDTSERVER at 08:51:00 09/15/2002

Completed By TLS by TLS0LUA at 09:00:00 09/15/2002

Completed With Truck 1034 by TLS0LUA at 09:00:00 09/15/2002

Interruption Category oa by WCF0FIB at 08:25:00 09/16/2002

Follow-up Investigations:

. . TLM Error . . Engr . . UPR . . Claims . . CFR

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 07:59:00 09/15/2002

Name:

Address:

City:

ZipCode:

Phone Number:

Date: 4/15/03 Time: 8:35:59 AM

9

VIEW 2.0 BROWSE - G000TCMS2TKT

REC 0260273 PG 0000001.255 LOCK 00 COL 001 132

COMMAND ==>

(A)

SCROLL ==> PAGE

Account Number: [REDACTED]

PPID: [REDACTED]

ITR: 11:00:00 09/15/2002 (N)

Last Callback:

Customer Trouble Reported

No Current

Customer checked breaker

Customer remarks

N-DOG

Device Stack

Meter: 5C15116

TLN: 3-6346-2211-0

LLN: 3-6346-6304-0

OCR:

Feeder: 3-6144-5430-0-F

Customer Representative

ID:

Ro

VIEW 2.0 BROWSE - G000TCMS2TKT

REC 0260298 PG 0000001.255 LOCK 00 COL 001 132

COMMAND ==>

SCROLL ==> PAGE

Name:

=====

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 08:02:00 09/15/2002 ^(A)

Name: [REDACTED]
Address: [REDACTED]
City: [REDACTED]
ZipCode: [REDACTED]
Phone Number: [REDACTED]
Account Number: [REDACTED]

PPID: [REDACTED]
ITR: 11:00:00 09/15/2002 (N)

Last Callback:

Customer Trouble Reported

No Current

Customer remarks

NEIGHBORS ALSO OUT OF SERVICE

PZ

VIEW 2.0 BROWSE - G000TCMS2TKT
COMMAND ==>

REC 0260323 PG 0000001.255 LOCK 00 COL 001 132
SCROLL ==> PAGE

Device Stack

Meter: 5C73834
TLN: 3-6346-5111-0
LLN: 3-6346-6304-0
OCR:
Feeder: 3-6144-5430-0-F

Customer Representative

ID:
Name:

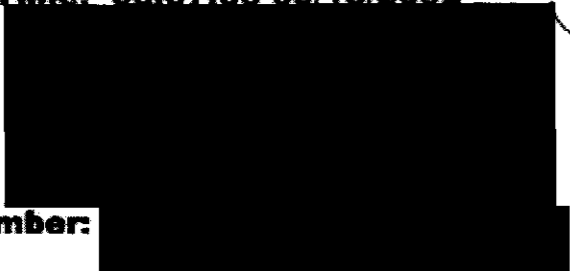
=====

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 08:07:00 09/15/2002

Name:
Address:
City:
ZipCode:
Phone Number:



82

VIEW 2.0 BROWSE - G000TCMS2TKT

REC 0260348 PG 0000001.255 LOCK 00 COL 001 132

COMMAND ==>

SCROLL ==> PAGE

Account Number: [REDACTED]

PPID: [REDACTED]

ITR: 10:30:00 09/15/2002 (N)

Last Callback:

Customer Trouble Reported

No Current

Customer remarks

VRU ENTRY CREATED AUTOMATICALLY ON CUST INQUIRY

Device Stack

Meter: 5C69820

TLN: 3-6346-3310-0

LLN: 3-6346-6304-0

OCR:

Feeder: 3-6144-5430-0-F

Customer Representative

ID:

Name:

29

VIEW 2.0 BROWSE - G000TCMS2TKT ----- REC 0260373 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ==> SCROLL ==> PAGE

=====

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 08:11:00 09/15/2002 ^(A)

Name: [REDACTED] ^(J)
Address: [REDACTED]
City: [REDACTED]
ZipCode: [REDACTED]
Phone Number: [REDACTED]
Account Number: [REDACTED]
PPID: [REDACTED]

ITR: 10:30:00 09/15/2002 (N)

Last Callback:

Customer Trouble Reported

No Current

Customer remarks

N-DOG

P10

VIEW 2.0 BROWSE - G000TCMS2TKT

REC 0260398 PG 0000001.255 LOCK 00 COL 001 132

COMMAND ==>

SCROLL ==> PAGE

Device Stack

Meter: 5C11843
TLN: 3-6346-2211-0
LLN: 3-6346-6304-0
OCR:
Feeder: 3-6144-5430-0-F

Customer Representative

ID:
Name:

=====

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 08:21:00 09/15/2002

Name: [REDACTED] (A) (5)
Address: [REDACTED]
City: [REDACTED]
ZipCode: [REDACTED]
Phone Number: [REDACTED]
Account Number: [REDACTED]

VIEW 2.0 BROWSE - G000TCMS2TKT

REC 0260423 PG 0000001.255 LOCK 00 COL 001 132

COMMAND =====>

SCROLL ==> PAGE

PPID: ① [REDACTED]
ITR: 11:15:00 09/15/2002 (N)

Last Callback:

Customer Trouble Reported

No Current
Customer checked breaker

Customer remarks

Device Stack

Meter: 5C69670
TLN: 3-6346-5404-0
LLN: 3-6346-6304-0
OCR:
Feeder: 3-6144-5430-0-F

Customer Representative

ID:
Name:

VIEW 2.0 BROWSE - G000TCMS2TKT _____ REC 0260448 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ==> SCROLL ==> PAGE

=====

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 08:28:00 09/15/2002 ^(A)

Name: [REDACTED]
Address: [REDACTED]
City: [REDACTED]
ZipCode: [REDACTED]
Phone Number: [REDACTED]
Account Number: [REDACTED]
PPID: [REDACTED]

ITR: 10:30:00 09/15/2002 (N)

Last Callback:

Customer Trouble Reported

No Current

Customer remarks

VRU ENTRY CREATED AUTOMATICALLY ON CUST INQUIRY

213

VIEW 2.0 BROWSE - G000TCMS2TKT ----- REC 0260473 PG 0000001.255 LOCK 00 COL 001 132

COMMAND ==>

SCROLL ==> PAGE

Device Stack

Meter: 5C74396
TLN: 3-6346-1009-0
LLN: 3-6346-6304-0
OCR:
Feeder: 3-6144-5430-0-F

Customer Representative

ID:
Name:

=====

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 08:30:00 09/15/2002
Name: [REDACTED]
Address: [REDACTED]
City: [REDACTED]
ZipCode: [REDACTED]
Phone Number: [REDACTED]
Account Number: [REDACTED]

fid

VIEW 2.0 BROWSE - G000TGMS2TKT

REC 0260498 PG 0000001.255 LOCK 00 COL 001 132

COMMAND ==>

SCROLL ==> PAGE

PPID:

ITR:

Last Callback:

Customer Trouble Reported

No Current

Customer remarks

no dog

Device Stack

Meter: 5C24497

TLN: 3-6346-2211-0

LLN: 3-6346-6304-0

OCR:

Feeder: 3-6144-5430-0-F

Customer Representative

ID:

Name:

PLS

VIEW 2.0 BROWSE - G000TCMS2TKT _____ REC 0260523 PG 0000001.255 LOCK 00 COL 001 132

COMMAND ==>

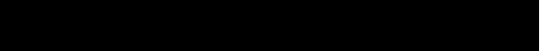
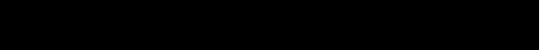
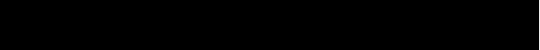
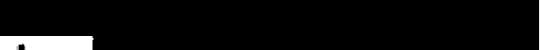
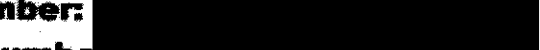
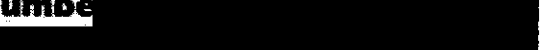
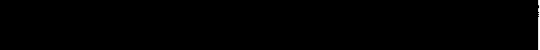


SCROLL ==> PAGE

=====

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 08:36:00 09/15/2002

Name: 
Address: 
City: 
ZipCode: 
Phone Number: 
Account Number: 
PPID: 
ITR: 
Last Callback: 

Customer Trouble Reported

No Current

Customer remarks

VRU ENTRY CREATED AUTOMATICALLY ON CUST INQUIRY

Device Stack

916

VIEW 2.0 BROWSE - G000TCMS2TKT
COMMAND ==>

REC 0260548 PG 0000001.255 LOCK 00 COL 001 132
SCROLL ==> PAGE

Meter: 5C41508
TLN: 3-6346-1415-0
LLN: 3-6346-6304-0
OCR:
Feeder: 3-6144-5430-0-F


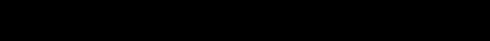
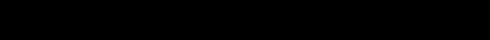
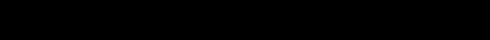
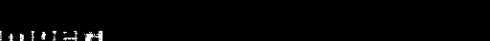
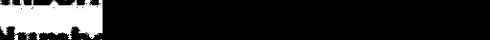
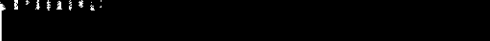
Customer Representative

ID:
Name:

=====

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 08:38:00 09/15/2002 ^(A)
Name: 
Address: 
City: 
ZipCode: 
Phone Number: 
Account Number: 
PPID: 

VIEW 2.0 BROWSE - G000TCMS2TKT

REC 0260598 PG 0000001.255 LOCK 00 COL 001 132

COMMAND ==>

SCROLL ==> PAGE

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 08:41:00 09/15/2002 ^A

Name:

Address:

City:

ZipCode:

Phone Number:

Account Number:

PPID:

ITR: 10:30:00 09/15/2002 (N)

Last Callback:

Customer Trouble Reported

No Current

Customer remarks

VRU ENTRY CREATED AUTOMATICALLY ON CUST INQUIRY

Device Stack

Date: 4/15/03 Time: 8:37:08 AM

9/19

Title: Doc. Reg. 71

09/02/2003 11:31 FAX 305 552 2834
06/29/2003 16:21 3054795606

REGULATORY AFFAIRS
FPSC MIAMI

003
PAGE 02

FLORIDA PUBLIC SERVICE COMMISSION
AUDIT DOCUMENT/RECORD REQUEST
NOTICE OF INTENT

TO: Bob Valdez
UTILITY: FPL
FROM: Gabriela Noy
(AUDIT MANAGER)

REQUEST NUMBER: 71
AUDIT PURPOSE: Reliability Index

(AUDITOR PREPARING REQUEST)
DATE OF REQUEST: 8/29/03

REQUEST THE FOLLOWING ITEM(S) BE PROVIDED BY: 9/2/03
(DATE)

REFERENCE RULE 25-22.006, F.A.C., THIS REQUEST IS MADE: INCIDENT TO AN INQUIRY
 OUTSIDE OF AN INQUIRY

ITEM DESCRIPTION:

Ticket 206 dated 8/23/02 shows the following customers as inactive:

(A)
[Redacted]
[Redacted]

When we looked at the Marketing Data Warehouse System it showed these customers as being active on the date of the outage.

TO: AUDIT MANAGER Kathy Welch

DATE: 9/2/03

THE REQUESTED RECORD OR DOCUMENTATION:

- (1) HAS BEEN PROVIDED TODAY (provided in meeting on 9/2/03)
- (2) CANNOT BE PROVIDED BY THE REQUESTED DATE BUT WILL BE MADE AVAILABLE BY _____
- (3) AND IN MY OPINION, ITEM(S) _____ IS(ARE) PROPRIETARY AND CONFIDENTIAL BUSINESS INFORMATION AS DEFINED IN 354.183, 366.089, OR 367.146, F.S. TO MAINTAIN CONTINUED CONFIDENTIAL HANDLING OF THIS MATERIAL, THE UTILITY OR OTHER PERSON MUST, WITHIN 21 DAYS AFTER THE AUDIT EXIT CONFERENCE, FILE A REQUEST FOR CONFIDENTIAL CLASSIFICATION WITH THE DIVISION OF RECORDS AND REPORTING. REFER TO RULE 25-22.006, F.A.C.
- (4) THE ITEM WILL NOT BE PROVIDED. (SEE ATTACHED MEMORANDUM)

R. A. H. H. H. Regulatory Analyst
(SIGNATURE AND TITLE OF RESPONDENT)

DISTRIBUTION:
White: Utility Complete and Return to Auditor
Pink: Audit File Copy
Canary: Utility Retain

10-71

Title: Reliability Index 72

08/02/2003 11:31 FAX 305 352 2534
08/29/2003 16:21 3354705606

REGULATORY AFFAIRS
FPSC MIAMI

002
PAGE 03

FLORIDA PUBLIC SERVICE COMMISSION
AUDIT DOCUMENT/RECORD REQUEST
NOTICE OF INTENT

TO: Bob Valdez
UTILITY: FPL
FROM: Gabriele Law
(AUDIT MANAGER)

REQUEST NUMBER: 72
AUDIT PURPOSE: Reliability Index

(AUDITOR PREPARING REQUEST)
DATE OF REQUEST: 8/29/03

REQUEST THE FOLLOWING ITEM(S) BE PROVIDED BY: 9/1/03
(DATE)

REFERENCE RULE 25-22.006, F.A.C., THIS REQUEST IS MADE: INCIDENT TO AN INQUIRY
 OUTSIDE OF AN INQUIRY

ITEM DESCRIPTION:

① Ticket # 1398 dated 7/17/02 - The backup for this ticket showed customer [redacted] as being inactive, however, the Marketing Data Warehouse system shows this customer as being active.

TO: AUDIT MANAGER Kathy Welch

DATE: 9/2/03

THE REQUESTED RECORD OR DOCUMENTATION:

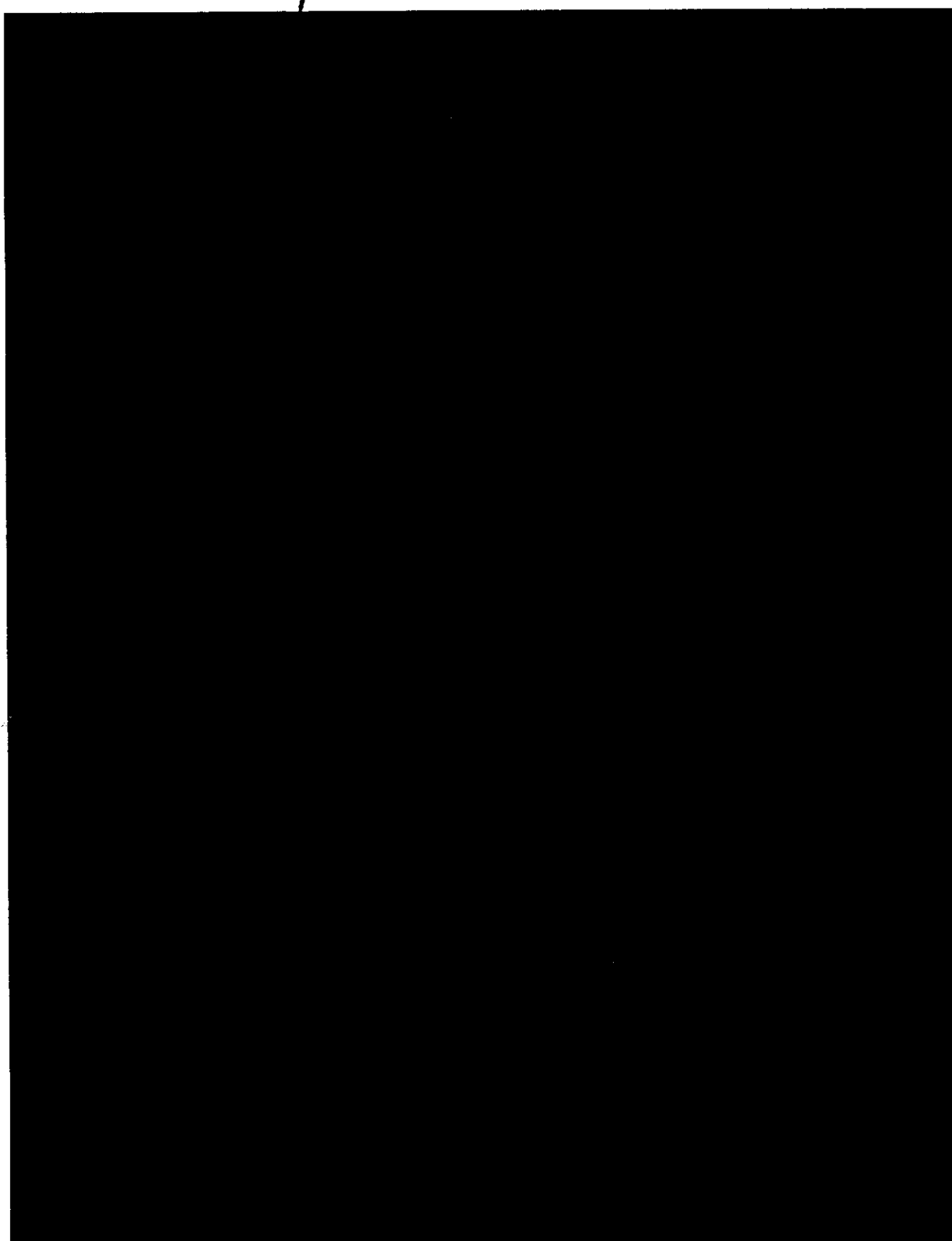
- (1) HAS BEEN PROVIDED TODAY (provided in meeting on 9/2/03)
- (2) CANNOT BE PROVIDED BY THE REQUESTED DATE BUT WILL BE MADE AVAILABLE BY _____
- (3) AND IN MY OPINION, ITEM(S) _____ IS(ARE) PROPRIETARY AND CONFIDENTIAL BUSINESS INFORMATION AS DEFINED IN 364.183, 366.023, OR 367.155, F.S. TO MAINTAIN CONTINUED CONFIDENTIAL HANDLING OF THIS MATERIAL, THE UTILITY OR OTHER PERSON MUST, WITHIN 21 DAYS AFTER THE AUDIT EXIT CONFERENCE, FILE A REQUEST FOR CONFIDENTIAL CLASSIFICATION WITH THE DIVISION OF RECORDS AND REPORTING. REFER TO RULE 25-22.006, F.A.C.
- (4) THE ITEM WILL NOT BE PROVIDED. (SEE ATTACHED MEMORANDUM)

[Signature] Regulatory Analyst
(SIGNATURE AND TITLE OF RESPONDENT)

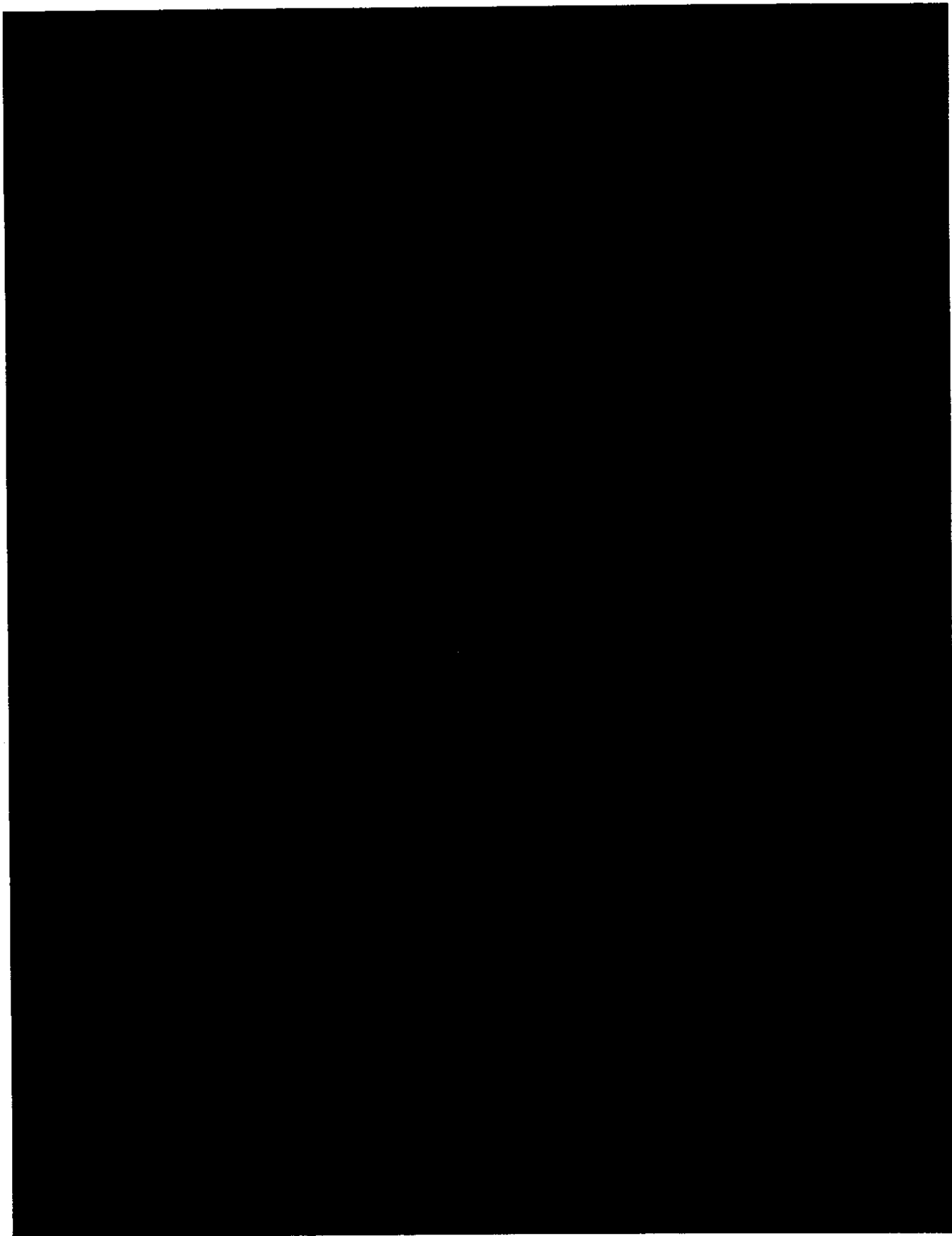
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Utility Complete and Return to Auditor
Pink: Audit File Copy
Canary: Utility Retain

10-72

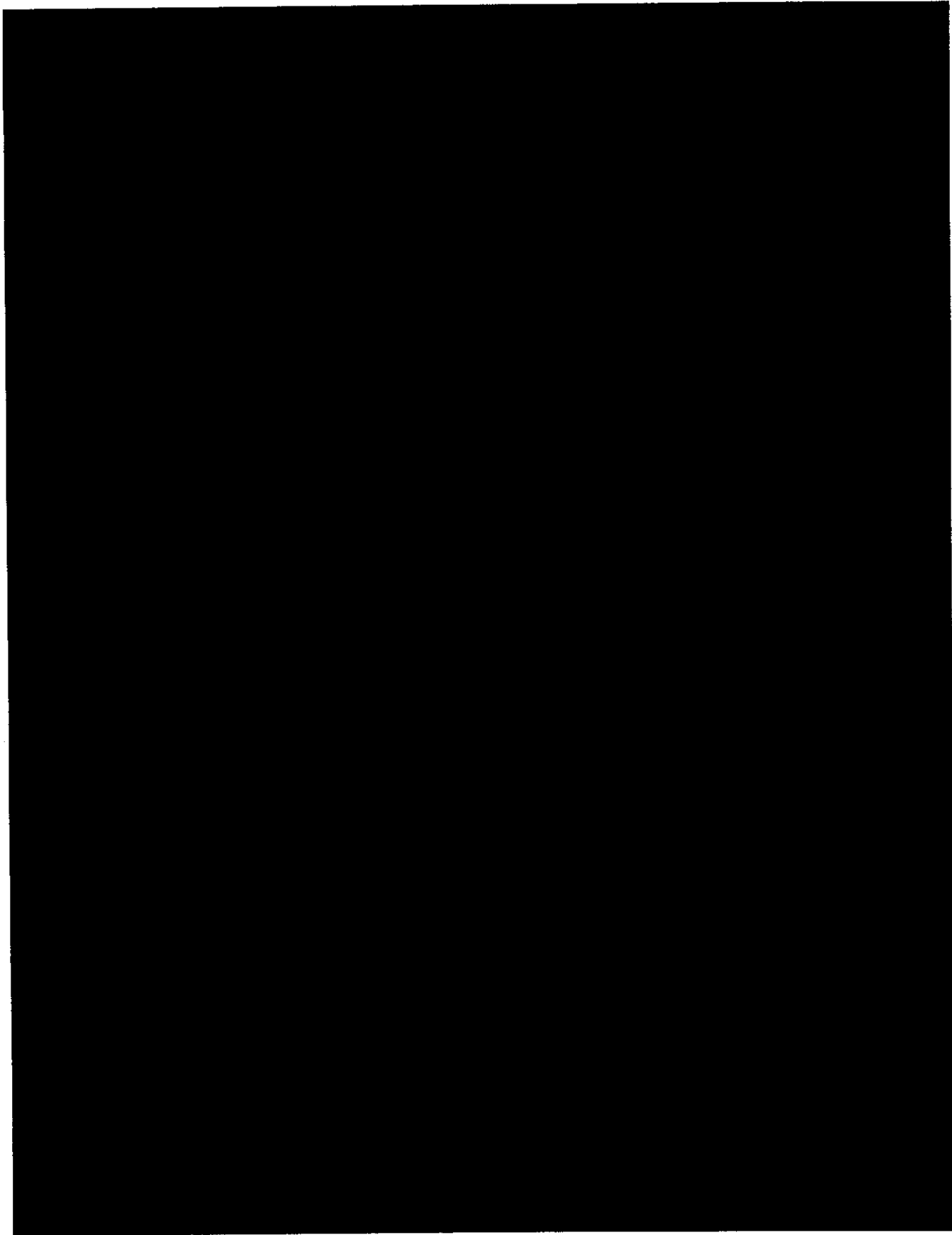
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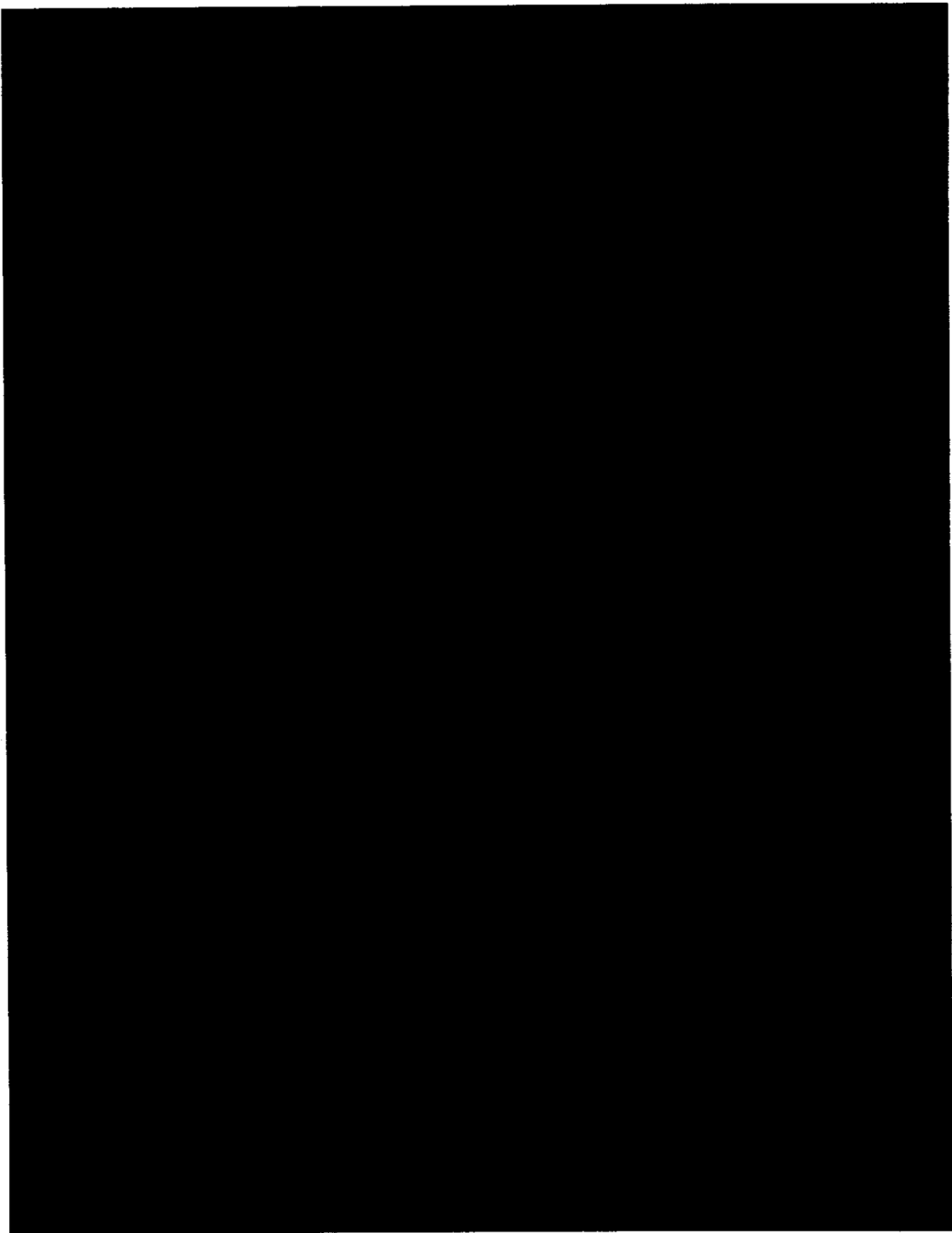
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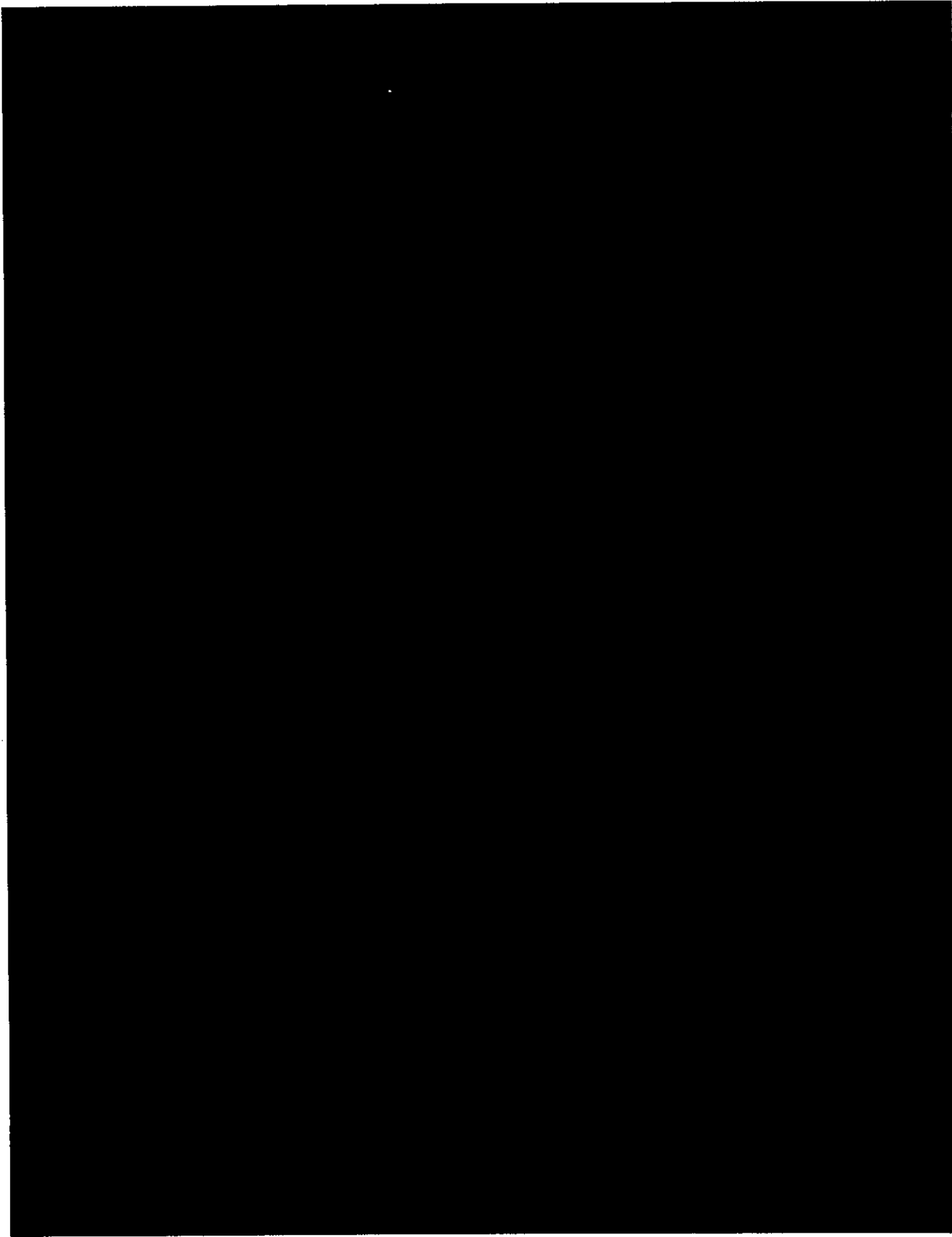
QA Pa



