RIGINA



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 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

030930-8-

#### 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,

Wase Kitch

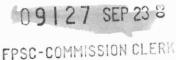
R. Wade Litchfield

CAF CMP CCM CTR ECR GCL OPC MMS SEC OTH

AUS

RWL/ec Enclosures cc: Gabriela Leon, Audit Manager, FPSC (without enclosures)

DOCUMENT NUMBER-DATE



# ORIGINAL

### **BEFORE THE**

### FLORIDA PUBLIC SERVICE COMMISSION

)

)

)

)

In the Matter of Florida Power & Light Company's Request for Confidential Classification in Connection With Audit No. 03-002-4-1 Docket No.\_\_\_\_

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:

1. 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

- 1 -

DOCUMENT NUMBER-DATE

09127 SEP 23 8

**FPSC-COMMISSION CLERK** 

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

- 3 -

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.<sup>1</sup>

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

<sup>&</sup>lt;sup>1</sup> 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,

al a R. WADE LITCH FIELD

R. WADE LITC #FIELD 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)

## **Jublic Service Commission**

A C K N O W L E D G M E N T

	<b>ДАТЕ:</b> <u>()</u> . <u>(</u> )	23.03
TO:	R. Wade Litchfield	
FROM:	Trenry	, Division of the Commission Clerk and
RE:	Administrative Services 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	FIPL/Literifield	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)

**Exhibit A** 

## **CONFIDENTIAL DOCUMENTS**

## (SUBMITTED SEPARATELY)

Audit No. 03-002-4-1

-

. . . .

## **Exhibit B**

# **REDACTED DOCUMENTS**

Page: 1 Document	Name :	untitled
------------------	--------	----------

- )

VIEW 2.0 BROWSE - G000TCMS2TKT COMMAND ===> No remarks.			REC 1280380 PG	0000001.255 LOCK 00 COL 001 132 SCROLL ===> PAGE
Device Stack				
Meter: TLN: LLN: OCR: Feeder: 8-6466-6797-4-F				
Customer Representative	-			· · · · · · · · · · · · · · · · · · ·
ID: Name:				
CALL OVERVIEW		▖▂╡▖╧╋╔╓╘┱┲╔┲┎┎┎┎┎┎┎┎		
Customer/Call Information				
Call Date/Time: 03:56:00 07/11/ Name: Address: City: ZipCode:	2002			

#### Page: 1 Document Name: untitled

VIEW 2.0 COMMAND Phone Nur Account N PPID: ITR: Last Call	===> iber: Jumber	REC 1280405	PG 0000001.255	LOCK 00 COL 001 132 SCROLL ===> PAGE
	Trouble Reported			
No Curren				
Customer	remarks			
VRU ENTRY	CREATED AUTOMATICALLY ON CUST INQUIRY			
Device St	ack			
LLN: OCR:	5C08915 8-6367-5384-0 8-6367-5995-1 9041 8-6466-6797-4-F			
Customer	Representative			
ID:				

Page: 1 Document Name	e: u	ntitled
-----------------------	------	---------

VIEW 2.0 BROWSE - G000TCMS2TKT ----- REC 1280430 PG 0000001.255 LOCK 00 COL 001 132 COMMAND ===> REC 1280430 PG 0000001.255 LOCK 00 COL 001 132 SCROLL ===> PAGE Name:

CALL OVERVIEW

Customer/Call Information
Call Date/Time: 03-57-00 01/11/2008 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 ----- REC 1280455 PG 0000001.255 LOCK 00 COL 001 132 COMMAND ===> REC 1280455 PG 0000001.255 LOCK 00 COL 001 132

Device Stack

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

Customer Representative

. 1993 کیلئے کیلئے میں جب جب بحد نہیں میں ایک جب بعد ایک جب جب

ID:

Name:

CALL OVERVIEW

Customer/Call In	formation
Call Date/Time: Name: Address:	03:59:d0/0//11/2002
City: ZipCode: Phone Number:	

VIEW 2.0 BROWSE COMMAND ===>	- G000TCMS2TKT		REC 12	280480	PG 000001.	0 COL 001 132 LL ===> PAGE
Account Number: PPID:	3442653 05:45:00 07/11/2002	(N)				

Customer Trouble Reported

No Current

Customer remarks

\_\_\_\_\_

VRU ENTRY CREATED AUTOMATICALLY ON CUST INQUIRY

Device Stack

	Sai w	 	
Meter:			
TLN:			
LLN:			
OCR:			
Feeder			

Customer Representative

ID: Name: VIEW 2.0 BROWSE - G000TCMS2TKT ------ REC 1280505 PG 0000001.255 LOCK 00 COL 001 132 COMMAND ===> REC 1280505 PG 0000001.255 LOCK 00 COL 001 132 SCROLL ==> PAGE

#### 

CALL OVERVIEW

Customer/Call In	formation	$\bigcirc$	
Call Date/Time: Name: Address: City: ZipCode: Phone Number: Account Number:	03:59:00	07/11/2002	
PPID: ITR: Last Callback:	05:45:00	07/11/2002	(N)

Customer Trouble Reported

No Current

Customer remarks

VRU ENTRY CREATED AUTOMATICALLY ON CUST INQUIRY

VIEW 2.0 COMMAND Device St			REC 1280530	PG 0000001.255	LOCK 00 COL 001 132 SCROLL ===> PAGE
TLN: LLN: OCR:	5C02944 8-6367-3953-0 8-6367-4565-9 5 9041 8-6466-6797-4-F				
Customer	Representative				
ID: Name:			•		
CALL OVER	VIEW	= = = = = = = = = = = = = = = = = = =			
	nber:				

```
Page: 1 Document Name: untitled
```

VIEW 2.0 BROWSE - G000TCMS2TKT ----- REC 1280580 PG 0000001.255 LOCK 00 COL 001 132 COMMAND ===> SCROLL ===> PAGE

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

CALL OVERVIEW

**Customer/Call Information** 

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

Name:

Address:

Date: 4/8/03 Time: 9:57:38 AM

COMMAND ===> SCROLL ===> PAGE   City: WEST PALM BEACH   ZipCode: 33415 (A)   Phone Number: Account Number   Account Number: ITR:   22:15:00 06/24/2002 (N)   Last Galiback:   Customer Trouble Reported	VIEW 2.0 BROWSE - GOOOTCMS2TKT	REC 3952032 PG 0000001.255 LOCK 00 (	COL 001 132
City: WEST PALM BEACH ZipCode: 33415 A Phone Number: Account Number PPID: TTR: 22:15:00 06/24/2002 (N) Last Caliback: Customer Trouble Reported No Current See Remarks Customer remarks cust heard loud boom transformer blew can confrm neighbours are out also Device Stack Meter: 5C16191 TLN: 6-7618-319-0 LLN: 6-7618-7137-0 OCR:		SCROLL ===> PAGE	
ZipCode: 33415 (A) Phone Number: Account Number: PPID: TR: 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: 6-7618-7137-0 OGR:			
Phone Number: Account Number PPID: ITR: 22:15:00 06/24/2002 (N) Last Caliback: Customer Trouble Reported No Gurrent See Remarks Customer remarks cust heard loud boom transformer blew can confrm neighbours are out also Device Stack Meter: 5C16191 TLN: 6-7618-7137-0 OGR:			
Account Number PPID: 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 confrm neighbours are out also Device Stack Meter: SC16191 TLN: 6-7618-7137-0 OCR:			
PPID: ITR: 22:15:00 06/24/2002 (N) Last Caliback: Customer Trouble Reported No Current See Remarks Customer remarks cust heard loud boom transformer blew can confrm neighbours are out also Device Stack Meter: 5C16191 TLN: 6-7618-4319-0 LLN: 6-7618-4319-0 LLN: 6-7618-7137-0 OCR:			
ITR: 22:15:00 05/24/2002 (N) Last Caliback: Customer Trouble Reported No Current See Remarks Customer remarks cust heard loud boom transformer blew can confrm neighbours are out also Device Stack Meter: 5C16191 TLN: 6-7618-4319-0 LLN: 6-7618-7137-0 OCR:			
Last Callback: Customer Trouble Reported No Current See Remarks Customer remarks cust heard loud boom transformer blew can confrm neighbours are out also Device Stack Meter: 5C16191 TLN: 6-7618-4319-0 LLN: 6-7618-7137-0 OCR:			
Customer Trouble Reported No Current See Remarks Customer remarks cust heard loud boom transformer blew can confrm neighbours are out also Device Stack Meter: 5C16191 TLN: 6-7618-4319-0 LLN: 6-7618-7137-0 OCR:	<b>*</b> <del>•</del>		
No Current See Remarks Customer remarks cust heard loud boom transformer blew can confrm neighbours are out also Device Stack Meter: 5C16191 TLN: 6-7618-4319-0 LLN: 6-7618-7137-0 OCR:	Last Valludur.		
See Remarks Customer remarks cust heard loud boom transformer blew can confrm neighbours are out also Device Stack Meter: 5C16191 TLN: 6-7618-4319-0 LLN: 6-7618-7137-0 OCR:	Customer Trouble Reported		
Customer remarks cust heard loud boom transformer blew can confrm neighbours are out also Device Stack Meter: 5C16191 TLN: 6-7618-4319-0 LLN: 6-7618-7137-0 OGR:	No Current		
cust heard loud boom transformer blew can confrm neighbours are out also Device Stack Meter: 5C16191 TLN: 6-7618-4319-0 LLLN: 6-7618-7137-0 OCR:	See Remarks		
Device Stack Meter: 5C16191 TLN: 6-7618-4319-0 LLN: 6-7618-7137-0 OCR:	Customer remarks		
Meter: 5C16191 TLN: 6-7618-4319-0 LLN: 6-7618-7137-0 OCR:	cust heard loud boom transformer blew can confrm neighbours a	re out also	
Meter: 5C16191 TLN: 6-7618-4319-0 LLN: 6-7618-7137-0 OCR:	Device Stack		<b>、</b>
TLN: 6-7618-4319-0 LLN: 6-7618-7137-0 OCR:			
LLN: 6-7618-7137-0 OCR:			
OCR:			
ruuut: 0*//10*704/*/*/			
	rough: 0*//10-3044""		

·····

Date: 4/8/03 Time: 9:57:44 AM

VIEW 2.0 BROWSE - GOOOTCMS2TKT COMMAND ===> Customer Representative	REC 3952057 PG 0000001.255 LOCK 00 COL 001 132 SCROLL ===> PAGE
ID: Name:	
	, ※은도로에 해 두 드 두 정 값은 코드 코드 프로프로 해 해 해 두 것 ㅋ 드린 양제 프로드 드 드 드 때 해 해 주
Customer/Call Information	
Call Date/Time: 19:18:00:06/24/2002 Name: Address: City: ZipCode: Phone Number:	
Account Numbe	
ITR: 22:15:00 06/24/2002 (N) Last Callback:	
Customer Trouble Reported	
No Current	

Date: 4/8/03 Time: 9:57:50 AM

VIEW 2.0 BROWSE - GOOOTCMS2TKT	REC 3952082 PG 0000001.255 LOCK 00 CC	DL 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		
1D:		
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

50 2

### Page: 1 Document Name: untitled

VIEW 2.0 BROWSE - GOOOTCMS2TKT -	REC 3952107 PG 0000001.255 LOCK 00 COL 001 132	
COMMAND ===> (A)	SCROLL ===> PAGE	
City:		
ZipCode:		
Phone Number:		
Account Numbe		
PPID:		
ITR: 22:15:00 06/24/2002 (N)		
Last Caliback:	•	
Customer Trouble Reported		
No Current		
Customer remarks		
<u></u>		
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		
<b>Customer Representative</b>		

Date: 4/8/03 Time: 9:57:59 AM

### VIEW 2.0 BROWSE - GOOOTCMS2TKT -COMMAND ===>

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

ID:

Name:

솒쿪텉욽쬠뮫챓쥜즑껆봤쇁쑫삨욯콽쀼ઃ윎뫭쁞ᇴ坦섔깉킄콮틆낅쎀룓드뢷드깛릮섴썓뾛单架퍅칶뉂쮝뀰둗宫큠퍆祁댁룀솒틷먣쌺챾쎭낓왂꾿쁌츃썙条롴뭅툗슸迫몀됟뺌쓅룅雄쌅

CALL OVERVIEW

**Customer/Call Information** 

Call Date/Time: 19:1/7,00 06/24/2002

Name:		
Address:		
City:		
ZipCode:		
Phone Nur	nber:	
Account N	umbe	
PPID:		
ITR:	22:15:00 06/24/2002	(N)
Last Callb		. ·

**Customer Trouble Reported** 

No Current Customer checked breaker

Date: 4/8/03 Time: 9:58:04 AM

VIEW 2.0 BROWSE - GOOOTCMS2TKT	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:	
字::::::::::::::::::::::::::::::::::::	(我以後後後前回回回時後後後期前回回回時) (我以前的) (我
CALL OVERVIEW	· · · · · · · · · · · · · · · · · · ·
Customer/Call Information	
Call Date/Time: 19:17:00/06/24/2002	
Name:	
Address:	
Philui (22%)	

VIEW 2.0 BROWSE - GOOOTCMS2TKT	REC 3952182 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> (A)	SCROLL ===> PAGE
City:	
ZipCode:	
Phone Number:	
Account Numbe	
PPID:	
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	
I REACT OF LIG OVER CIT	

्रि

VIEW 2.0 BROWSE - GOOOTCMS2TKT COMMAND ===> Customer Representative	REC 3952207 PG 0000001.255 LOCK 00 COL 001 132 SCROLL ===> PAGE
ID:	
Name:	
끹쁥电역·파양했겠겠면BBBBBBBBB 학교 파양문문문양적 전상원유원적 파장추격적 문문 B	如相覺体験時期期期期期期期期期期期期期期期期期期期期期期期期期期期期期期期期期期期期
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	