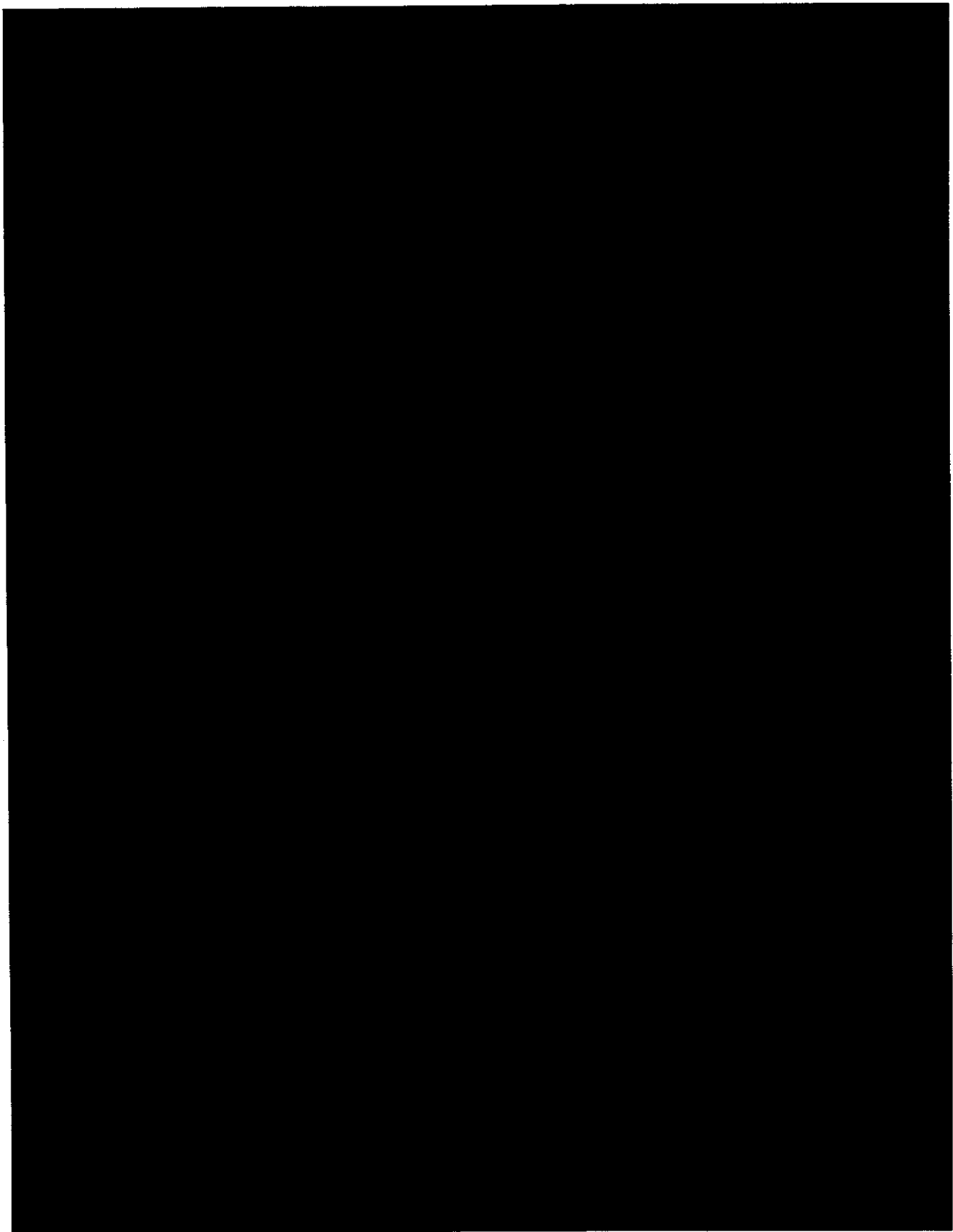
9 p1



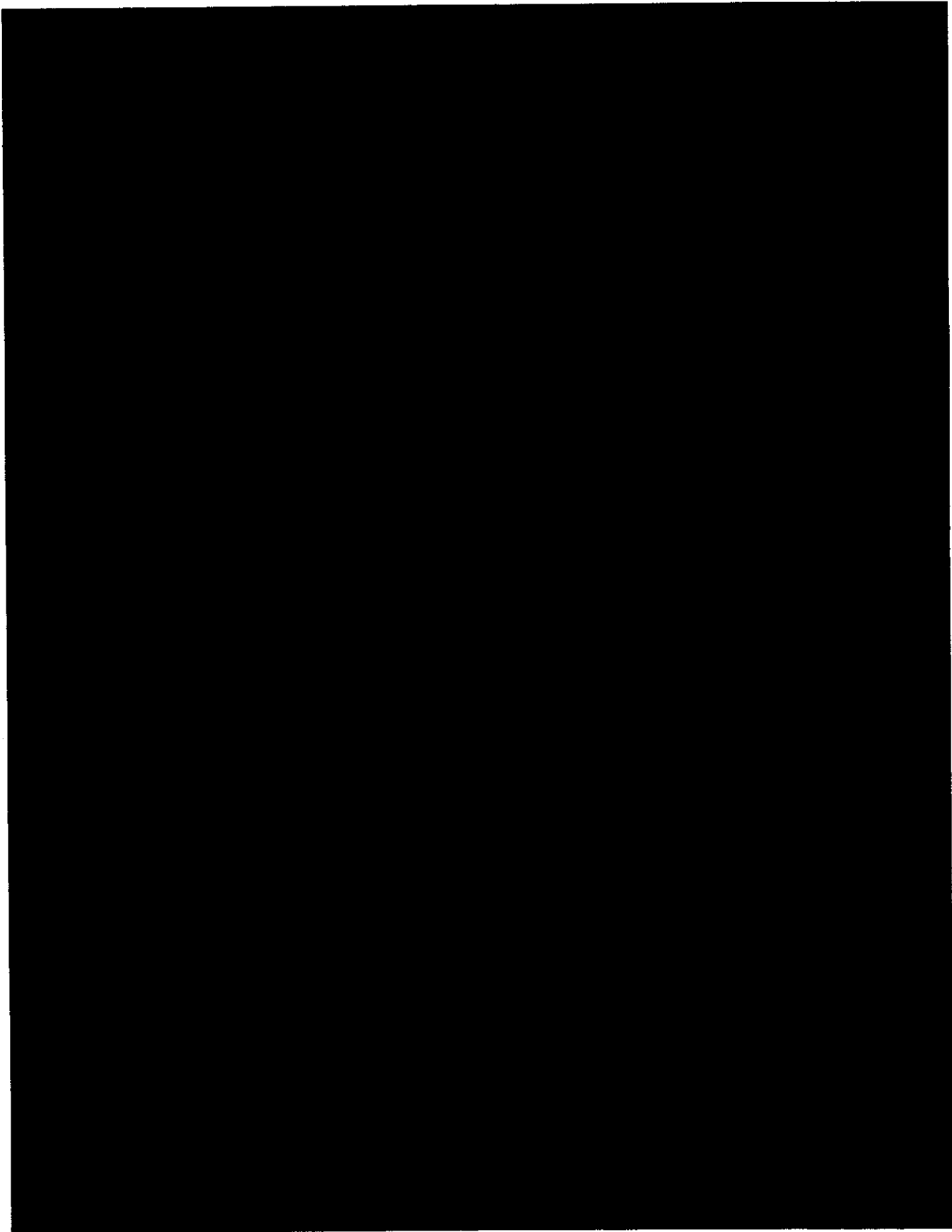
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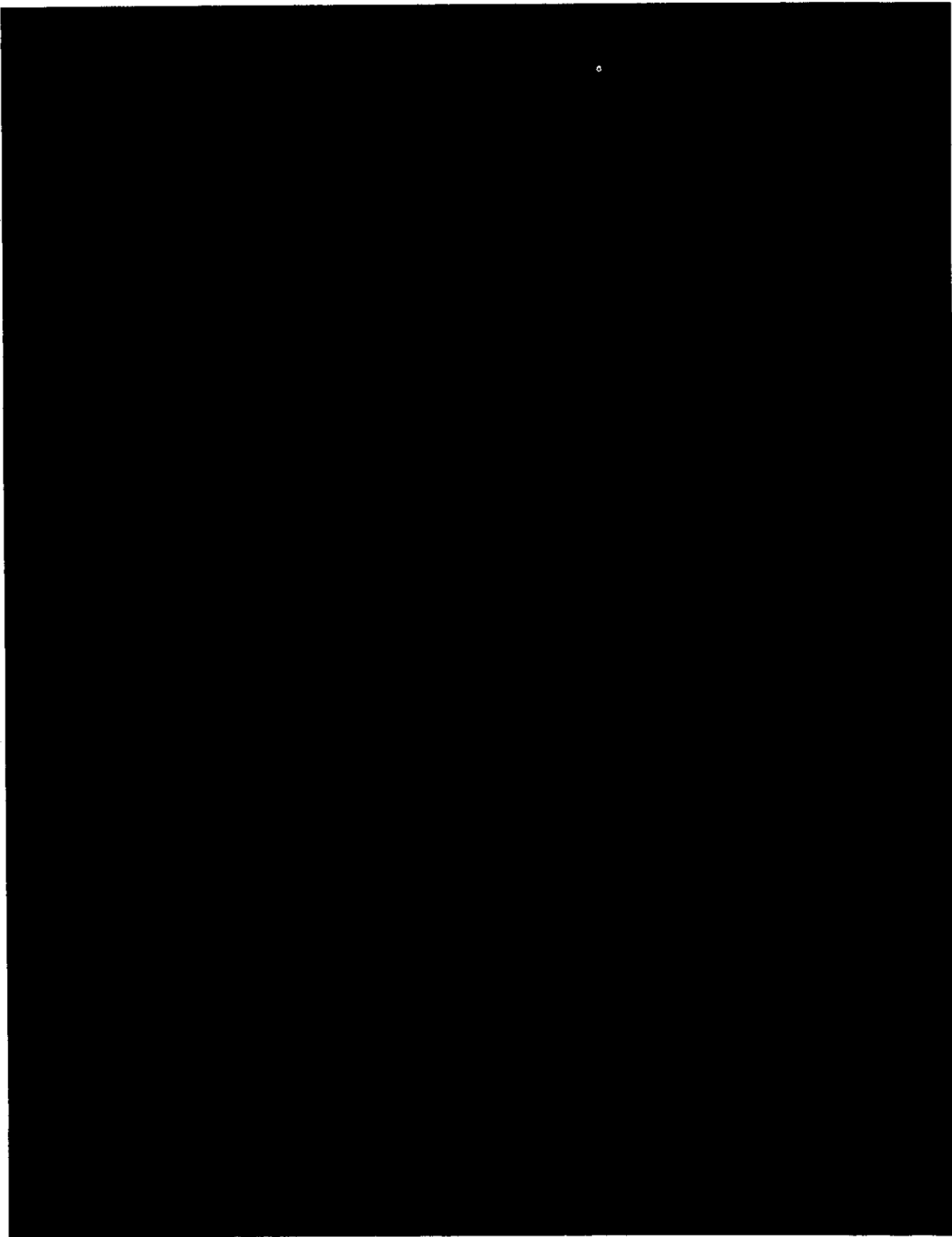
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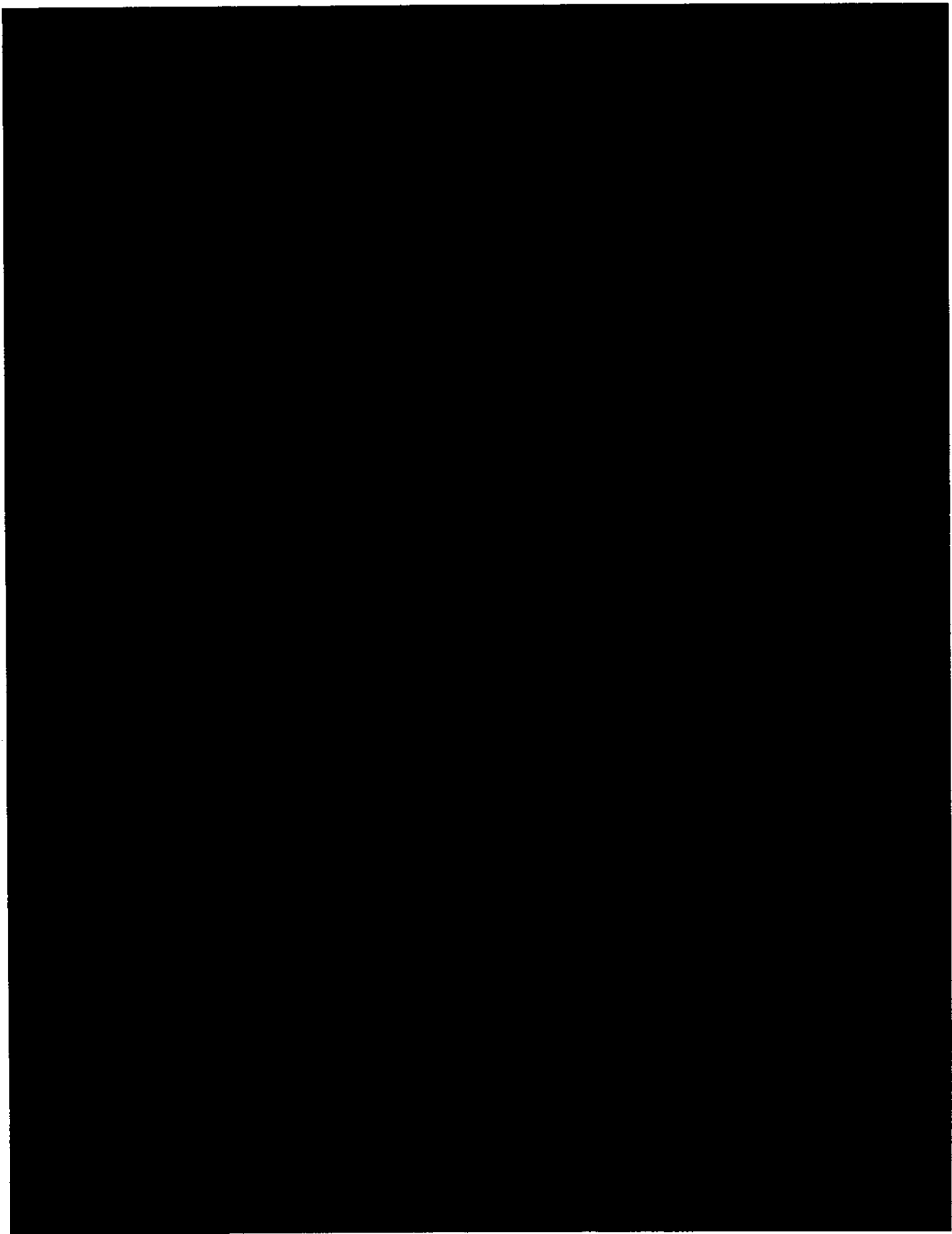
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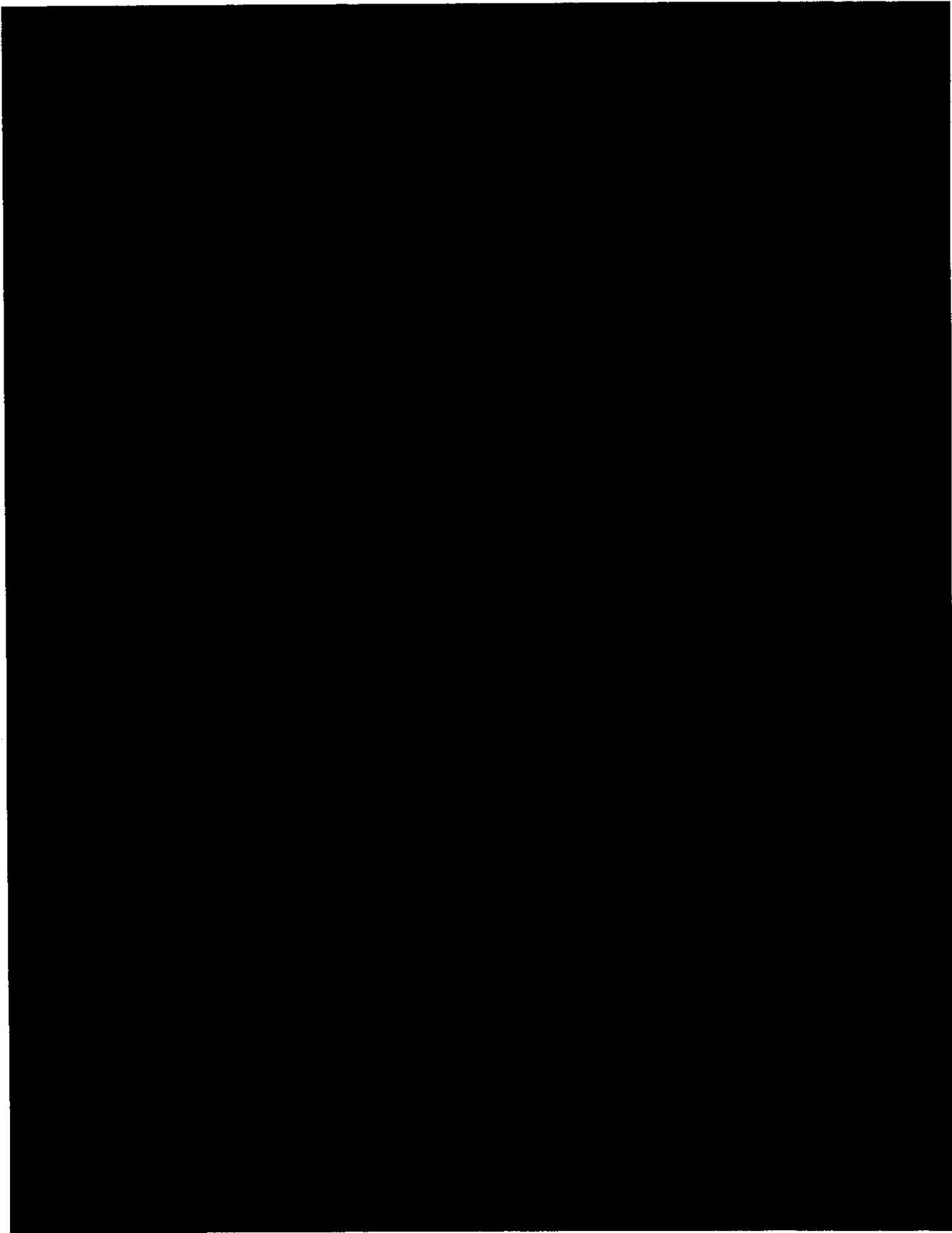
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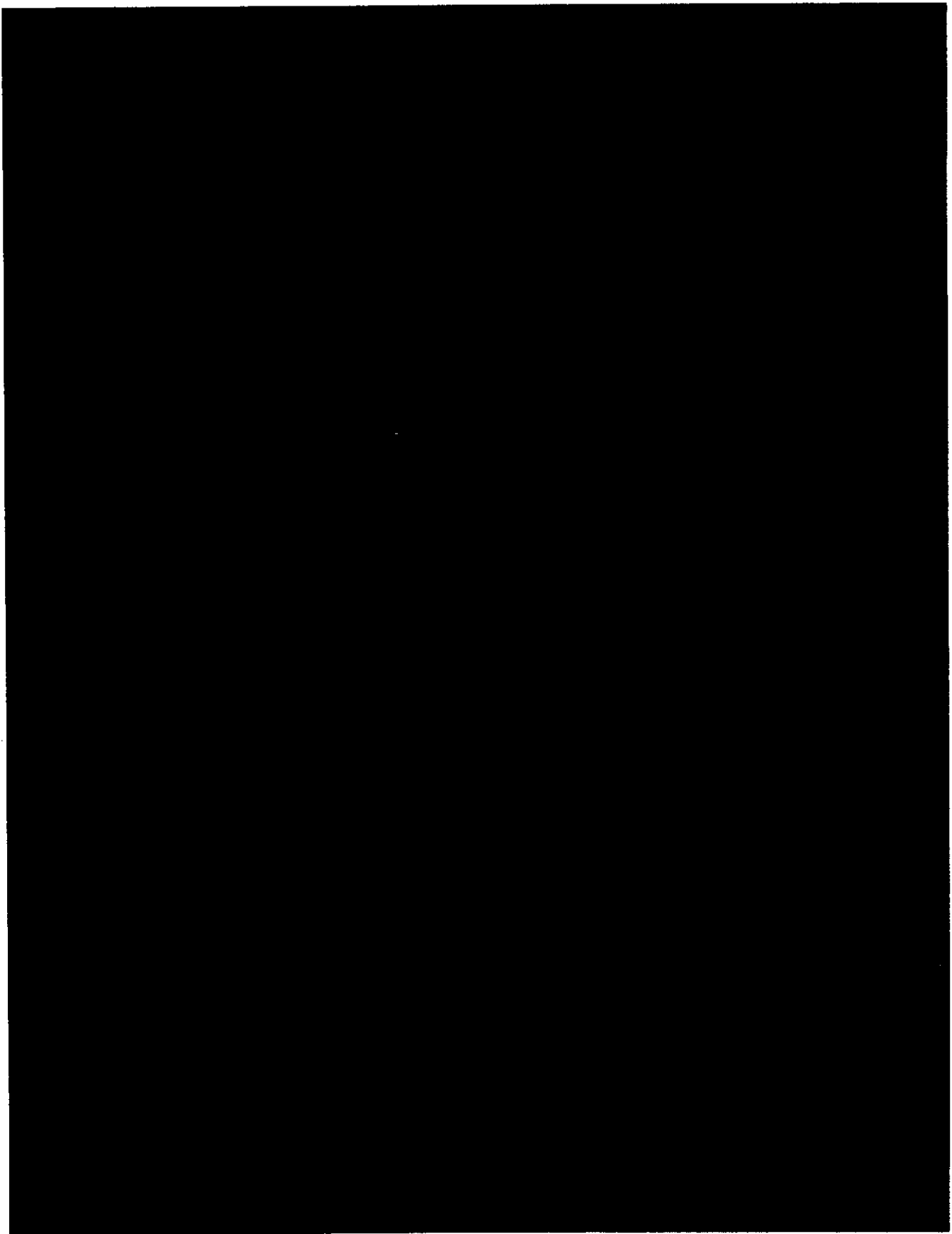
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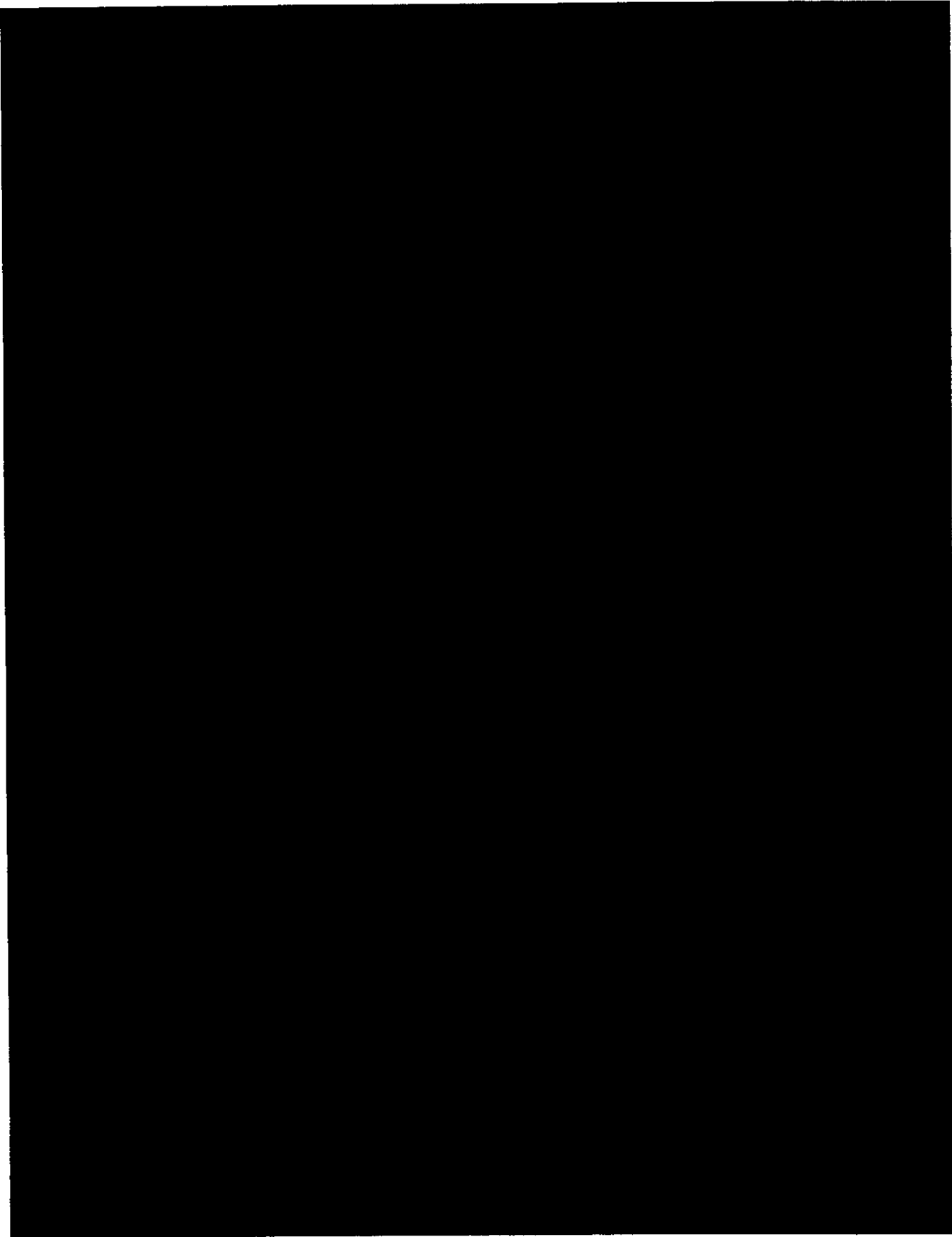
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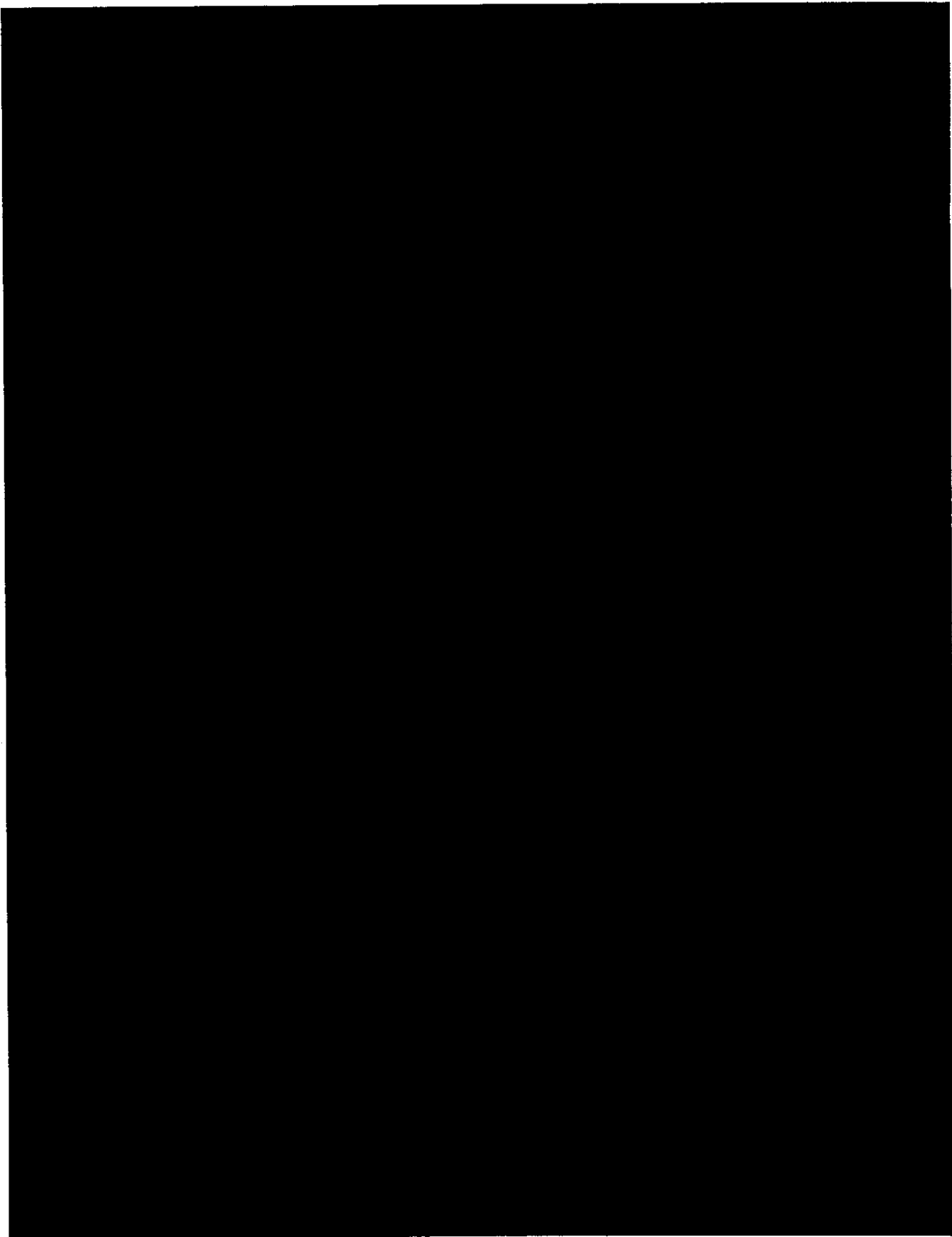
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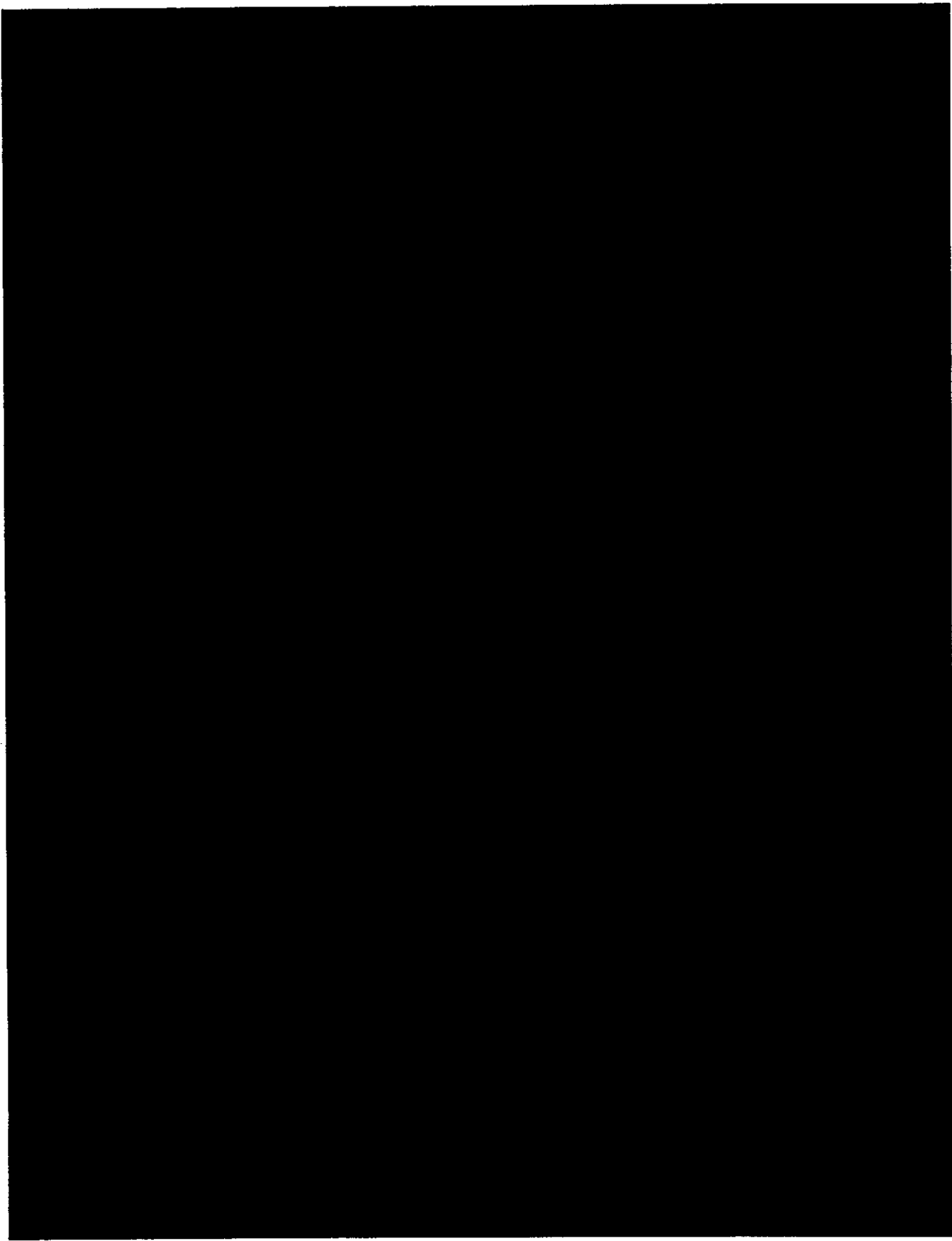
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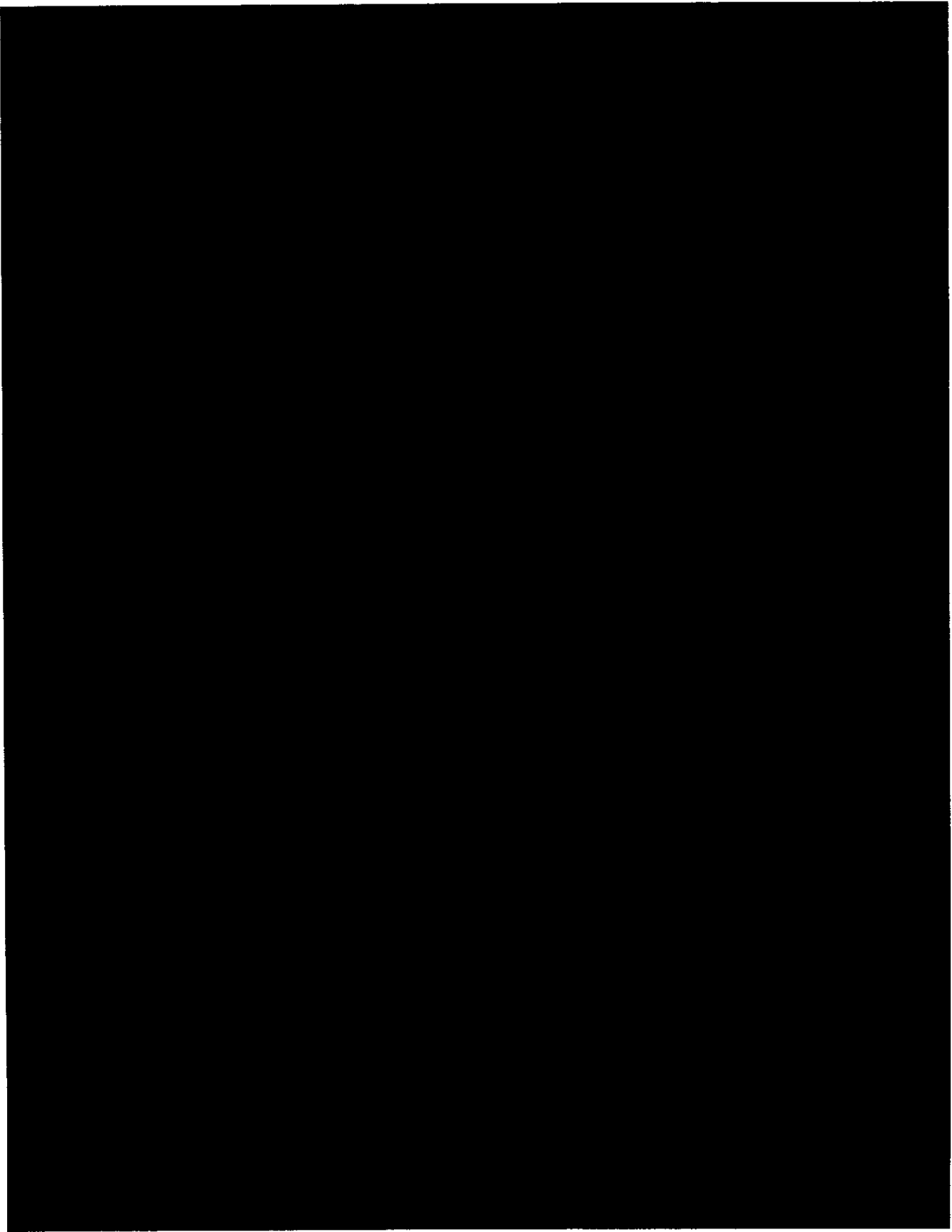
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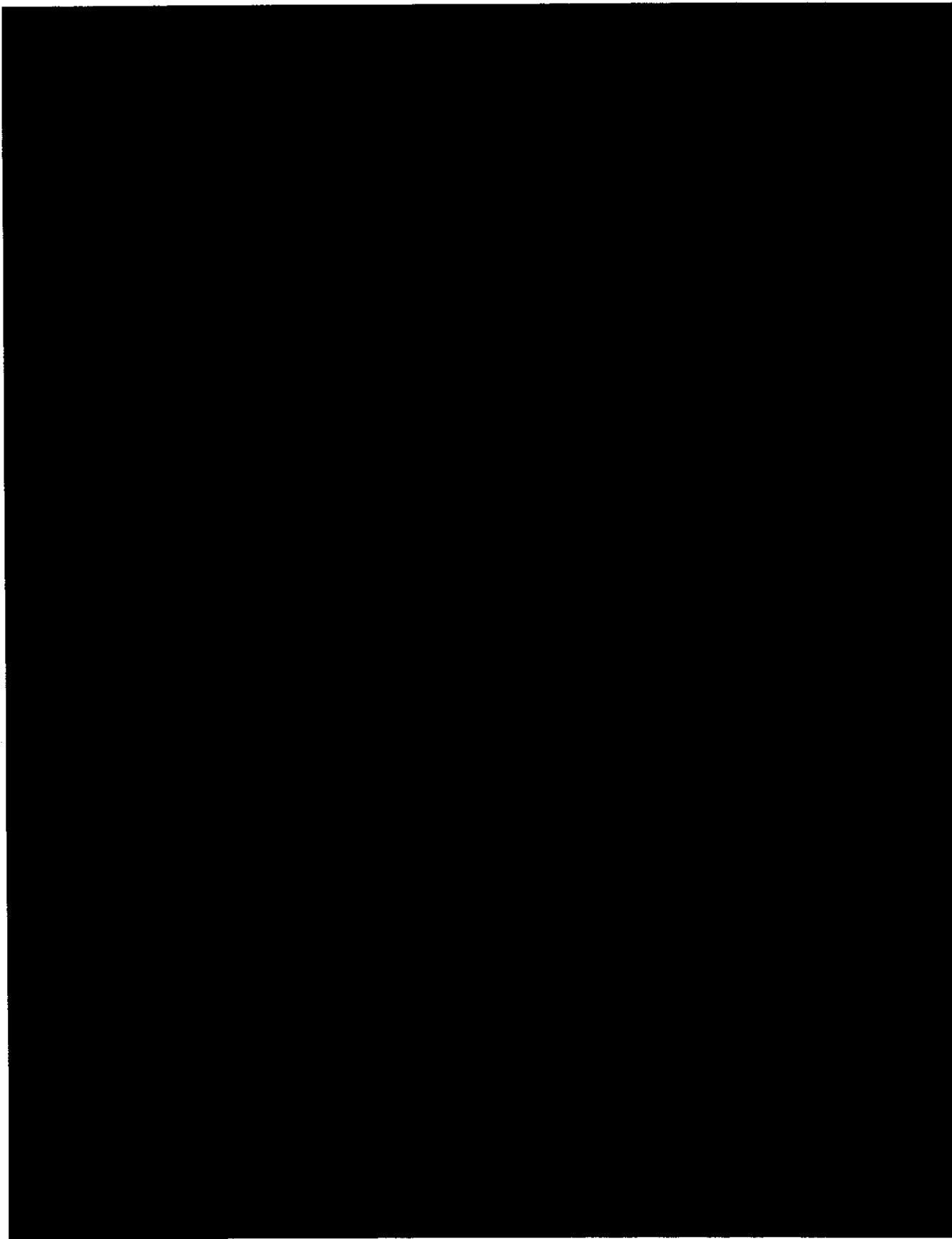


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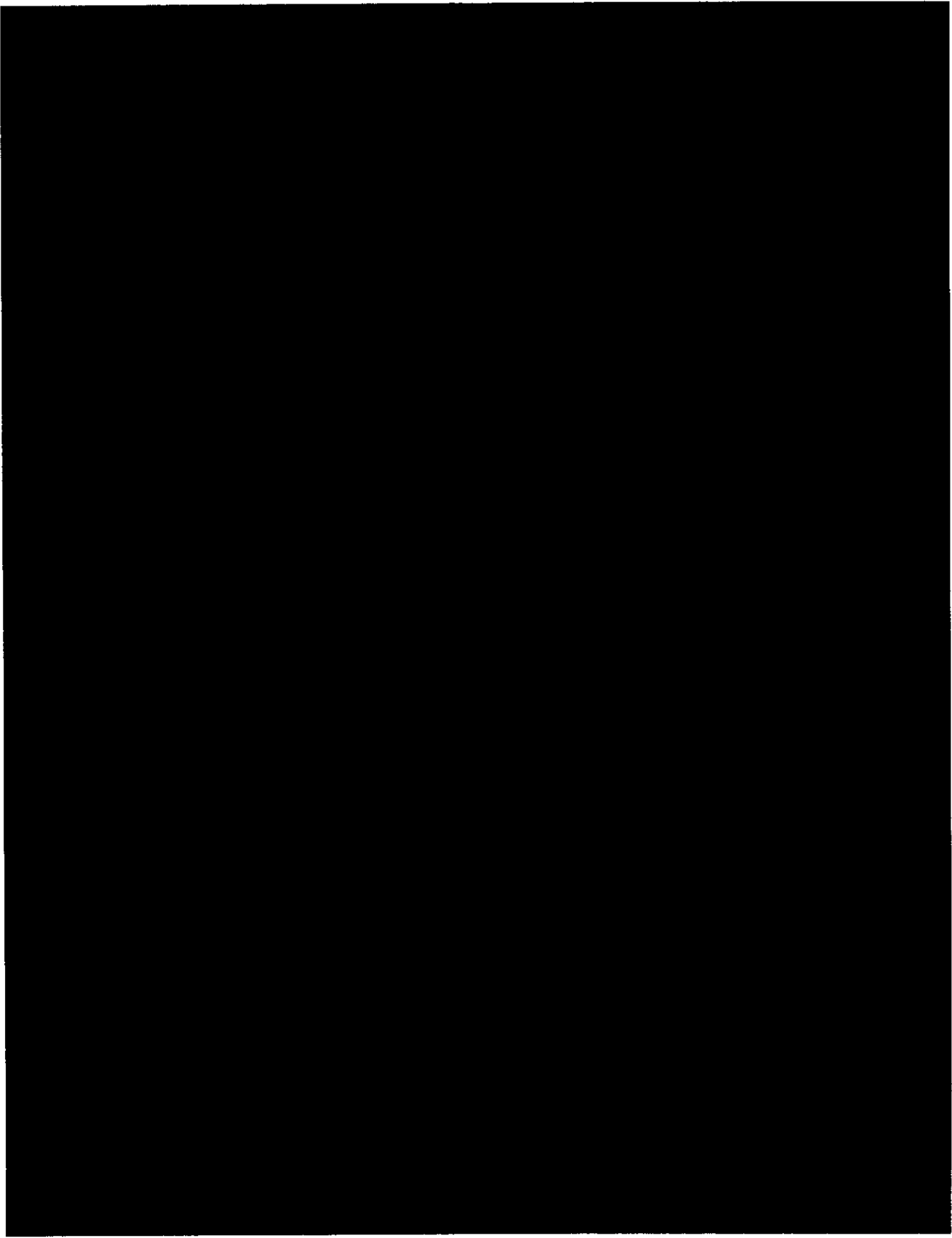


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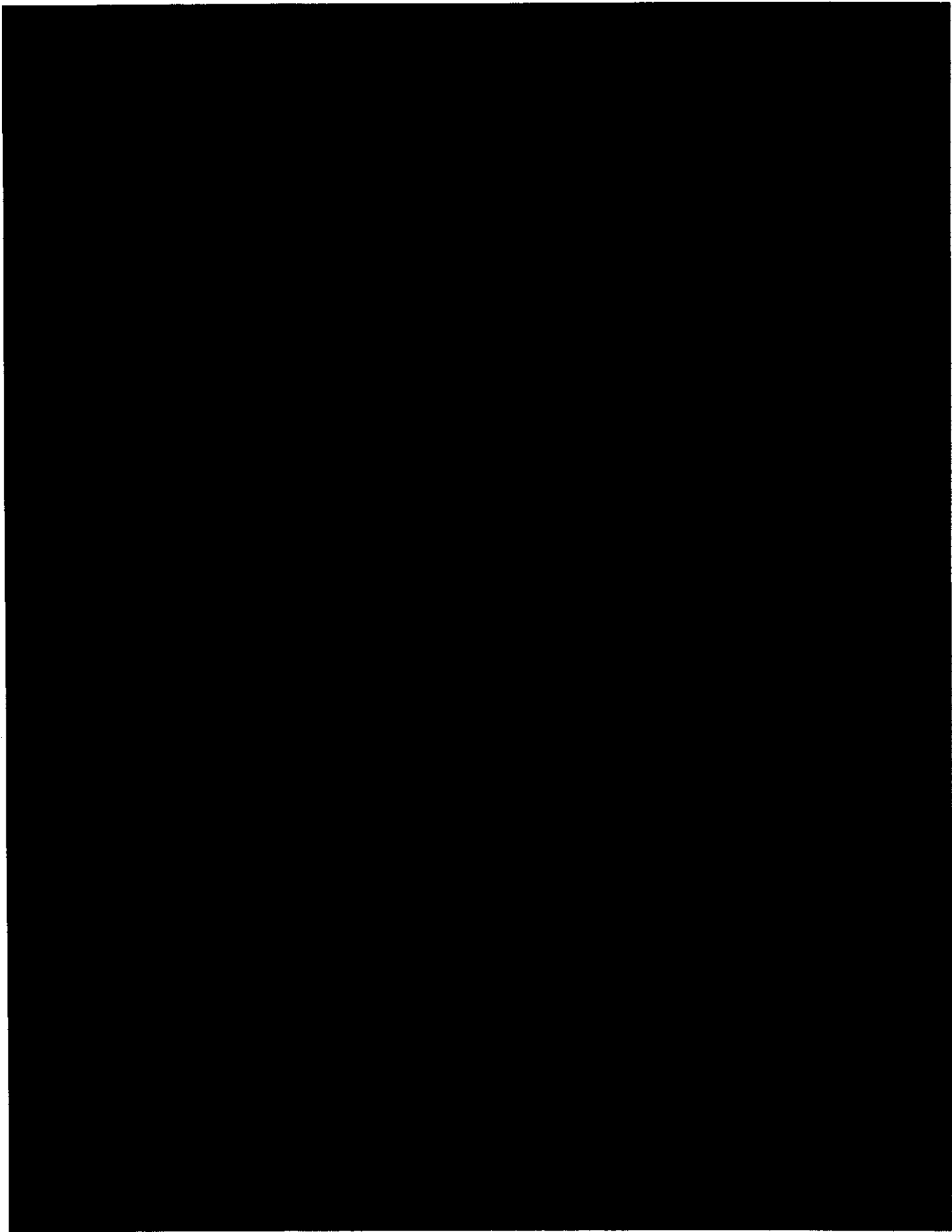




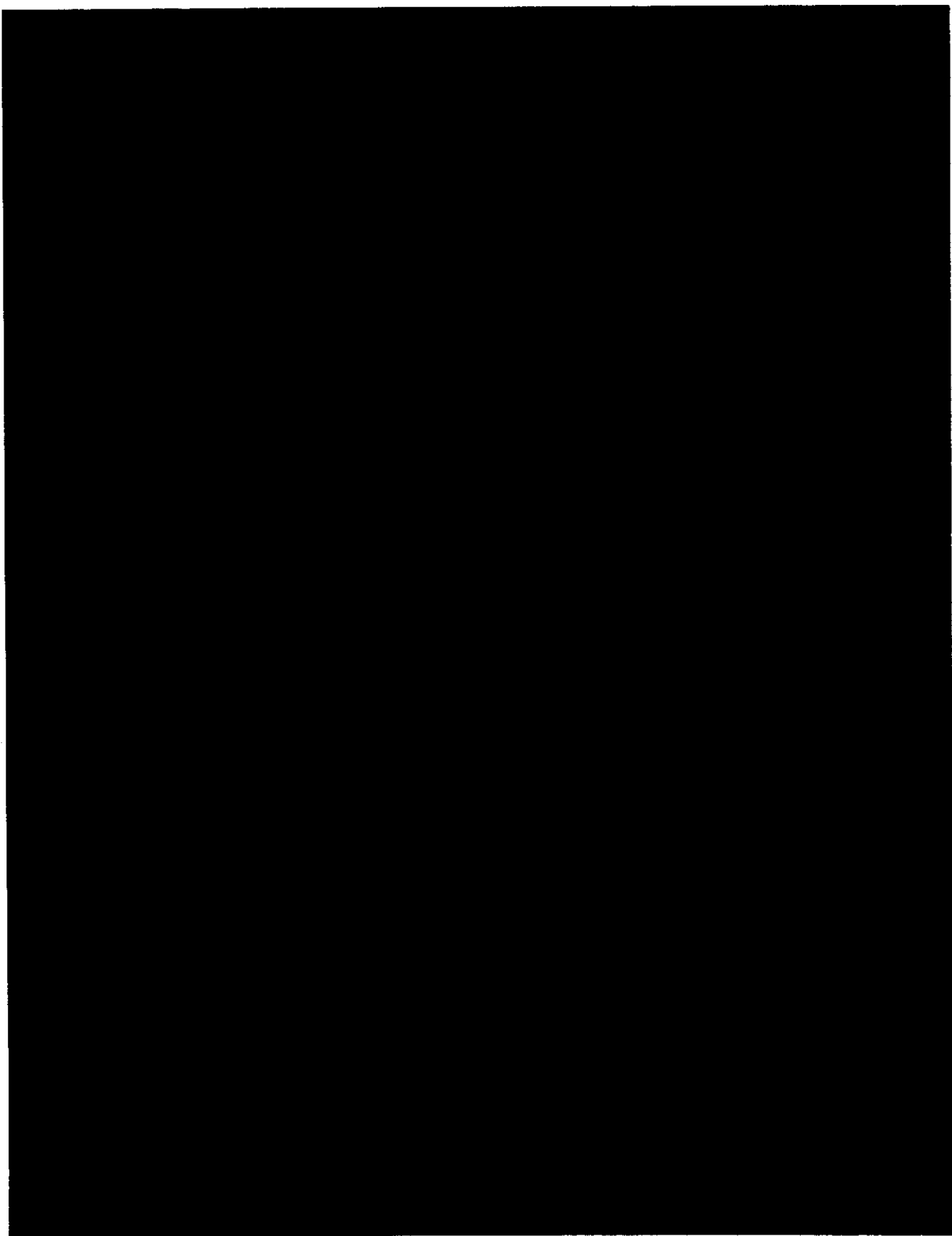
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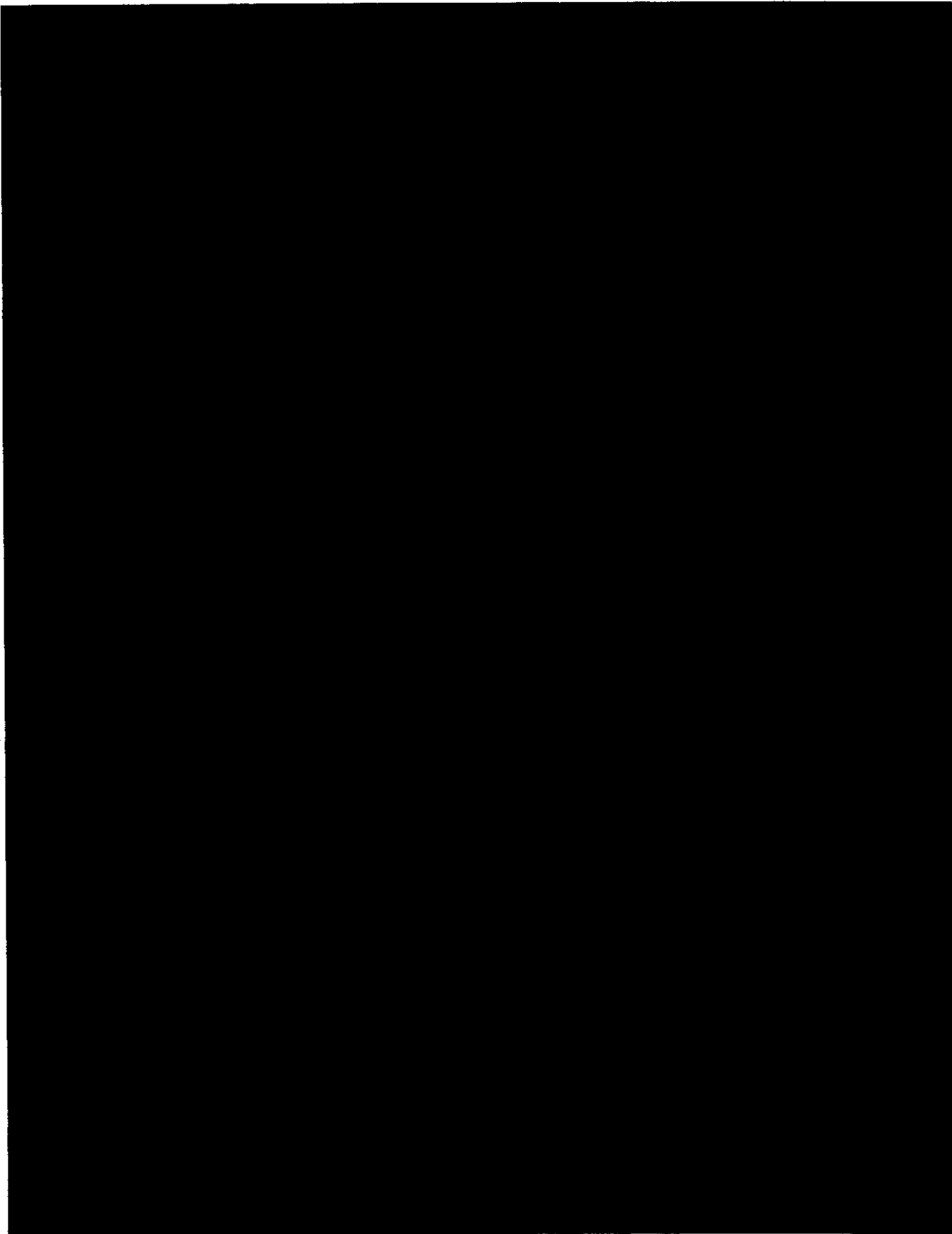
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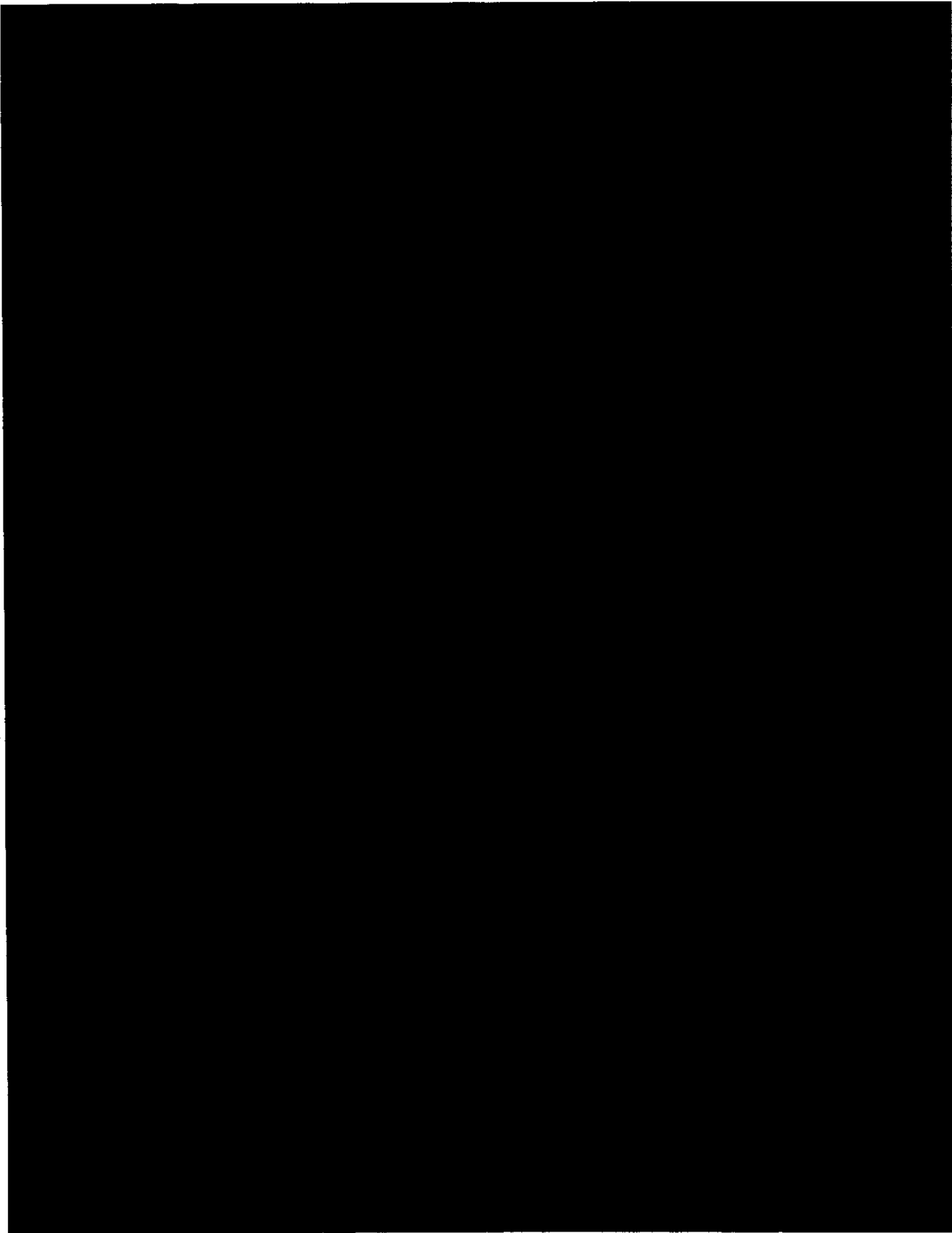
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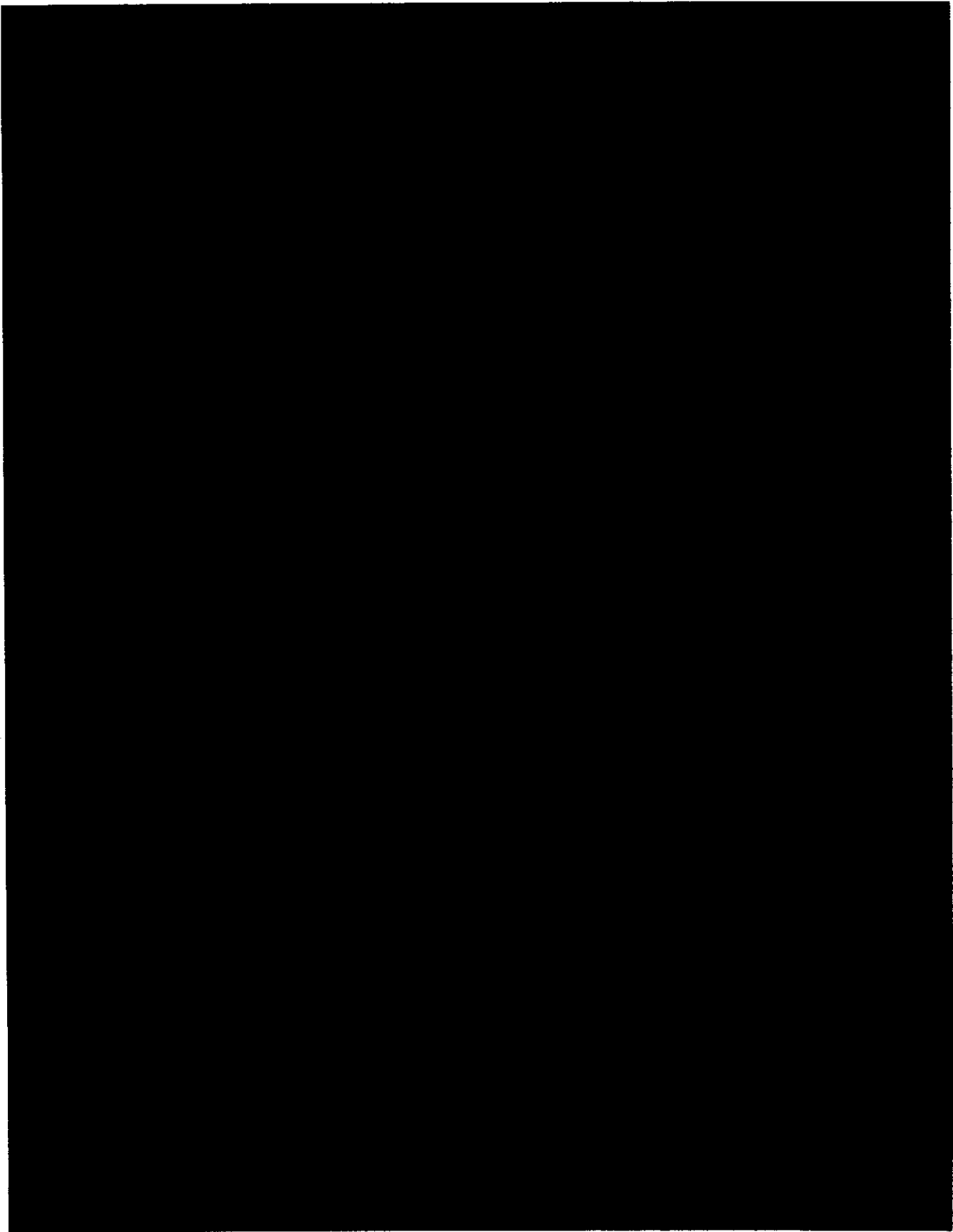
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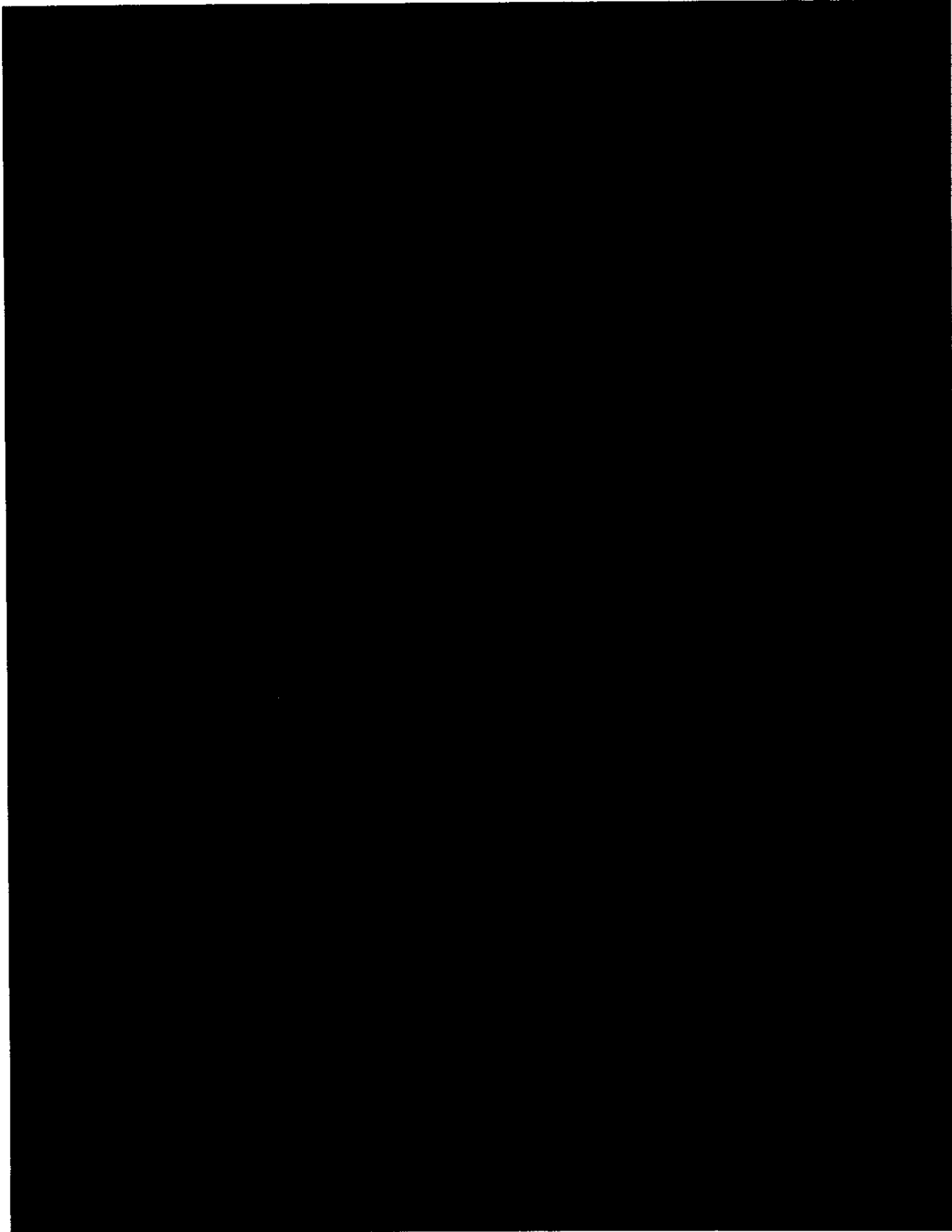
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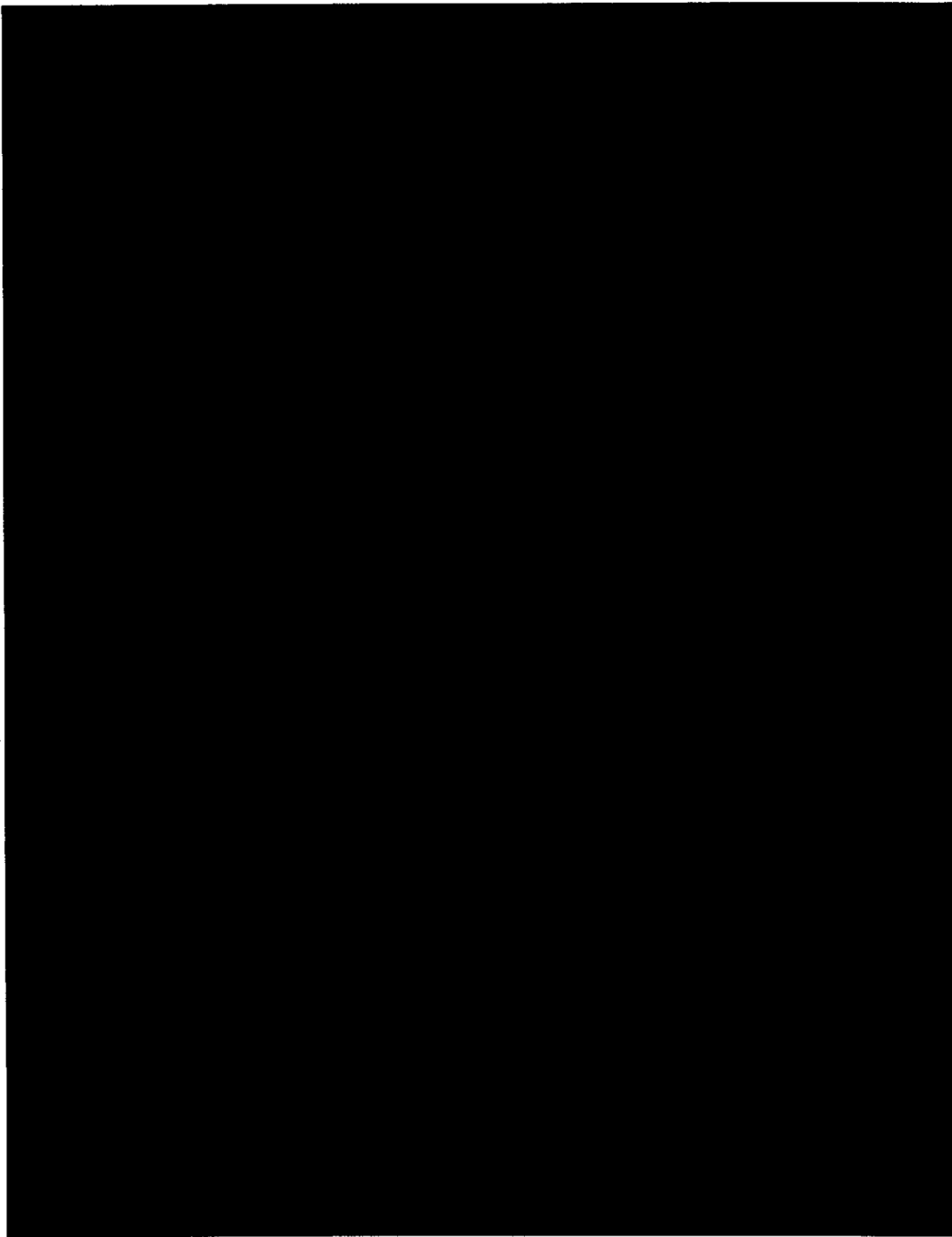
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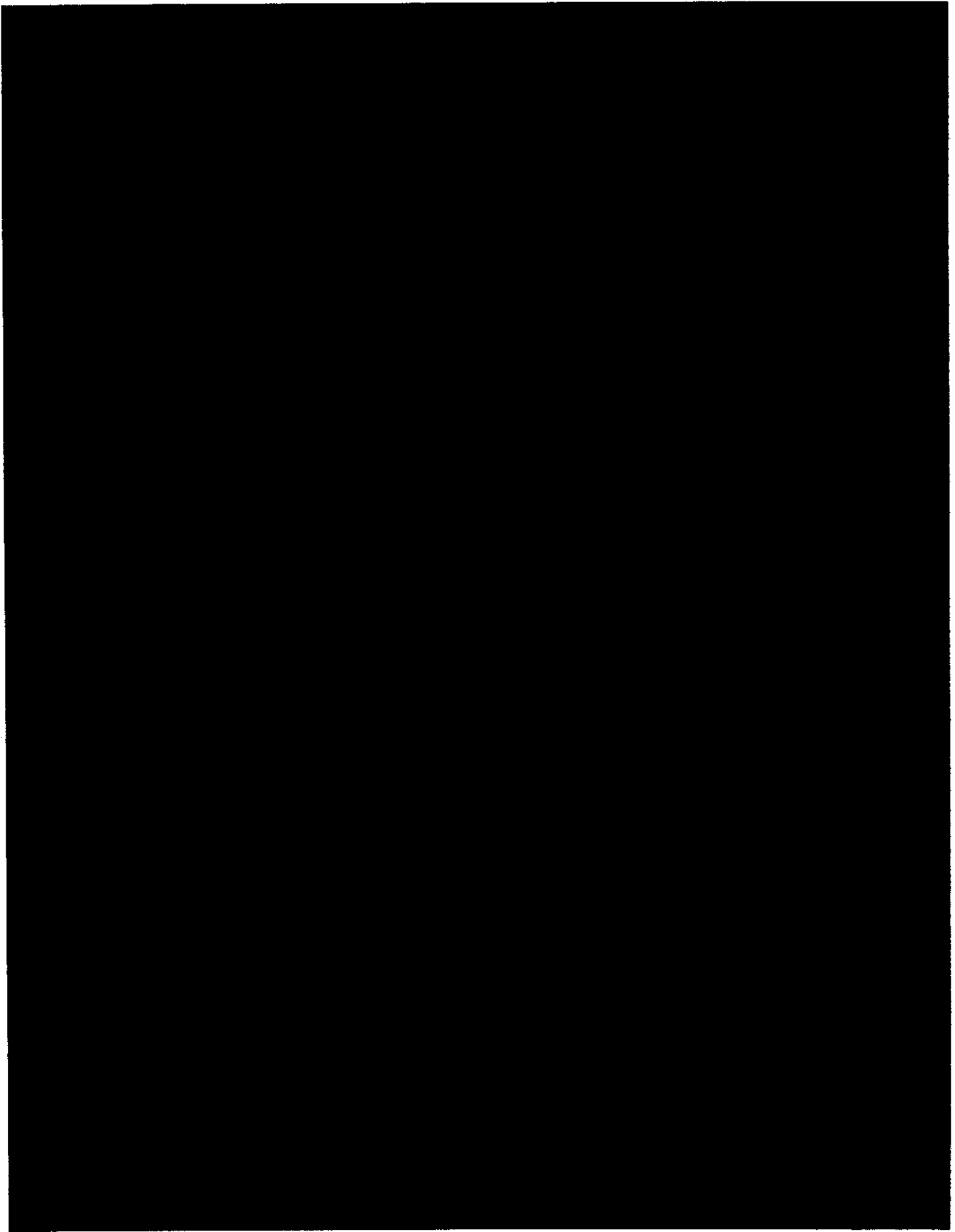


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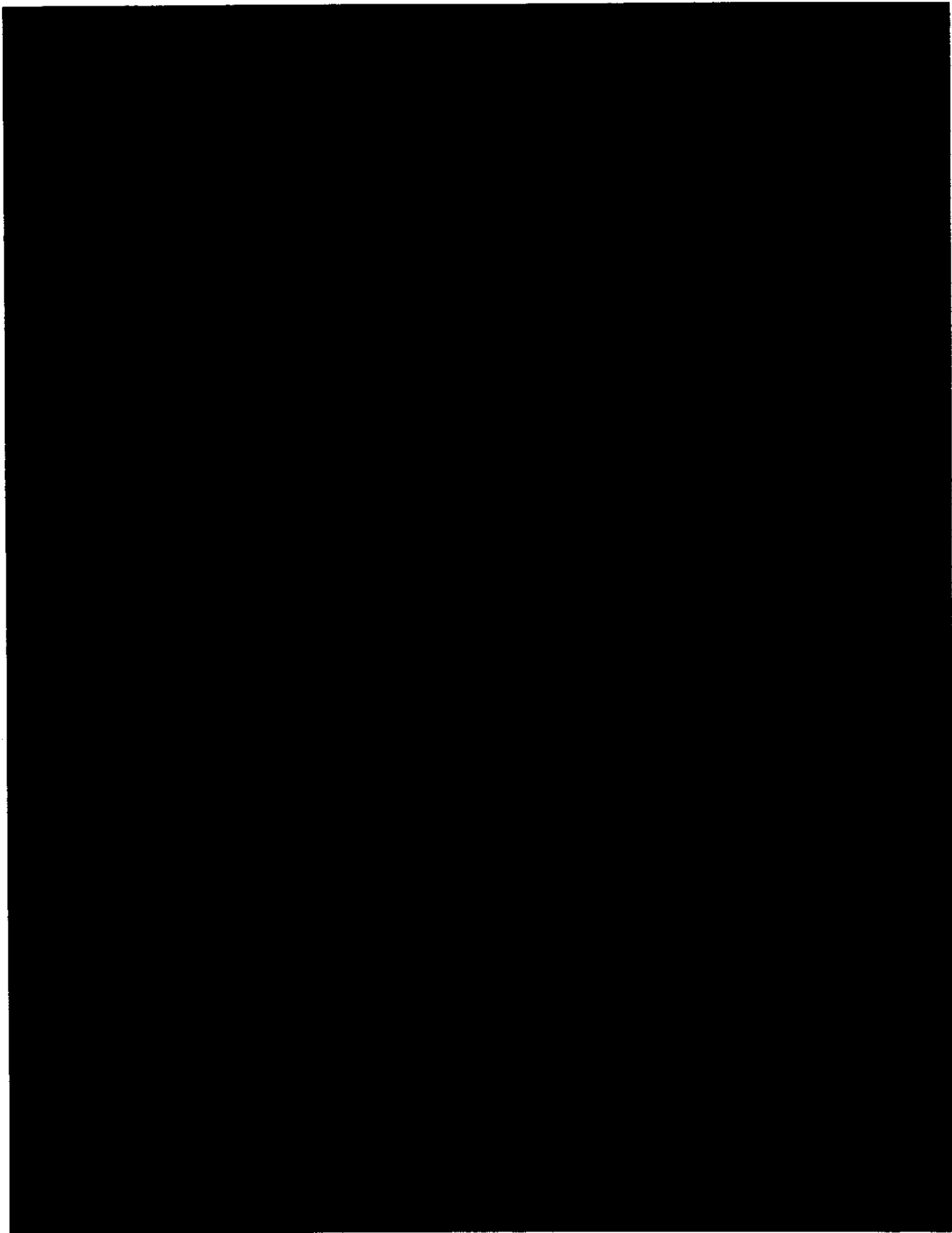


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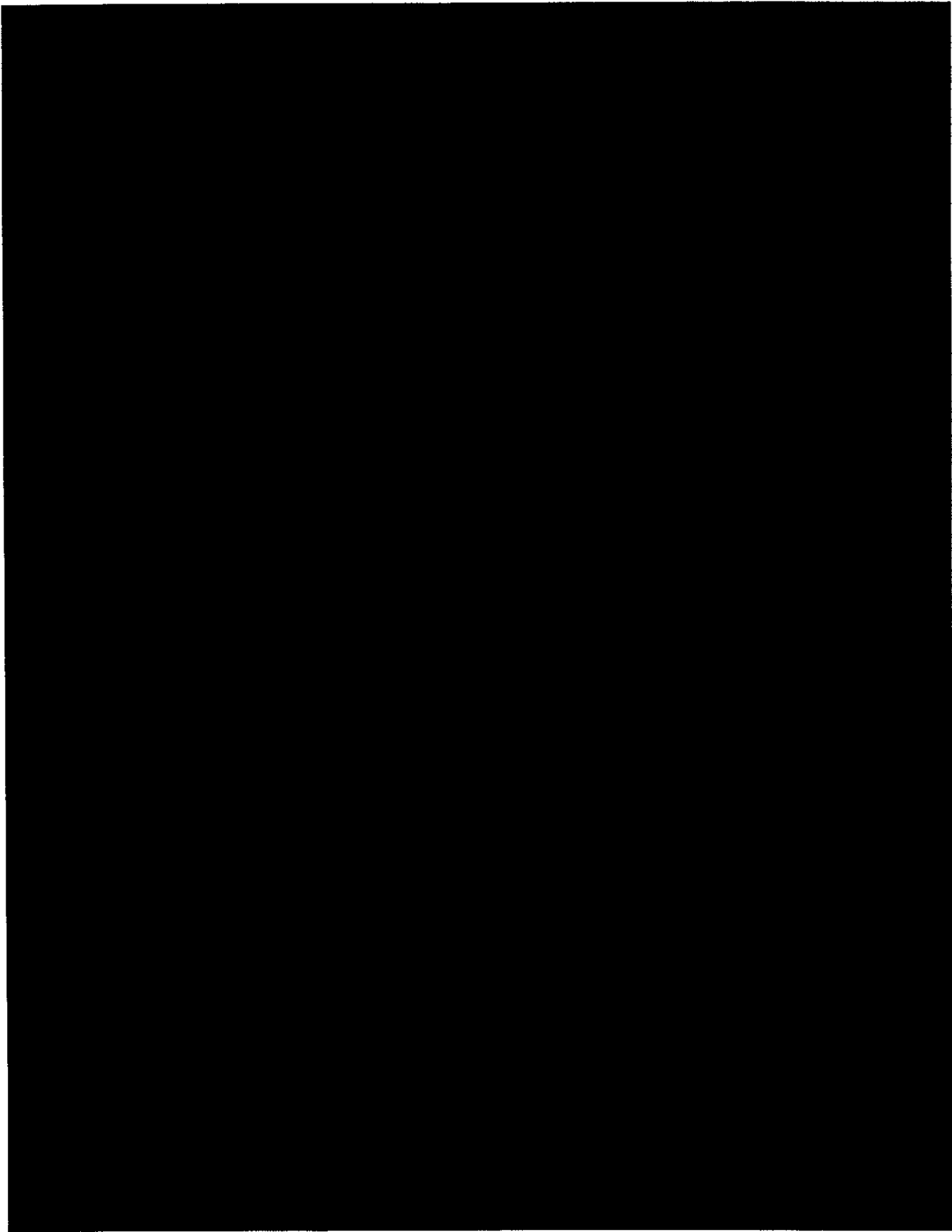


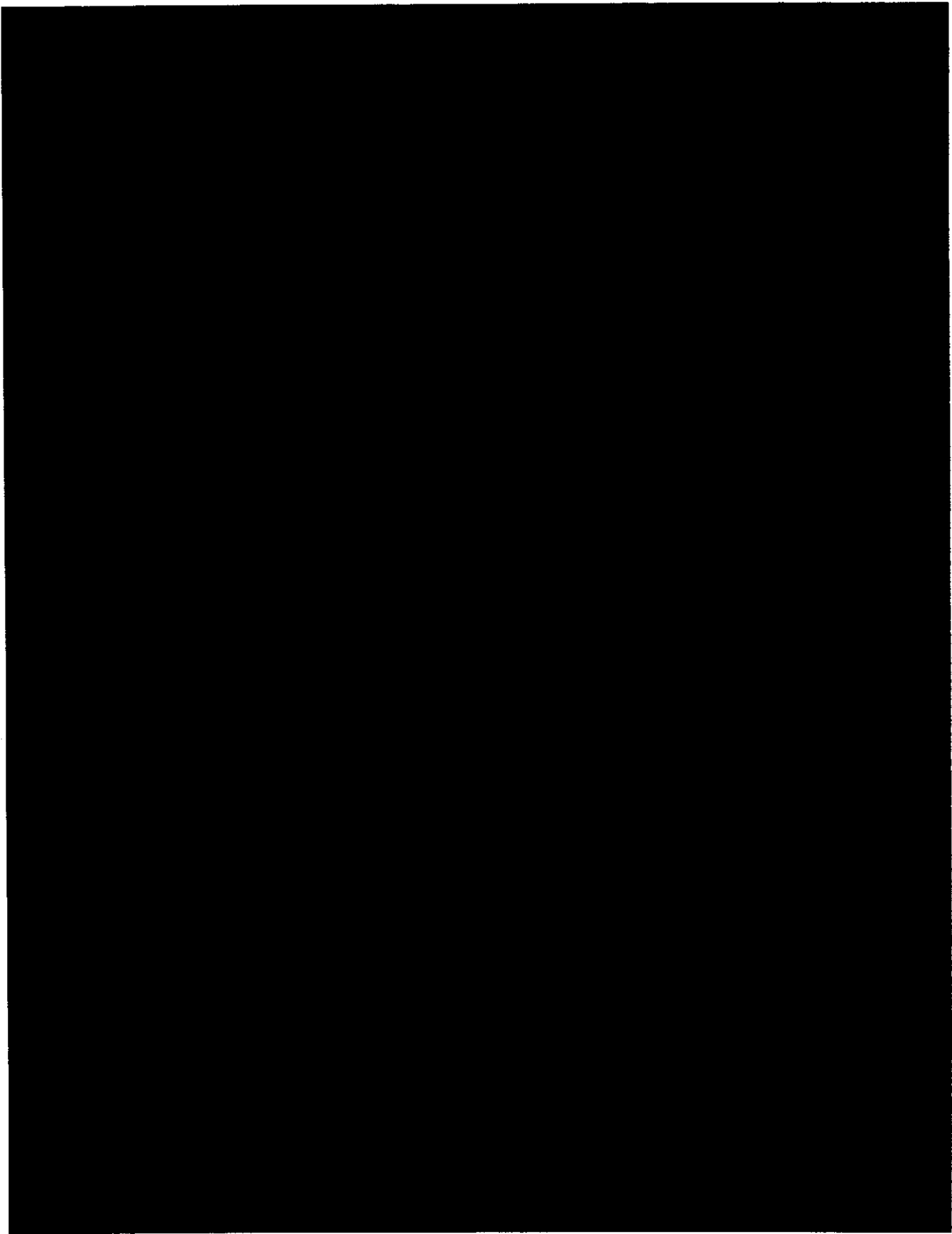


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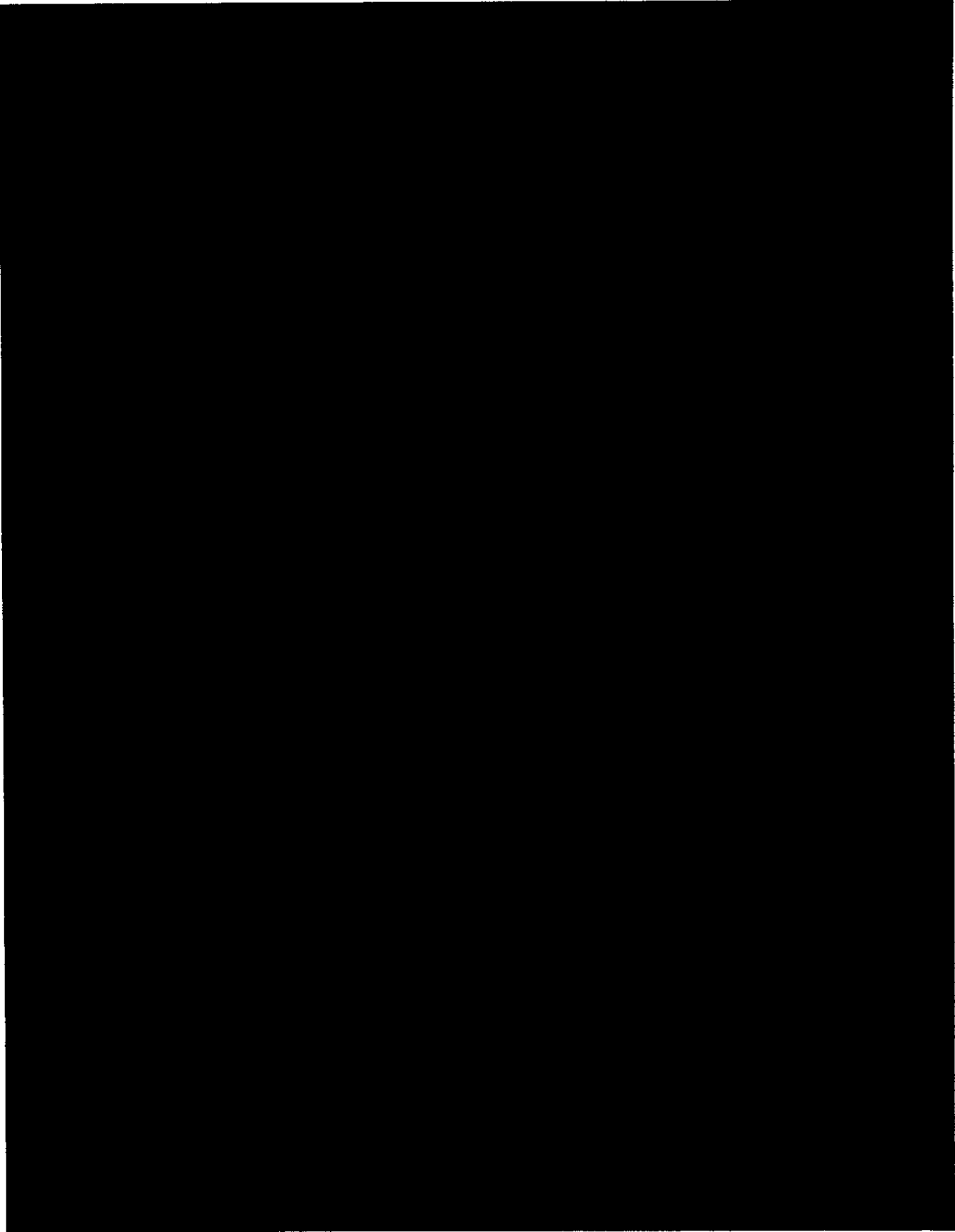


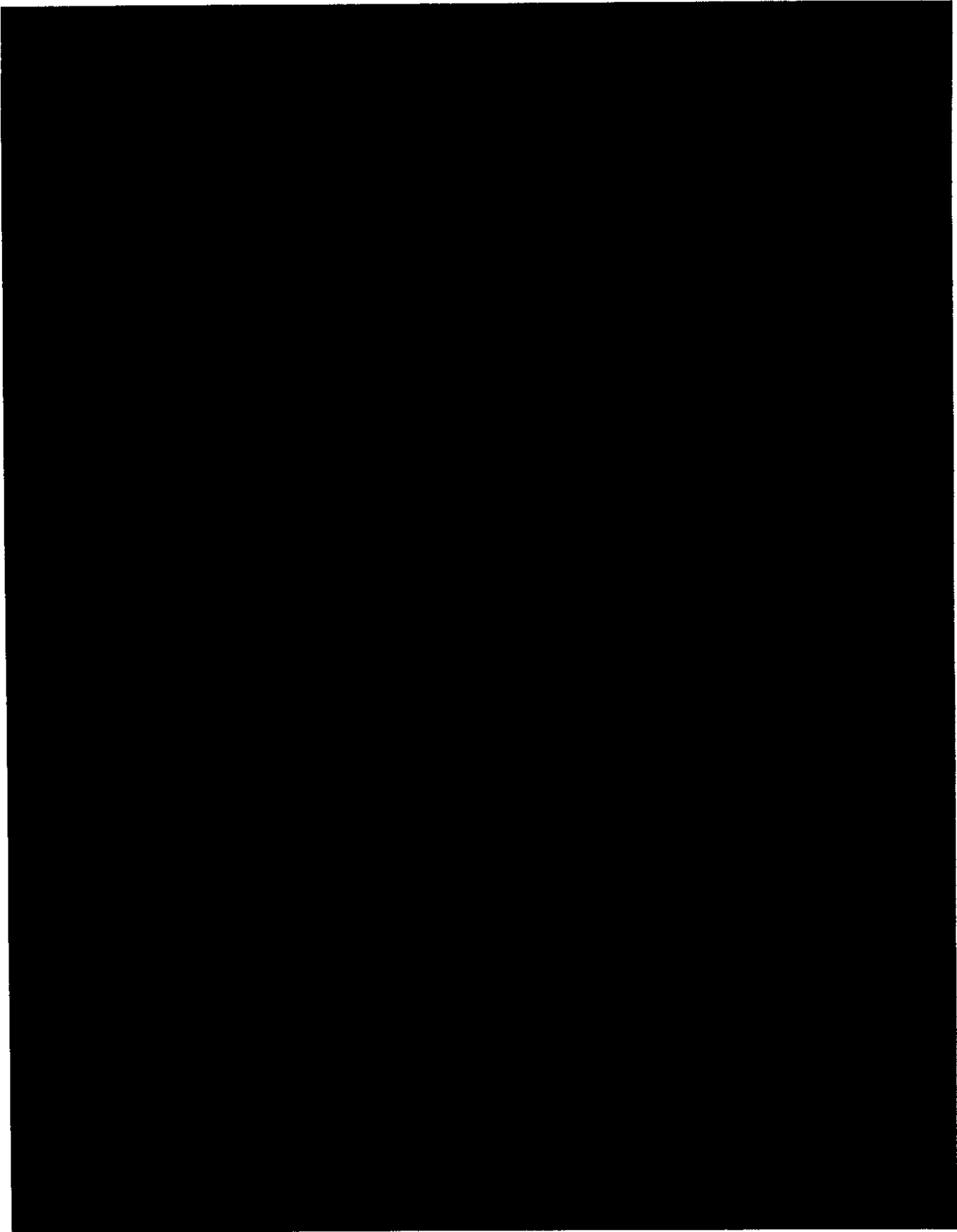
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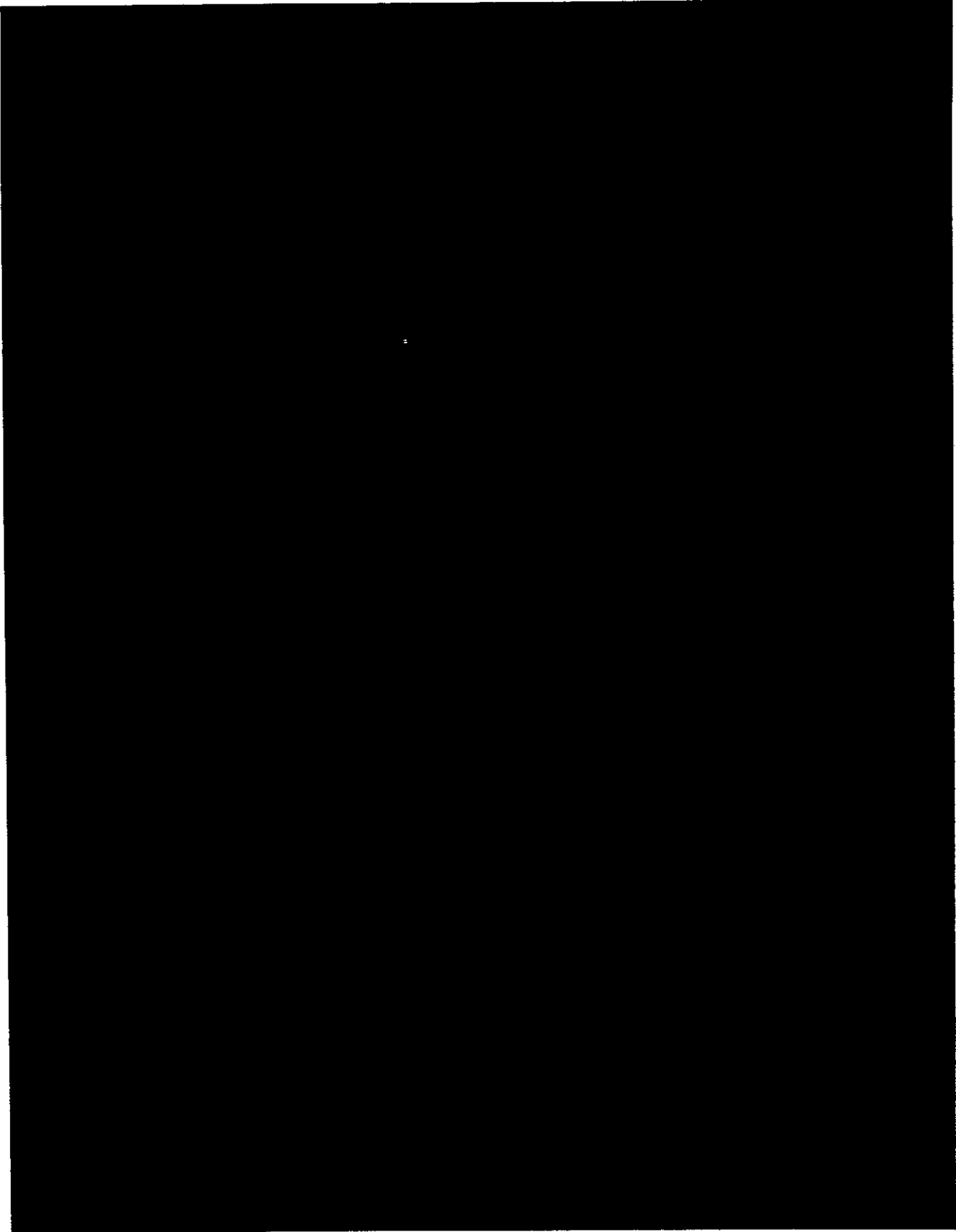