Date: 4/8/03 Time: 9:58:18 AM

	REC 3952232 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===>	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:	
	「山谷谷は果美学ない」」は「山田山山山山山山山山山山山山山山山山山山山山山山山山山山山山山山山山山山
CALL OVERVIEW	
Customer/Call Information	
Call Date/Time <u>- 19:20:00 06/24/2</u> 002 Name:	

VIEW 2.0 BRO	WSE - ODOTCMS2TKT	REC 3952257 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ==		SCROLL ===> PAGE
Address:		
City:		
ZipCode:		
Phone Number		
Account Num		
PPID:		
ITR: 22	:15:00 06/24/2002 (N)	
Last Callback:	- • •	
<b>Customer Tro</b>	uble Reported	
No Current	<b>_</b>	
Customer che	sked brocker	
customer che	CRBU DICARCI	
Customer rem	arks	
<b>Device Stack</b>		
Meter: 5C780	657	
TLN: 6-7618	3-6037-0	
	3-7137-0	
OCR:		
Feeder: 6-771	18-9820-0-F	

Date: 4/8/03 Time: 9:58:27 AM

30

VIEW 2.0 BROWSE - GOOOTCMS2TKT COMMAND ===>	REC 3952282 PG 0000001.255 LOCK 00 COL 001 132 SCROLL ===> PAGE
Customer Representative	
1D:	
Name:	
CALL OVERVIEW	
Customer/Call Information	
Call Date/Time: 19:20:00/06/24/2002 Name: Address: City: ZipCode: Phone Number: Account Number: PP1D: ITR: 21:45:00 06/24/2002 (N) Last Callback:	
Customer Trouble Reported	
No Current	

Date: 4/8/03 Time: 9:58:32 AM

VIEW 2.0 BROWSE - GOOOTCMS2TKT	
CUMMAND ===>	JUNUL
Customer remarks	
oud 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	
Name:	
	伯は後醫診醫師前所知道和自己的父親和自己的父親兄弟的解释的
CALL OVERVIEW	
Customer/Call Information	
Call Date/Time: 19:19:00 06/24/2002 Name:	

### Date: 4/8/03 Time: 9:58:36 AM

u PO Ge

VIEW 2.0 BROWSE - GOOTCMS2TKT	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	
OCR:	
Feeder: 6-7718-9820-0-F	
reaer: 0-//18-3020-V-r	

.

Date: 4/8/03 Time: 9:58:41 AM

S.

/IEW 2.0 BROWSE - GOOOTCMS2TKT	REC 3952357 PG 0000001.255 LOCK 00 COL 001 132 SCROLL ===> PAGE
Customer Representative	
1D;	
Name:	
龙峰碧峰东东东北部市中市市市市市市市市市市市市市市市市市市市市市市市市市市市市市市市市市	2444以前的你们就是我们还能够能到这种的问题。我们们有这些的,你们们不是不是我们的?"
CALL OVERVIEW	v
Customer/Call Information	
Call Date/ <u>Time: 19;22:00(06/24/2002</u> Name:	
Address:	
City:	
ZipCode: Phone Number:	
Account Number	
PPID:	
ITR: 21:45:00 06/24/2002 (N)	
Last Callback:	
Customer Trouble Reported	

**No Current** 

Date: 4/8/03 Time: 9:58:46 AM

 $\langle \overline{ } \rangle$ 

VIEW 2.0 BROWSE - GOOOTCMS2TKT	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:	
※22世紀日が1995年19月1日の1995年19月1月1日の1995年19月1月1月1日の1995年19月1月1月1月1日の1995年19月1月1月1月1日の1995年19月10月10月1月1月1月1月1月1月1月1月1月1月1月1月1日	经装制 经过分 化胆基 计记录 化化 化化 化化化 化化化化化化化化化化化化化化化化化化化化化化化化化
CALL OVERVIEW	
Customer/Call Information	
Call Date/Time: 19:22:00 06/24/2002 Name:	

Date: 4/8/03 Time: 9:58:50 AM



age: 1 Document Name: untitled		
	REC 3952407 PG 0000001.255 LOCK 00 COL 001 132	
VIEW 2.0 BROWSE - GOOOTCMS2TKT	SCROLL ===> PAGE	
Address: City:		
ZipCode: Phone Number:		
Account Numbe		
PPID: ITR: 22:15:00 06/24/2002 (N)		
Last Caliback:		
Customer Trouble Reported No Current Customer checked breaker Loud Bang		
Customer remarks		
pwr went off around 5 min ago/ neighbors are w/or	It pwr/ trsnfr blew at loc	
Device Stack		
Meter: 5C28860		
TLN: 6-7618-6535-0		
LLN: 6-7618-7137-0		

Date: 4/8/03 Time: 9:58:55 AM

### Page: 1 Document Name: untitled

eeder: 6-7718-9820-0-F ustomer Representative ALL OVERVIEW ustomer/Call Information all Date/Time: 19:22:00/06/24/2002 ame: ddress: ity: ipCode hone Number:	IEW 2.0 BROWSE - GOOOTCMS2TKT	
ustomer Representative	OMMAND ===>	SCROLL ===> PAGE
tame: CALL OVERVIEW Customer/Call Information Call Date/Time: 19:22:00/D6/24/2002 Name: Address: City: ElipCode Phone Number:	eeder: 6-7718-9820-0-F	
CALL OVERVIEW Customer/Call Information Call Date/Time: 19:22:00/D6/24/2002 Name: Address: City: ZipCode Phone Number:	ustomer Representative	
Customer/Call Information Call Date/Time: 19:22:00/D6/24/2002 Name: Address: City: ZipCode Phone Number:		
CALL OVERVIEW Customer/Call Information Call Date/Time: 19:22:00/D6/24/2002 Name: Address: City: City: ZipCode Phone Number:	amet	
Call Date/Time: 19:22:00/06/24/2002 Name: Address: City: ZipCode Phone Number:	ᅏᅼᄖᆂᇃᆍᆕᇊᆎᆒᆒᆑᆍᆖᇕᆆᆆᅸᆂᇺᄶᆂᆂᅆᆕᅕᅆᆕᅕᆂᆖᅕᇾᆆᆂᆂᅇᄷᅿᇔᅝᅆᅸᅸᅸᅸᅸᄷᄵᆗᆴᆂᆍᆕᄷᇾᆍᆂᇾ	슻슻븮듵긆깓组믱볞볋꽖펯챓릌믬삒갴슻끹큹닅믕쏚졍뮾끹퀑 ·
Customer/Call Information Call Date/Time: 19:22:00/06/24/2002 Name: Address: City: ZipCode Phone Number:	ALL OVERVIEW	
Name: Address: City: ZipCode Phone Number:	ustomer/Call Information	
Address City: ZipCode Phone Number:	all Date/Time: 19:22:00 06/24/2002	
City: ZipCode Phone Number:		
ZipCode Phone Number:		
Phone Number:		
Account Number		
	ccount Number:	
PPID:		
ITR: 22:15:00 06/24/2002 (N) Last Caliback;		

**Customer Trouble Reported** 

\_\_\_\_

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

A B

### Page: 1 Document Name: untitled

VIEW 2.0 BROWSE - GOOOTCMS2TKT	REC 3952482 PG 0000001.255 LOCK 00 COL 001 132						
COMMAND ===> (A)	SCROLL ===> PAGE						
Name:							
Address:							
City:							
ZipCode:							
Phone Number:							
Account Number							
PPID:							
ITR:							
Last Callback.							
Customer Trouble Reported No Current Customer remarks 							
					Device Stack		
					Meter: 5C85424		
TLN: 6-7618-4626-0							
LLN: 6-7618-7137-0							
OCR;							
Feeder: 6-7718-9820-0-F							
		<u></u>					

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

Po Po

VIEW 2.0 BROWSE - GOOOTCMS2TKT	
COMMAND ===>	SCROLL ===> PAGE
Customer Representative	
ID:	
Name:	
뀀빪껕눋놰쁥뵥큵횱끹뎈윧퀑宫르란ᅼ븀혘ж깯삒畐드束ᅼ岜ᆋᇹ껆껲륻즫킍;;;22222222 뀀빪껕눋놰쁥뵥큵횱끹뎈윧퀑宫르란ᅼ븀혘ж깯삒畐드束ᅼ岜ᆋᇹ껆껲륻즫킍;;22222	和学校的研究中心的研究。
	-
Customer/Call Information	
Call Date/Time: 19:25:00,06/24/2002	
Name:	
Address: City:	
ZipCode:	
Phone Number Account Number	
PPID:	
ITR: 21:45:00 06/24/2002 (N)	
Last Callback:	
Customer Trouble Reported	
No Current	

Date: 4/8/03 Time: 9:59:14 AM e

 $\sim$ 

Page: 1	Docum	ent Name:	untitled
---------	-------	-----------	----------

VIEW 2.0 BROWSE - GOOOTCMS2TKT	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** 

JD:

Name:

꺴놰쎫뷏륟눱껪쨆윭뮫먣붱퀑깱싾켞릌킋슭쉨닅믕教슻륟됕퇐드쎮뙽쏊윩쓕븮쎹횮섥얟뢍퇐줥긹숺픷漅Ҷ갼쭿뒥三틎疧곢녚팈귿꺍춬뫂흌搻救햳륟촆꺌쓝歹슝道봷윱셝슸꺰쁙닅名

**CALL OVERVIEW** 

**Customer/Call Information** 

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

)Name:

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

S Pr

VIEW 2.0 BROWSE - GOOOTCMS2TKT	REC 3952557 PG 0000001.255 LOCK 00 COL 001 132	
COMMAND ===> (A)	SCROLL ===> PAGE	
Address:		
City:		
ZipCode:		
Phone Number:		
Account Number		
PPID:		
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		

Date: 4/8/03 Time: 9:59:23 AM



VIEW 2.0 BROWSE - GOOOTCMS2TKT	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: 19:36:09 06/24/2002

Name:		
Address:		
City:		
ZipCode:		
Phone Nun	nber:	
Account N	umber:	
PPID:		
ITR:	21:45:00 06/24/2002	(N)
Last Callba	ack:	

**Customer Trouble Reported** 

**No Current** 

Date: 4/8/03 Time: 9:59:27 AM 1000 ر ح

a

Page:	1.0	ocum	ent N	ame:	untitled
-------	-----	------	-------	------	----------

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	
Device Stack Meter: 5C78657 TLN: 6-7618-6037-0 LLN: 6-7618-7137-0 OCR: Feeder: 6-7718-9820-0-F	
Meter; 5C78657 TLN: 6-7618-6037-0 LLN: 6-7618-7137-0 OCR: Feeder: 6-7718-9820-0-F	
TLN: 6-7618-6037-0 LLN: 6-7618-7137-0 OCR: Feeder: 6-7718-9820-0-F	
LLN: 6-7618-7137-0 OCR: Feeder: 6-7718-9820-0-F	
OCR: Feeder: 6-7718-9820-0-F	
Feeder: 6-7718-9820-0-F	
Customer Representative	
1D:	
Name:	
봒뫋숺컱탒탒봒ң쁵슻슻챴삔툐쁙끹寨쁥윢꽕궳뎍녇딭=끹끹끹끹끹끹끹끹끹끹끹끹끹끹끹끹끹끹끹끹끹끹끹끹끹끹끹끹끹끹끹끹끹끹끹끹	
CALL OVERVIEW	
Customer/Call Information	
Call Date/Time: 19:38:00-06/24/2002 Name: Address:	

Date: 4/8/03 Time: 9:59:32 AM

VIEW 2.0 BROWSE - GOOOTCMS2TKT	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	

Date: 4/8/03 Time: 9:59:37 AM

VIEW 2.0 BROWSE - GOOOTCMS2TKT	REC 3952657 PG 0000001.255 LOCK 00 COL 001 132 SCROLL ===> PAGE
ID:	
Name:	
<b>병박께 않은 모든 반발법 #원해 않 유는 모든 은 모</b> 든 중 및 가 한 반 방 방 방 방 등 은 명은 공 공 공 공 공 가 한 명 방 방 방 등 은 명은 공 공 공 공 공 공 가 한 명 방	####################################
CALL OVERVIEW	
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)	

**Customer Trouble Reported** 

**No Current** 

#### Date: 4/8/03 Time: 9:59:41 AM

 $\sim \rho$ 

COMMAND ===> 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	
1D: Name:	
	슻슻슻슻슻슻슻슻슻슻슻슻슻슻슻슻슻슻슻슻슻슻슻슻슻슻슻슻슻슻슻슻슻슻슻슻
Customer/Call Information	
Call Date/Time: 19:44:00/96/24/2002 Name: Address:	

.....