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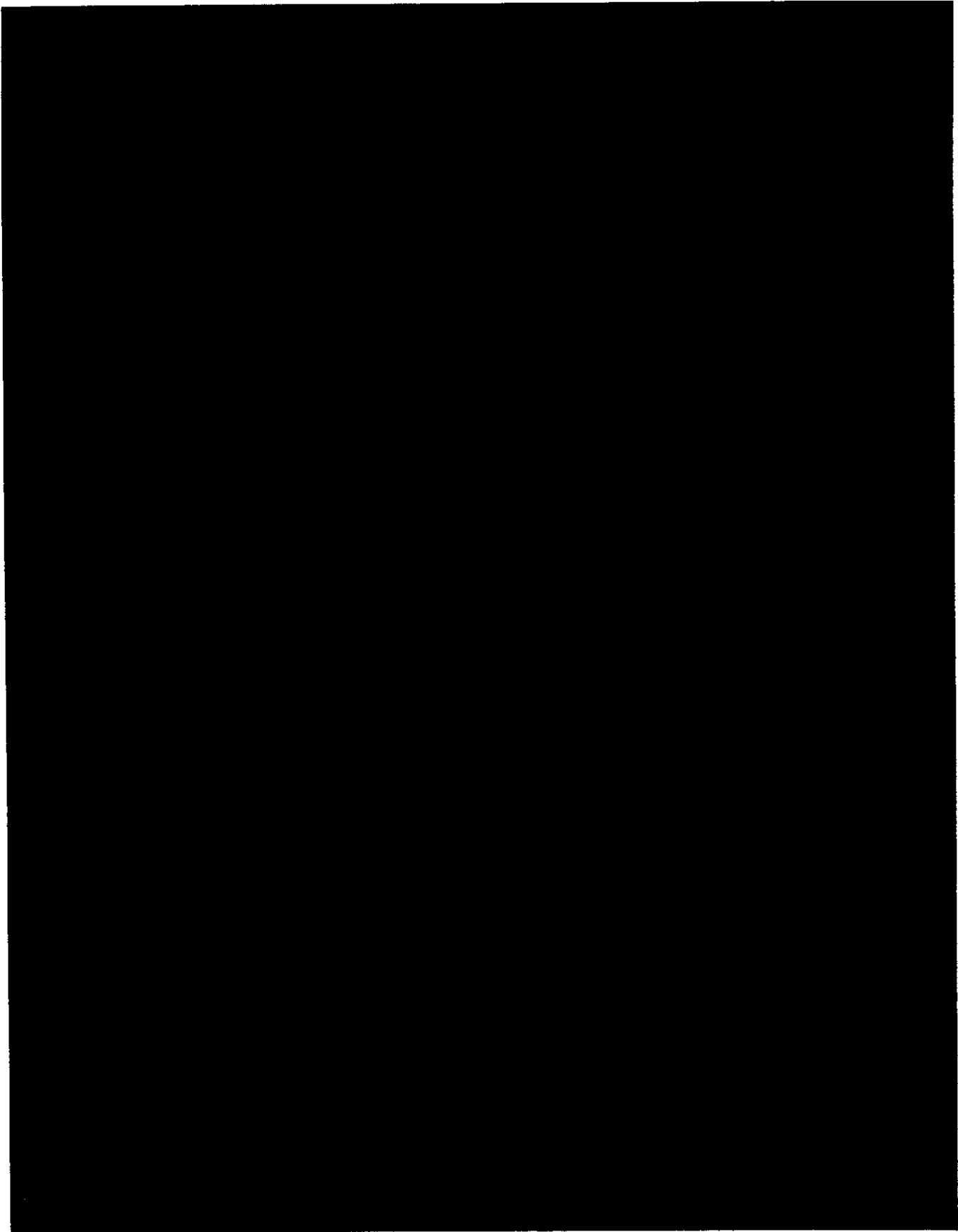




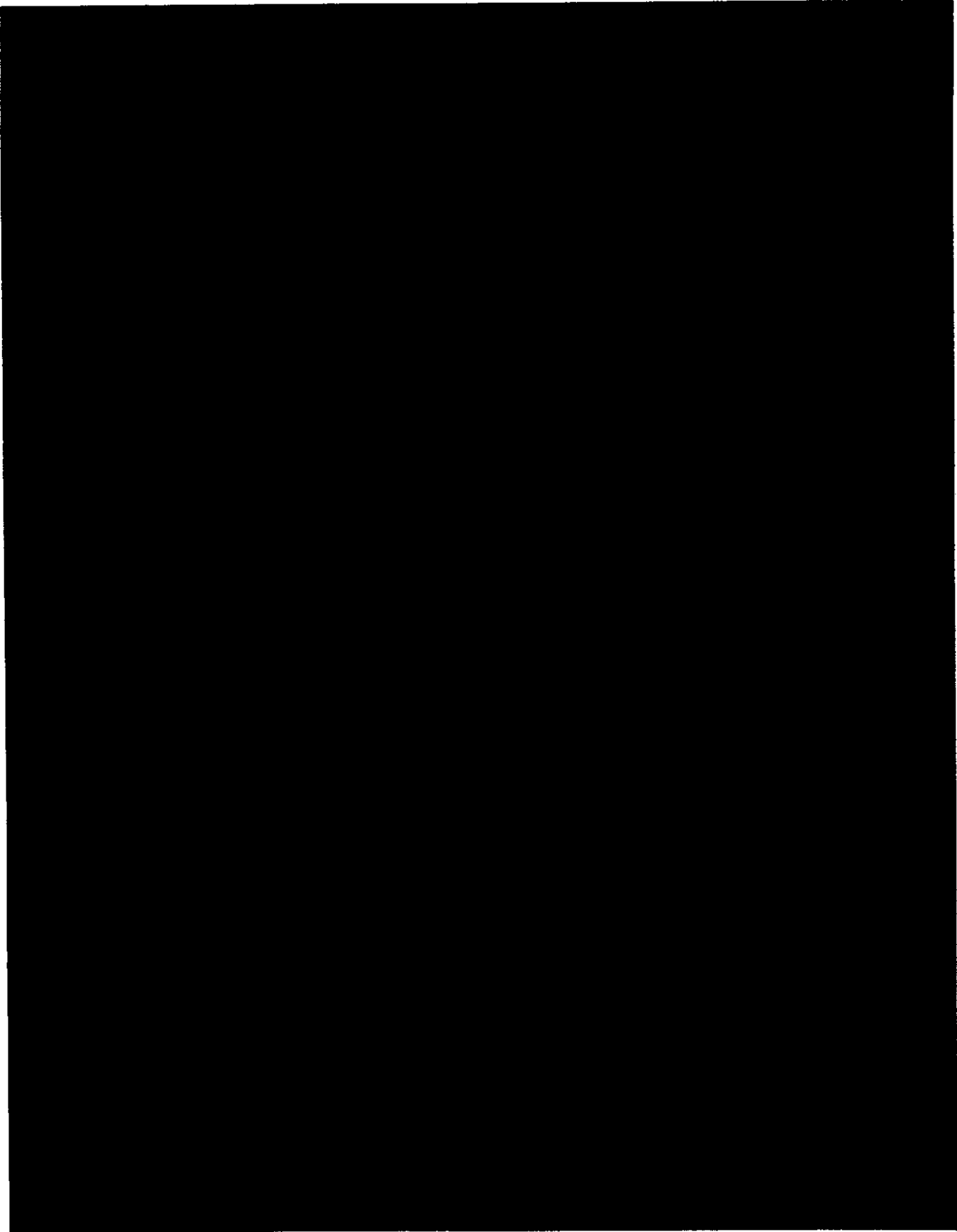
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P1



9-3
P2

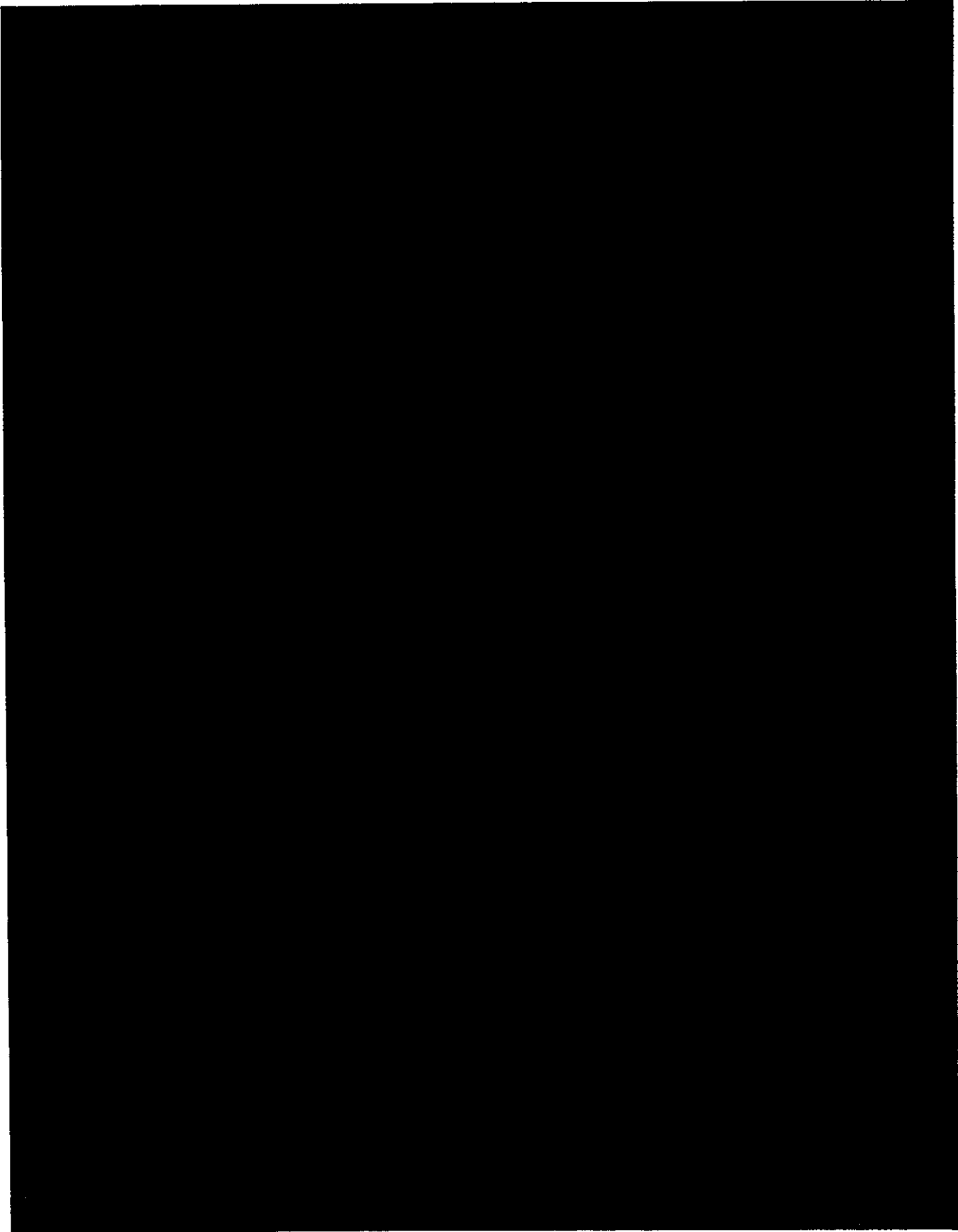


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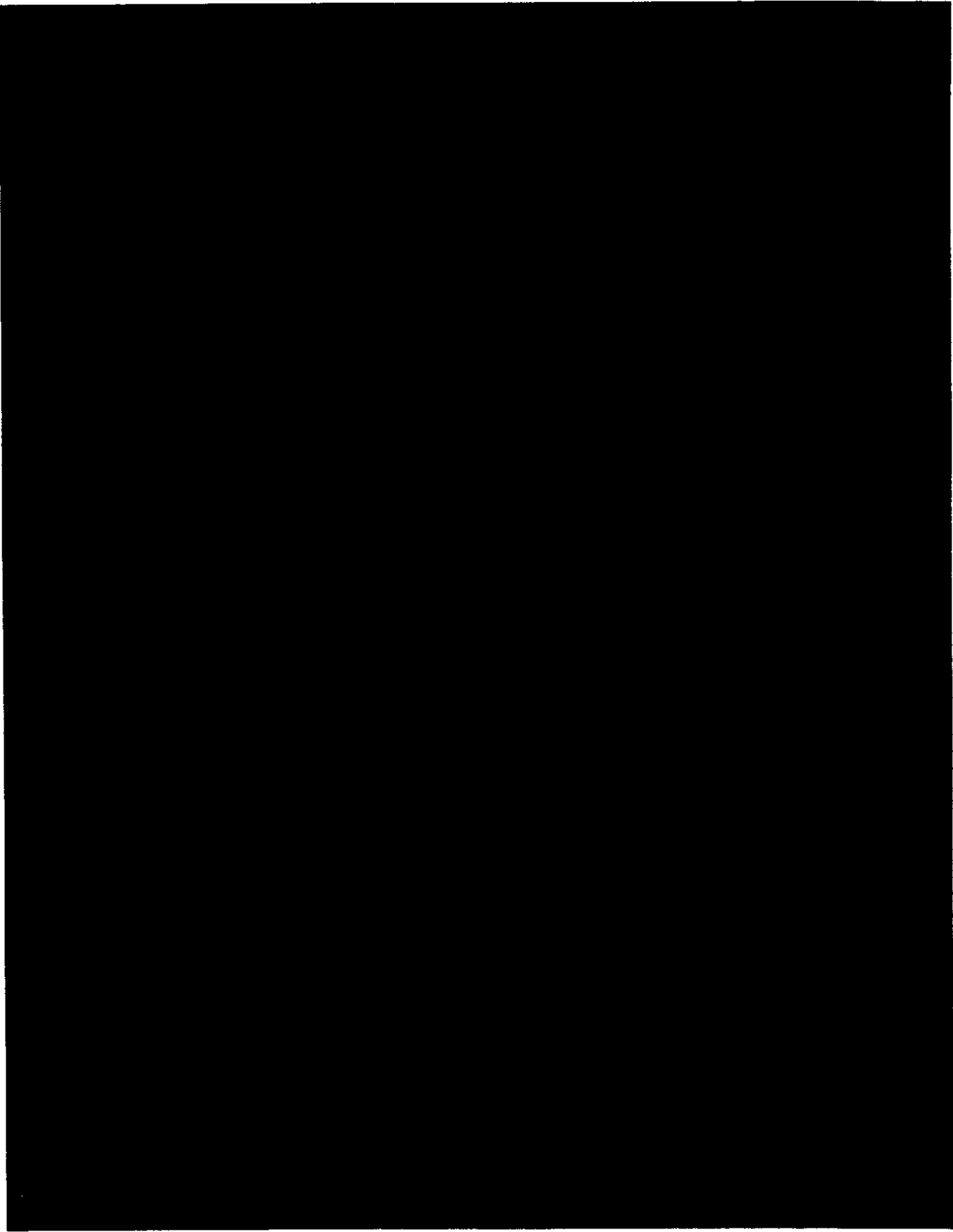


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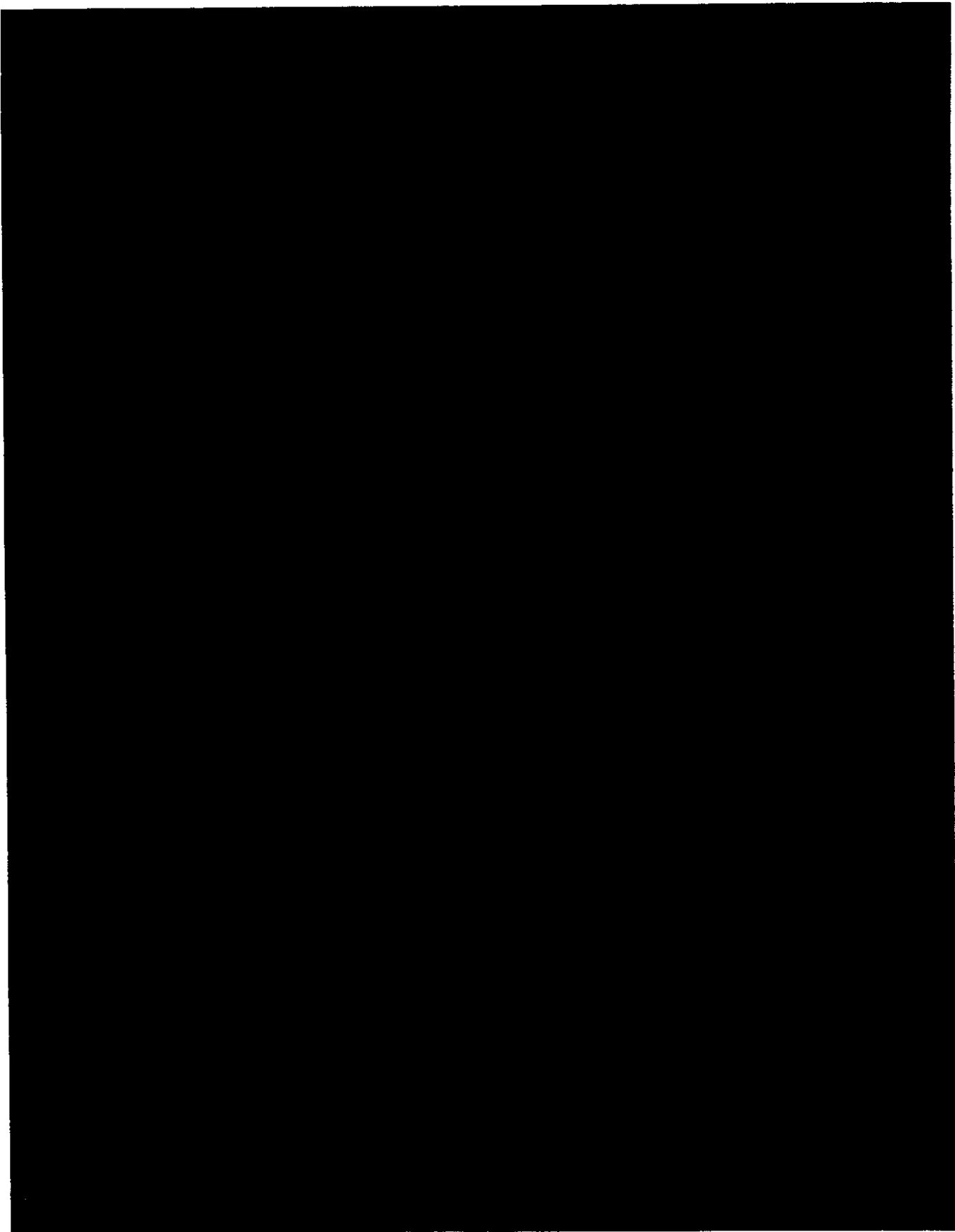
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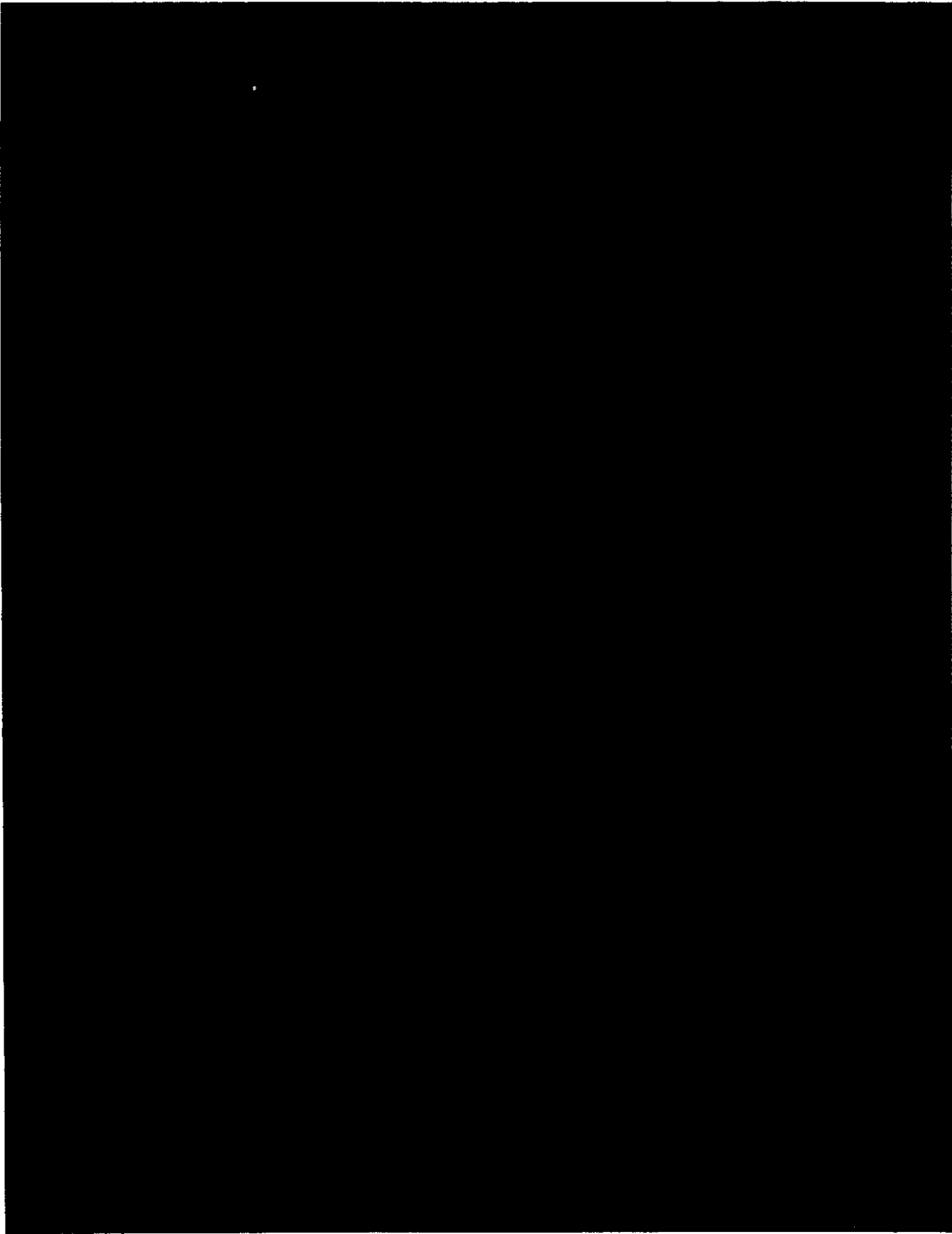
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P5



9-3
p6

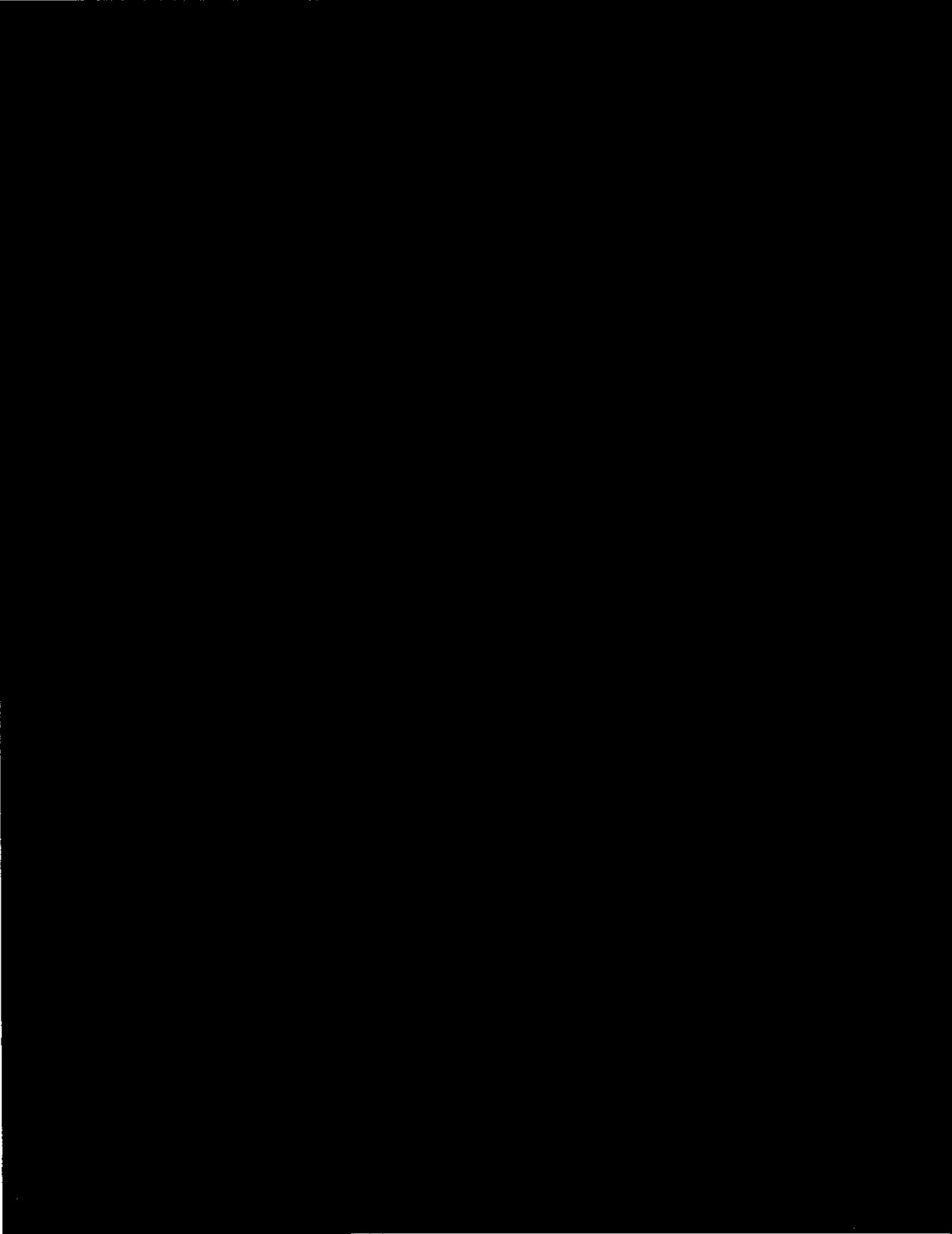


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P-7



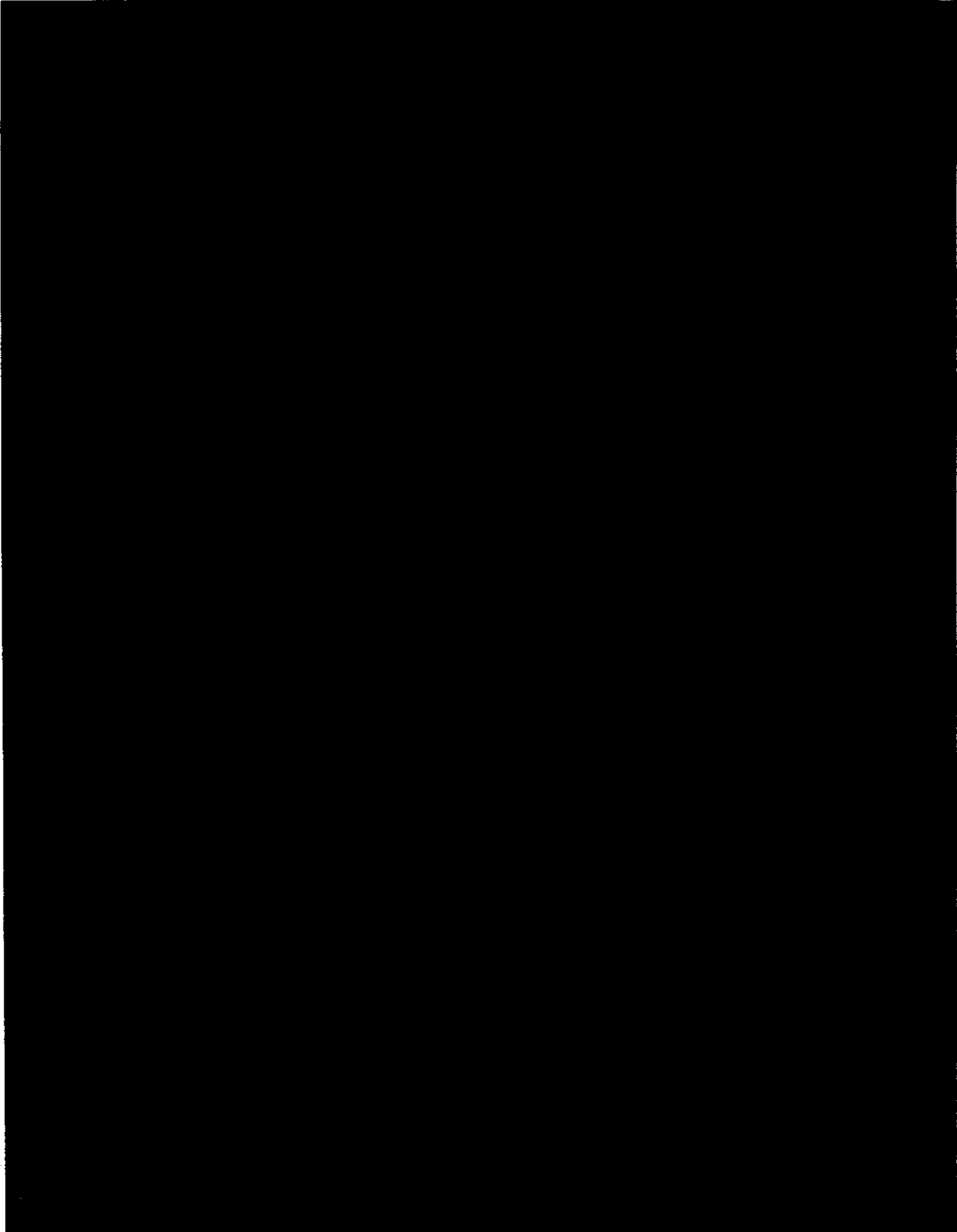
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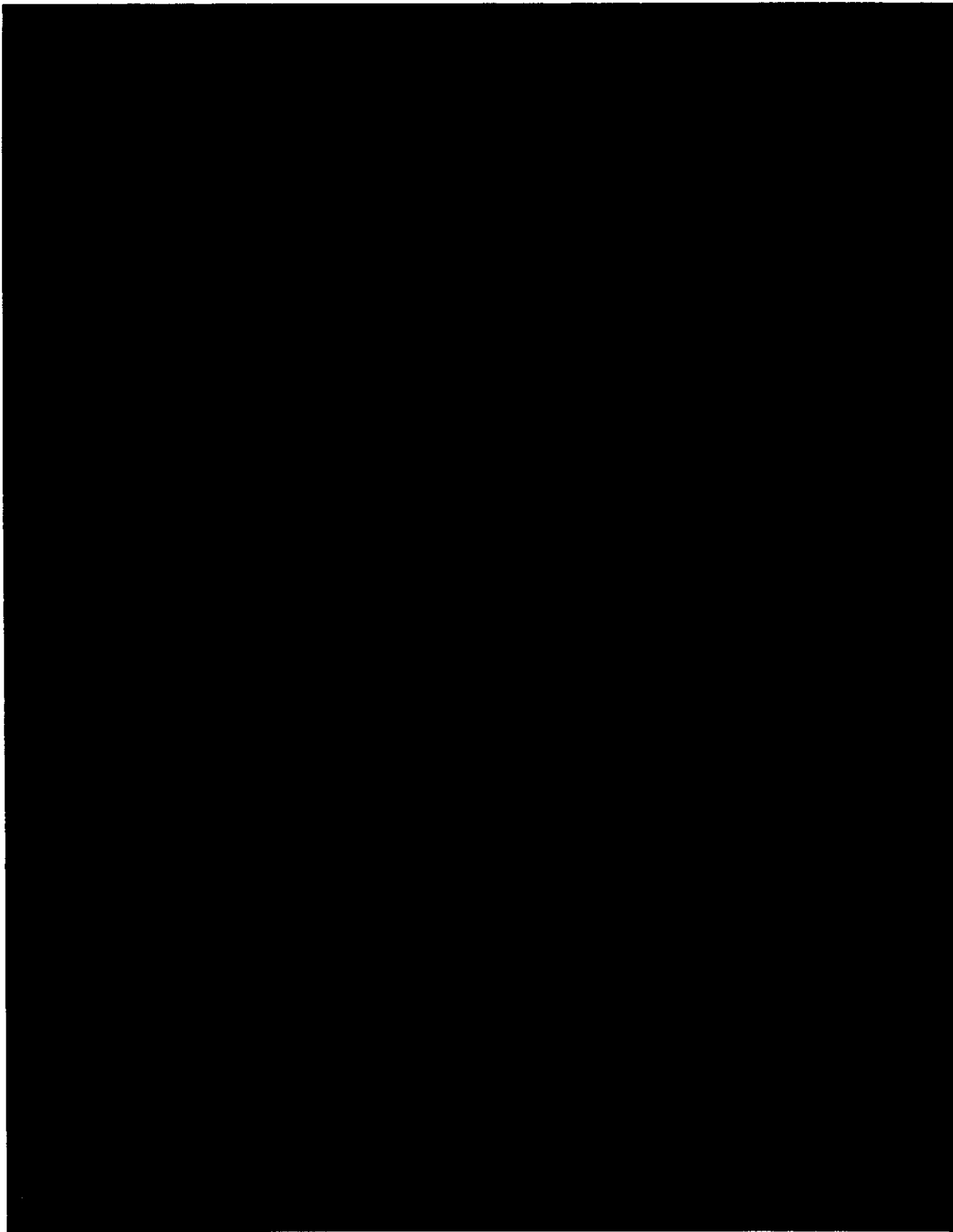


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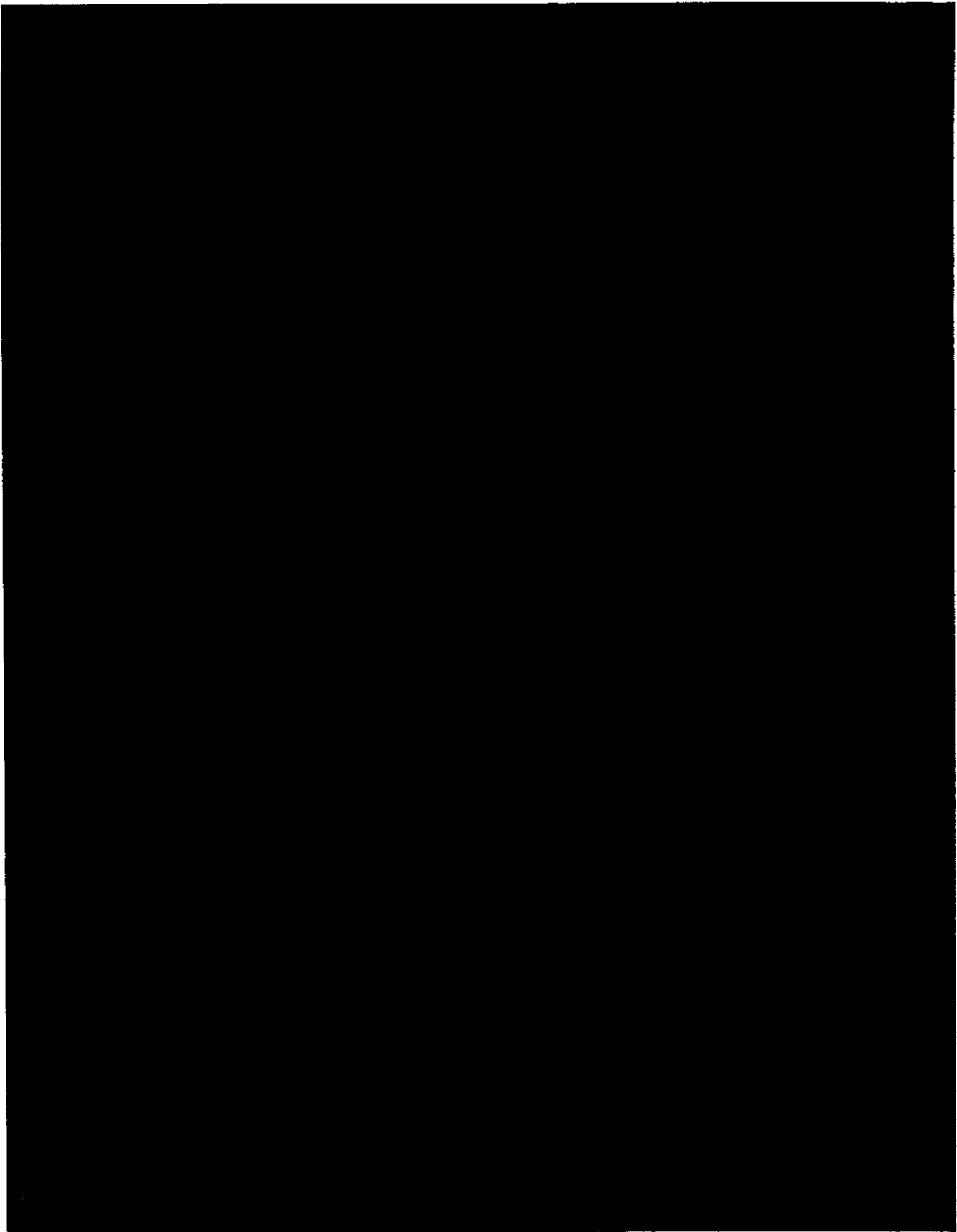


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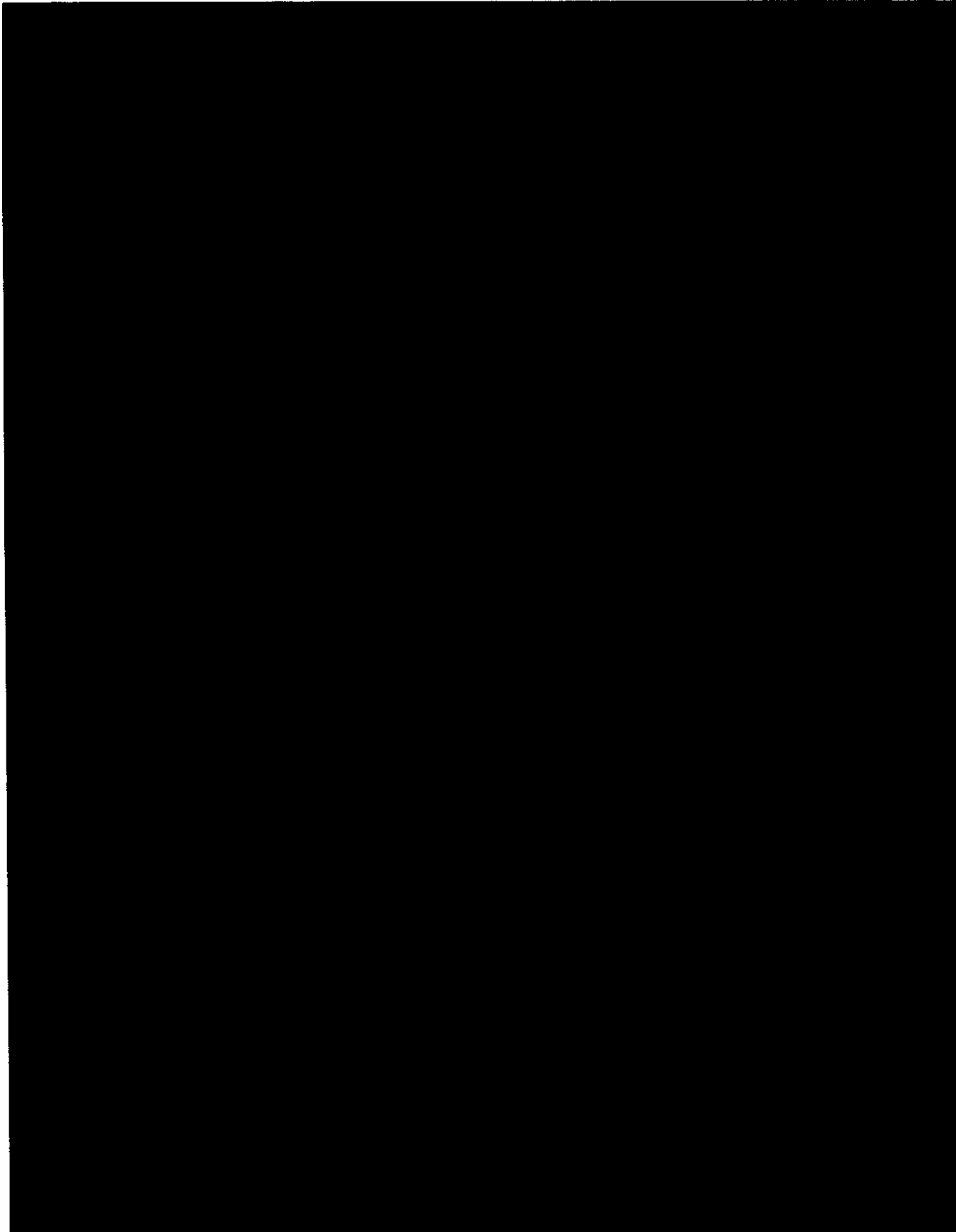
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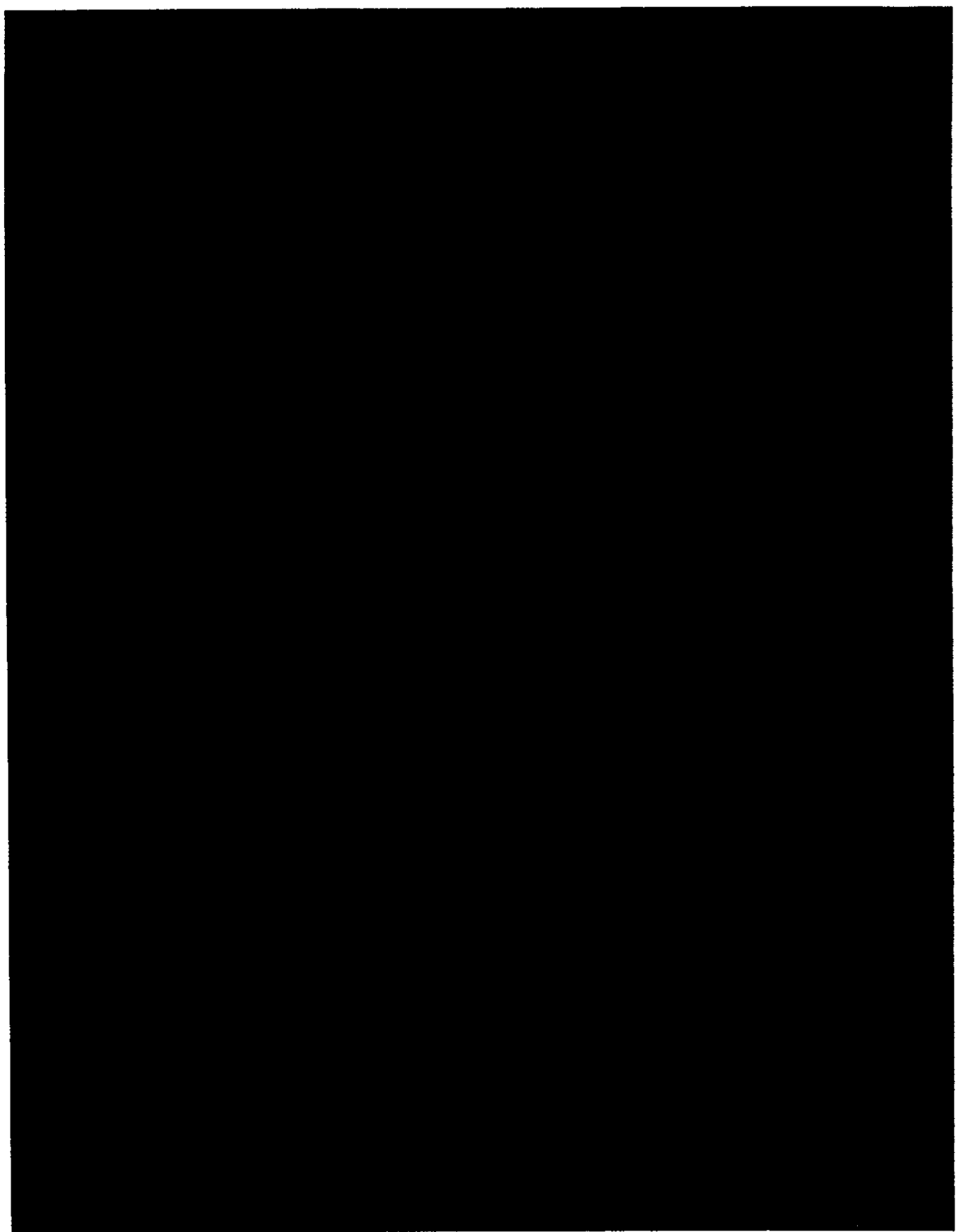


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93
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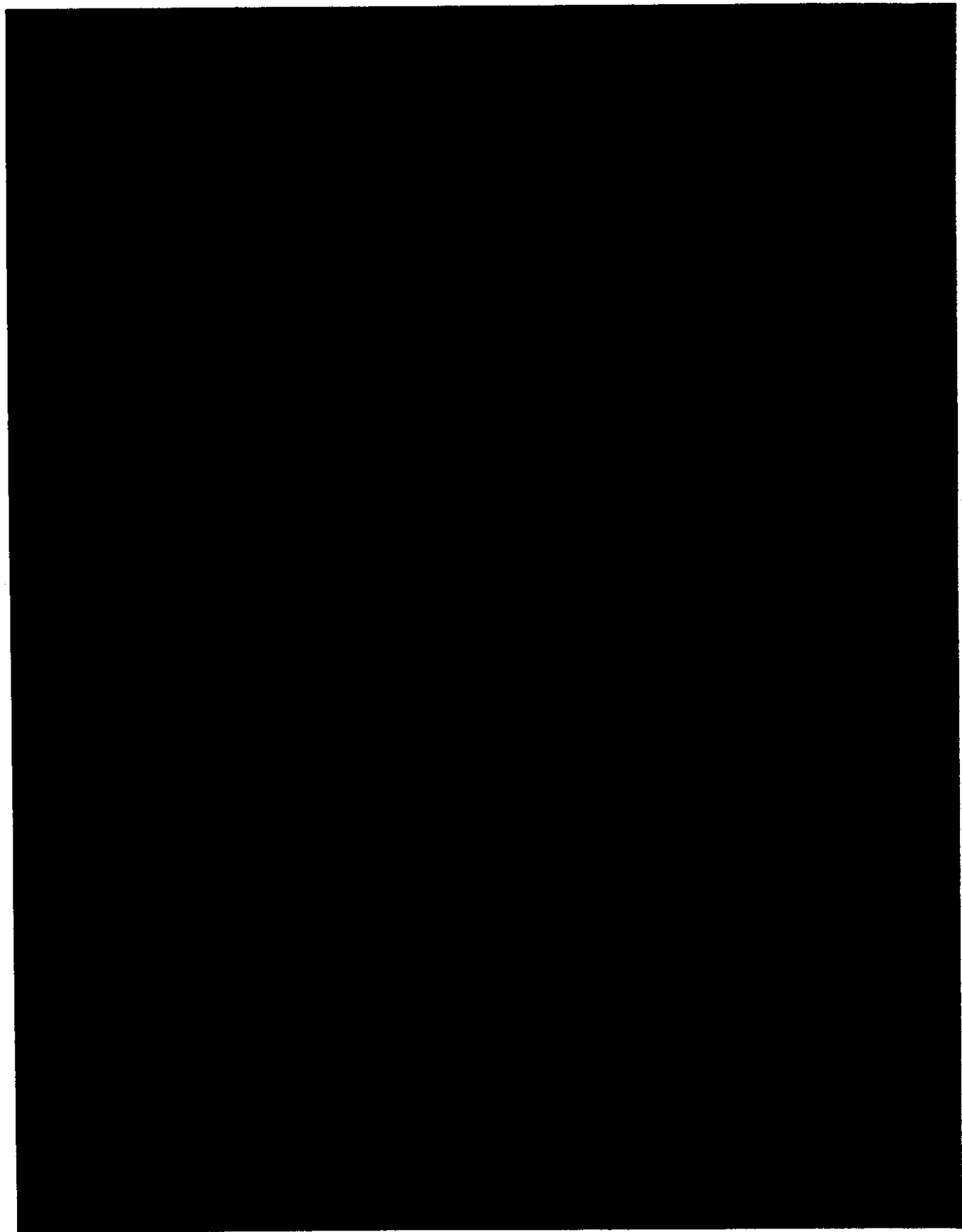


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9-3
P15

9-3

P16



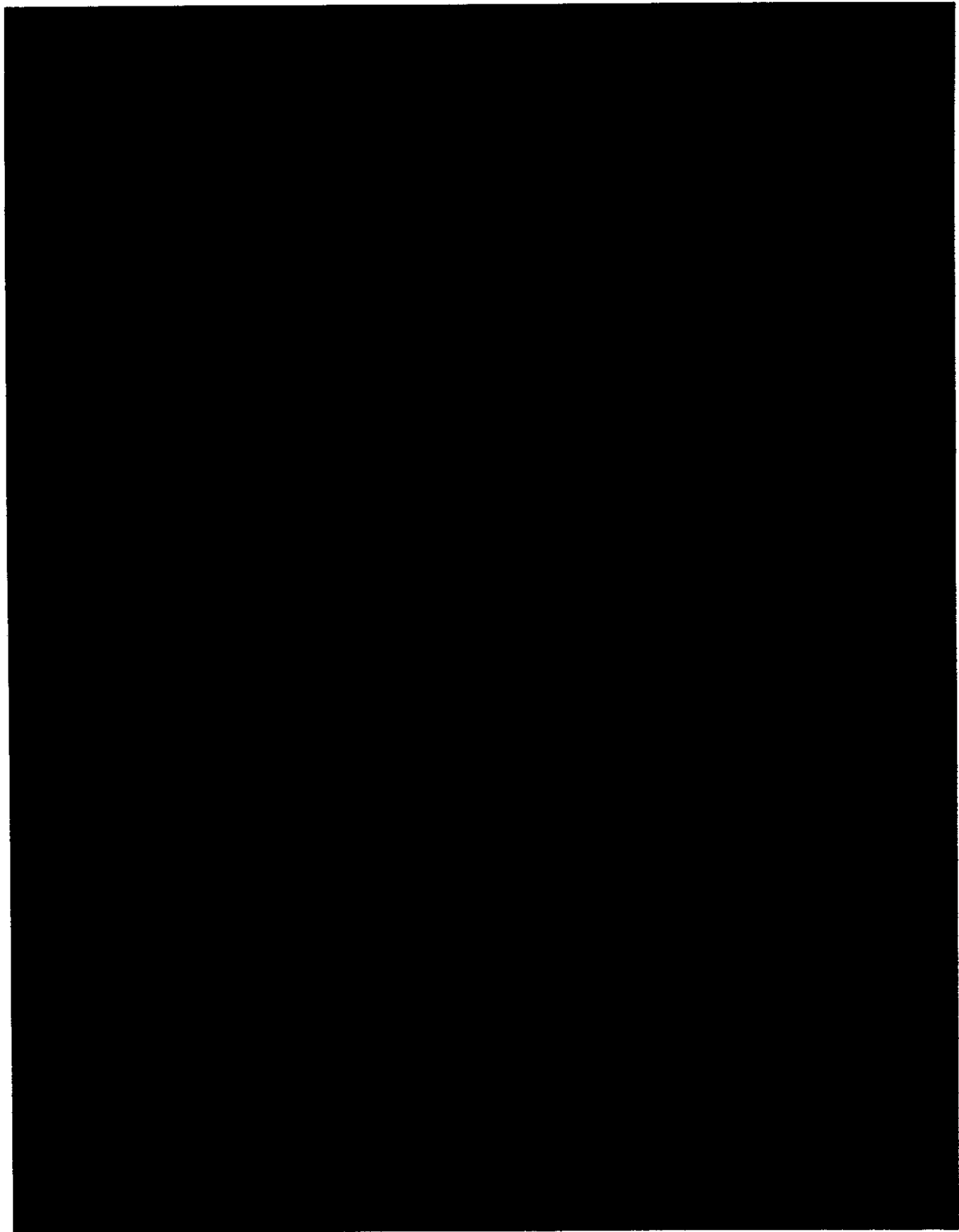
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P17

9.3

P18

9-3

Pr



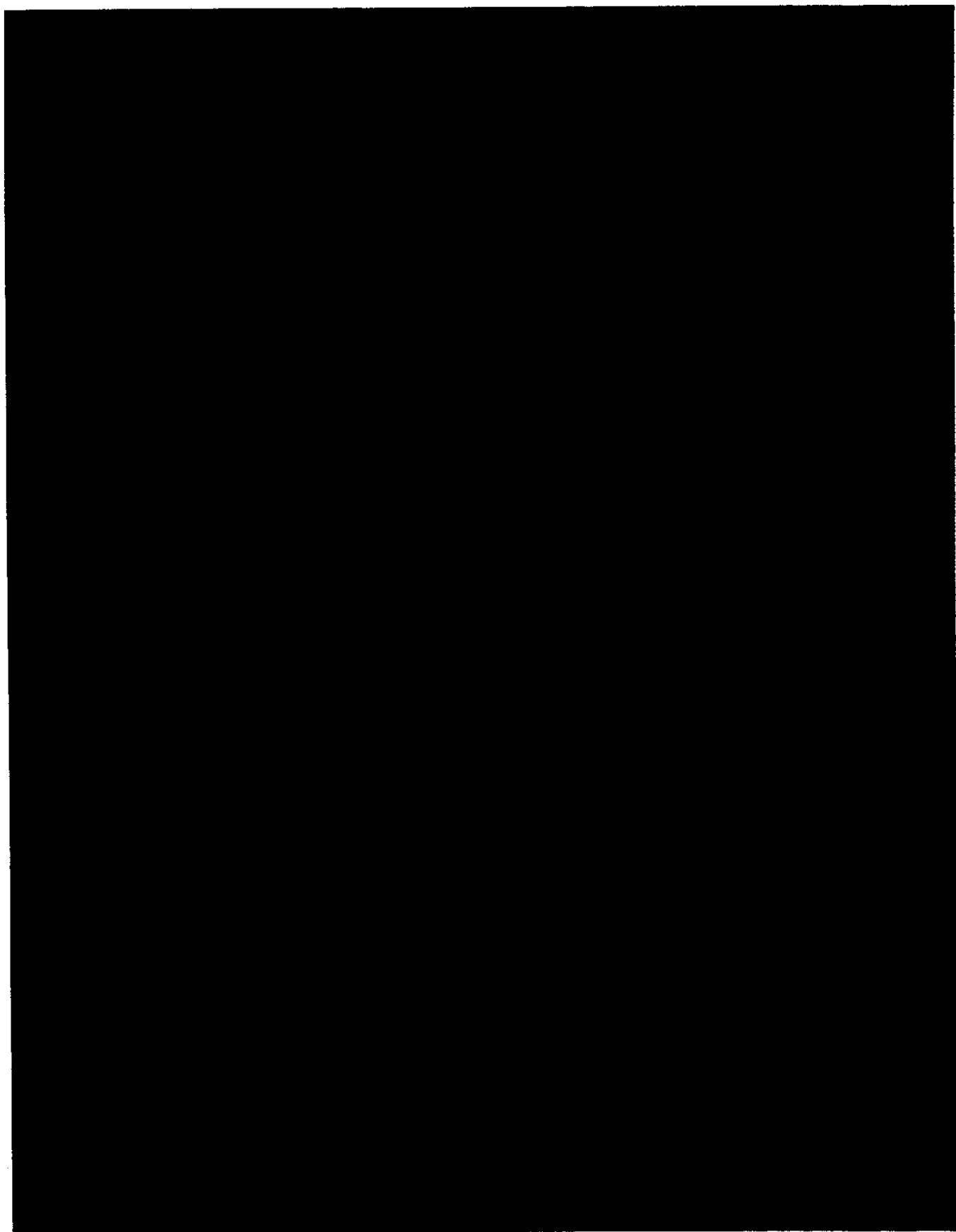
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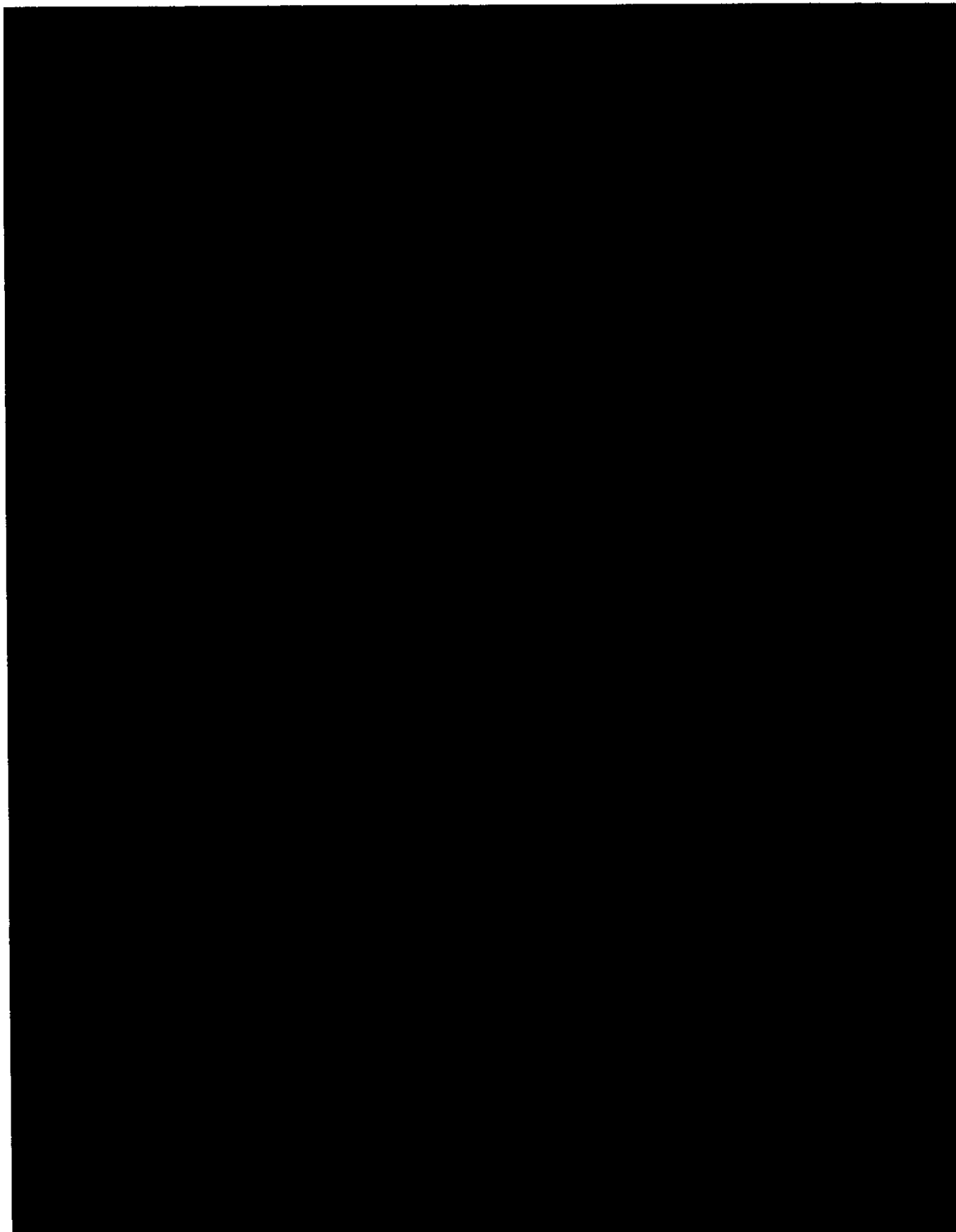
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P20



9-3
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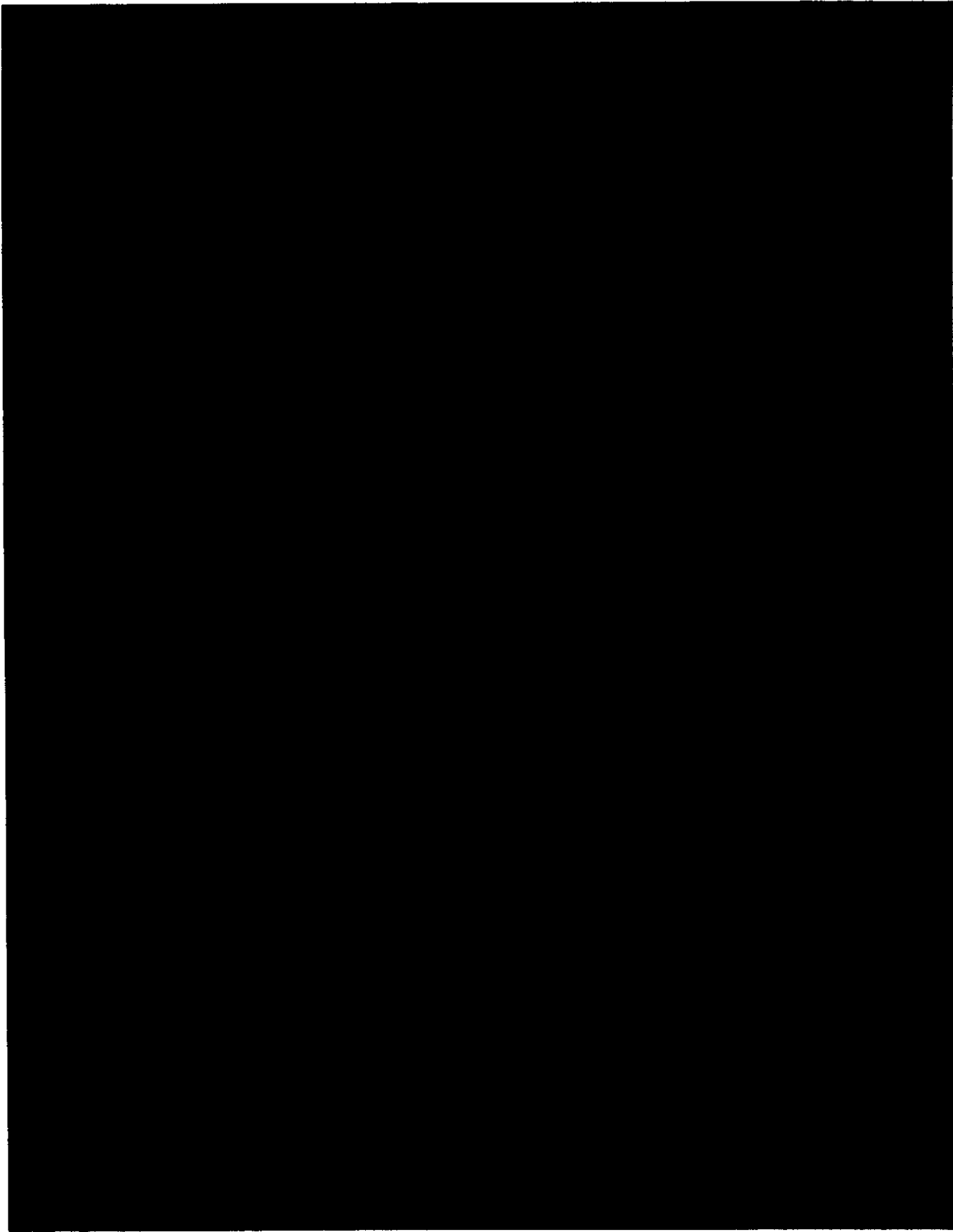


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P25



9-3

P26

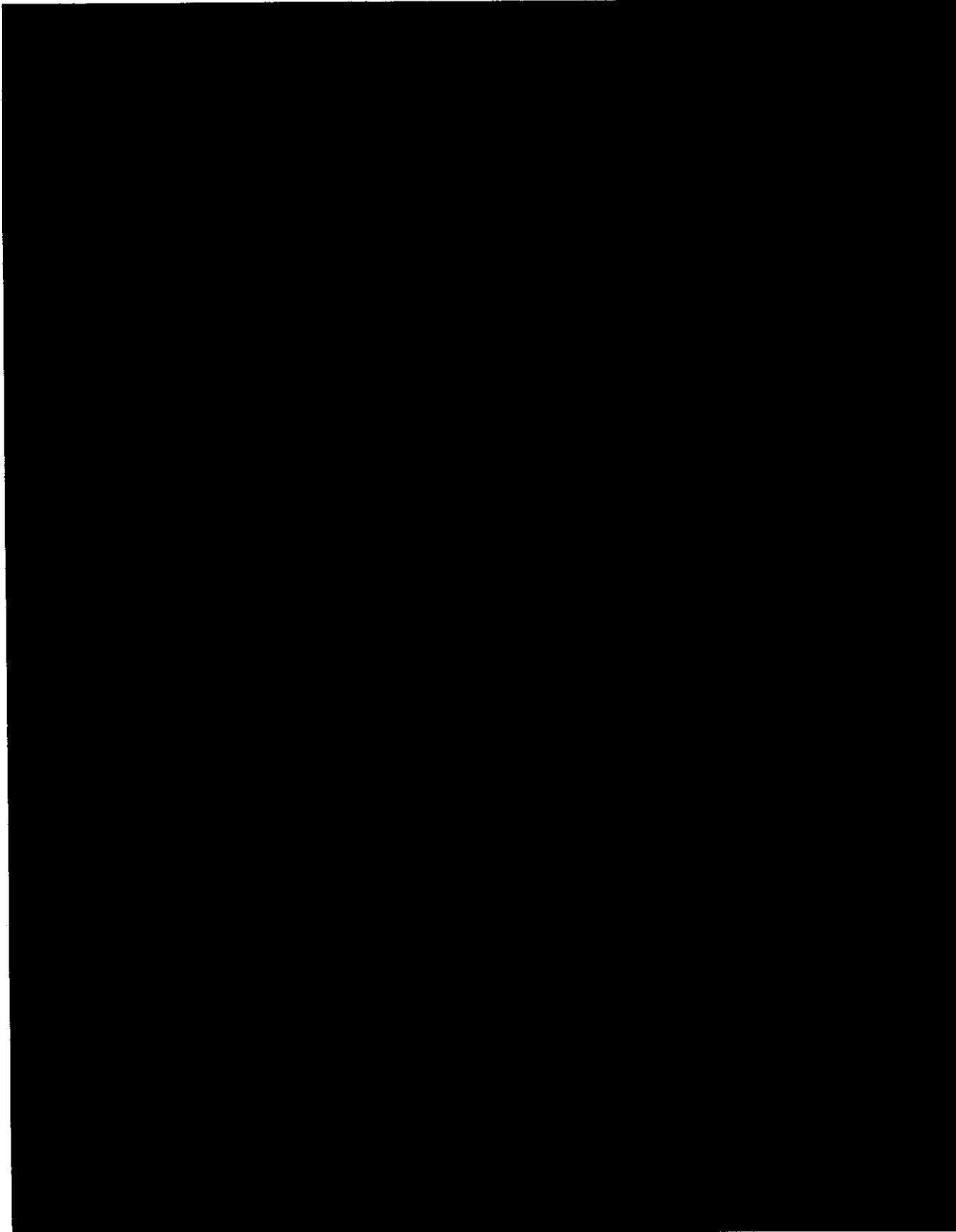


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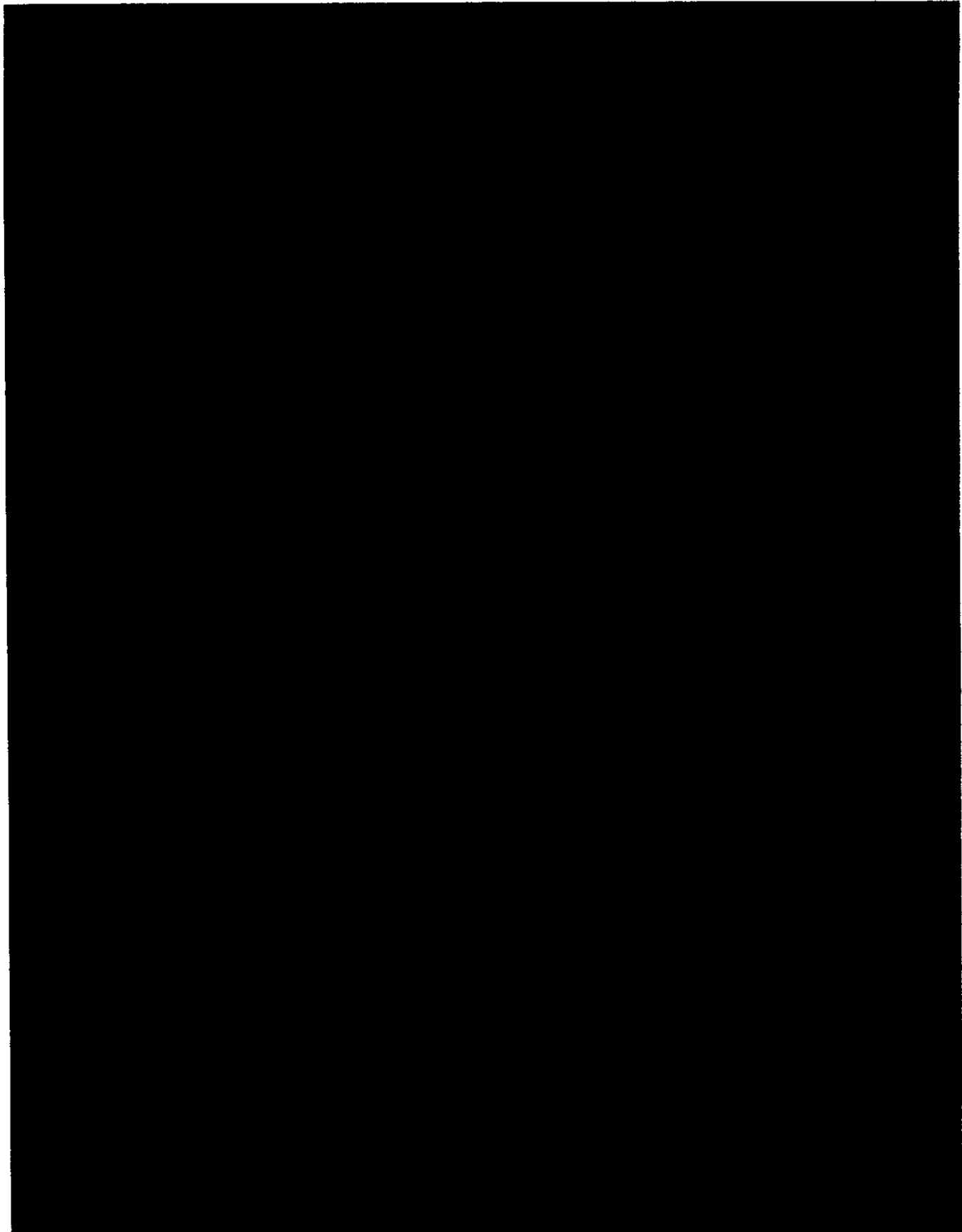
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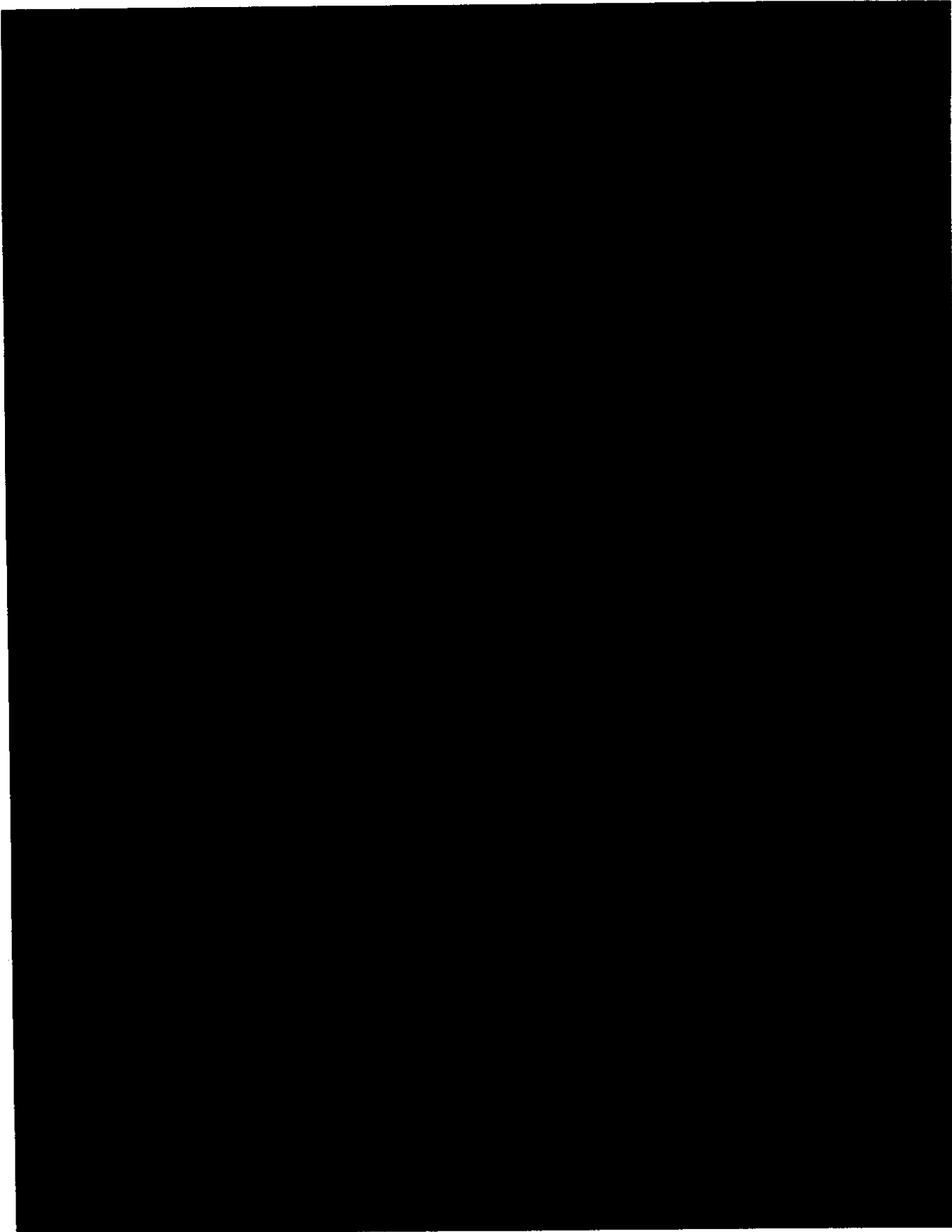


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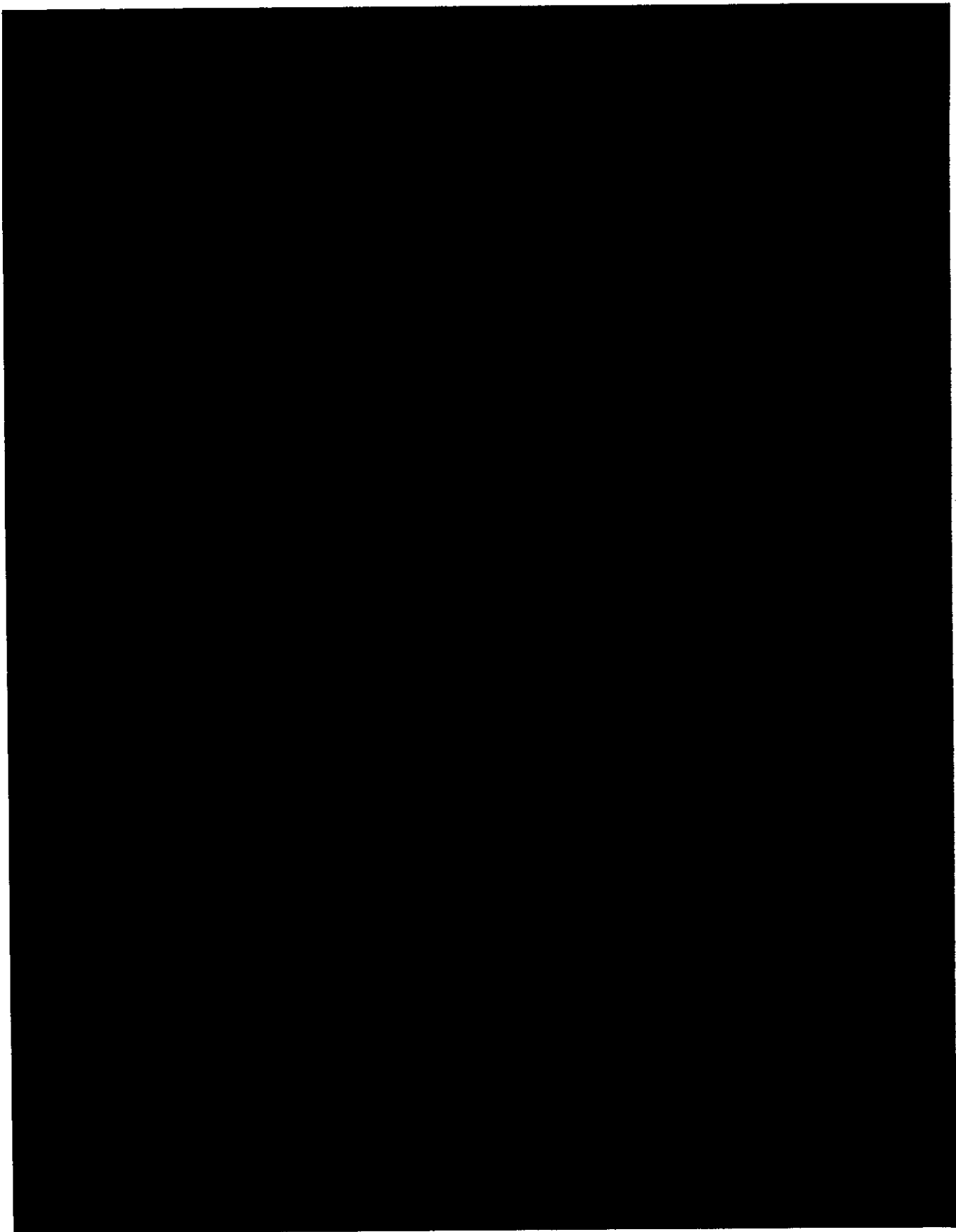
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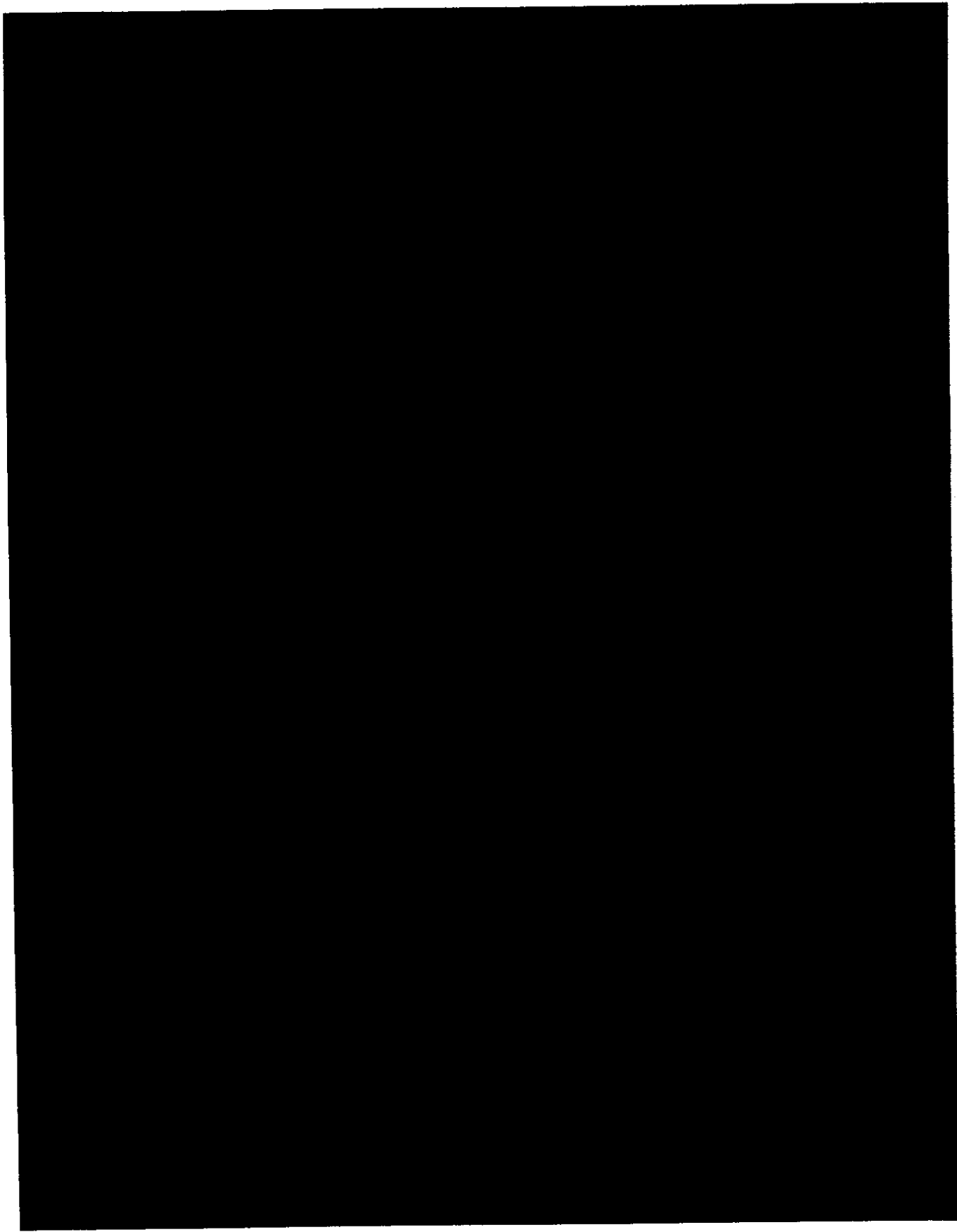
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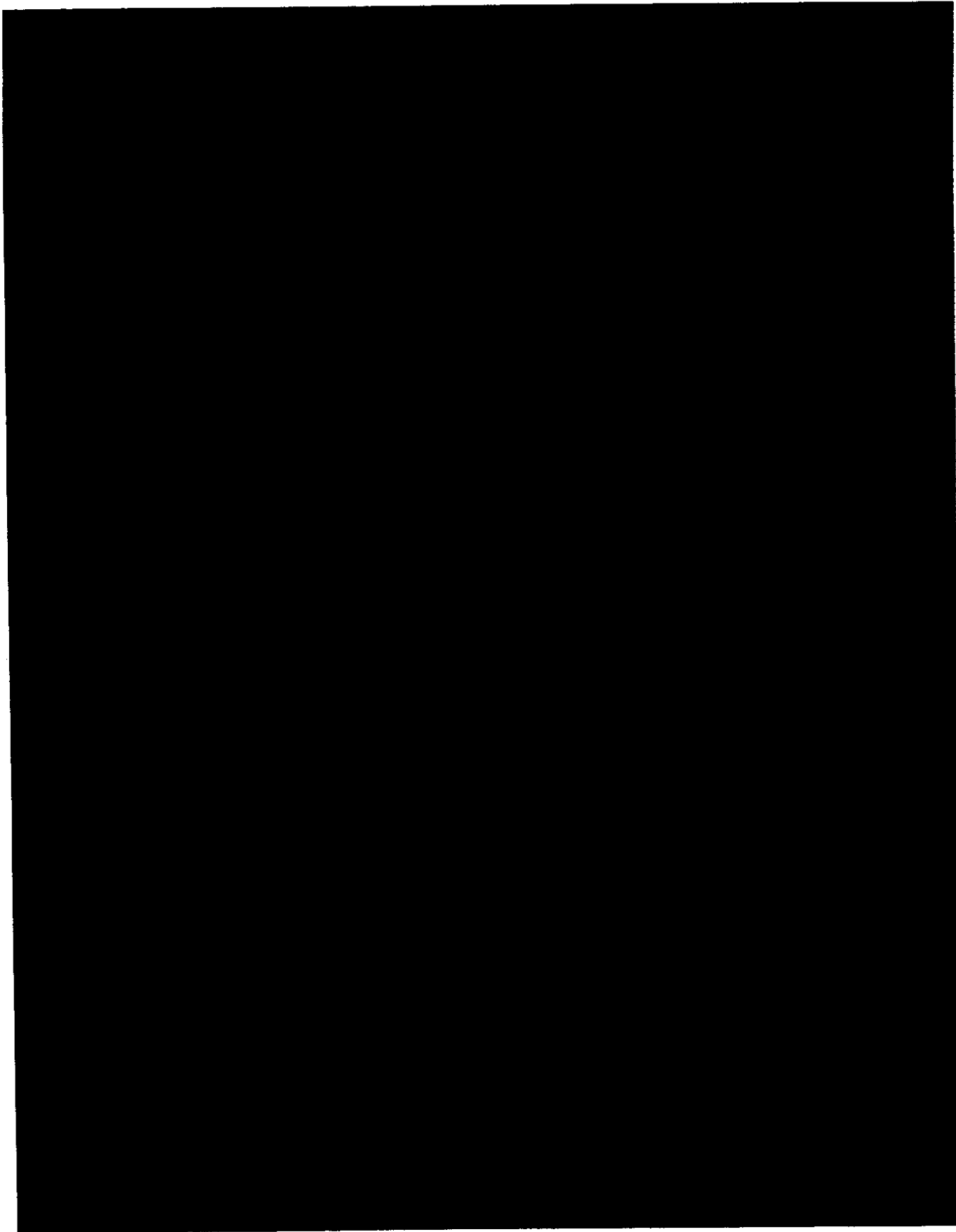
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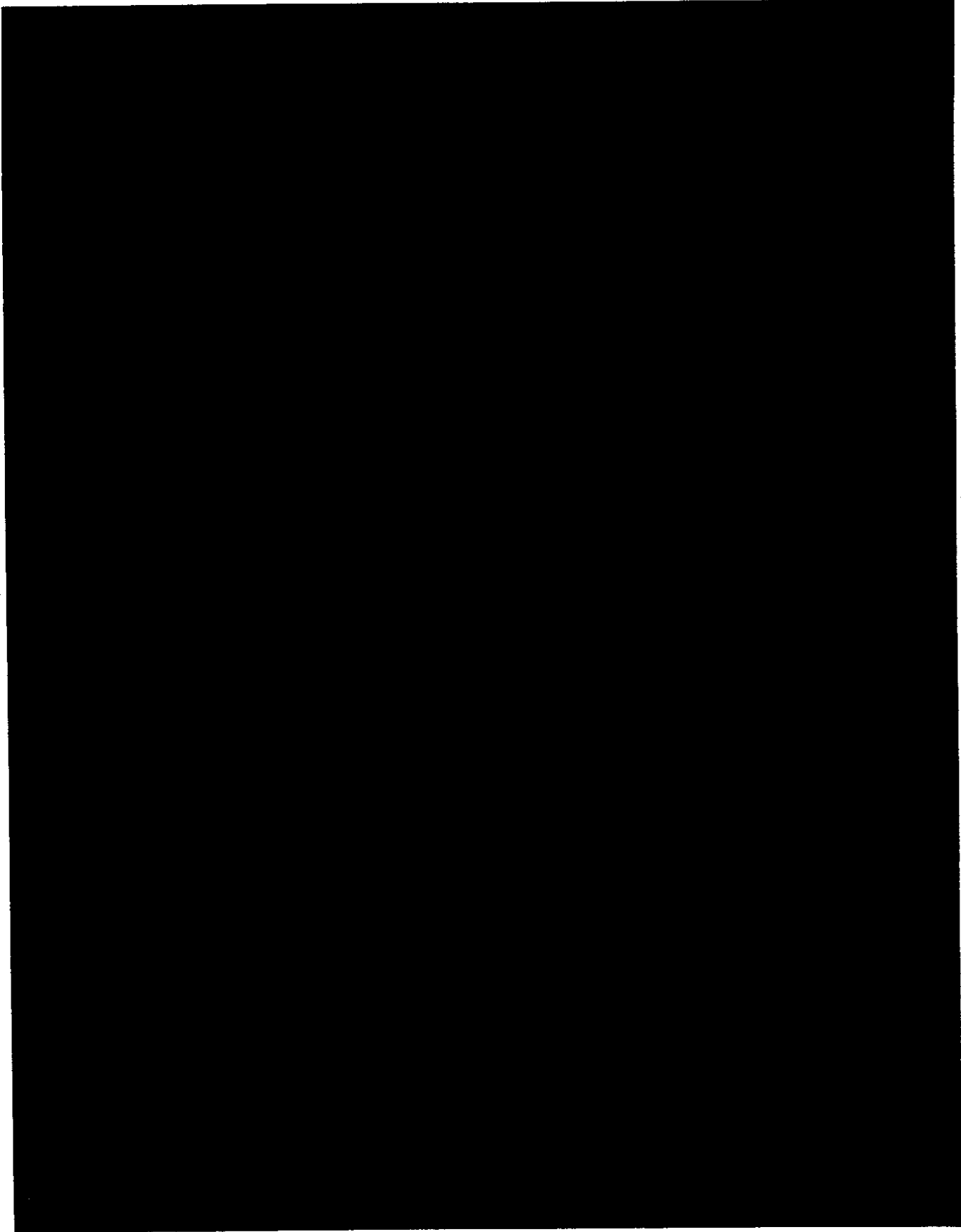
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P32