Date: 4/8/03 Time: 9:59:45 AM

VIEW 2.0 BROWSE - GQOOTCMS2TKT	REC 3952707 PG 0000001.255 LOCK 00 COL 001 132
COMMAN <u>D ===&gt; (A</u> )	SCROLL ===> PAGE
Sity:	
ZipCode: Phone Number:	
Account Number:	
PPID:	
TR: 21:45:00 06/24/2002 (N)	
Last Caliback:	
Customer Trouble Reported	
No Current	
Customer remarks	
VRU ENTRY CREATED AUTOMATICALLY ON CUST IN	QUIRY
Device Stack	
Meter: 5C62585	
FLN: 6-7618-5435-0	
LLN: 6-7618-7137-0	
OCR:	
Feeder: 6-7718-9820-0-F	
Customer Representative	

Course and the second second

### Date: 4/8/03 Time: 9:59:50 AM

VIEW 2.0 BROWSE - GOOOTCMS2TKT -----

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

ID:

Name:

꺡꺡꺡괰븮솒솒숺쎫닅끹끹븮븮셓뱮뭹뀰쿝큟솒낐냋뎶뮾끹릠弓솘폏쐚뽿쑫잳챆챓르罔뮫몀븮봥읭뫭뫪솒낐졲깯쏺첑챓ᇴ윩휶닼뎍빝븜븯빝쑴뽇삨펞휶办핅湥な않솭슸썦괰끹Ű

CALL OVERVIEW

**Customer/Call Information** 

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

 Name:

 Address:

 City:

 ZipCode:

 Phone Number:

 Account Number:

 PPID:

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

 Last Callback:

**Customer Trouble Reported** 

**No Current** 

**Customer remarks** 

Date: 4/8/03 Time: 9:59:55 AM

#### **Page: 1** Document Name: untitled

VIEW 2.0 BROWSE - GOOOTCMS2TKT	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**

1D:

Name:

#### CALL OVERVIEW

#### **Customer/Call Information**

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

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

5-5-5 G. 

VIEW 2.0 BROWSE COOOTCMS2TKT	REC 3952782 PG 0000001.255 LOCK 00 COL 001 132		
COMMAND TEES (A)	SCROLL ===> PAGE		
ZipCode:			
Phone Number:			
Account Numbe			
PPID:			
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

E B

VIEW 2.0 BROWSE - GOOOTCMS2TKT COMMAND ===> ID: Name:	
CALL OVERVIEW	;ઌઌઌૡૡૡૡૡૡૡૡૡૡૡૡૡૡૡૡૡૡૡૡૡૡૡૡૡૡૡૡૡૡૡૡૡૡ
Customer/Call Information	
Call Date/Time: 19:54:00706/24/2002 Name: Address:	
City: ZipCode: Phone Number:	
Account Numbe PPID: ITR: 23:00:00 06/24/2002 (N)	
Last Callback:	

**Customer Trouble Reported** 

No Current Customer checked breaker

**Customer remarks** 

Date: 4/8/03 Time: 10:00:08 AM

9 😤

VIEW 2.0 BROWSE - GOOOTCMS2TKT	REC 3952832 PG 000001.255 LOCK 00 COL 001 132 SCROLL ===> PAGE
No remarks.	
Device Stack	
Meter: 5C38969	
TLN: 6-7618-6530-0	
LLN: 6-7618-7137-0	н. Н
OCR:	
Feeder: 6-7718-9820-0-F	
Customer Representative	
ID:	
Name:	
뗭很亲亲能说说는데면변은은영관관관관관관관관문문문문문문자자자자 <sup>2</sup> 김김오리국문화문문자자자자리구	
CALL OVERVIEW	
Customer/Call Information	
Call Date/Time: 19:56:00,06/24/2002	
Name:	
Address:	
City:	

Date: 4/8/03 Time: 10:00:13 AM

VIEW 2.0 BROWSE - GOOOTCMS2TKT	
COMMAND ===>	SCROLL ===> PAGE
ZipCode;	
Phone Number:	
Account Number	
PPID:	
ITR: 21:45:00 06/24/2002 (N)	
Last Callback:	
Customer Trouble Reported	2
No Current	
Customer remarks	
VRU ENTRY CREATED AUTOMATICALLY ON CUST INQU	IRY
Device Stack	
Meter: 5C62373	
TLN: 6-7618-5435-0 LLN: 6-7618-7137-0	
Feeder: 6-7718-9820-0-F	
Customer Representative	

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

Q S.

COMMAND ===> PAGE ID: Name:	
Name:	
끹꺡슻슻끹랞 <i>슻슻슻슻슻슻슻슻슻슻슻슻슻슻슻슻슻슻슻슻</i> 슻슻갧놰쳈쎮믕슻깇긎껆뿂쐚쵔챓쓌챯뱮챓떙끹냬둌쑫닅휭큵횱핅껆퍆쇆촜챊껰쏺섉햳첲笫쨙챆챽숽쟭콭덛뀰됰宫꽐횊춪췽	
CALL OVERVIEW	
Customer/Call Information	
Call Date/Time: 19:57:00:06/24/2002	

	<u>vv</u> z
mber:	
lumber	
21:45:00 06/24/2002	(N)
ack	
	nber: lumber

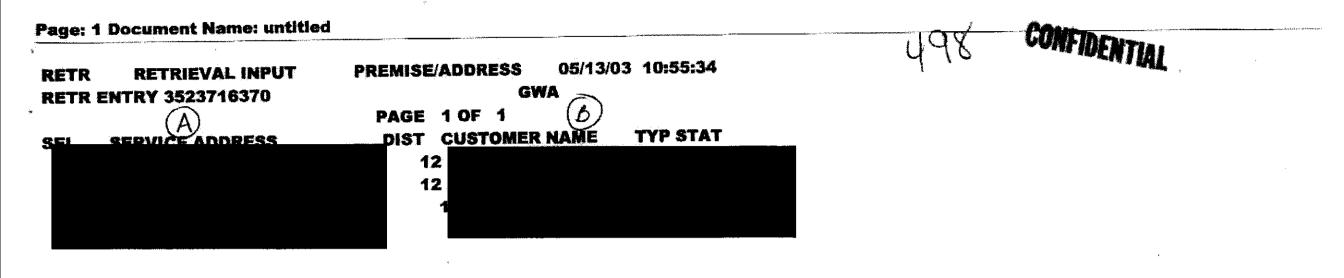
Customer	Trouble	Reported

**No Current** 

**Customer remarks** 

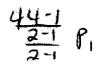
Date: 4/8/03 Time: 10:00:22 AM

10 R



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





.....

VIEW 2.0 BROWSE - G000TCMS2TKT	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: Trouble Coordinate:	
Customers Affected:	
Trouble Reported Summary	

1. <u>+</u>

.\*

Page: 1 Document Name: untitled

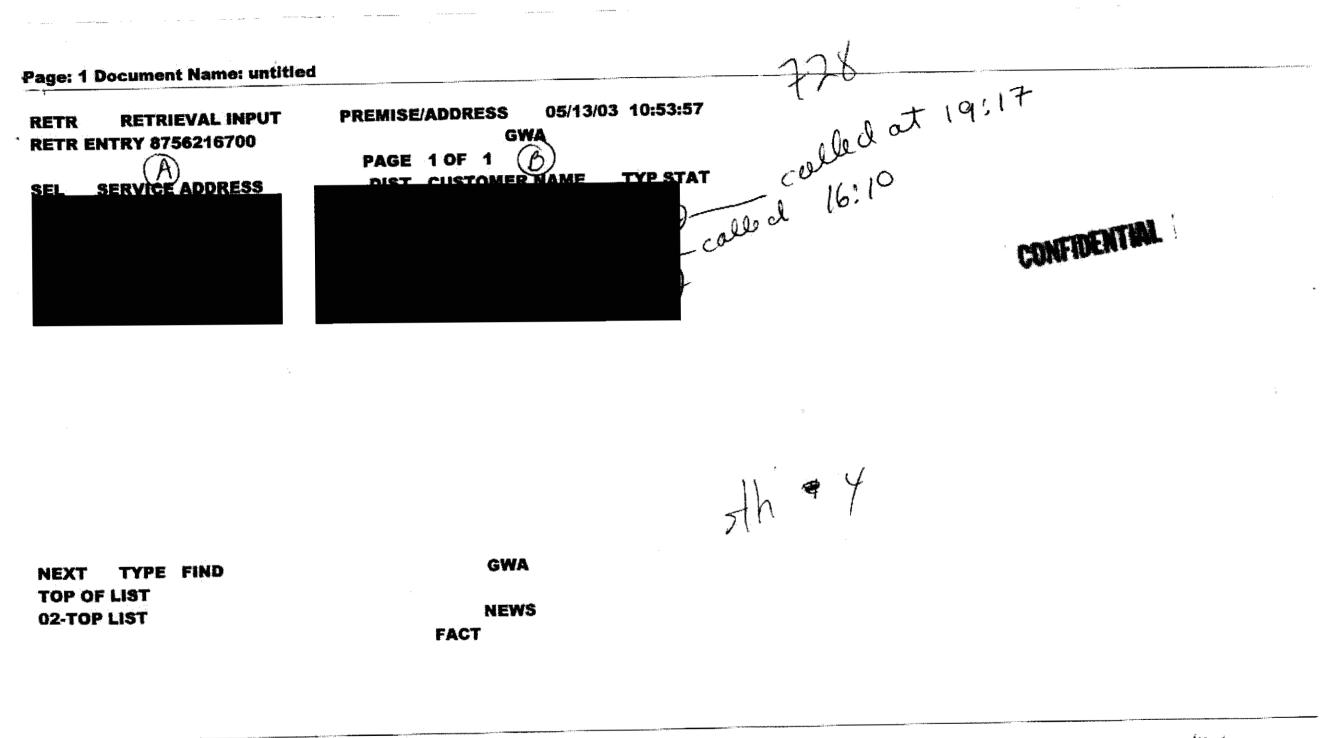
VIEW 2.0 BROWSE - G000TCMS2TKT ----- REC 2827101 PG 0000001.255 LOCK 00 COL 001 132 COMMAND ===> REC 2827101 PG 0000001.255 LOCK 00 COL 001 132 SCROLL ===> PAGE Completed By TWS by TWS0JYL at 13:27:00 07/25/2002

Follow-up Investigations:

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

CALL OVERVIEW

Customer/Call In	formation	$\widehat{\mathbf{A}}$	
Call Date/Time: Name: Address: City: ZipCode: Phone Number: Account Number: PPID:	11:36:21	06719/2002	
ITR: Last Callback:		06/19/2002 06/19/2002	(N)



Date: 5/13/03 Time: 10:54:07 AM

2-1 2-1 2-2 P1

#### Page: 1 Document Name: untitled

VIEW 2.0 BROWSE - G000TCMS2TKT ------ REC 0684055 PG 0000001.255 LOCK 00 COL 001 132 COMMAND ===> REC 0684055 PG 0000001.255 LOCK 00 COL 001 132

#### CALL OVERVIEW

Customer/Call Information A
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

Page: 1 Document Name: untitled

VIEW 2.0 BROWSE - G000TCMS2TKT ----- REC 0684080 PG 0000001.255 LOCK 00 COL 001 132 SCROLL ===> PAGE COMMAND ===> Device Stack \_\_\_\_\_ 5C89291 Meter: 8-7562-1670-0 TLN: 8-7562-0582-0 LLN: 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	REC 0684130	PG 0000001.255	LOCK 00 COL 001 132 SCROLL ===> PAGE
CALL OVERVIEW	:		
Customer/Call Information			
Call Date/Time 19.07.00 T(/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			

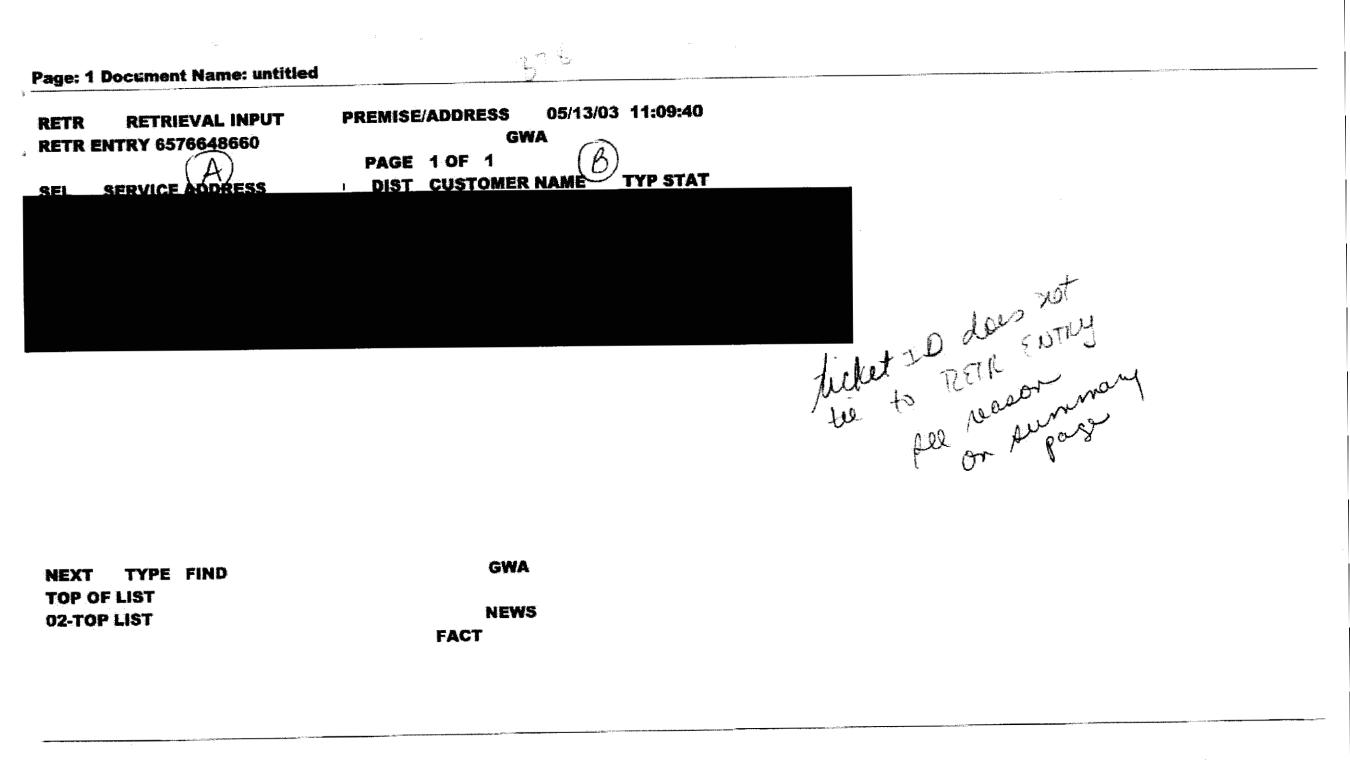
٠

•

Page:	1	Document	Name:	untitled
-------	---	----------	-------	----------

÷ 🖌

VIEW 2.0 BROWSE - G000TCMS2TKT ------ REC 0684155 PG 0000001.255 LOCK 00 COL 001 132 SCROLL ===> PAGE COMMAND ===> \_\_\_\_\_ 5E99164 Meter: 8-7562-1670-0 TLN: 8-7562-0582-0 LLN: OCR : Feeder: 8-7462-3241-1-F Customer Representative \_ \_ \_ \_ ID: Name: CALL OVERVIEW Customer/Call Information/ \_\_\_\_\_ Call Date/Time: 19:17:00 11784/2802 Name: Address: City: ZipCode: Phone Number: Account Number 2656618 PPID:



#### Page: 1 Document Name: untitled

----- REC 3412134 PG 0000001.255 LOCK 00 COL 001 132 VIEW 2.0 BROWSE - GOOOTCMS2TKT -----SCROLL ===> PAGE COMMAND ===> 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 RAVOFKL at 15:01:19 06/14/2002 Number Of Affected Customers 1 by DDAOFXT at 11:24:07 06/16/2002 Follow-up Investigations: , Engr . . UPR . . Claims . . CFR . TLM Error . CALL OVERVIEW Customer/Call Information Call Date/Time: 10:46:48 06/14/2002 Name: Address: City: ZipCode:

Phone Number:

#### Page: 1 Document Name:

#### 

the second comparison we can be as the

ᇹᆵᆮ슻쑫걓윩슻콽쿺륟슻콽슻썇궎츐녽쑫챵쑚혂썘윩첐슸끹븝퍌윩뇄뱮뿂윭믔뮾드즢쟀档깛왢츐큟탒슻놖쏚챓콎뀄핝씇놌ደビ봳윧랦냴똜뫲뫱쇟홂즼句옫귿븜릌툳콭륻혿븝걓쁙

#### CALL OVERVIEW

Customer/Call I	nformation
Call Date/ <u>Time:</u>	03:29:31 06/08/2002
Name:	
Address:	
City:	
ZipCode:	
Phone Number:	
Account Numb	en
PPID:	
ITR: 06:	30:00 06/08/2002 (N)
Last Caliback:	08:48:54 06/08/2002

**Customer Trouble Reported** 

No Current

**Customer remarks** 

No remarks.

Date: 7/18/03 Time: 1:31:39 PM

VIEW 2.0 BROWSE - GOOOTCMS2TKT	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:	
<b>ᇼ麻</b> ᄡᅊᆮᆮᆮ끹쏊ᇖᇿ볞ᇱᇌᇽᆮᆮᆮᆮᆮᆮᆮᆮᆮᆮᆮᇊᇧᇧᇭᇨᆮᇹᆮᆖᆮᆮᆮᅸᅸᆙᅆᄿᇔᄦᇔᆿᆖᇢᆕ	
CALL OVERVIEW	
Customer/Call Information	
Call Date/Time: 03:33:31 06/08/2002	
Name:	
Address:	
City:	
ZipCode:	
Phone Number:	

Date: 7/18/03 Time: 1:31:45 PM

VIEW 2.0 BROWSE - GOOOTCMS2TKT	
COMMAND ===> (A)	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: 5C82788	
TLN: 6-7740-5443-0	
LLN: 6-7740-1943-0	
OCR:	
Feeder: 6-7739-4615-0-F	
Customer Representative	
ID:	

### Date: 7/18/03 Time: 1:31:52 PM

#### **Page: 1 Document Name:**

## VIEW 2.0 BROWSE - G000TCMS2TKT -COMMAND ===>

### ------ REC 3532428 PG 0000001.255 LOCK 00 COL 001 132 SCROLL ===> PAGE

Name:

#### 

### CALL OVERVIEW

**Customer/Call Information** 

	$(\mathbf{A})$	
Call Date/Time:	: 03:35:22 06/08/20	02
Name:		
Address:		
City:		
ZipCode:		
Phone Number:		
Account Numb	2	
PPID:		
ITR: 06;	00:00 06/08/2002 (	(N)
Last Callback:		

**Customer Trouble Reported** 

No Current

**Customer remarks** 

VRU ENTRY CREATED AUTOMATICALLY ON CUST INQUIRY

#### Date: 7/18/03 Time: 1:32:00 PM

VIEW 2.0 BROWSE - GOOOTCMS2TKT		REC 3532453 PG 0000001.255 LOCK 00 COL 001 132		
COMM	AND ===>	SCROLL ===> PAGE		
Device	Stack			
TLN: LLN: OCR:	5C85955 6-7740-4043-0 6-7740-1943-0			
Custon	: 6-7739-4615-0-F ner Representative			
	verview			
Call Da Name: Addres City: ZlpCod				

Date: 7/18/03 Time: 1:32:06 PM

VIEW 2.0 BROWSE - GOOOTCMS2TKT	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 Caliback:			
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

· · · · · ·

E A

-			-		
	200 A.				<b>£</b>
_	-	1 S		<b>Document Name</b>	- E

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

Name:

**CALL OVERVIEW** 

**Customer/Call Information** 

Call Date/Time: 03:36:01 06/08/2002 Name: Address: City: ZipCode: Phone Number: Account Number: PPID: 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

# Page: 1 Document Name:

	2.0 BROWSE - GOOOTCMS2TKT	
Device	Stack	
Meter; TLN: LLN: OCR:	5C88824 6-7740-3733-0 6-7740-2033-0	
	7 6-7739-4615-0-F	
Custon	ner Representative	
·	vessessessessessessessessessessessessess	금 발생 수 수 수 수 수 수 수 수 수 수 수 수 수 수 수 수 수 수
Custon Call Da Name: Addres City: ZipCod	ner/Call Information A ite/Time:_03:36:32 06/08/2002	

Date: 7/18/03 Time: 1:32:24 PM

20**000000000000000**0000

alaal oo daar oo daaraa to torroo <del>oo oo oo</del>

REC 3532553 PG 0000001.255 LOCK 00 COL 001 132
SCROLL ===> PAGE
•
-
A

ignore in an in the second sec

### Page: 1 Document Name:

VIEW 2.0 BROWSE - G000TCMS2TKT	
	뙒첐政반반갔낹뻝派派和민교로프로프로프로프로프로프로프로프로프
Customer/Call Information A Call Date/Time: 03:36:23 06/08/2002 Name: Address: City: ZipCode: Phone Number: Account Numbe PPID: ITR: 06:30:00 06/08/2002 (N) Last Callback:	N manual data and a second data and a s
Customer Trouble Reported	
No Current Customer checked breaker	

**Customer remarks** 

Date: 7/18/03 Time: 1:32:38 PM

VIEW 2.0 BROWSE - G000TCMS2TKT COMMAND ===>	
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

910

VIEW 2.0 BROWSE - GOOOTCMS2TKT	REC 3532703 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===>	SCROLL ===> PAGE
PPID:	
ITR: 05:30:00 06/08/2002 (N)	
Last Callback:	
Customer Trouble Reported	
No Current	
Customer remarks	
VRU ENTRY CREATED AUTOMATICALLY ON CUST INQU	
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

210

#### Page: 1 Document Name:

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

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

こここで淡淡水白전성진機水水水水水水水水水水水水水石

#### CALL OVERVIEW

Customer/Call Information
Call Date/Time: 16:51:46 06/15/2002
Name:
Address:
City:
ZipCode:
Phone Number:
Account Number
PPID:
ITR:
Last Caliback:
<b>Customer Trouble Reported</b>
Wire Down on Ground

No Loss of Service

See Remarks

Date: 7/18/03 Time: 1:29:54 PM

Pf

٠

VIEW 2.0 BROWSE - GODOTCMS2TKT	REC 3026617 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> (A)	SCROLL ===> PAGE
Address:	
City:	
ZipCode:	
Phone Number:	
Account Number	~
PPID;	
ITR:	
Last Caliback:	
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

pos

VIEW 2.0 BROWSE - GOODTCMS2TKT REC 3026617 PG 0000001.255 LOCK 00 COL 00*			
COMMAND == > (R)	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	,		
Device Stack			
Meter:			
TLN:			
LLN:			
OCR:			
Feeder			

· · · · · · · · · ·

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

ps

. ,

### VIEW 2.0 BROWSE - GOOOTCMS2TKT -COMMAND ===>

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

#### **Customer Representative**

ID:

Name:

#### CALL OVERVIEW

Customer/Call Information A Call Date/Time: 16:50:40 06/15/2002 Name: Address: City: ZipCode: Phone Number: Account Number PPID: ITR: 19:45:00 06/15/2002 (N) Last Callback:

**Customer Trouble Reported** 

**No Current** 

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

10-20

### Page: 1 Document Name:

21

VIEW 2.0 BROWSE - GOOOTCMS2TKT	REC 3026667 PG 000001.255 LOCK 00 COL 001 132
COMMAND ===>	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	

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

ele

×

/IEW 2.0 BROWSE - GOOTCMS2TKT REC 3026692 PG 0000001.255 LOCK 00 COL 001 132		
COMMAND ===> (A)	SCROLL ===> PAGE	
Address:		
City:		
ZipCode:		
Phone Number: Account Numbe		
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	·w	
Meter: 5C36937		
TLN: 8-6577-3818-0		
LLN: 8-6577-3063-0 N		
OCR:		
Feeder: 8-6478-5812-6-F		

#### **Page: 1 Document Name:**

## VIEW 2.0 BROWSE - G000TCMS2TKT -

COMMAND ===>

REC 3026717 PG 0000001.255 LOCK 00 COL 001 132 SCROLL ===> PAGE

**Customer Representative** 

ID:

Name:

#### 

**CALL OVERVIEW** 

Custome	r/Call Information
Call Date	Time: 16:53:22 06/15/2002
Name:	
Address:	
City:	
ZipCode:	
Phone Nu	imber:
Account	Numbe
PPID:	
ITR:	19:15:00 06/15/2002 (N)
Last Call	back:

**Customer Trouble Reported** 

**No Current** 

Date: 7/18/03 Time: 1:30:21 PM

eff.

VIEW 2.0 BROWSE - GOOOTCMS2TKT	REC 0761087 PG 0000001.255 LOCK 00 COL 001 132		
COMMAND ===>	SCROLL ===> PAGE		
Customer/Call Information			
(A)			
Call Date <mark>/Time: 17:58:00 07/16/2002</mark>			
Name:			
Address:			
City:			
ZipCode:			
Phone Number:			
Account Number:			
PPID: 21:00:00 07/16/2002 (N)			
TR: 21:00:00 07/16/2002 (N) Last Callback:			
Customer Trouble Reported			
No Current			
Loud Bang			
	-		
Customer remarks			
N-DOG			
Device Stack			
Neter: 5C89321			

.....

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

### Page: 1 Document Name:

VIEW 2.0 BROWSE - GOOOTCMS2TKT	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	н
 ID:	n de la construcción de la constru La construcción de la construcción d
Name:	
Call Date/Time: 18:16:00 07/16/2002 Name: Address:	
Address:   City:   ZipCode:   Phone Number:   Account Number   PPID:   ITR:   21:15:00 07/16/2002 (N)   Last Callback:	

Date: 7/18/03 Time: 1:38:48 PM

5

#### 

**Customer/Call Information** A Call Date/Time: 18:14:00 07/16/2002 Name: Address: City: ZipCode: Phone Nu Account Numbe PPID: TR: 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

Date: 7/18/03 Time: 1:38:57 PM

60

### Page: 1 Document Name:

VIEW 2.0 BROWSE - GOOOTCMS2TKT	
COMMAND ===>	SCROLL ===> PAGE
TLN: 5-5709-1828-0	
LLN: 5-5408-1829-0	
OCR:	
Feeder: 5-5306-6746-4-F	
Customer Representative	
ID:	
Name:	
Customer/Call Information	
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)	

Date: 7/18/03 Time: 1:39:01 PM

 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

 Support Code by MDTSERVER at 08:51:00 09/15/2002
 Completed By TLS by TLSOLUA at 09:00:00 09/15/2002

 Completed With Truck 1034 by TLSOLUA 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 Nur	nbera	

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

:1. 4

EW 2.0 BROWSE - GOOOTCMS2TKT REC 0260273 PG 0000001.255 LOCK 00 COL 00	
COMMAND ===> (A) SCROLL ===> PAGE	
ccount Number:	
PPID:	
TR: 11:00:00 09/15/2002 (N)	
Last Callback:	
Customer Trouble Reported	
No Current	
Customer checked breaker	
Customer remarks	
N-DOG	
Device Stack	
Neter: 5C15116 FLN: 3-6346-2211-0	
LN: 3-6346-6304-0	
DCR:	
Feeder: 3-6144-5430-0-F	
Customer Representative	
ID:	

R

VIEW 2.0 BROWSE - GOOOTCMS2TKT	REC 0260298 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===>	SCROLL ===> PAGE
Name:	

ᆕ佩փ밖글변으로들먹들글말했않해생선수밖밖밖밖밖밖밖밖밖같겠었는데걸걸럼드걸려드릴려도 알려온 방송방송방송자 가지지지 않지고 추구자의 또는 드로드로드로드로드

CALL OVERVIEW

Custome	r/Call Information
Call Date	Time: 08:02:00 09/15/2002
Name:	
Address:	
City:	
ZipCode:	
Phone Nu	mber:
Account	Number
PPID:	
ITR:	11:00:00 09/15/2002 (N)
Last Call	back:
Custome	r Trouble Reported
No Curre	nt