9-3

P33

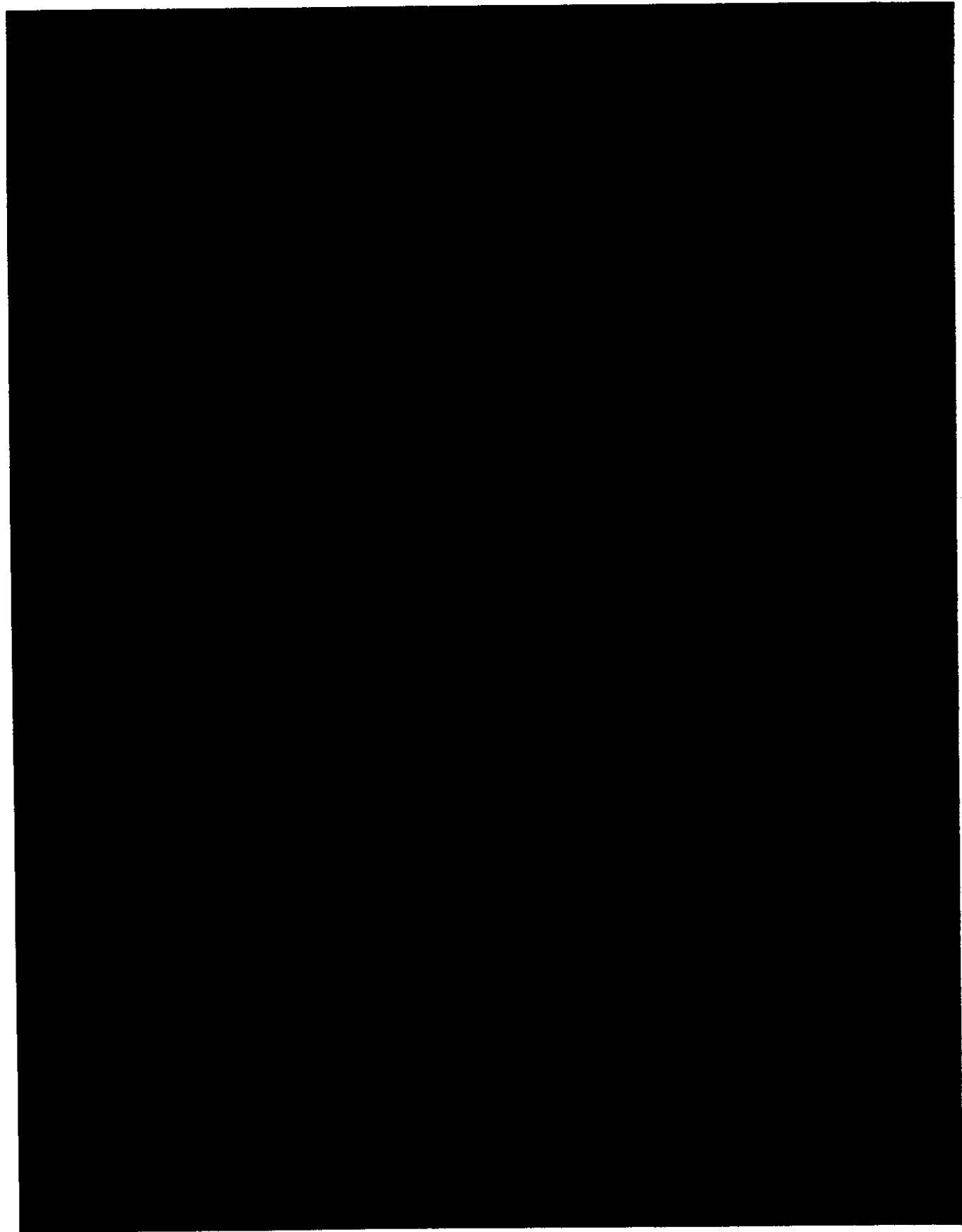


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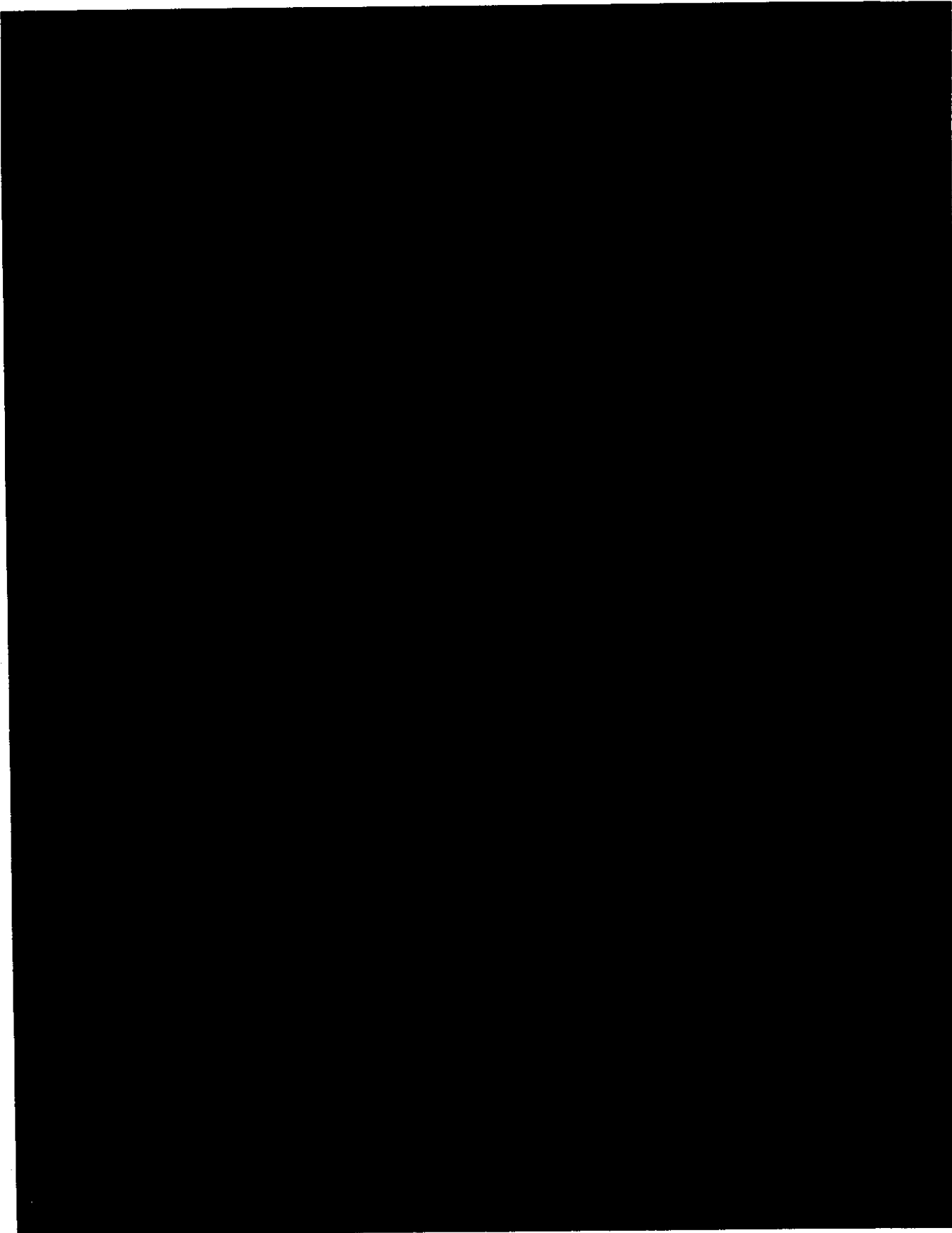
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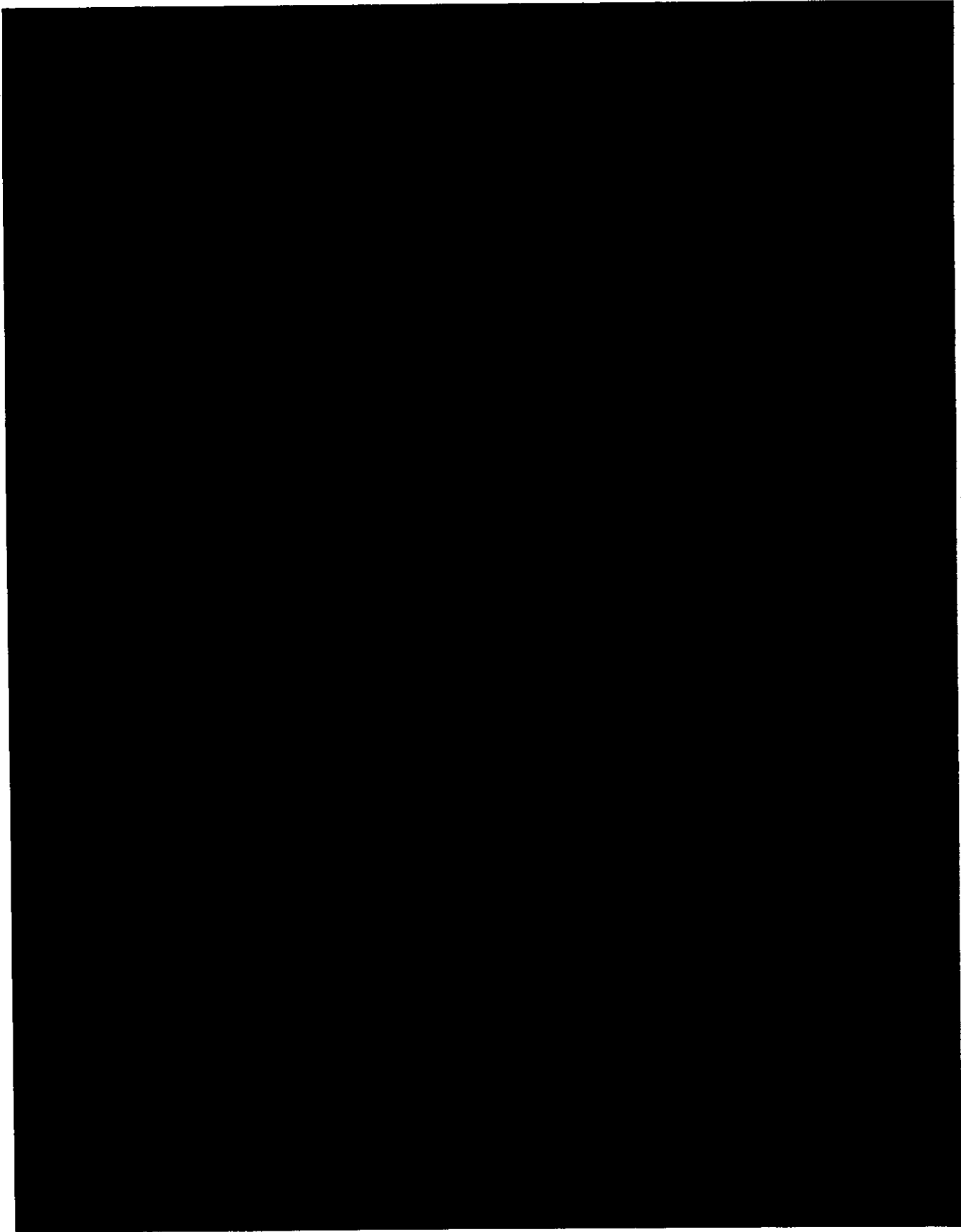
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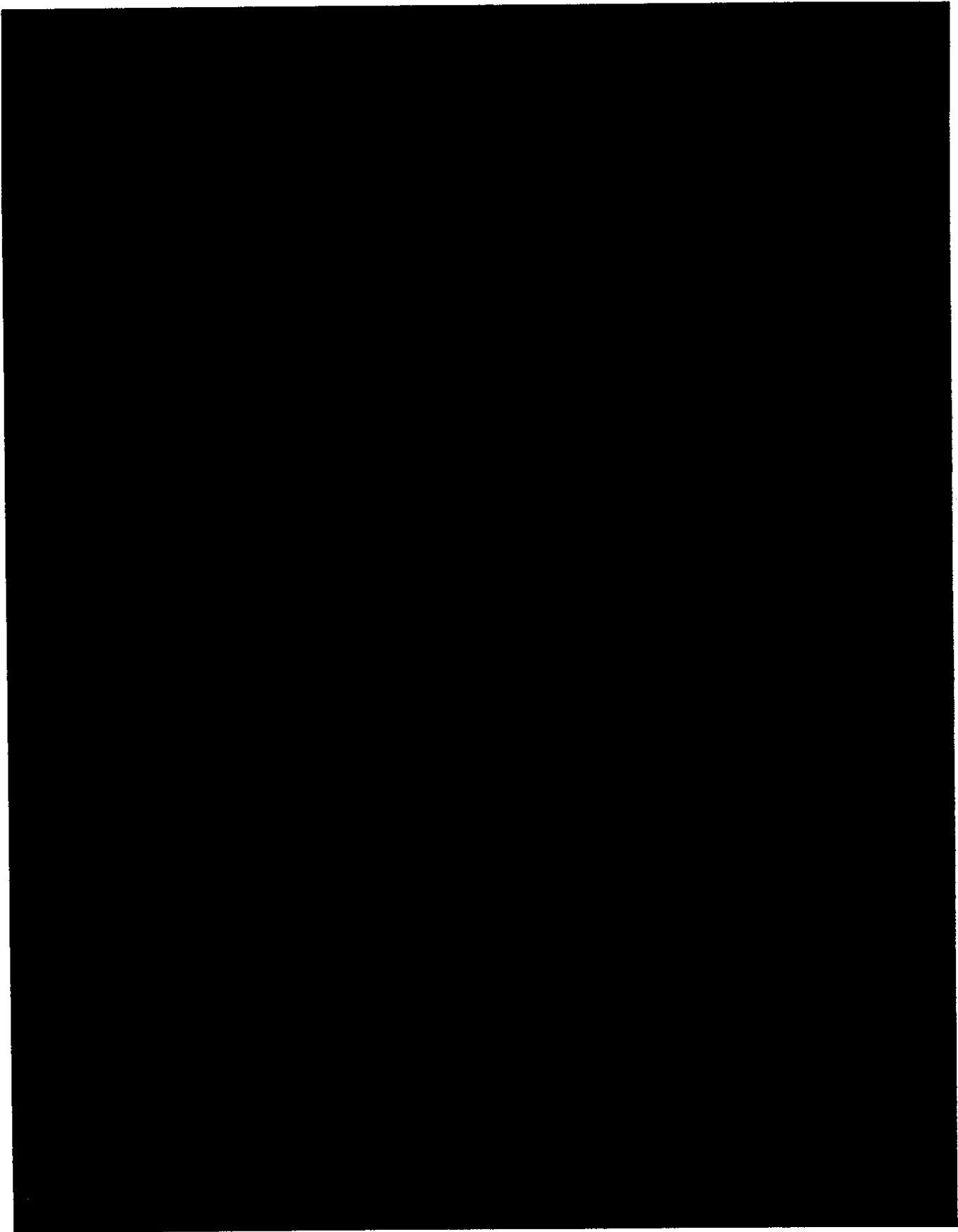
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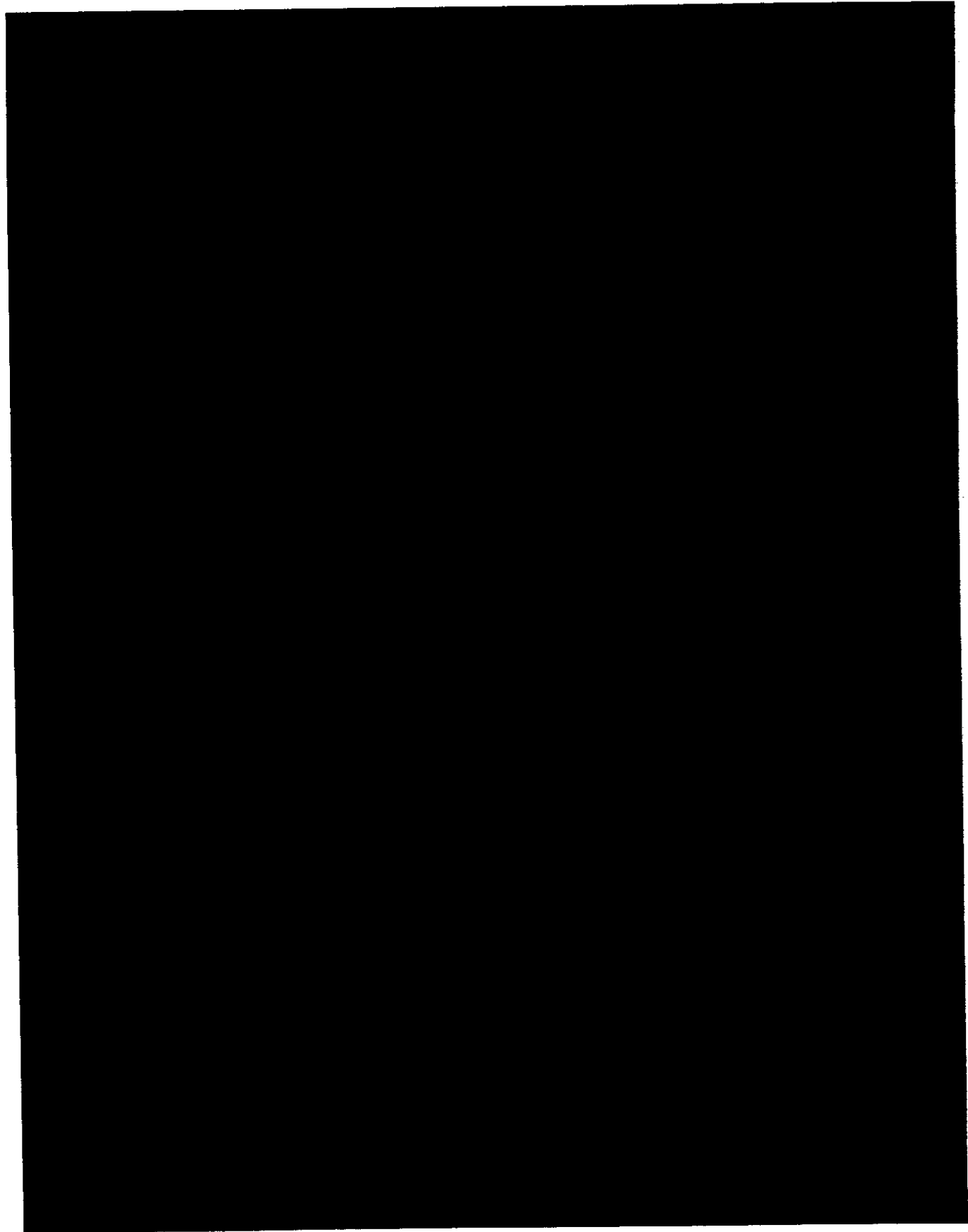


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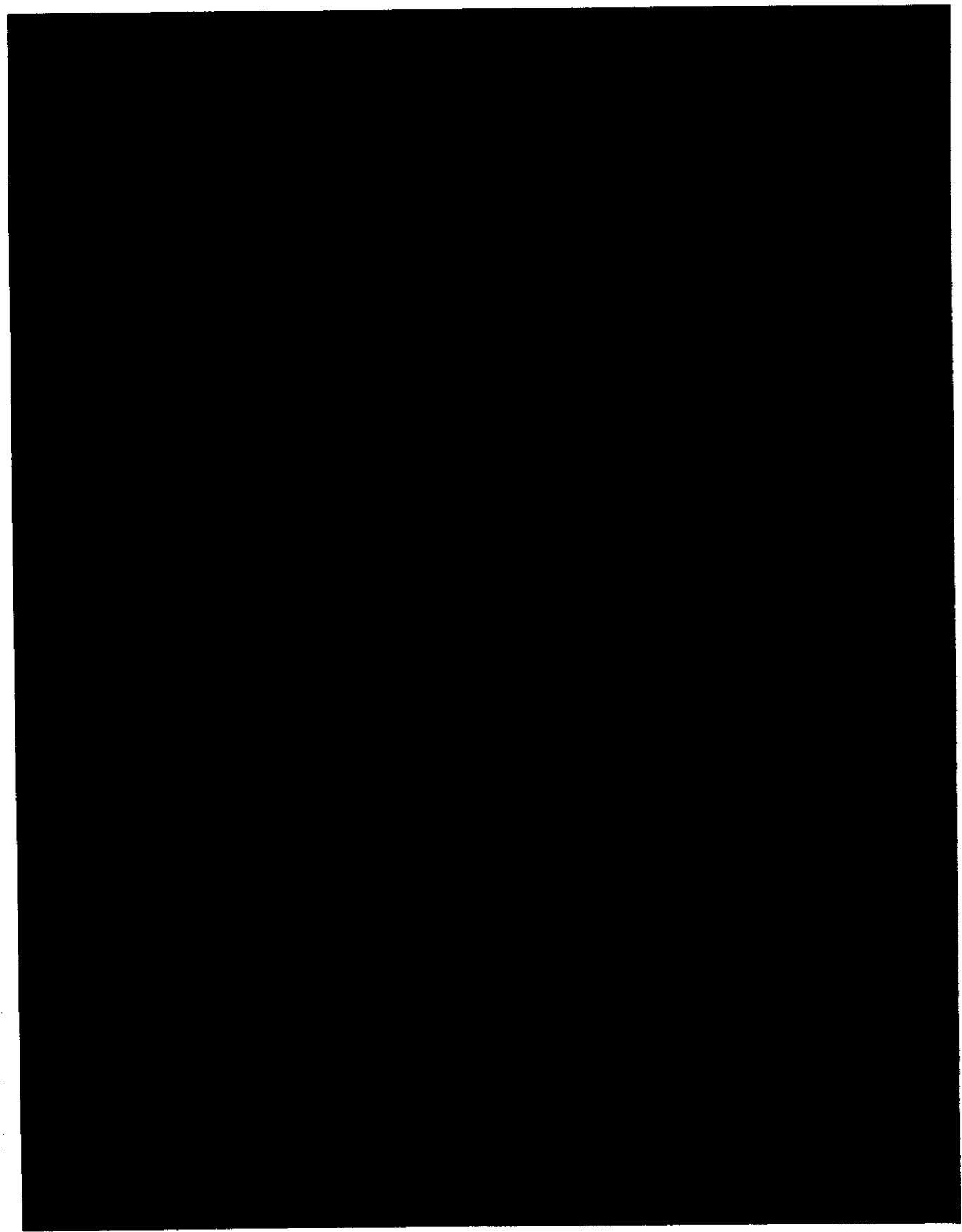


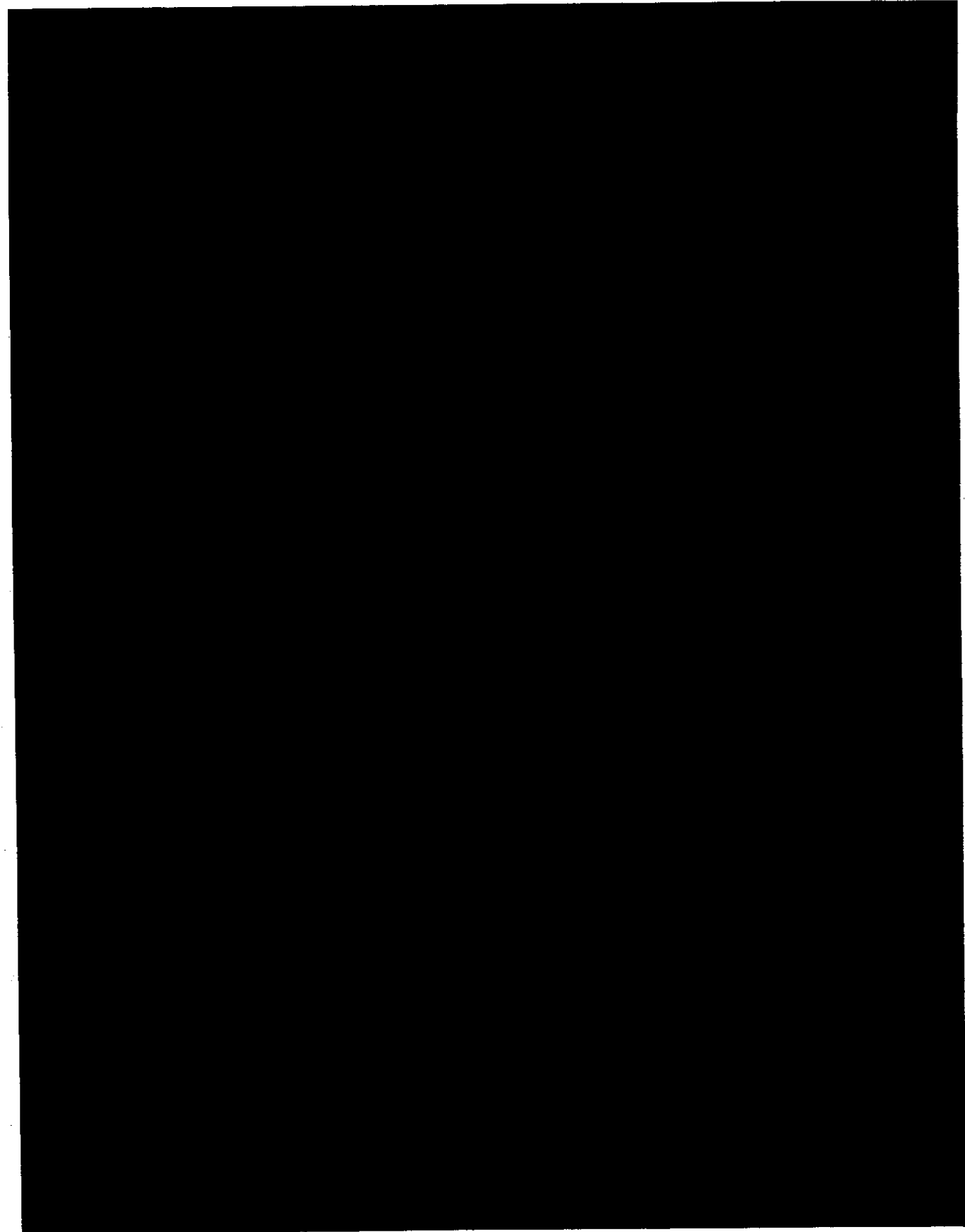
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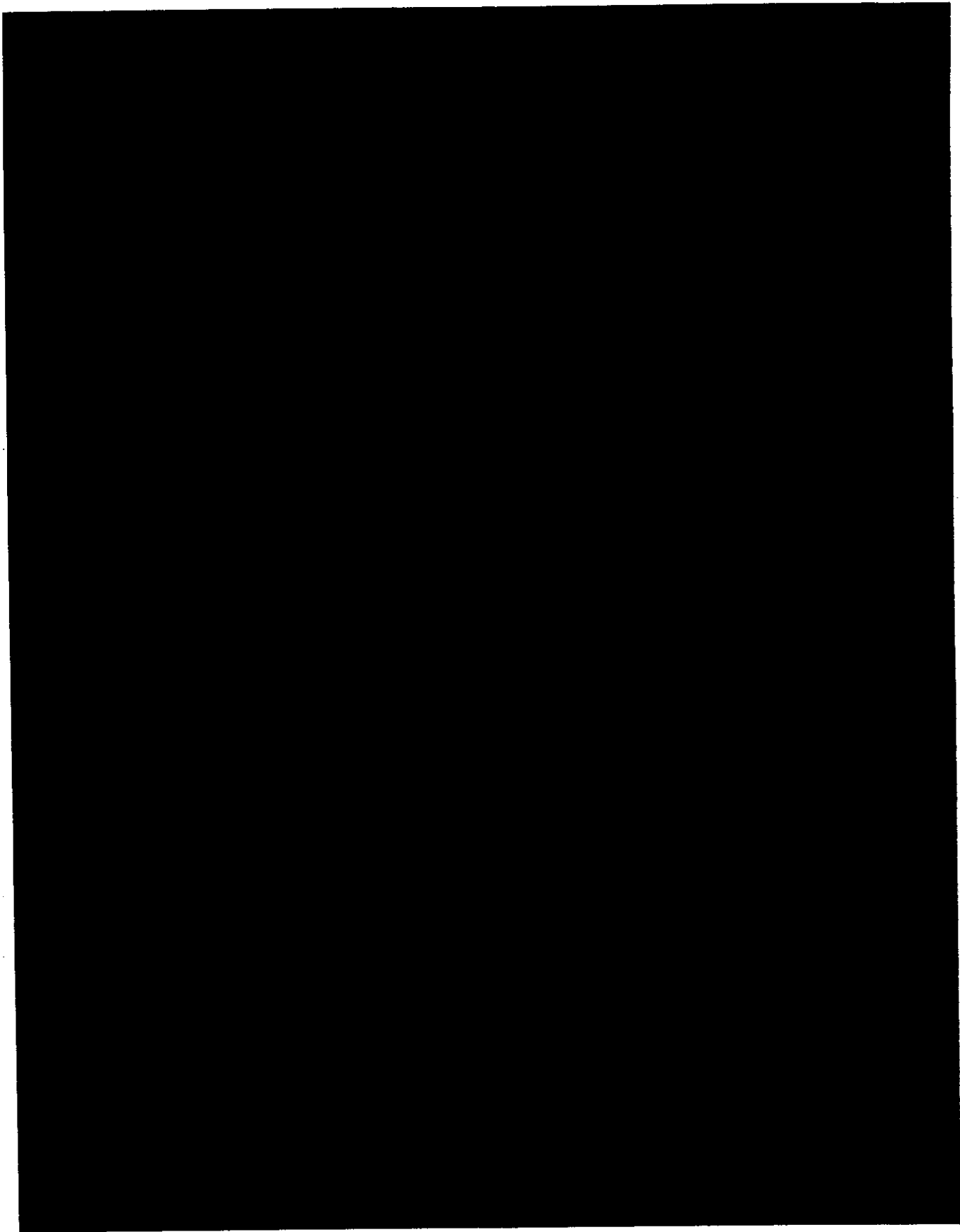
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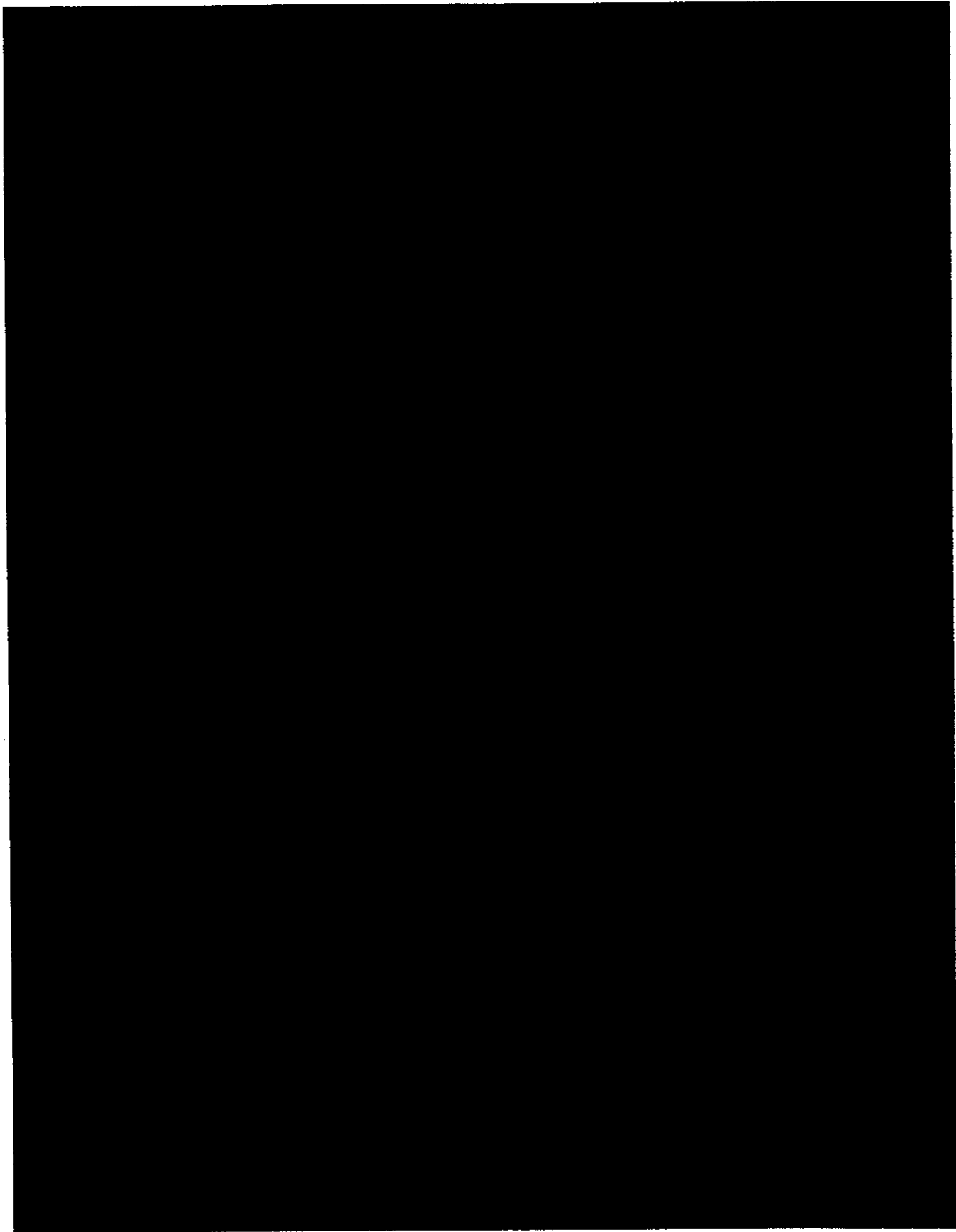




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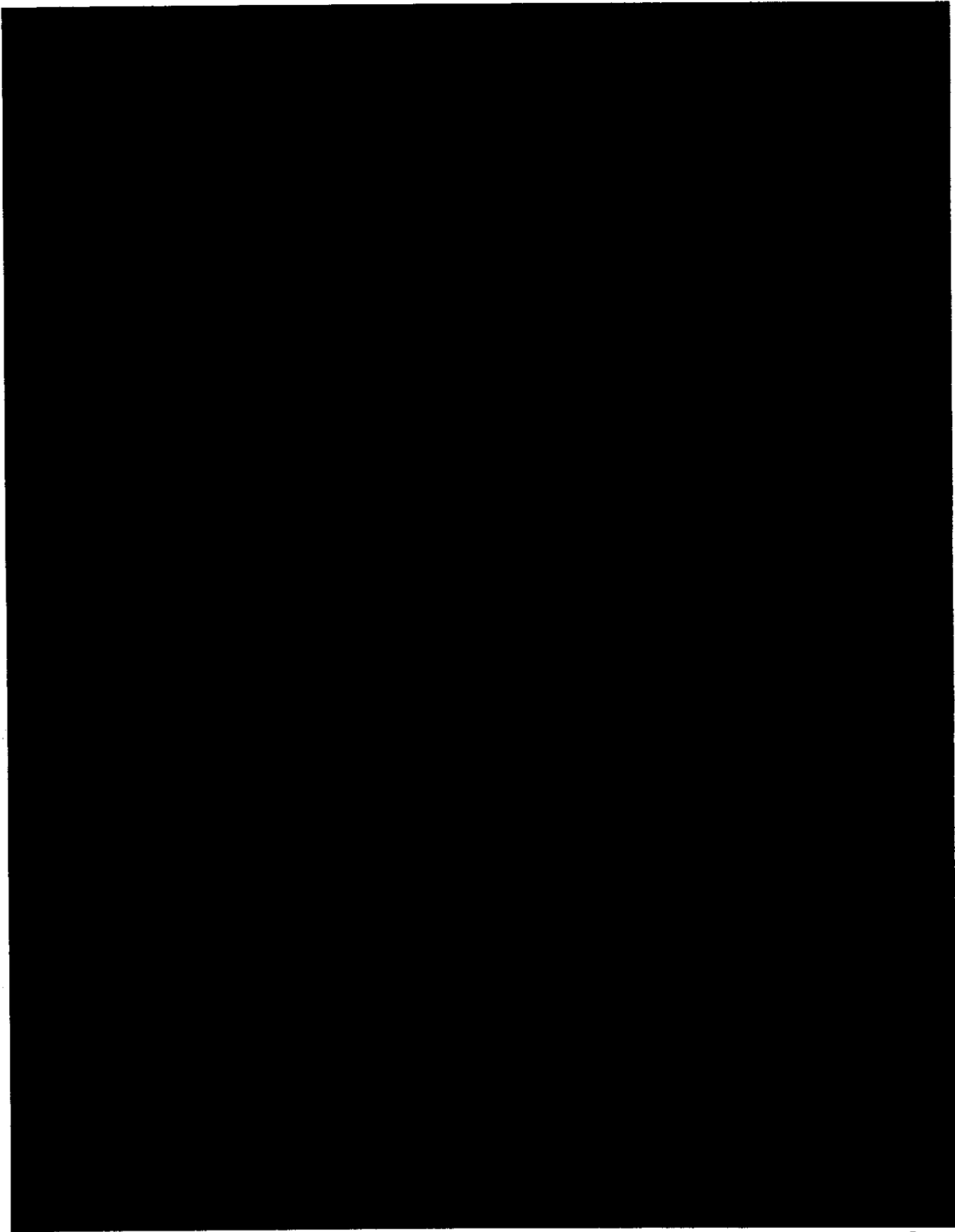
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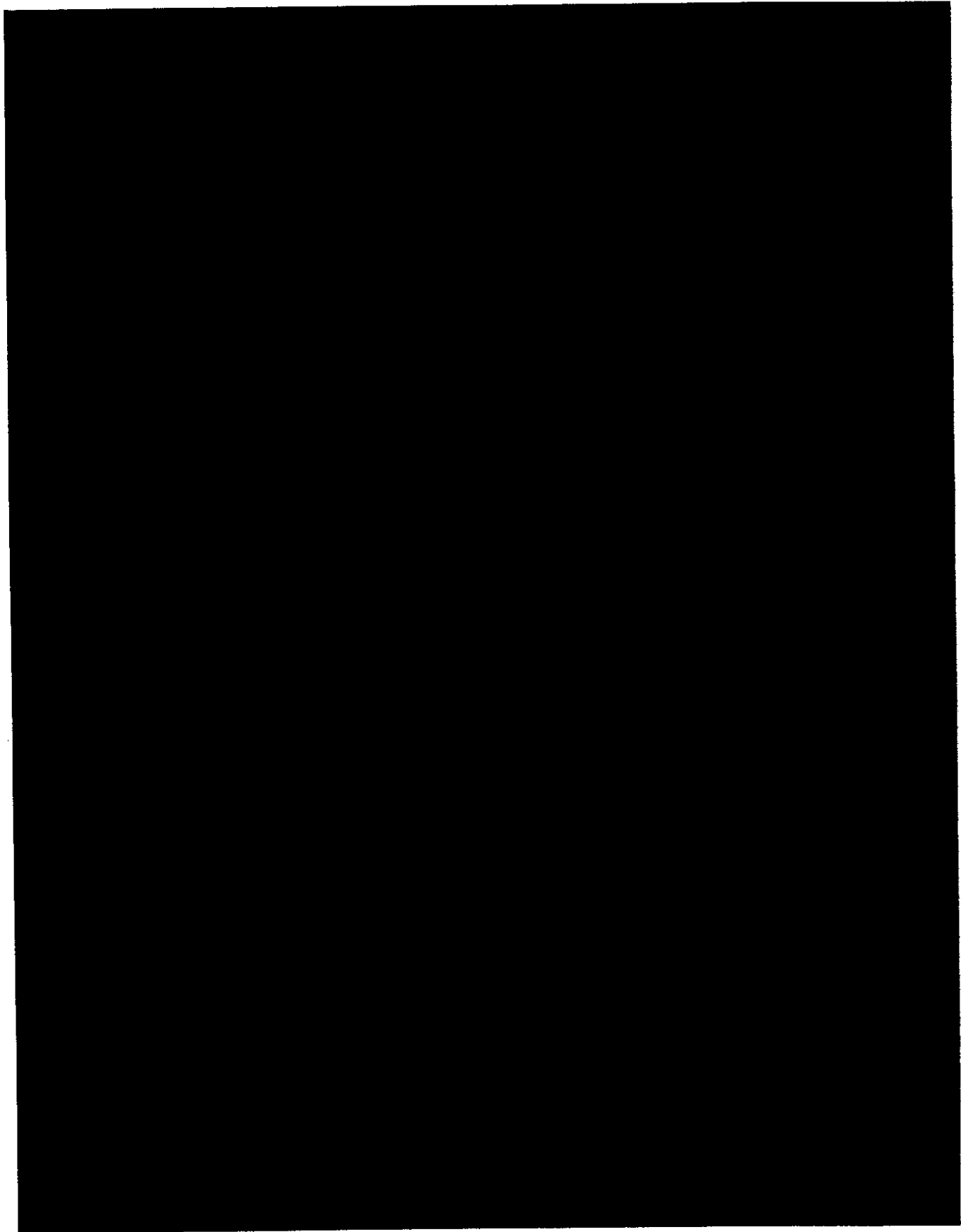
A-8

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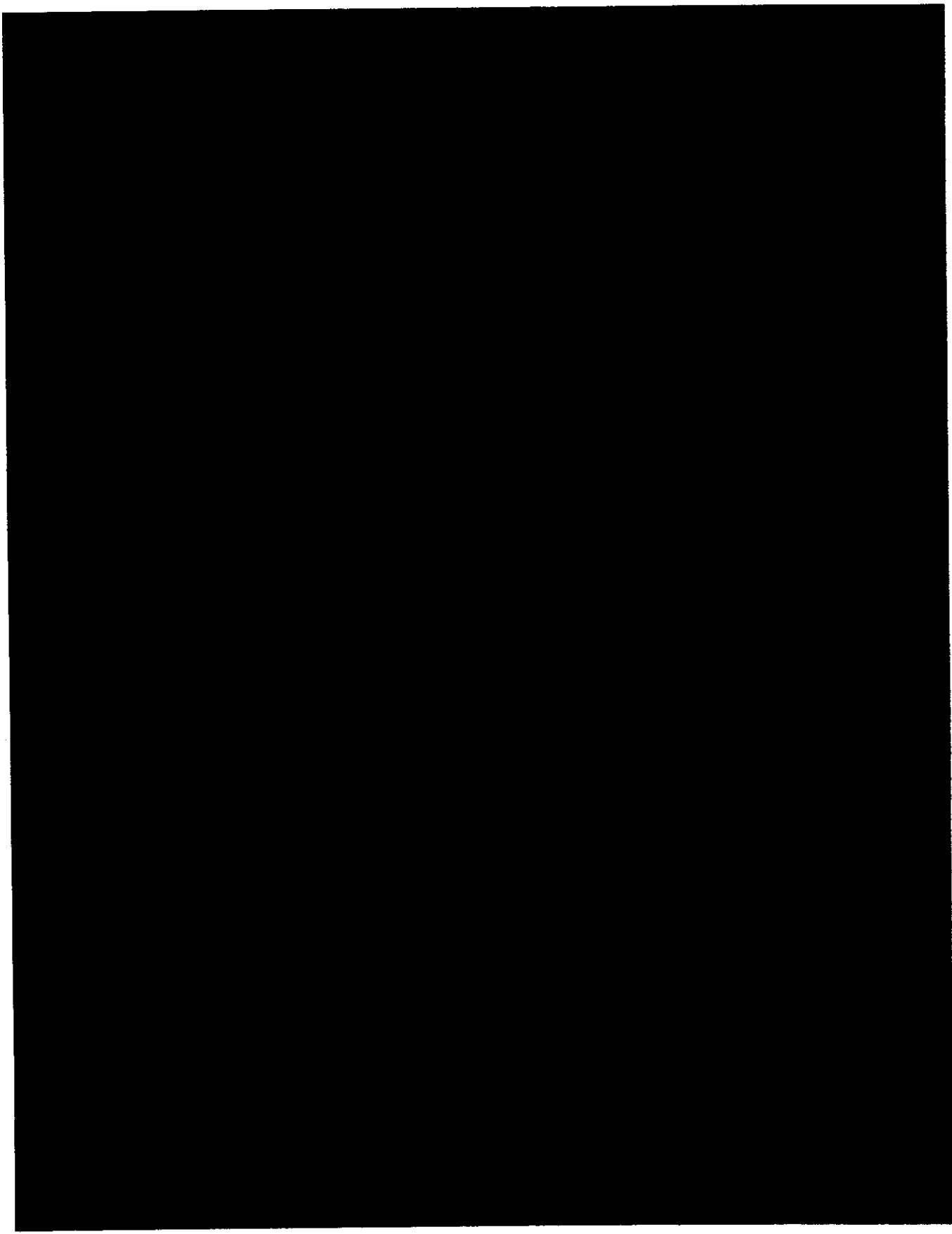
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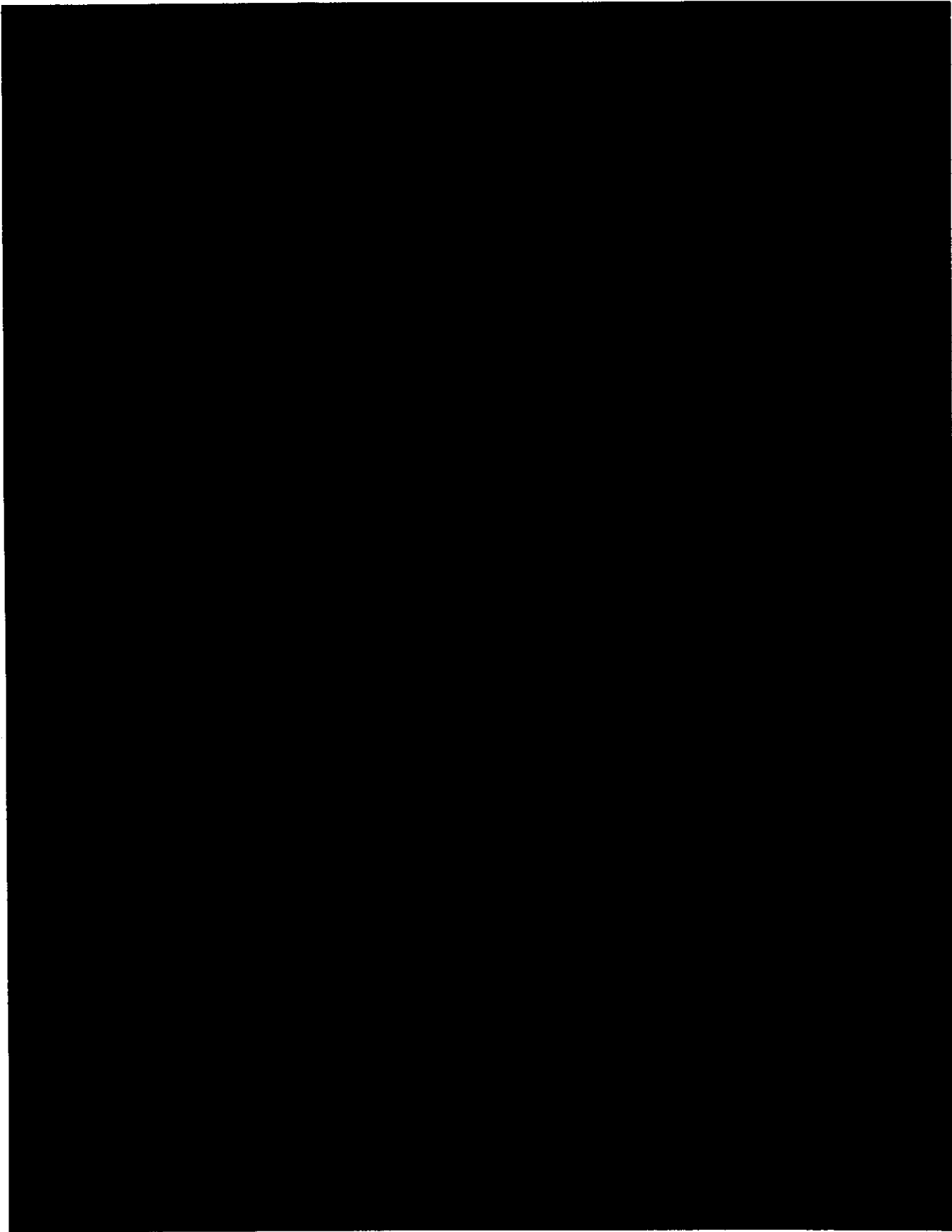


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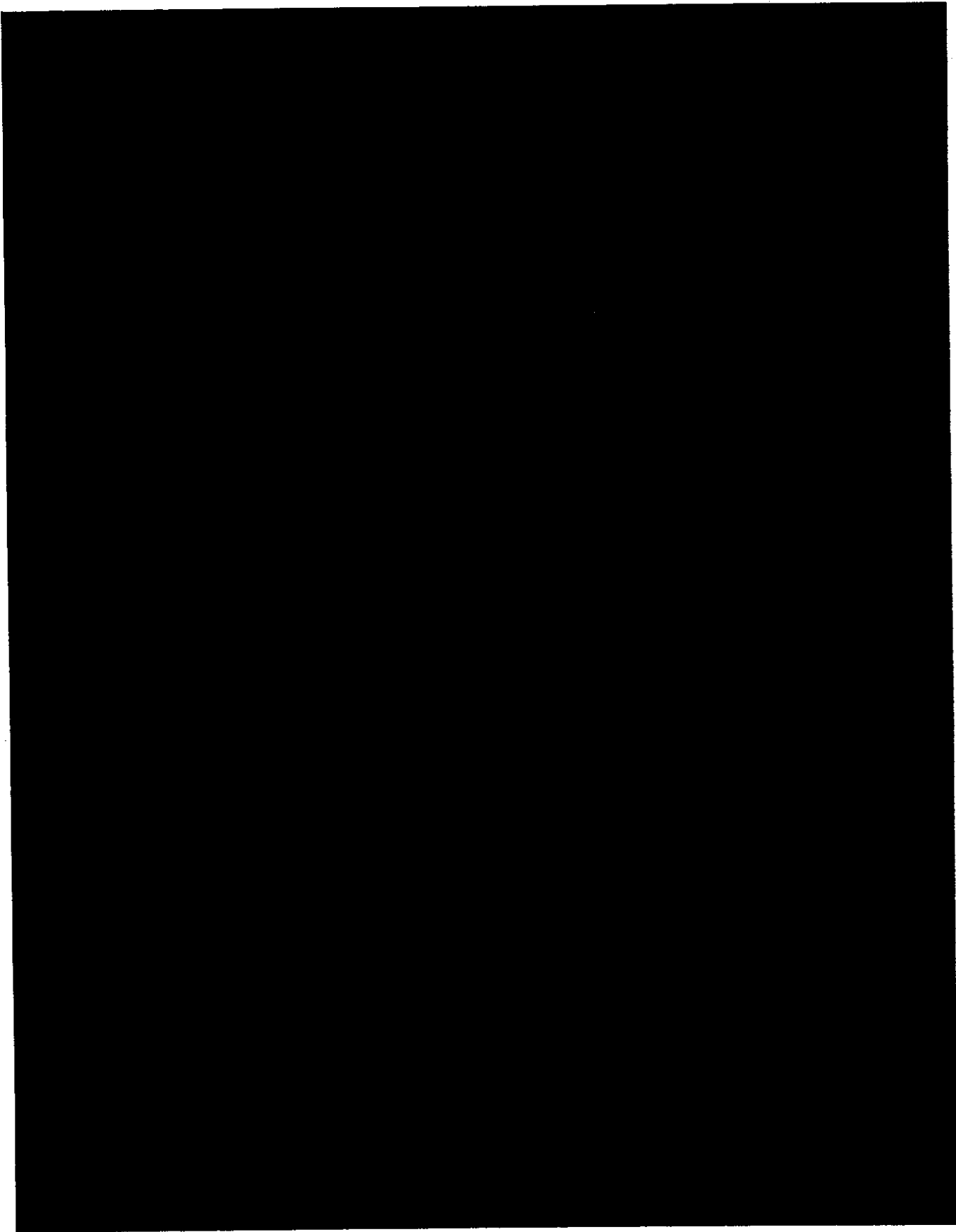
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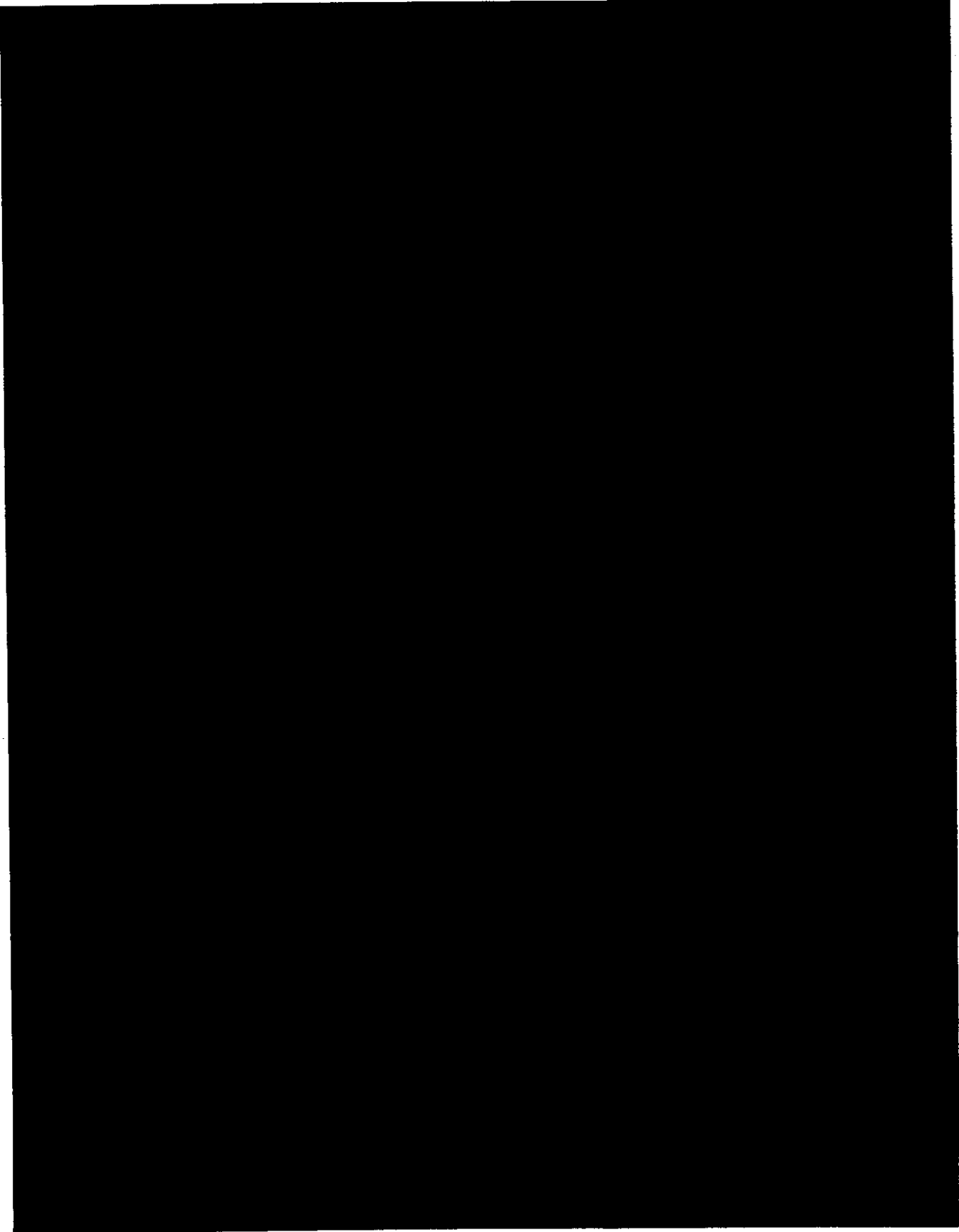
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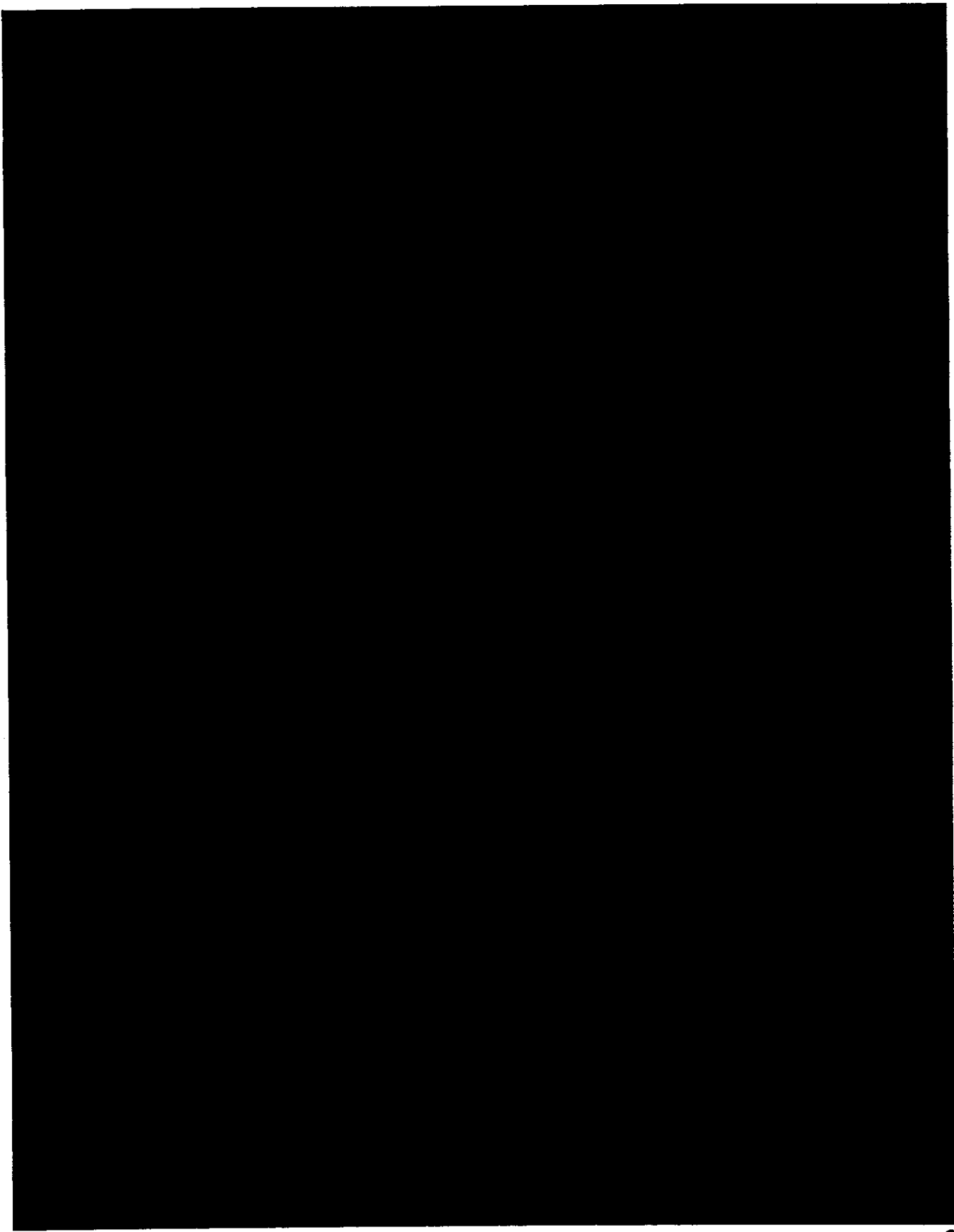
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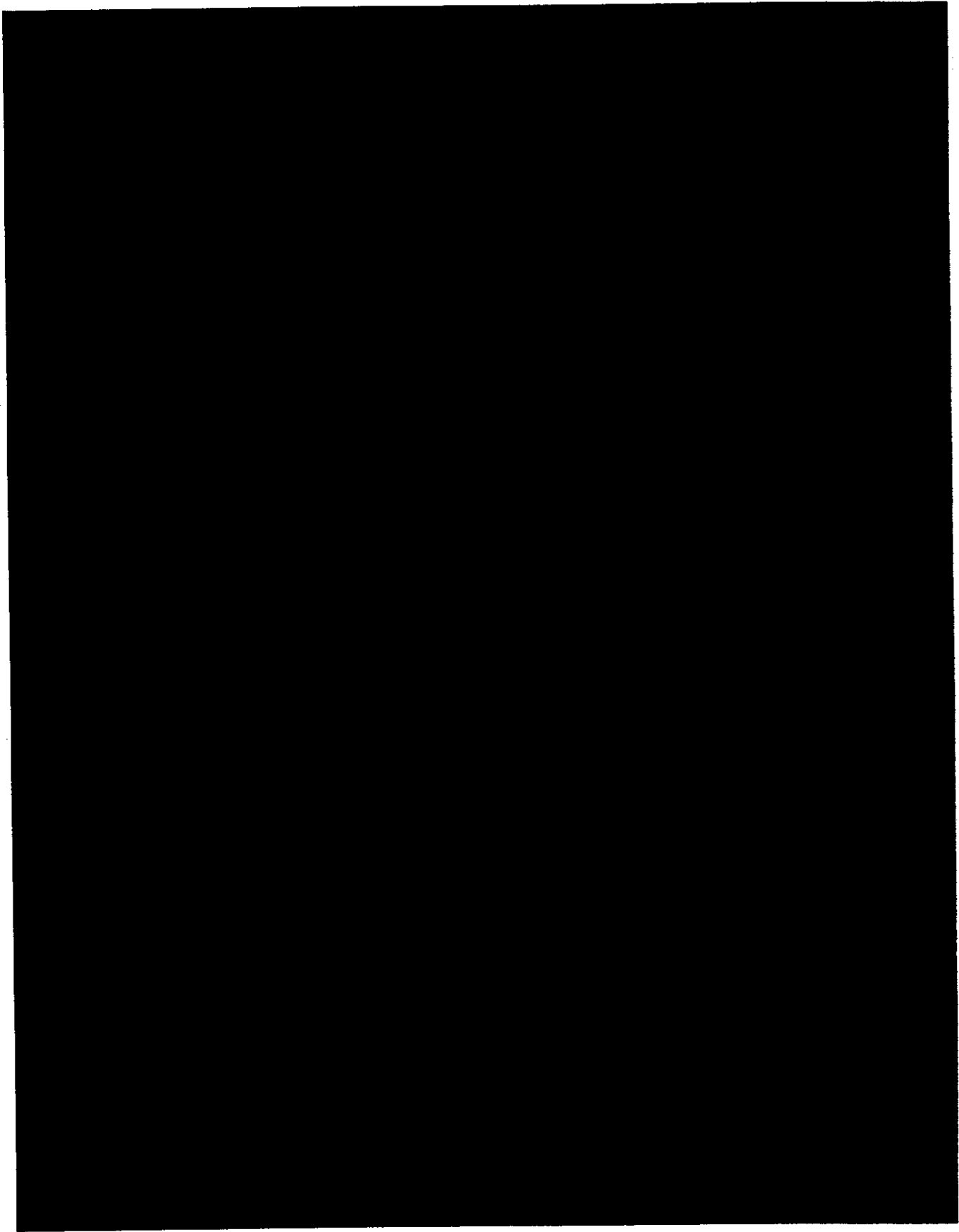
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P6



9-8
P7

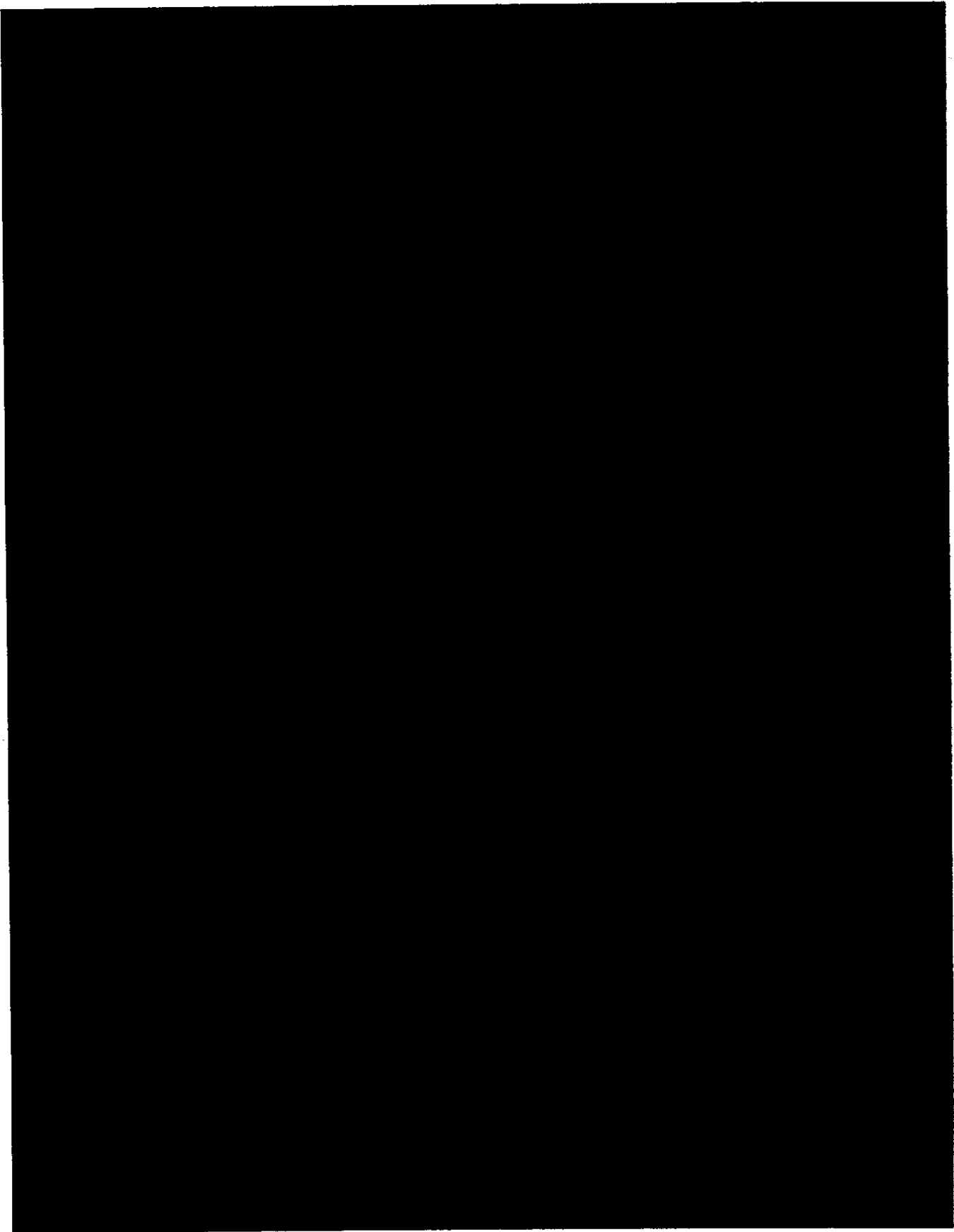


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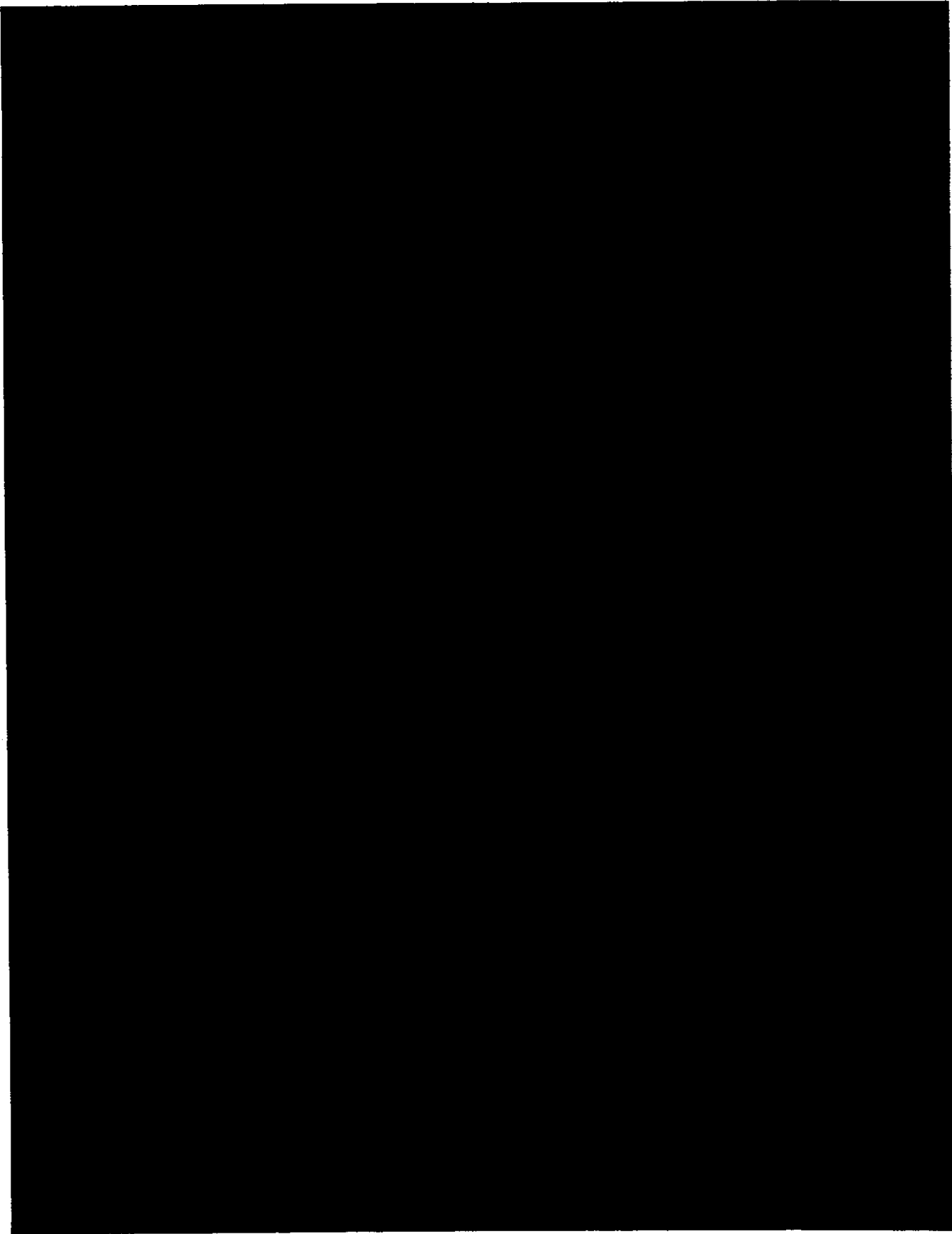
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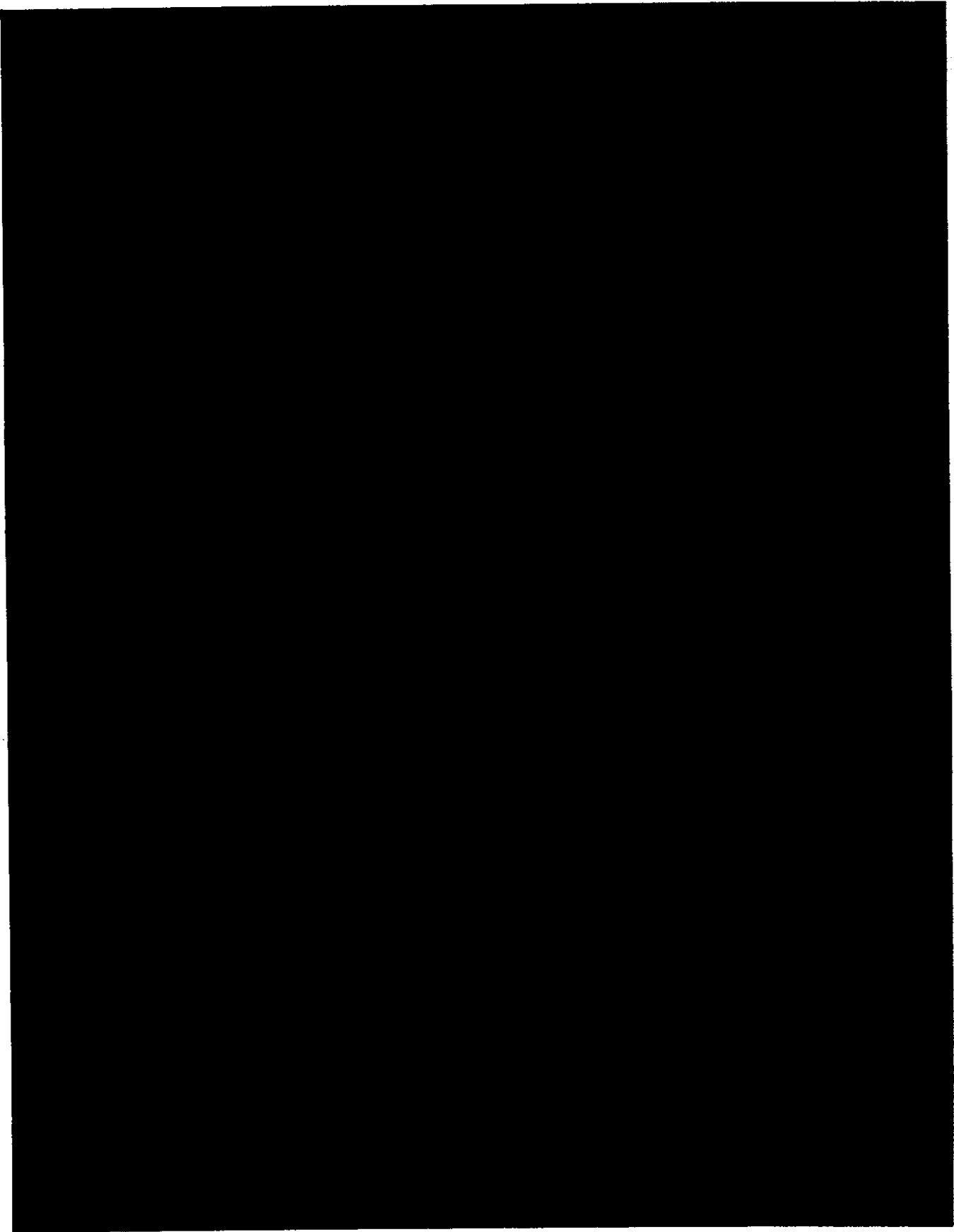


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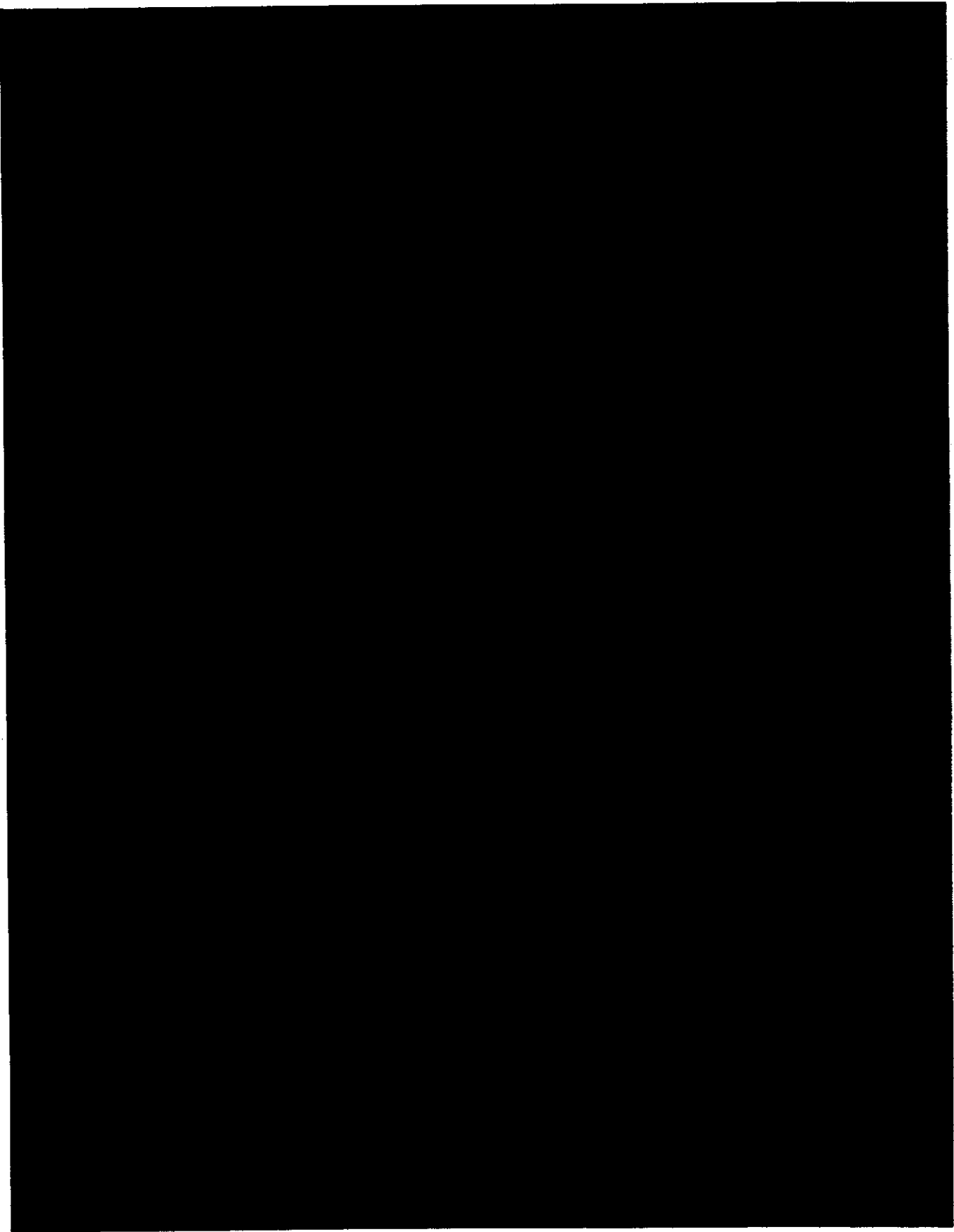
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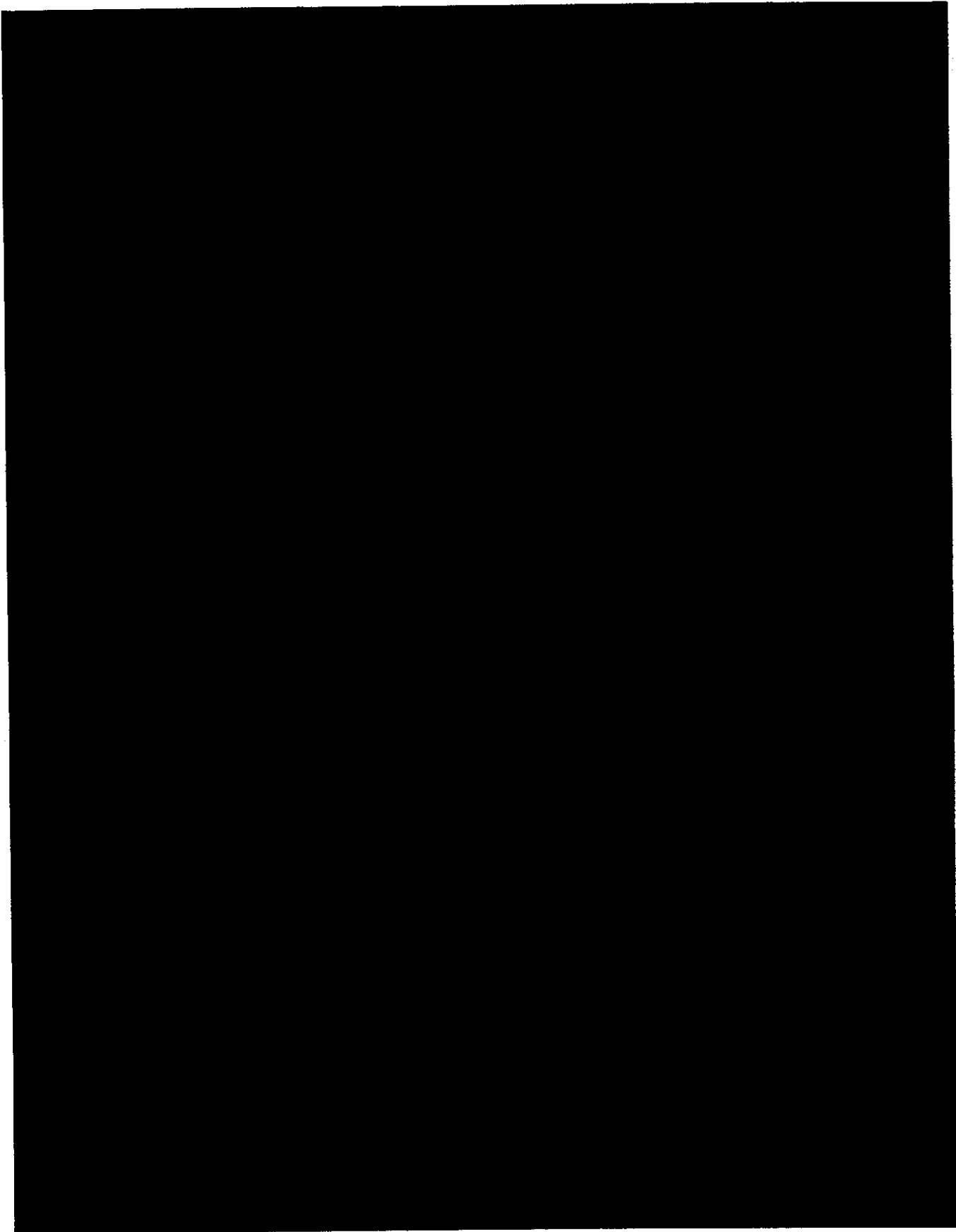
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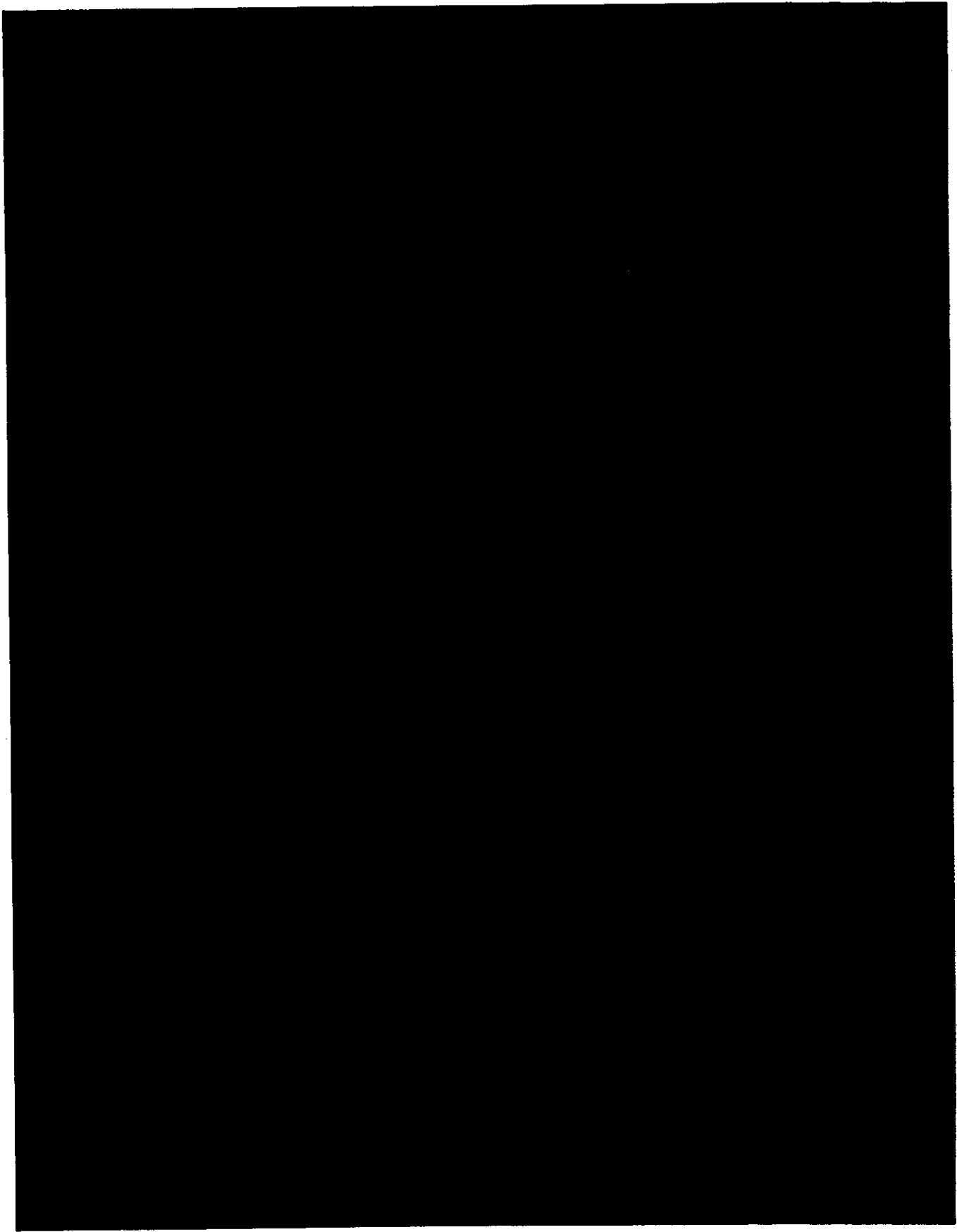
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P.12