**Customer remarks** 

**NEIGHBORS ALSO OUT OF SERVICE** 

Date: 4/15/03 Time: 8:36:08 AM

PZ

	REC 0260323 PG 0000001.255 LOCK 00 COL 001 132 SCROLL ===> PAGE
COMMAND ===>	SCRULL ===> FAGE
Device Stack	
Meter: 5C73834	
TLN: 3-6346-5111-0	
LLN: 3-6346-6304-0	
OCR:	
Feeder: 3-6144-5430-0-F	
Customer Representative	
1D:	
Name:	
***************************************	
CALL OVERVIEW	
Customer/Call Information	
Call Date/Time: 08:07:00 09/15/2002	
Call Date/Time: 08:07:00 09/15/2002 3	
Address:	
City:	
ZipCode:	
Phone Number:	

Date: 4/15/03 Time: 8:36:13 AM

R

W 2.0 BROWSE - GOQQTCMS2TKT REC 0260348 PG 0000001.255 LOCK 00 COL 001 132		
COMMAND ===>A		
ty		

#### Date: 4/15/03 Time: 8:36:18 AM

Po

COMMAND ===> CALL OVERVIEW Customer/Call Information	SCROLL ===> PAGE
CALL OVERVIEW Customer/Call Information	
Customer/Call Information	
(A)	
Call Date/Time: 08:11:00 09/15/2002 ()	
Name:	
Address:	
City;	
ZipCode: Phone Number:	
Account Numbe	
PPID:	
TR: 10:30:00 09/15/2002 (N)	
Last Callback:	
Customer Trouble Reported	
lo Current	
Customer remarks	
I-DOG	

**1**∕

. \*

VIEW 2.0 BROWSE - GOOOTCMS2TKT	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		
DCR:		
Feeder: 3-6144-5430-0-F		
Customer Representative		
ID:		
Name:		
CALL OVERVIEW		
Customer/Call Information		
(A)		
Call Date/Time: 08:24:00.09/15/2002		
Name:		
Address;		
City:		
ZipCode:		
Phone Number:		
Account Number		

.....

Date: 4/15/03 Time: 8:36:27 AM

°¥ ∏

VIEW 2.0 BROWSE - G000TCMS2TKT       REC 0260423 PG 0000001.255 LOCK 00 COL 001 132         COMMAND ===>       SCROLL ===> PAGE         PPID:       11:15:00 09/15/2002 (N)         Last Callback:       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:		

**Date: 4/15/03 Time: 8:36:32 AM** 

VIEW 2.0 BROWSE - GOOOTCMS2TKT		
CALL OVERVIEW		
Customer/Call Information Call Date/Time: 08:28:00 09/15/2002 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

Date: 4/15/03 Time: 8:36:37 AM

P13

, ~ 1

VIEW 2.0 BROWSE - GOOOTCMS2TKT	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	
(A)	
Call Date/Time: 08:30:00 09/15/2002	
Name:	
Address:	
City:	
ZipCode:	
Phone Number:	
Account Number	

VIEW 2.0 BROWSE - GOOOTGMS2TKT	2.0 BROWSE - G000TGMS2TKT		
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			
Name:			

Date: 4/15/03 Time: 8:36:48 AM

PIC

Page: 1 Docur	nent Name:	untitled
---------------	------------	----------

 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 Numbe PPID: ITR;

Last Callbach.

**Customer Trouble Reported** 

**No Current** 

**Customer remarks** 

VRU ENTRY CREATED AUTOMATICALLY ON CUST INQUIRY

**Device Stack** 

Date: 4/15/03 Time: 8:36:53 AM

 $\overline{\mathbf{a}}$ 

VIEW 2.0 BROWSE - GOOOTCMS2TKT	REC 0260548 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===>	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/Cail Information	
Call Date/Time: 08:38:00 09/15/2002	
Address:	
City:	
ZipCode:	
Phone Number:	
Account Number	
PPID:	

219

### VIEW 2.0 BROWSE - GOOOTCMS2TKT ----COMMAND ===> CALL OVERVIEW

### Customer/Call Information A Call Date/Time: 08:41:00 09/15/2002 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

219

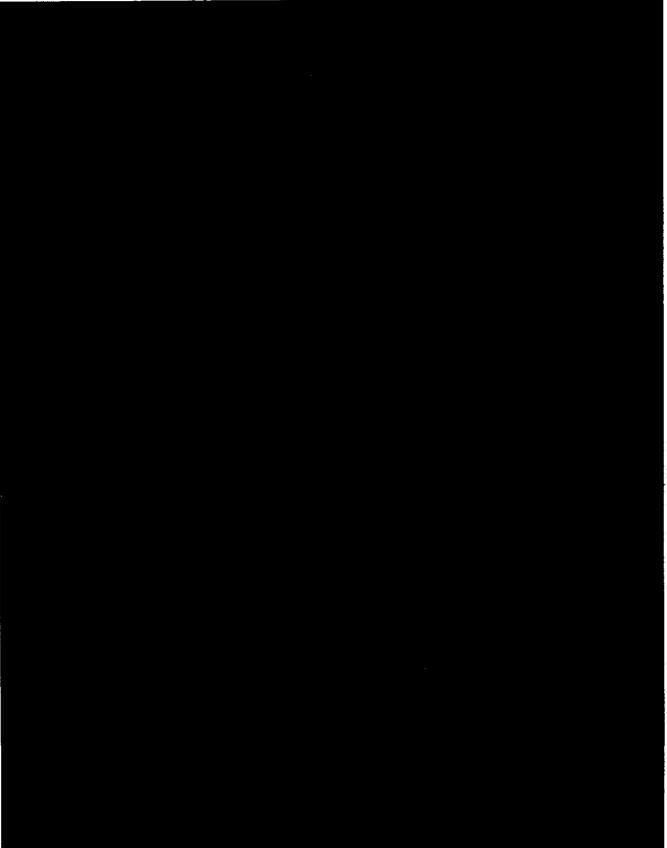
- REC 0260598 PG 0000001.255 LOCK 00 COL 001 132

SCROLL ===> PAGE

FFL Test Reliability Indices AUS: #03-002-4-1 TYE: 12/31/02 Undocksted Time Delag. 09-02/2003 11:31 FAX 305 552 2834 REGULATORY AFFAIRS 003 86/29/2003 16:21 3054705586 FPSC MIAMI PAGE 02 FLORIDA PUBLIC SERVICE COMMISSION AUDIT DOCUMENT/RECORD REQUEST NOTICE OF INTENT TO UTILITY: FROM: GEDITOR PREPARIN 31.63 REQUEST NUMBER: 79 07 DATE OF REQUEST: Lodey AUDIT PURPOSE: PLUOTH REQUEST THE FOLLOWING ITEM(S) BE PROVIDED BY: q TURTET REFERENCE RULE 25-22.006, F.A.C., THIS REQUEST IS MADE: J INCIDENT TO AN INQUIRY LOUTSIDE OF AN INQUIRY ITEM DESCRIPTION: icke 200 the show following 02 A active the ooker her (1)e Ware ouse-System stomer *Hne* da 01 - 19 9.2 10 DATE: 9/2/03 Kathy Welch ALLOLT MANAGER TQ: THE REQUESTED RECORD OR DOCUMENTATION: (1) X HAS BEEN PROVIDED TODAY (provided in meeting on 1/2/0%) (2) CANNOT BE PROVIDED BY THE REQUESTED DATE BUT WILL BE MADE AVAILABLE BY (3) AND IN MY OPINION, ITEM(S) 34\_183, 36,081, OR 357,108, F.S. TO HAUMIAN CONTINUED CONFIDENTIAL MAD ING OF THIS MEDRIAL, THE UTILITY OR GHER PERSON MIST, WITHIN 21 DAYS AFTER THE ALOTT EXTL CONFERENCE, FILE A RELIEST FOR CONFIDENTIAL, CLASSIFICATION WITH THE DIVISION OF RECORDS AND REPORTING. REFER TO PULLE 25-22,006, F.A.C. (4) THE ITEM WILL NOT BE PROVIDED. (SEE ATTACHED MEHORIANDUM 4. Remulatory Analyst TRIBUTION: ite: Utility Complete and Return to Aud tor Pink: Audit File Copy Camery: Utility Retain PSC/AFA-6 (Rev. 2/95) NCSA FORMA, INC. . (1997) Alas 2026 - FAX (1997) 6591-9 11 1 1 1 1

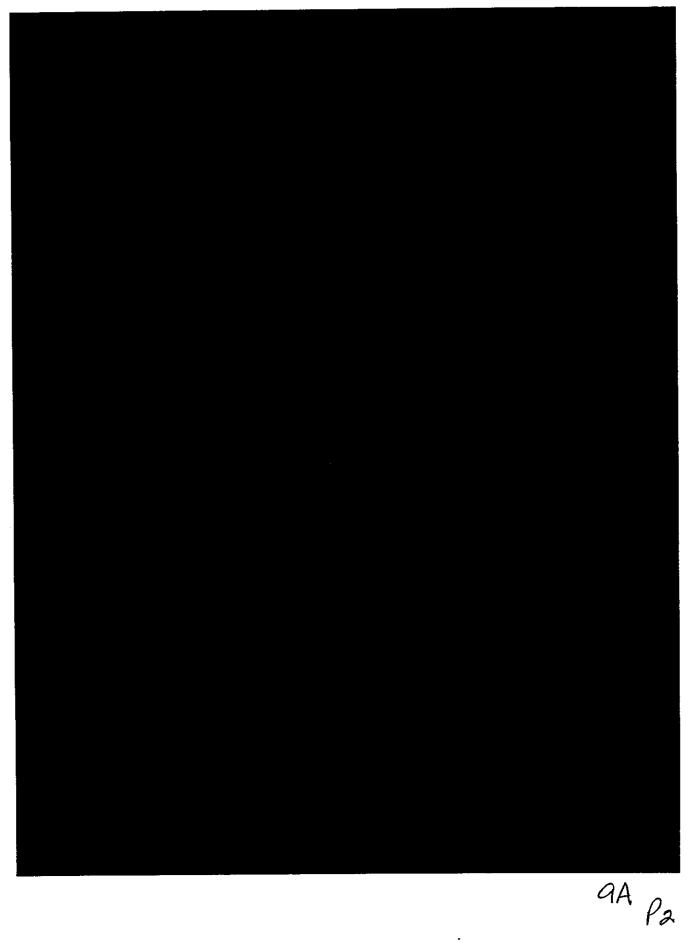
-	*		
	FPL. Test Reliability Indices 		992297) Yuun kakaman ana amarana amarana amarana ayayya ana kasa ata ata ata ata ata ata ata ata ata
	TYE: 12/31/02 		n y - a y - a y - a y - a y - a y - a y - a y - a y - a y - a y - a y - a y - a y - a y - a y - a y - a y - a y
09/02/2003 11:31 FAX 305 352 1 08/29/2003 16:21 335478	2534 REGULATORY AFFA		2002 FAGE 83
TO: UTILITY: Bob Valde	LORIDA PUBLIC SERVICE AUDIT DOCUMENT/RECORD NOTICE OF INTE	DREQUEST	r
	1) MANAGERI 12 Di Littur TRICICIA	DATE OF REQUEST:	EPARLING REQUEST
	ING ITEY(S) BE PROVIDED BY	9/	103
	22.006, F.A.C., THIS REQUE	ST IS MADE: II INCID	ENT TO AN INQUIRY DE OF AN INQUIRY
Ticket # 1398	dated 7/17/02	- The bickup	Ex this
1) ricket showed	cystomer		
as being ivacti		Harketing 1	ata
active.	m shows this	CUSTOMES 7 AS	being
	ann a channann a an a		an a
	an an an an an ann an ann an ann ann an		
an dh' a tha ann an an an ann ann ann ann ann ann			
and a second strategy of the second strategy and the second second strategy and the second second second second			
	"		na na mana na mina na mana na m Na mana na mina na mana n
	,		арарарана и ули са со
TO: ANDIT MANAGER Kathy	Welch		7/ 3/03
THE REQUESTED RECORD OR DOCUMENTAL	ITION:		2/3/03
(1) THE REQUESTED RECORD OR DOCUMENTAL	ision: w (provided in meeting	on 1/2/(3)	2/3/03
(1) HAS BEEN PROVIDED TODA	TION: W (provided in meeting THE REQUESTED DATE BUT WILL BE M	on 9/2/03) Ade available by	
(1) HAS BEEN PROVIDED TODA	TION: W (provided in meeting THE REQUESTED DATE BUT WILL BE M	on 9/2/03) Ade available by	
<ul> <li>(1) → HAS BEEN PROVIDED TODA</li> <li>(2) □ CANNOT BE PROVIDED BY</li> <li>(3) □ AND IN MY OPINION, ITEMS: 364,053, 365,053, 07,357,15 MAST, WITHIN 21 DAYS AFTER RECORDS AND REPORTING.</li> </ul>	ITION: IV (provided in meeting THE REQUESTED DATE BUT WILL BE M S) IS(ARE) PROPRIETARY S, F.S. TO MUNICAL PROPRIETARY THE ADDIT DOT CONFIDENCE. FILE A REDU REFER TO RULE 25-22.006. F.A.C	On 9/2/23) ADE AVAILABLE BY AND CONFIDENTIAL HUSINESS II TA HANDLING OF THIS MATERIAL EST MOR CONFIDENTIAL CLASSIFIC	
<ul> <li>(1) → HAS BEEN PROVIDED TODA</li> <li>(2) □ CANNOT BE PROVIDED BY</li> <li>(3) □ AND IN MY OPINION, ITEMS: 364,083, 365,083, OR 367,15 MAST, WITHEN 21 DAYS AFTER RECORDS AND REPORTING.</li> </ul>	TION: W (provided in meeting THE REQUESTED DATE BUT WILL BE M	On 9/2/(3) ADE AVAILABLE BY AND CONFIDENTIAL INSINESS IJ IN HANDLING OF THIS MATERIAL EST FOR CONFIDENTIAL CLASSIFIC (H)	s .
<ul> <li>(1) → HAS BEEN PROVIDED TODA</li> <li>(2) □ CANNOT BE PROVIDED BY</li> <li>(3) □ AND IN MY OPINION, ITEMS: 364,083, 365,083, OR 367,15 MAST, WITHEN 21 DAYS AFTER RECORDS AND REPORTING.</li> </ul>	TION: NY (provided in meeting THE REQUESTED DATE BUT WILL BE MU S) ISCARE) PROPRIETARY SE F.S. TO HUMAN ONTOLED CONFIDENT THE ADIT BOT CONFIDENCE. FILE A RECU REFER TO RULE 25-22.006. F.A.C PROVIDED, (SEE ATTACHED MEMORAND	On 9/2/(3) ADE AVAILABLE BY AND CONFIDENTIAL INSINESS IJ IN HANDLING OF THIS MATERIAL EST FOR CONFIDENTIAL CLASSIFIC (H)	FORMATION AS DEFINED IN HE LITILITY OR OTHER PERSON KTION WITH THE DIVISION OF
THE REQUESTED RECORD OR DOCUMENTAL (1) HAS BEEN PROVIDED TODA (2) CANNOT BE PROVIDED BY (3) AND IN MY OPINION, ITEM( 34, JB3, 365,053, OR 357, IS MAST, WITHIN 21 DAYS AFTER RECORDS AND REPORTING. (4) THE ITEM WILL NOT BE P	ITION: NY (provided in meeting) THE REQUESTED DATE BUT WILL BE M S) IS(ARE) PROPRIETARY S, F.S. TO HADMAN CONTINUED CONTINUED THE ADDITECT CONFIDENCE. FILE A REQU REFER TO RULE 25-22.006. F.A.C PROVIDED, (SEE ATTACHED MENDAMING	On 9/2/(3) ADE AVAILABLE BY AND CONFIDENTIAL INSINESS IJ IN HANDLING OF THIS MATERIAL EST FOR CONFIDENTIAL CLASSIFIC (H)	FORMATION AS DEFINED IN HE LITILITY OR OTHER PERSON KTION WITH THE DIVISION OF
<ul> <li>(1) → HAS BEEN PROVIDED TODA</li> <li>(2) □ CANNOT BE PROVIDED TODA</li> <li>(3) □ AND IN MY OPINION. ITEMS</li> <li>(4) □ THE ITEM WILL NOT BE P</li> </ul>	ITION: NY (provided in meeting) THE REQUESTED DATE BUT WILL BE M S) IS(ARE) PROPRIETARY S, F.S. TO HADMAN CONTINUED CONTINUED THE ADDITECT CONFIDENCE. FILE A REQU REFER TO RULE 25-22.006. F.A.C PROVIDED, (SEE ATTACHED MENDAMING	On 9/2/(3) ADE AVAILABLE BY AND CONFIDENTIAL INSINESS IJ IN HANDLING OF THIS MATERIAL EST FOR CONFIDENTIAL CLASSIFIC (H)	FORMATION AS DEFINED IN HE UTILITY OR OTHER PERSON ATION WITH THE DIVISION OF
THE REQUESTED RECORD OR DOCUMENTAL (1) HAS BEEN PROVIDED TODA (2) CANNOT BE PROVIDED BY (3) AND IN MY OPINION, ITEM( 34, JB3, 365,053, OR 357, IS MAST, WITHIN 21 DAYS AFTER RECORDS AND REPORTING. (4) THE ITEM WILL NOT BE P	ITION: NY (provided in meeting) THE REQUESTED DATE BUT WILL BE M S) IS(ARE) PROPRIETARY S, F.S. TO HADMAN CONTINUED CONTINUED THE ADDITECT CONFIDENCE. FILE A REQU REFER TO RULE 25-22.006. F.A.C PROVIDED, (SEE ATTACHED MENDAMING	On 9/2/(3) ADE AVAILABLE BY AND CONFIDENTIAL INSINESS IJ IN HANDLING OF THIS MATERIAL EST FOR CONFIDENTIAL CLASSIFIC (H)	PERMATION AS DEFINED IN WE UTILITY OR OTHER PERSON THUM WITH THE DIVISION OF Regulation, Analys, SPORDENT, PSC/AFA-6 (Ray. 2/95)
THE REQUESTED RECORD OR DOCUMENTAL (1) HAS BEEN PROVIDED TODA (2) CANNOT BE PROVIDED BY (3) AND IN MY OPINION, ITEM( 34, JB3, 365,053, OR 357, IS MAST, WITHIN 21 DAYS AFTER RECORDS AND REPORTING. (4) THE ITEM WILL NOT BE P	ITION: NY (provided in meeting) THE REQUESTED DATE BUT WILL BE M S) IS(ARE) PROPRIETARY S, F.S. TO HADMAN CONTINUED CONTINUED THE ADDITECT CONFIDENCE. FILE A REQU REFER TO RULE 25-22.006. F.A.C PROVIDED, (SEE ATTACHED MENDAMING	On 9/2/(3) ADE AVAILABLE BY AND CONFIDENTIAL INSINESS IJ IN HANDLING OF THIS MATERIAL EST FOR CONFIDENTIAL CLASSIFIC (H)	Regulation as DEFINED IN WE UTILITY OR OTHER FORSON OTION WITH THE DIVISION OF Regulation, Analys, SPORGENT,
THE REQUESTED RECORD OR DOCUMENTAL (1) HAS BEEN PROVIDED TODA (2) CANNOT BE PROVIDED BY (3) AND IN MY OPINION, ITEM( 34, JB3, 365,053, OR 357, IS MAST, WITHIN 21 DAYS AFTER RECORDS AND REPORTING. (4) THE ITEM WILL NOT BE P	ITION: NY (provided in meeting) THE REQUESTED DATE BUT WILL BE M S) IS(ARE) PROPRIETARY S, F.S. TO HADMAN CONTINUED CONTINUED THE ADDITECT CONFIDENCE. FILE A REQU REFER TO RULE 25-22.006. F.A.C PROVIDED, (SEE ATTACHED MENDAMING	On 9/2/(3) ADE AVAILABLE BY AND CONFIDENTIAL INSINESS IJ IN HANDLING OF THIS MATERIAL EST FOR CONFIDENTIAL CLASSIFIC (H)	PERMATION AS DEFINED IN WE UTILITY OR OTHER FORSON THUM WITH THE DIVISION OF Regulation, Analys, SPOROENT,
THE REQUESTED RECORD OR DOCUMENTAL (1) HAS BEEN PROVIDED TODA (2) CANNOT BE PROVIDED BY (3) AND IN MY OPINION, ITEM( 34, JB3, 365,053, OR 357, IS MAST, WITHIN 21 DAYS AFTER RECORDS AND REPORTING. (4) THE ITEM WILL NOT BE P	ITION: NY (provided in meeting) THE REQUESTED DATE BUT WILL BE M S) IS(ARE) PROPRIETARY S, F.S. TO HADMAN CONTINUED CONTINUED THE ADDITECT CONFIDENCE. FILE A REQU REFER TO RULE 25-22.006. F.A.C PROVIDED, (SEE ATTACHED MENDAMING	On 9/2/(3) ADE AVAILABLE BY AND CONFIDENTIAL INSINESS IJ IN HANDLING OF THIS MATERIAL EST FOR CONFIDENTIAL CLASSIFIC (H)	PURMATION AS DEFINED IN WE UTILITY OR OTHER FERSON THUM WITH THE DIVISION OF Regulation, Analys; SPOROENT; PSC/AFA-6 (Ray, 2/95)
THE REQUESTED RECORD OR DOCUMENTAL (1) HAS BEEN PROVIDED TODA (2) CANNOT BE PROVIDED BY (3) AND IN MY OPINION, ITEM( 34, JB3, 365,053, OR 357, IS MAST, WITHIN 21 DAYS AFTER RECORDS AND REPORTING. (4) THE ITEM WILL NOT BE P	ITION: NY (provided in meeting) THE REQUESTED DATE BUT WILL BE M S) IS(ARE) PROPRIETARY S, F.S. TO HADMAN CONTINUED CONTINUED THE ADDITECT CONFIDENCE. FILE A REQU REFER TO RULE 25-22.006. F.A.C PROVIDED, (SEE ATTACHED MENDAMING	On 9/2/(3) ADE AVAILABLE BY AND CONFIDENTIAL INSINESS IJ IN HANDLING OF THIS MATERIAL EST FOR CONFIDENTIAL CLASSIFIC (H)	PURMATION AS DEFINED IN WE UTILITY OR OTHER FERSON THUM WITH THE DIVISION OF Regulation, Analys; SPOROENT; PSC/AFA-6 (Ray, 2/95)
THE REQUESTED RECORD OR DOCUMENTAL (1) AND HAS BEEN PROVIDED TODA (2) CANNOT BE PROVIDED BY (3) AND IN MY OPINION, ITEM (3) AND IN MY OPINION, ITEM (3) AND IN MY OPINION, ITEM (3) AND IN MY OPINION, ITEM (4) THE ITEM WILL NOT BE P THE ITEM WILL NOT BE P	ITION: NY (provided in meeting) THE REQUESTED DATE BUT WILL BE M S) IS(ARE) PROPRIETARY S, F.S. TO HADMAN CONTINUED CONTINUED THE ADDITECT CONFIDENCE. FILE A REQU REFER TO RULE 25-22.006. F.A.C PROVIDED, (SEE ATTACHED MENDAMING	On 9/2/(3) ADE AVAILABLE BY AND CONFIDENTIAL INSINESS IJ IN HANDLING OF THIS MATERIAL EST FOR CONFIDENTIAL CLASSIFIC (H)	PERMATION AS DEFINED IN WE UTILITY OR OTHER FORSON THUM WITH THE DIVISION OF Regulation, Analys, SPOROENT,
THE REQUESTED RECORD OR DOCUMENTAL (1) AND HAS BEEN PROVIDED TODA (2) CANNOT BE PROVIDED BY (3) AND IN MY OPINION, ITEM (3) AND IN MY OPINION, ITEM (3) AND IN MY OPINION, ITEM (3) AND IN MY OPINION, ITEM (4) THE ITEM WILL NOT BE P THE ITEM WILL NOT BE P	ITION: NY (provided in meeting) THE REQUESTED DATE BUT WILL BE M S) IS(ARE) PROPRIETARY S, F.S. TO HADMAN CONTINUED CONTINUED THE ADDITECT CONFIDENCE. FILE A REQU REFER TO RULE 25-22.006. F.A.C PROVIDED, (SEE ATTACHED MENDAMING	On 9/2/(3) ADE AVAILABLE BY AND CONFIDENTIAL INSINESS IJ IN HANDLING OF THIS MATERIAL EST FOR CONFIDENTIAL CLASSIFIC (H)	PURMATION AS DEFINED IN WE UTILITY OR OTHER PORSON THUM WITH THE DIVISION OF Regulation, Analys, SPORDENT, PSC/AFA-6 (Ray. 2/95)
THE REQUESTED RECORD OR DOCUMENTAL (1) HAS BEEN PROVIDED TODA (2) CANNOT BE PROVIDED BY (3) AND IN MY OPINION, ITEM (3) AND IN MY OPINION, ITEM (3) AND IN MY OPINION, ITEM (3) AND IN MY OPINION, ITEM (4) THE ITEM WILL NOT BE P THE ITEM WILL NOT BE P	ITION: NY (provided in meeting) THE REQUESTED DATE BUT WILL BE M S) IS(ARE) PROPRIETARY S, F.S. TO HADMAN CONTINUED CONTINUED THE ADDITECT CONFIDENCE. FILE A REQU REFER TO RULE 25-22.006. F.A.C PROVIDED, (SEE ATTACHED MENDAMING	On 9/2/(3) ADE AVAILABLE BY AND CONFIDENTIAL INSINESS IJ IN HANDLING OF THIS MATERIAL EST FOR CONFIDENTIAL CLASSIFIC (H)	PERMATION AS DEFINED IN WE UTILITY OR OTHER FORSON THUM WITH THE DIVISION OF Regulation, Analys, SPOROENT,
THE REQUESTED RECORD OR DOCUMENTAL (1) HAS BEEN PROVIDED TODA (2) CANNOT BE PROVIDED BY (3) AND IN MY OPINION, ITEM (3) AND IN MY OPINION, ITEM (3) AND IN MY OPINION, ITEM (3) AND IN MY OPINION, ITEM (4) THE ITEM WILL NOT BE P THE ITEM WILL NOT BE P	ITION: NY (provided in meeting) THE REQUESTED DATE BUT WILL BE M S) IS(ARE) PROPRIETARY S, F.S. TO HADMAN CONTINUED CONTINUED THE ADDITECT CONFIDENCE. FILE A REQU REFER TO RULE 25-22.006. F.A.C PROVIDED, (SEE ATTACHED MENDAMING	On 9/2/(3) ADE AVAILABLE BY AND CONFIDENTIAL INSINESS IJ IN HANDLING OF THIS MATERIAL EST FOR CONFIDENTIAL CLASSIFIC (H)	PURMATION AS DEFINED IN WE UTILITY OR OTHER FERSON THUM WITH THE DIVISION OF Regulation, Analys; SPOROENT; PSC/AFA-6 (Ray, 2/95)



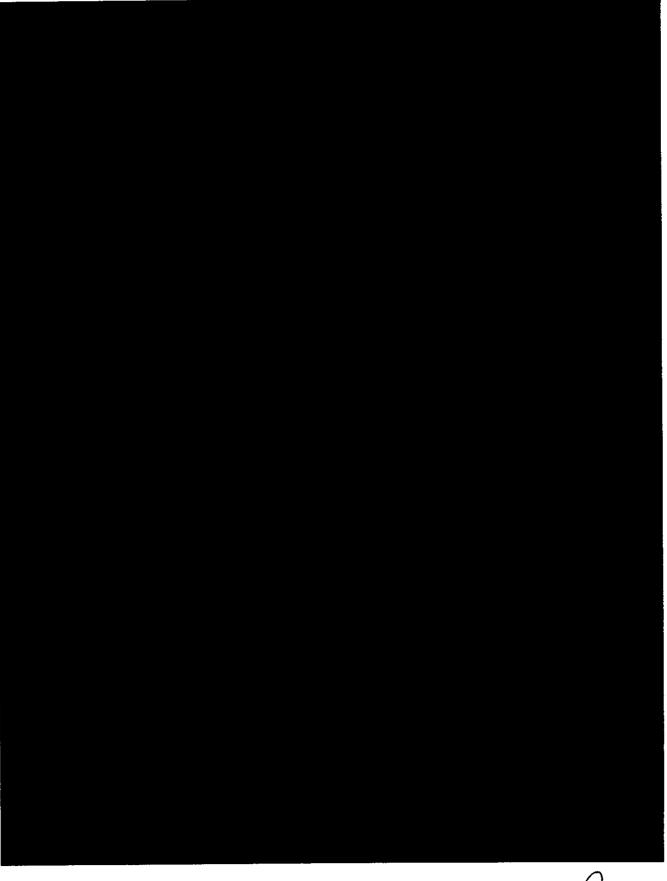


9A PI

. . . . . .

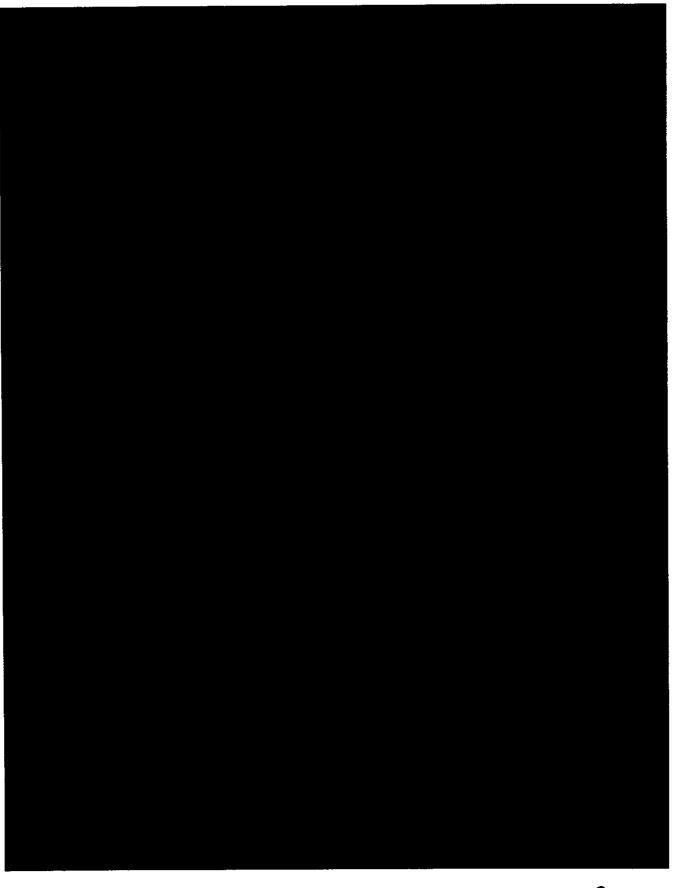


1

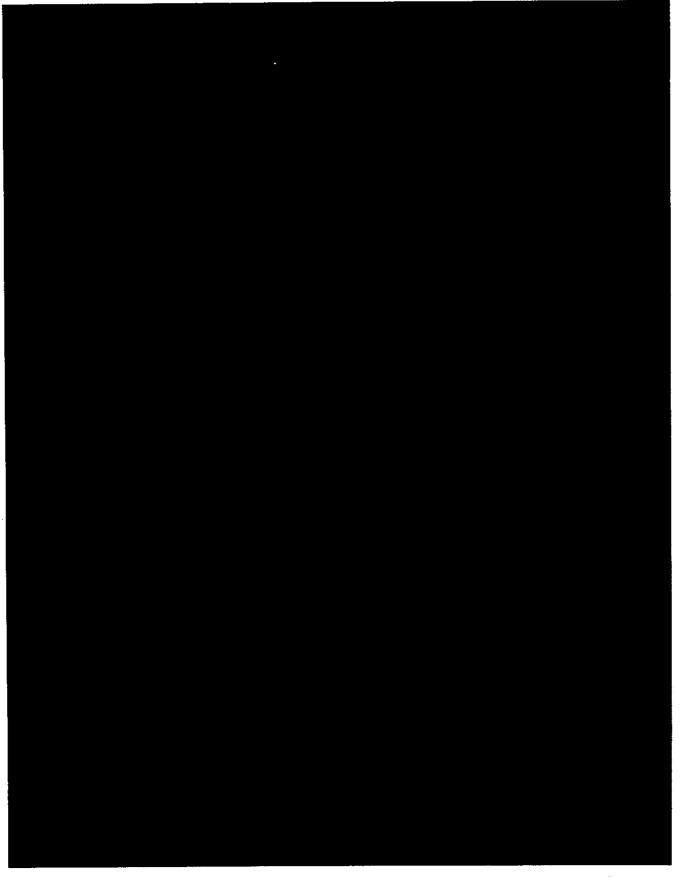


9 p1

•

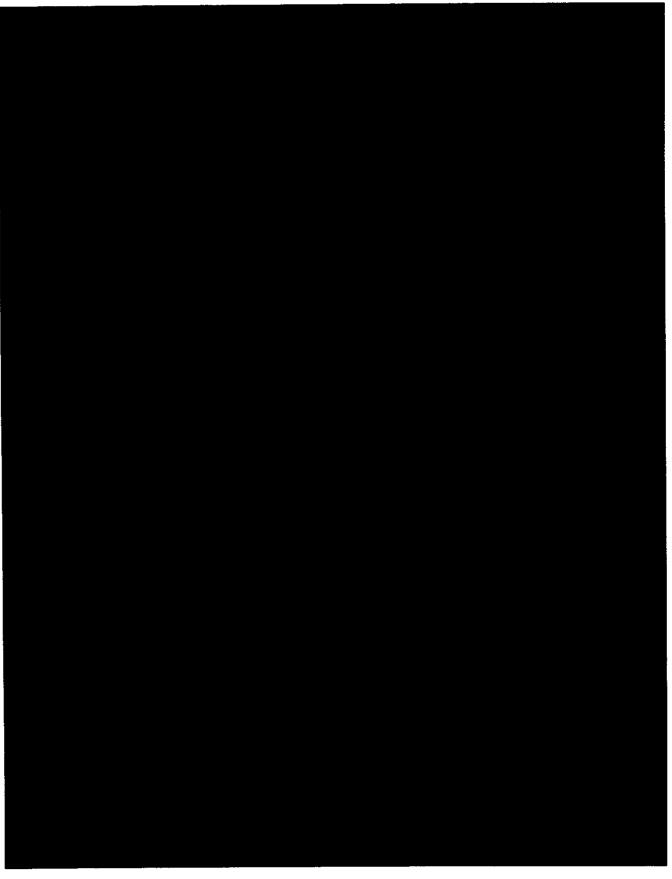


9 pz



9 p3

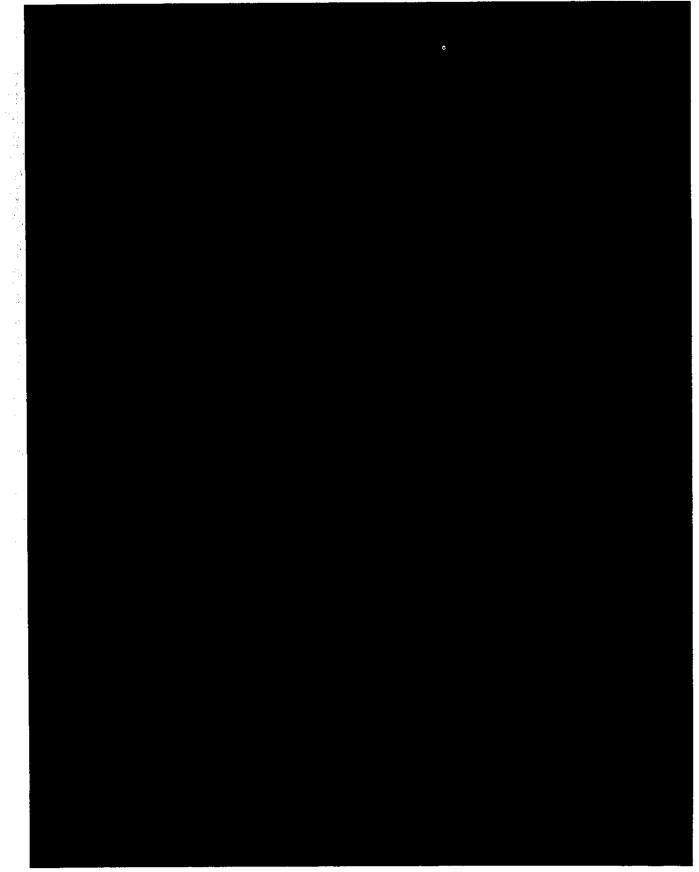
0



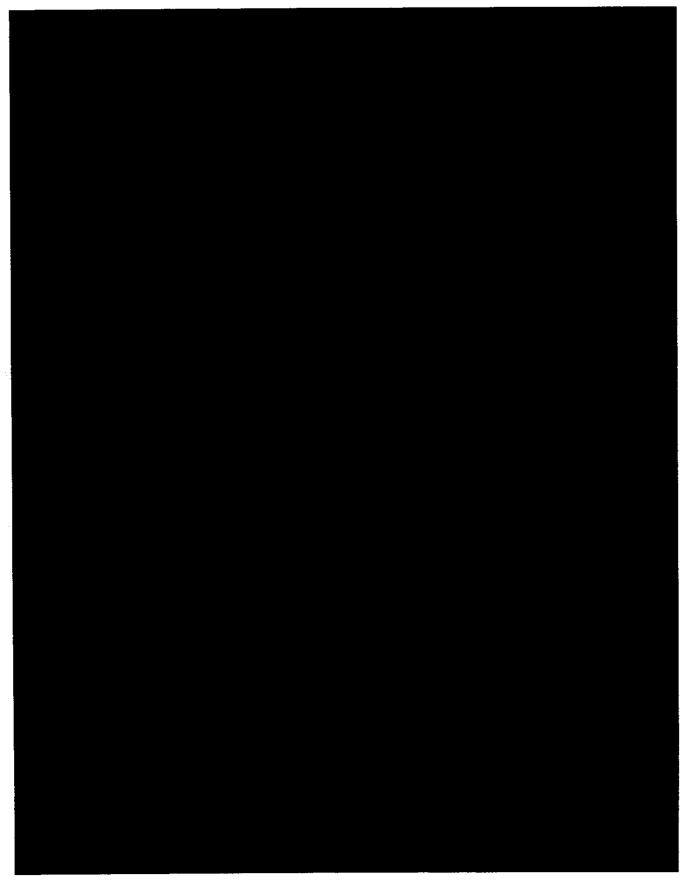
9 p4



9 p5

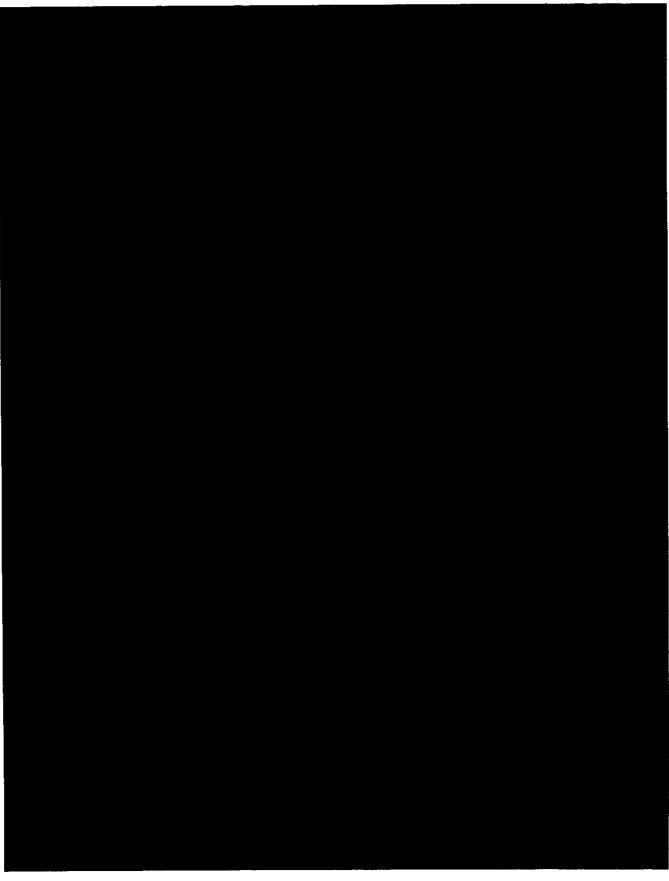


9 P6

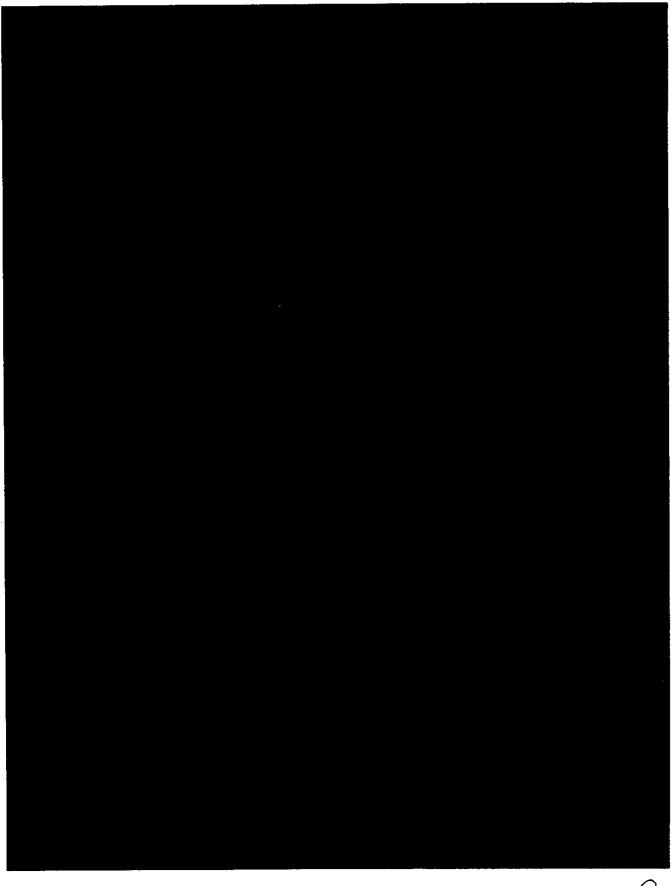


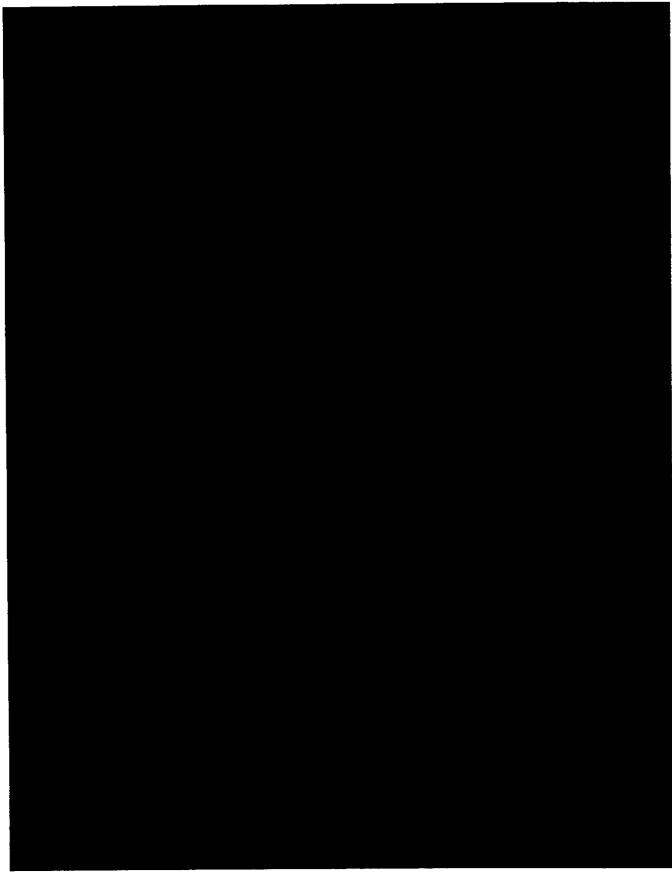
•

9 Pr

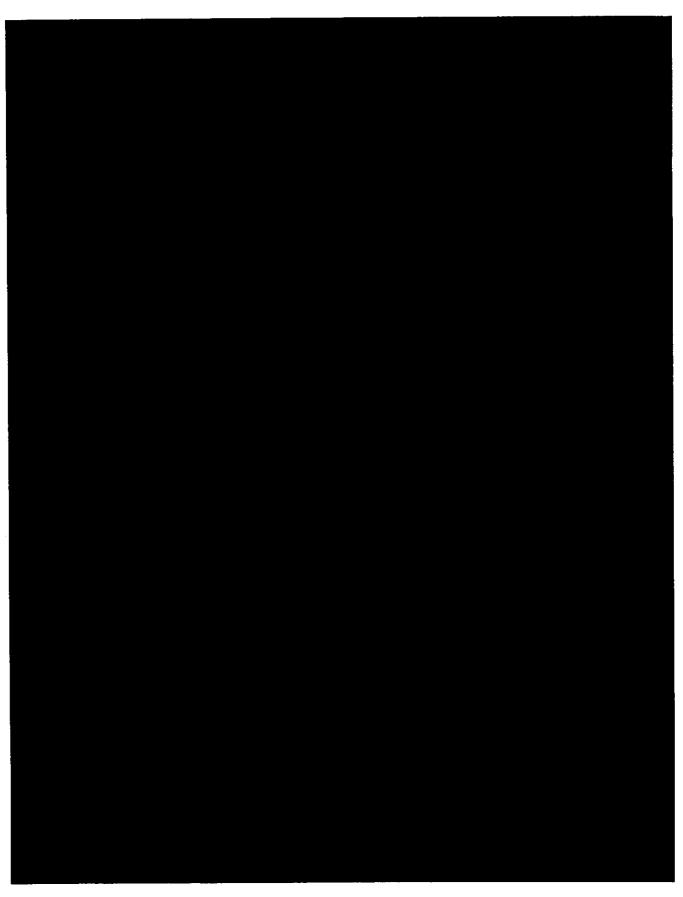


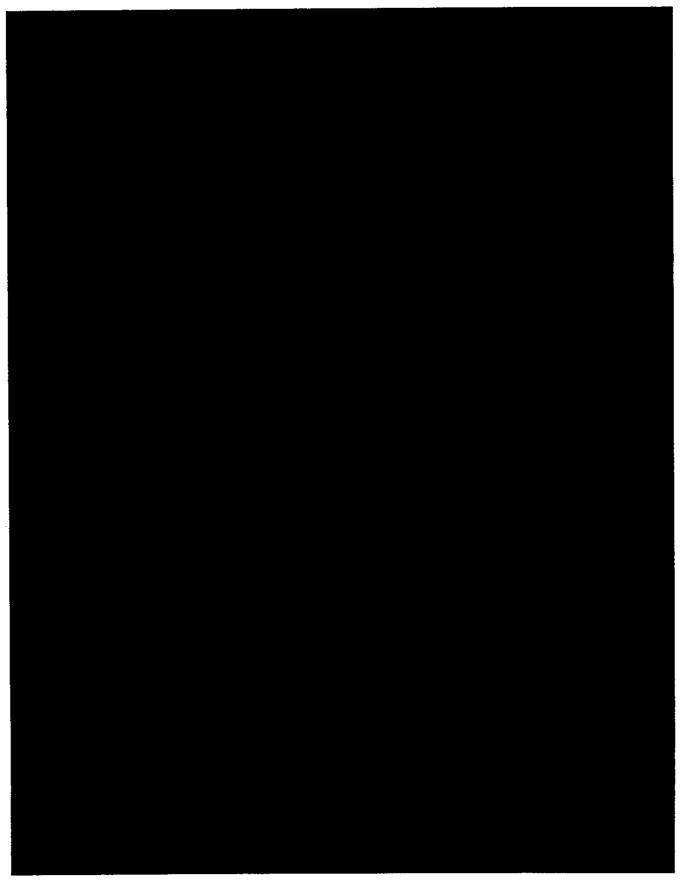
9 p8



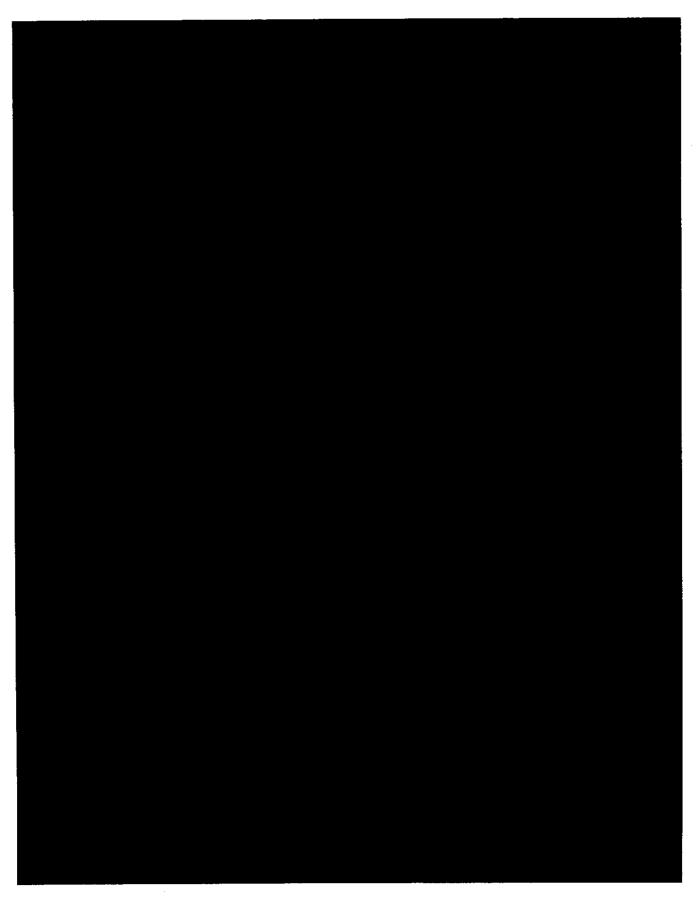


9 pio

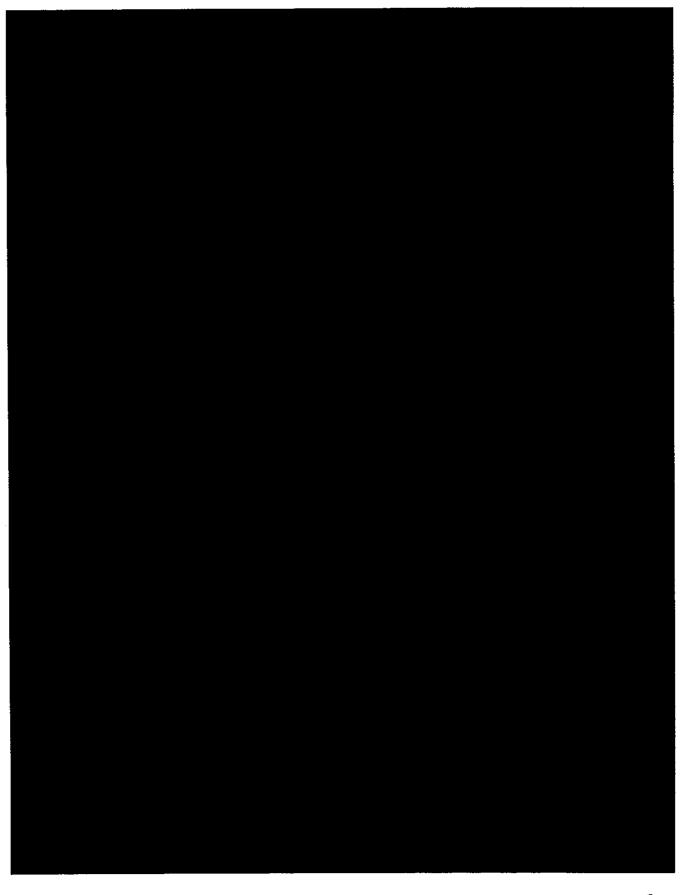




9 Piz

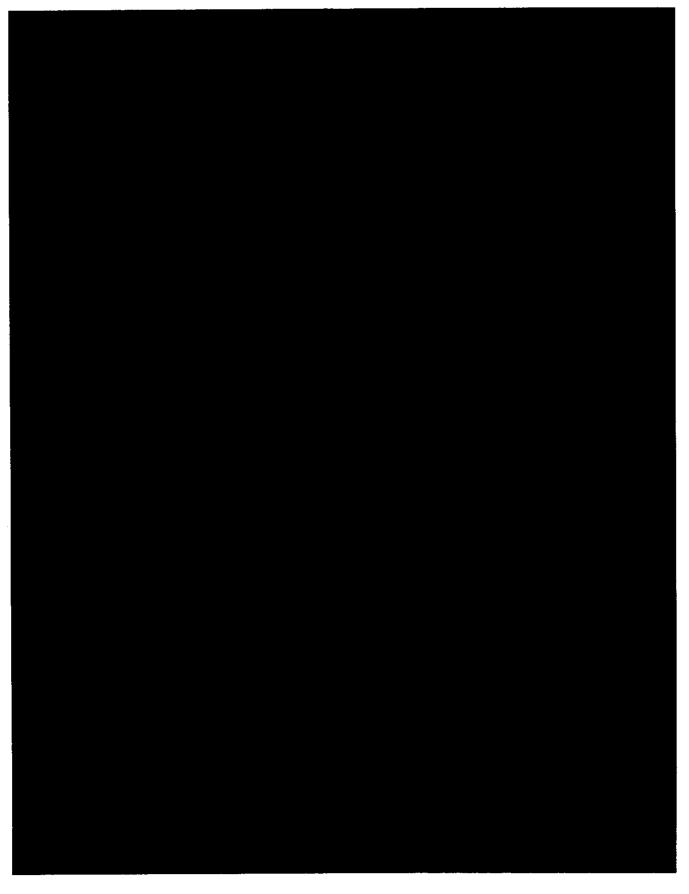


9 P13