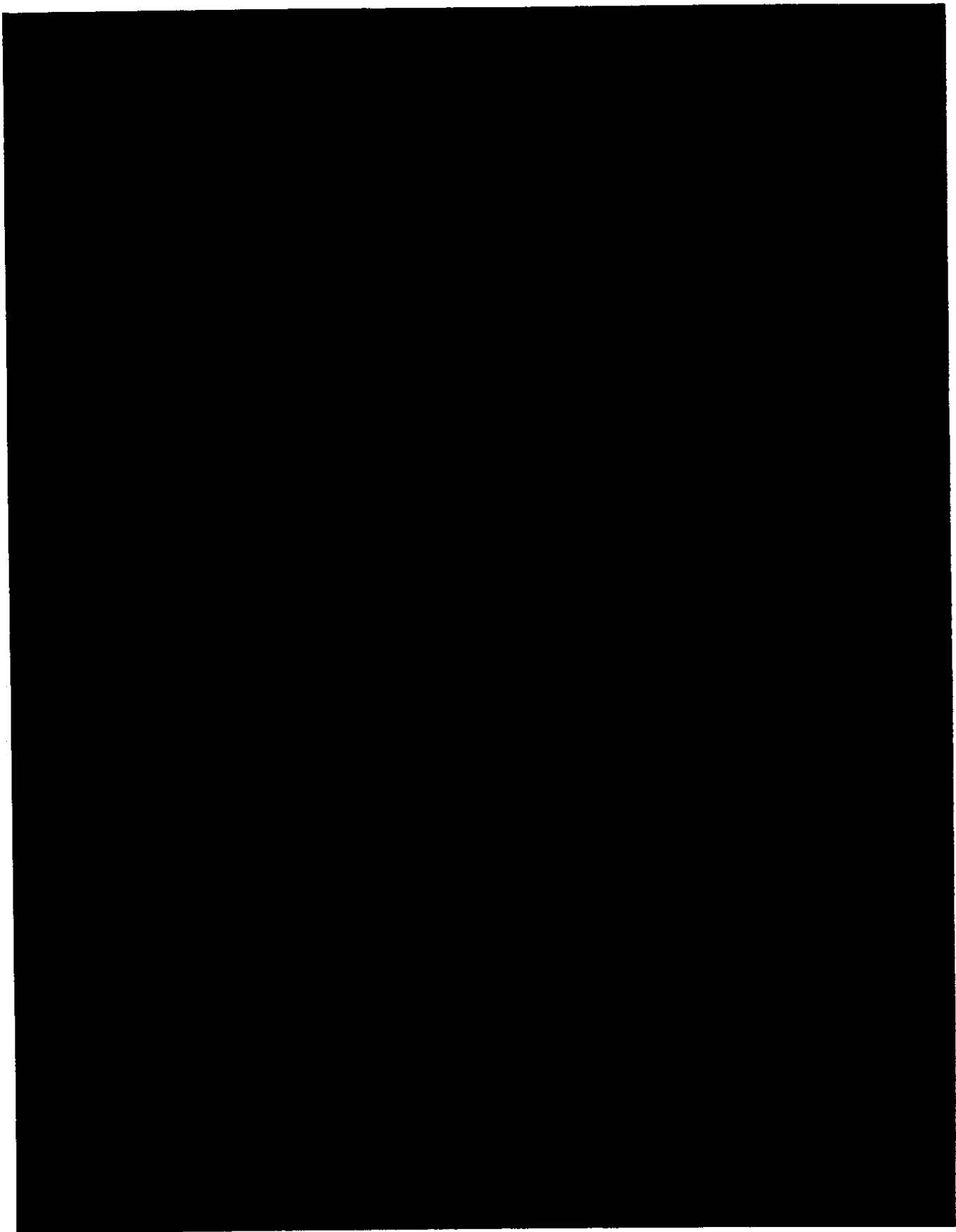
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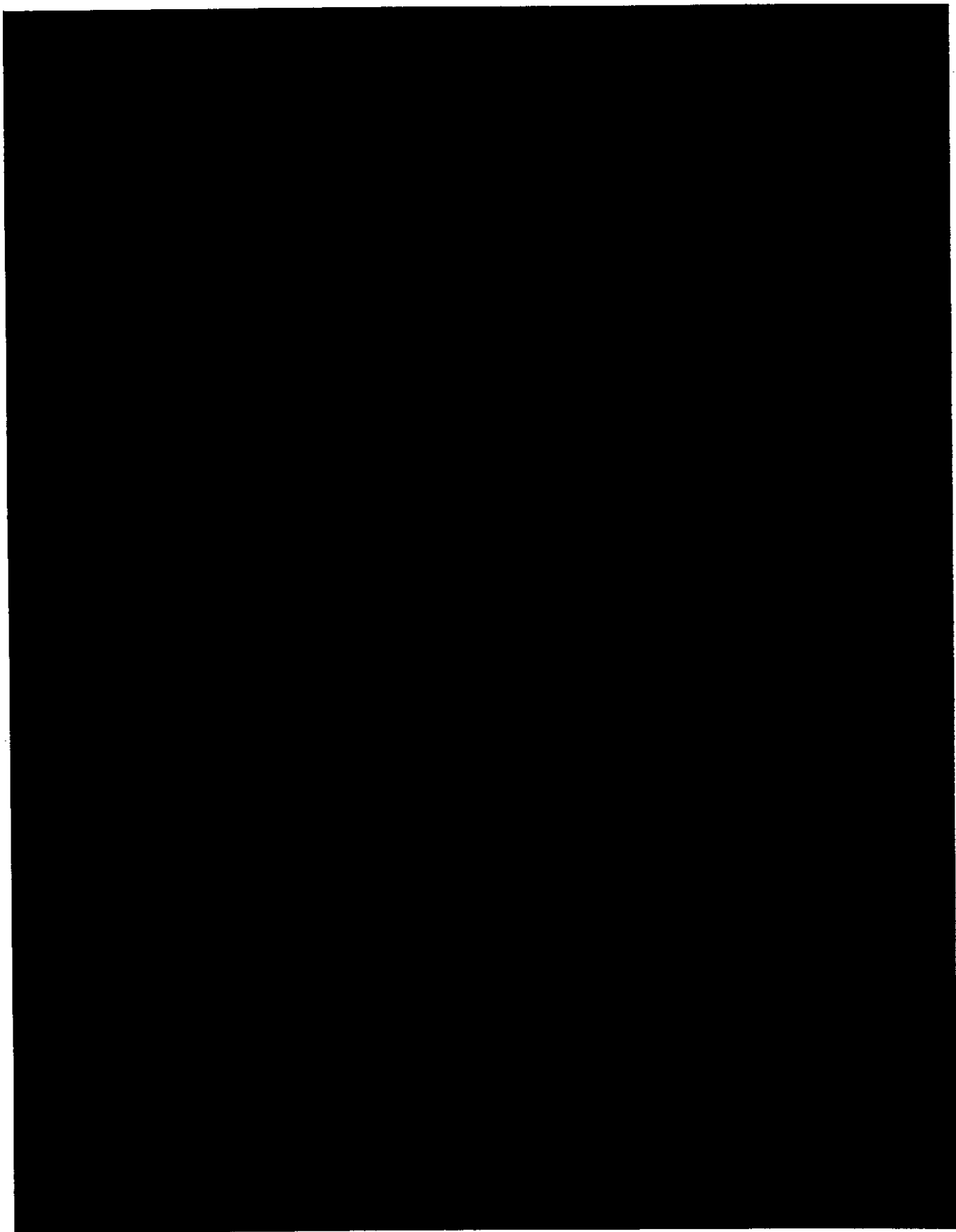
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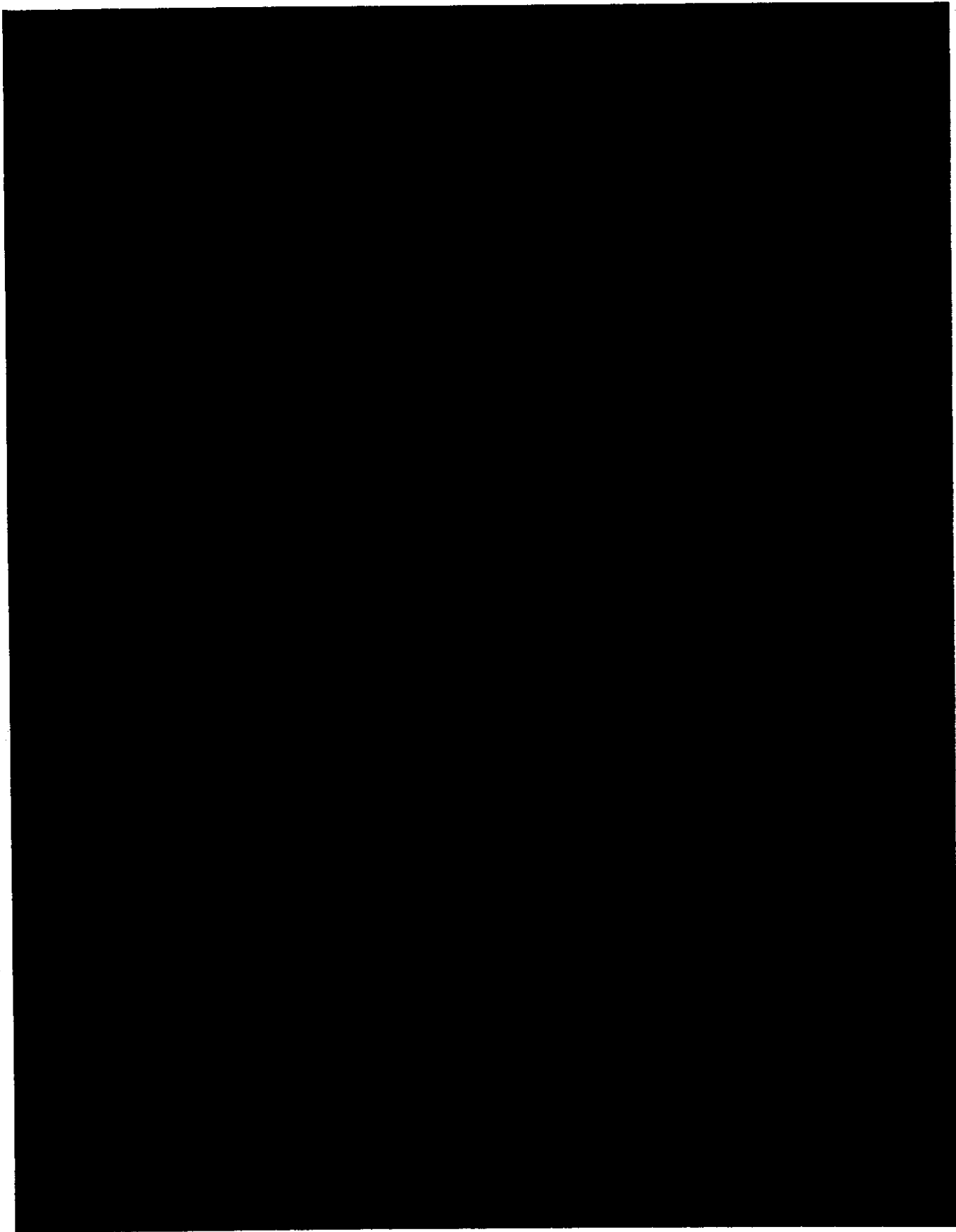
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P.



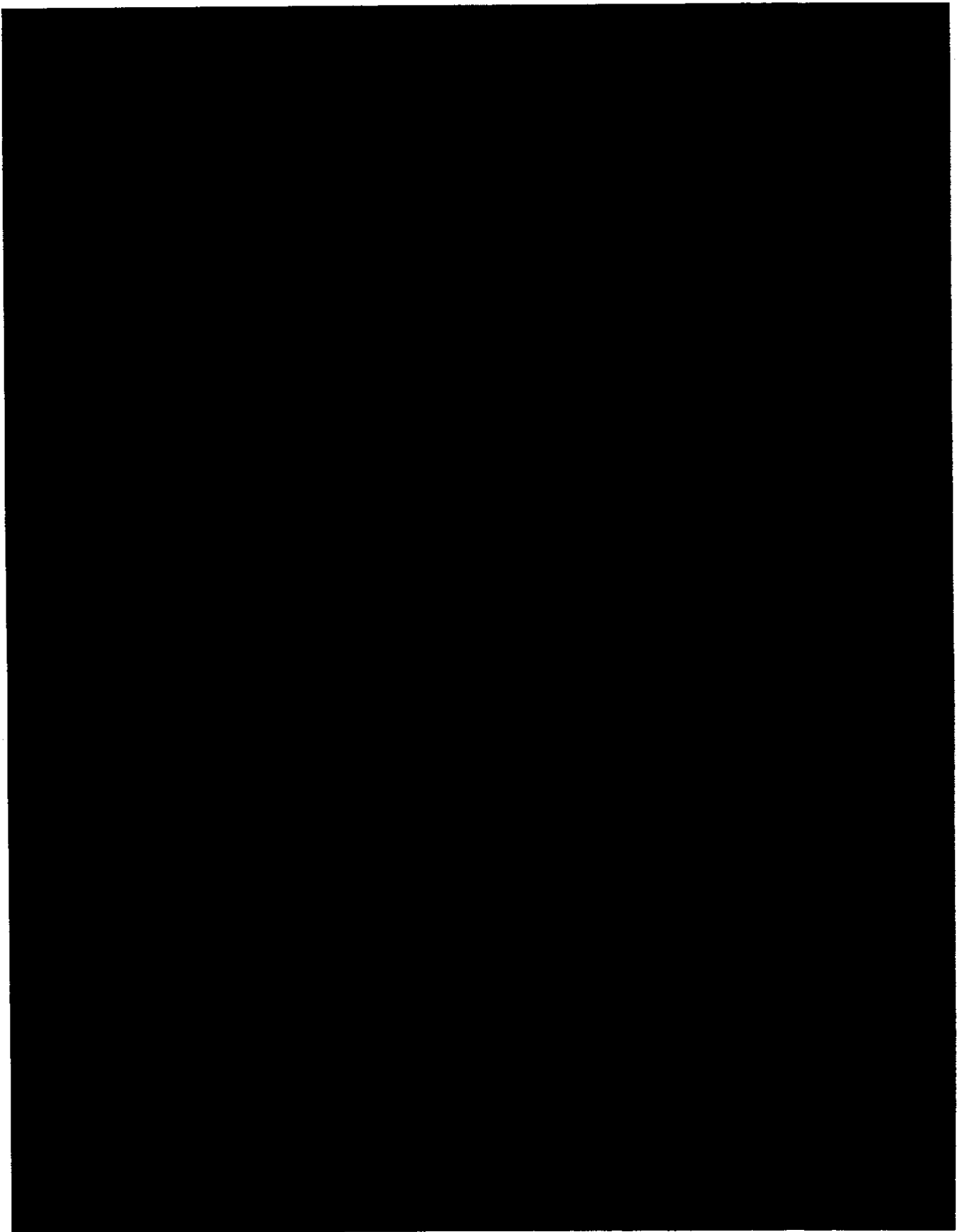
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P2



a-9
P3

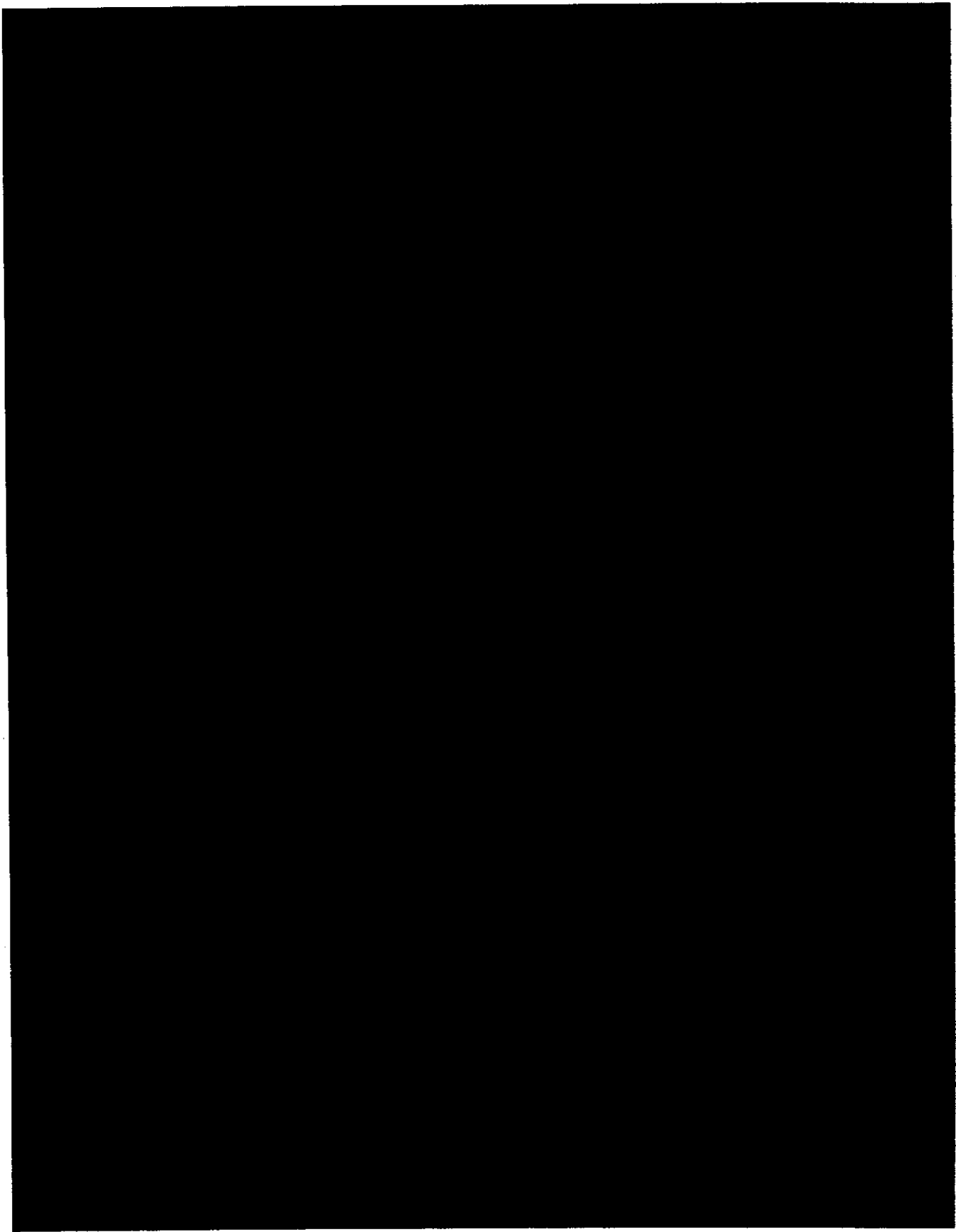


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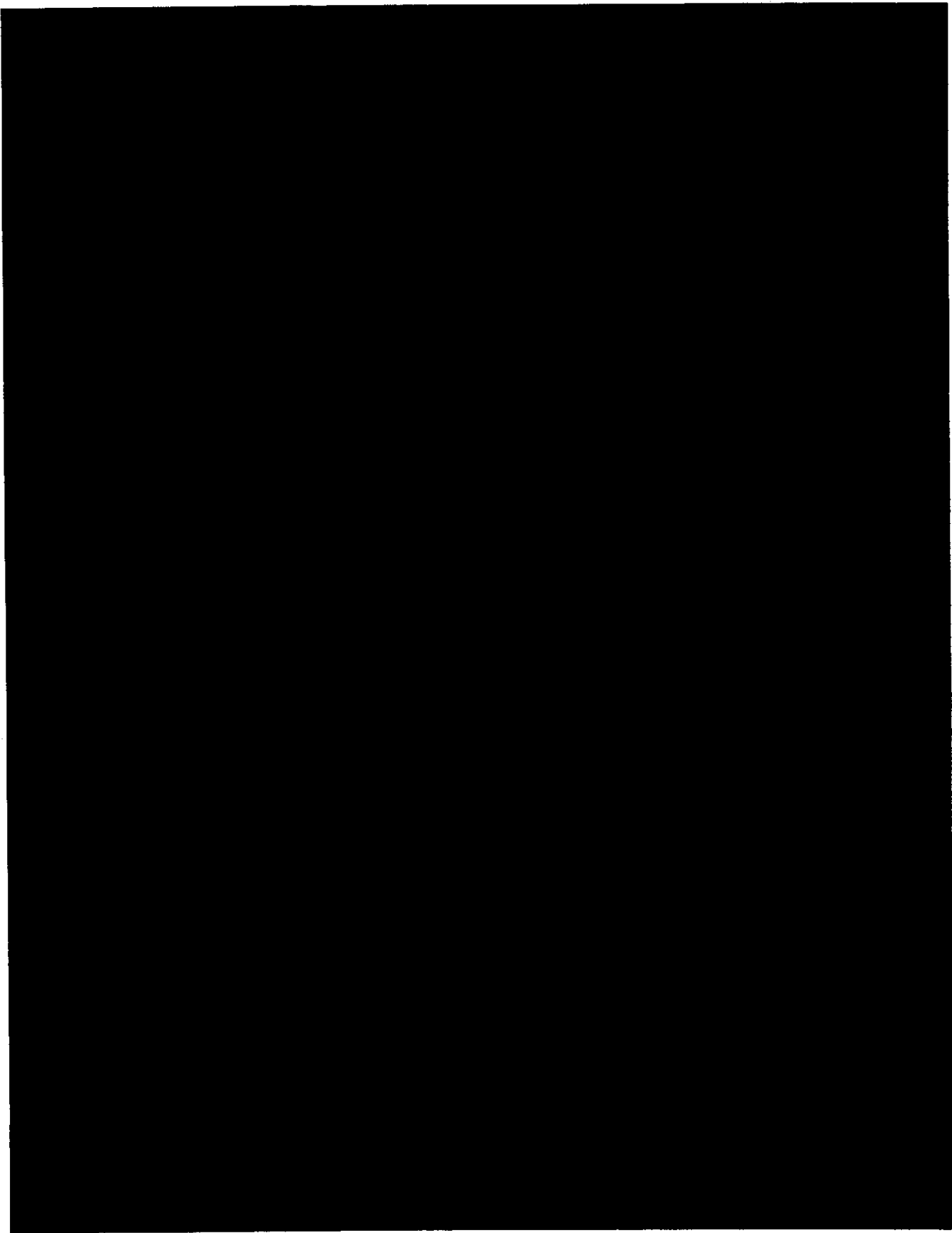


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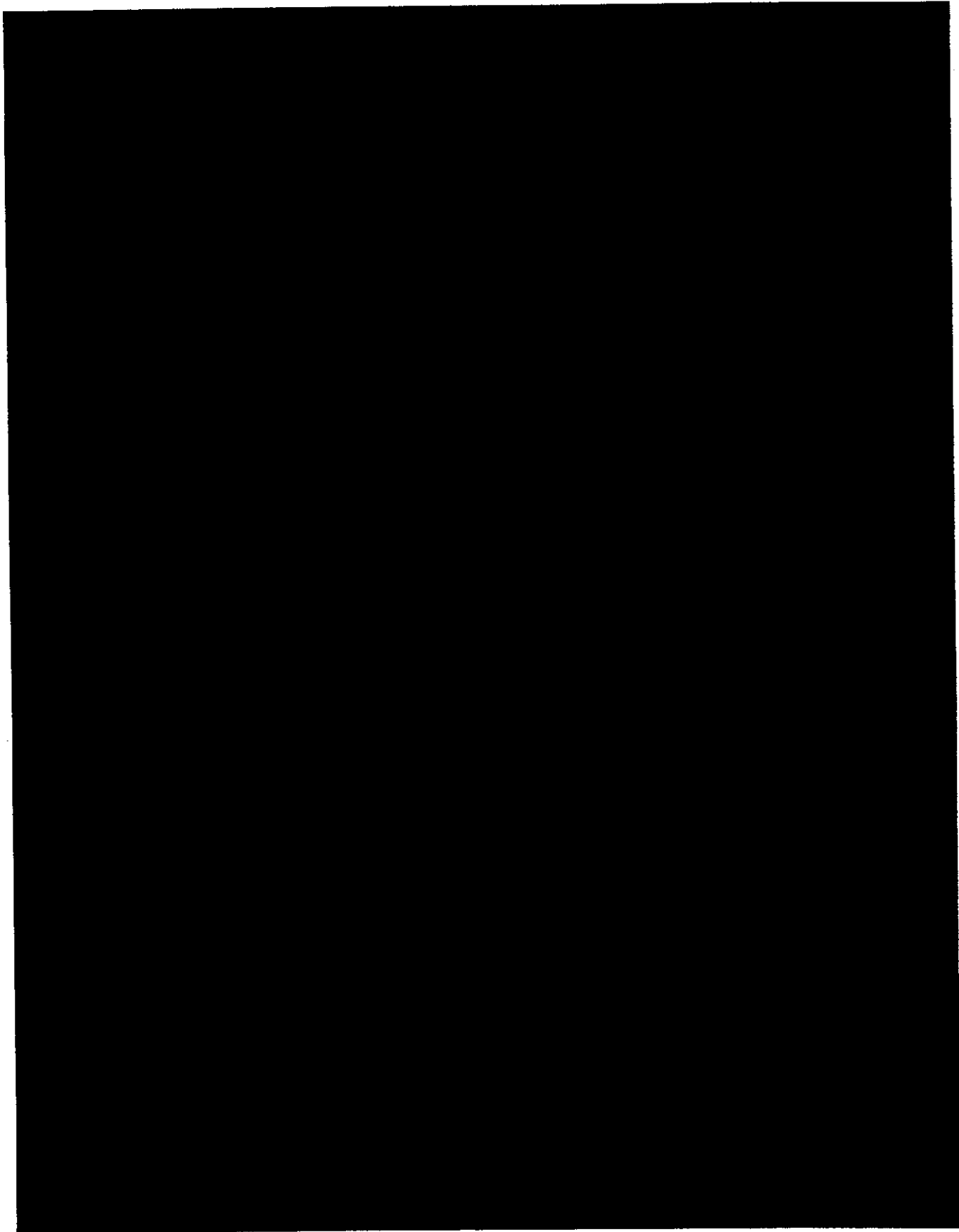
P5



a-9
p6



a-9
P7



9-9
p.8

Exhibit C

Justification Table

EXHIBIT C

COMPANY: Florida Power & Light Company
TITLE: List of Confidential Workpapers
AUDIT: Undocketed
 Florida Power & Light Company
 Test Reliability Indices
AUDIT CONTROL NO: AUS: #03-002-4-1

Workpaper No.	Description	No. of Pages	Conf Y/N	Line No/Col No.	Florida Statute 366.093(3) Subsection	Affiant
<u>44-1</u> <u>2-1</u> 1 P7	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>44-1</u> <u>2-1</u> 1 P8	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>44-1</u> <u>2-1</u> 1 P9	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>44-1</u> <u>2-1</u> 1 P10	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>44-1</u> <u>2-1</u> 1 P11	Customer Call Information	1	Y	Line No. 1	(e)	Dave Bromley
<u>44-1</u> <u>2-1</u> 1 P12	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley

Workpaper No.	Description	No. of Pages	Conf Y/N	Line No/Col No.	Florida Statute 366.093(3) Subsection	Affiant
<u>44-1</u> <u>2-1</u> 1 P13	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>44-1</u> <u>2-1</u> 1 P15	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>44-1</u> <u>2-1</u> 1 P23	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>44-1</u> <u>2-1</u> 1 P24	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>44-1</u> <u>2-1</u> 1 P25	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>44-1</u> <u>2-1</u> 1 P26	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>44-1</u> <u>2-1</u> 1 P27	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>44-1</u> <u>2-1</u> 1 P28	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley

Workpaper No.	Description	No. of Pages	Conf Y/N	Line No/Col No.	Florida Statute 366.093(3) Subsection	Affiant
<u>44-1</u> <u>2-1</u> 1 P29	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>44-1</u> <u>2-1</u> 1 P30	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>44-1</u> <u>2-1</u> 1 P31	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>44-1</u> <u>2-1</u> 1 P32	Customer Call Information	1	Y	Line No.1	(e)	Dave Bromley
<u>44-1</u> <u>2-1</u> 1 P33	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>44-1</u> <u>2-1</u> 1 P34	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>44-1</u> <u>2-1</u> 1 P35	Customer Call Information	1	Y	Line No.1	(e)	Dave Bromley
<u>44-1</u> <u>2-1</u> 1 P36	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley

Workpaper No.	Description	No. of Pages	Conf Y/N	Line No/Col No.	Florida Statute 366.093(3) Subsection	Affiant
<u>44-1</u> <u>2-1</u> 1 P37	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>44-1</u> <u>2-1</u> 1 P38	Customer Call Information	1	Y	Line No.1	(e)	Dave Bromley
<u>44-1</u> <u>2-1</u> 1 P39	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>44-1</u> <u>2-1</u> 1 P40	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>44-1</u> <u>2-1</u> 1 P42	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>44-1</u> <u>2-1</u> 1 P43	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>44-1</u> <u>2-1</u> 1 P44	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>44-1</u> <u>2-1</u> 1 P45	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley

Workpaper No.	Description	No. of Pages	Conf Y/N	Line No/Col No.	Florida Statute 366.093(3) Subsection	Affiant
<u>44-1</u> <u>2-1</u> 1 P46	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>44-1</u> <u>2-1</u> 1 P47	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>44-1</u> <u>2-1</u> 1 P48	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>44-1</u> <u>2-1</u> 1 P49	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>44-1</u> <u>2-1</u> 1 P50	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>44-1</u> <u>2-1</u> 1 P51	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>44-1</u> <u>2-1</u> 1 P52	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>44-1</u> <u>2-1</u> 1 P53	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley

Workpaper No.	Description	No. of Pages	Conf Y/N	Line No/Col No.	Florida Statute 366.093(3) Subsection	Affiant
<u>44-1</u> <u>2-1</u> 1 P54	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>44-1</u> <u>2-1</u> 1 P55	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>44-1</u> <u>2-1</u> 1 P56	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>44-1</u> <u>2-1</u> 1 P57	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>44-1</u> <u>2-1</u> 1 P58	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>44-1</u> <u>2-1</u> <u>2-1</u> P1	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley

Workpaper No.	Description	No. of Pages	Conf Y/N	Line No/Col No.	Florida Statute 366.093(3) Subsection	Affiant
<u>44-1</u> <u>2-1</u> 2-1 P2	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>44-1</u> <u>2-1</u> 2-1 P7	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>44-1</u> <u>2-1</u> 2-2 P1	Customer Information	1	Y	Column A & B	(e)	Dave Bromley
<u>44-1</u> <u>2-1</u> 2-2 P7	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>44-1</u> <u>2-1</u> 2-2 P8	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>44-1</u> <u>2-1</u> 2-2 P10	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>44-1</u> <u>2-1</u> 2-2 P11	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley

Workpaper No.	Description	No. of Pages	Conf Y/N	Line No/Col No.	Florida Statute 366.093(3) Subsection	Affiant
<u>44-1</u> 2-1 2-3 P1	Customer Information	1	Y	Column No. "A" and "B"	(e)	Dave Bromley
<u>44-1</u> 2-1 2-3 P6	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>46-1</u> 1 P6	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>46-1</u> 1 P7	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>46-1</u> 1 P8	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>46-1</u> 1 P9	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>46-1</u> 1 P10	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>46-1</u> 1 P11	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley

Workpaper No.	Description	No. of Pages	Conf Y/N	Line No/Col No.	Florida Statute 366.093(3) Subsection	Affiant
<u>46-1</u> 1 P12	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>46-1</u> 1 P13	Customer Call Information	1	Y	Column No. "A"	(a)	Dave Bromley
<u>46-1</u> 1 P14	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>46-1</u> 1 P15	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>46-1</u> 1 P16	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>46-1</u> 1 P17	Customer Call Information	1	Y	Line No. 1	(e)	Dave Bromley
<u>46-1</u> 2 P6	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>46-1</u> 2 P7	Customer Call Information	1	Y	Line No. 1	(e)	Dave Bromley

Workpaper No.	Description	No. of Pages	Conf Y/N	Line No/Col No.	Florida Statute 366.093(3) Subsection	Affiant
<u>46-1</u> 2 P8	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>46-1</u> 2 P9	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>46-1</u> 2 P10	Customer Call Information	1	Y	Line No.1	(e)	Dave Bromley
<u>46-1</u> 2 P11	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>46-1</u> 2 P12	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>46-1</u> 3 P6	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>46-1</u> 3 P7	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>46-1</u> 3 P9	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley

Workpaper No.	Description	No. of Pages	Conf Y/N	Line No/Col No.	Florida Statute 366.093(3) Subsection	Affiant
<u>46-1</u> 3 P10	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>47-1</u> 2-1 P5	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>47-1</u> 2-1 P6	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>47-1</u> 2-1 P7	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>47-1</u> 2-1 P8	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>47-1</u> 2-1 P9	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>47-1</u> 2-1 P10	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>47-1</u> 2-1 P11	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley

Workpaper No.	Description	No. of Pages	Conf Y/N	Line No/Col No.	Florida Statute 366.093(3) Subsection	Affiant
<u>47-1</u> 2-1 P12	Customer Call Information	1	Y	Line No.1	(e)	Dave Bromley
<u>47-1</u> 2-1 P13	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>47-1</u> 2-1 P14	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>47-1</u> 2-1 P15	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>47-1</u> 2-1 P16	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>47-1</u> 2-1 P17	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
<u>47-1</u> 2-1 P19	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley

Workpaper No.	Description	No. of Pages	Conf Y/N	Line No/Col No.	Florida Statute 366.093(3) Subsection	Affiant
10-71	Customer Information	1	Y	Line Nos. 1,2,3 & 4	(e)	Dave Bromley
10-72	Customer Information	1	Y	Line No. 1	(e)	Dave Bromley
9A P1	Internal Audit Work Papers	1	Y	All	(b)	Rick Del Cueto
9A P2	Internal Audit Work Papers	1	Y	All	(b)	Rick Del Cueto
9 P1,P2,P3, P4,P5,P6, P7,P8,P9, P10,P11, P12, P13, P14, P15,P16, P17,P18, P19,P20, P21,P22, P23,P24, P25	Internal Audit Work Papers	1	Y	All	(b)	Rick Del Cueto
9-1	Internal Audit Work Papers	1	Y	All	(b)	Rick Del Cueto
9-2	Internal Audit Work Papers	1	Y	All	(b)	Rick Del Cueto

Workpaper No.	Description	No. of Pages	Conf Y/N	Line No/Col No.	Florida Statute 366.093(3) Subsection	Affiant
9-3 P1,2,3,4,5, 6 7,8,9,10,11, 12,13,14,15, 16,17,18,19, 20,21,22,23, 24,25,26,27, 28,29,30,31, 32,33,34	Internal Audit Work Papers	1	Y	All	(b)	Rick Del Cueto
9-4 P1,2,3,4,5	Internal Audit Work Papers	1	Y	All	(b)	Rick Del Cueto
9-5	Internal Audit Work Papers	2	Y	All	(b)	Rick Del Cueto
9-6 4-10	Internal Audit Work Papers	2	Y	All	(b)	Rick Del Cueto
9-7	Internal Audit Work Papers	2	Y	All	(b)	Rick Del Cueto
9-8 P1,2,3,4,5, 6,7,8,9,10, 11,12,13,14	Internal Audit Work Papers	1	Y	All	(b)	Rick Del Cueto
9-9 P1,2,3,4,5, 6,7,8	Internal Audit Work Papers	1	Y	All	(b)	Rick Del Cueto

Exhibit D

AFFIDAVITS

EXHIBIT D

BEFORE THE

FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of Florida Power & Light) Docket No. _____
Company's Request for Confidential)
Classification in Connection With)
Audit No. 03-002-4-1) FILED: September 23, 2003

STATE OF FLORIDA)
) **AFFIDAVIT OF RICK DEL CUETO**
COUNTY OF MIAMI-DADE)

BEFORE ME, the undersigned authority, personally appeared Rick Del Cueto, who, being first duly sworn, deposes and says:

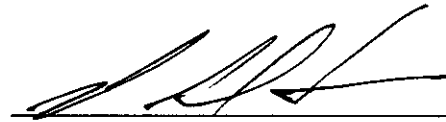
1. My name is Rick Del Cueto. I am currently employed by Florida Power & Light Company (FPL) as Manager, Internal Auditing. I have personal knowledge of the matters stated in this affidavit.

2. With respect to Exhibit C, I have reviewed the documents and information for which I am listed as Affiant and which are included in Exhibit A to FPL's Request for Confidential Classification. Documents or materials that I have reviewed and which are asserted by FPL to be proprietary confidential business information contain or constitute internal auditing controls and reports of internal auditors or information relating to same.

3. The materials also contain a description or list of internal audits conducted. In some cases, the audits are conducted on FPL's contracts and relationships with specific vendors. In other cases, the audits are conducted on internal processes or controls. As a matter of policy, FPL does not voluntarily publish a listing of the audits it performs. Publication of the fact that FPL conducted a particular audit may only serve to provoke unwarranted curiosity or suspicion, on the part of both the vendor being audited and such vendors' competitors or investors, negatively affect business relationships. Typically FPL would only communicate to the vendor the fact that such an audit was performed in the event that FPL concluded that it needed to take specific action against the vendor on the basis of the audit. Publishing audit descriptions is potentially problematic from the standpoint of perception or, more accurately stated, misperception that can arise in connection with audits. While utilities and other large companies such as FPL routinely conduct internal audits as a part of ongoing business and corporate governance, the fact that a particular audit was conducted can be misconstrued, intentionally and unintentionally, by others to suggest that the company has or had

issues or concerns on a particular subject. For example, audit lists frequently are used by plaintiffs' lawyers and others as "shopping lists" for issues to pursue with a company. To the best of my knowledge, FPL has maintained the confidentiality of these documents and materials.

4. Affiant says nothing further.



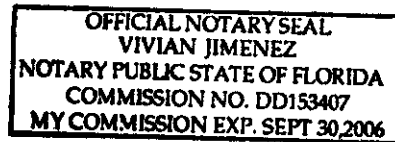
Rick Del Cueto

SWORN TO AND SUBSCRIBED before me this 19th day of September, 2003, by Rick Del Cueto, who is personally known to me or who has produced _____ (type of identification) as identification.



Notary Public, State of Florida

My Commission Expires:



BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of Florida Power & Light) Docket No. _____
Company's Request for Confidential)
Classification in Connection With)
Audit No. 03-002-4-1) FILED: September 23, 2003

STATE OF FLORIDA)
) AFFIDAVIT OF DAVID T. BROMLEY
COUNTY OF MIAMI-DADE)

BEFORE ME, the undersigned authority, personally appeared David T. Bromley who, being first duly sworn, deposes and says:

1. My name is David Bromley. I am currently employed by Florida Power & Light Company ("FPL") as Manager, Regulatory Strategy, Distribution Business Unit. My business address is 9250 West Flagler Street, Miami, Florida, Dade County. I have personal knowledge of the matters stated in this affidavit.
2. With respect to Exhibit C, I have reviewed the documents and information for which I am listed as Affiant which are included in Exhibit A to FPL's Request for Confidential Classification. The documents or materials that I have reviewed and which, in whole or in part, are asserted by FPL to be proprietary confidential business information, contain or constitute customer-specific account information for non-governmental customers. FPL has a corporate policy not to disclose customer specific information. This policy includes, but is not limited to: customer names, addresses, telephone numbers, account numbers, rates, billing determinants (kW and kWh usage), conservation savings in kW, kWh and bills. FPL treats such information as confidential and does not disclose it, except as required by law, to entities or persons other than the customer without the permission of the customer.
3. FPL's policy is premised upon customers' right to privacy and the potential that the disclosure of customer specific information may harm some customers' competitive interests, disclose their trade secrets, or otherwise result in mischief or misfeasance. In particular, disclosure of basic customer information such as account or identification numbers, along with names, addresses, and phone numbers, could result in the misuse of such information to the detriment of the customer and FPL. FPL's customers have affirmed to FPL their interest in having this information maintained confidential. While it may be that the disclosure of such information may be more sensitive for some customers than for others, FPL has not sought to make a case-by-case

determination as to the level of sensitivity or potential harm with respect to disclosing a particular customer's information. Rather, in deference to its customers, as a matter of policy and in the interest of customer privacy, FPL has not disclosed to third parties customer-specific information for non-governmental customers unless required by law or unless the customer consents to such disclosure.

4. Affiant says nothing further.



David T. Bromley

SWORN TO AND SUBSCRIBED before me this 19th day of September 2003, by David T. Bromley, who is personally known to me or who has produced _____ (type of identification) as identification and who did take an oath.



Notary Public, State of Florida

My Commission Expires:

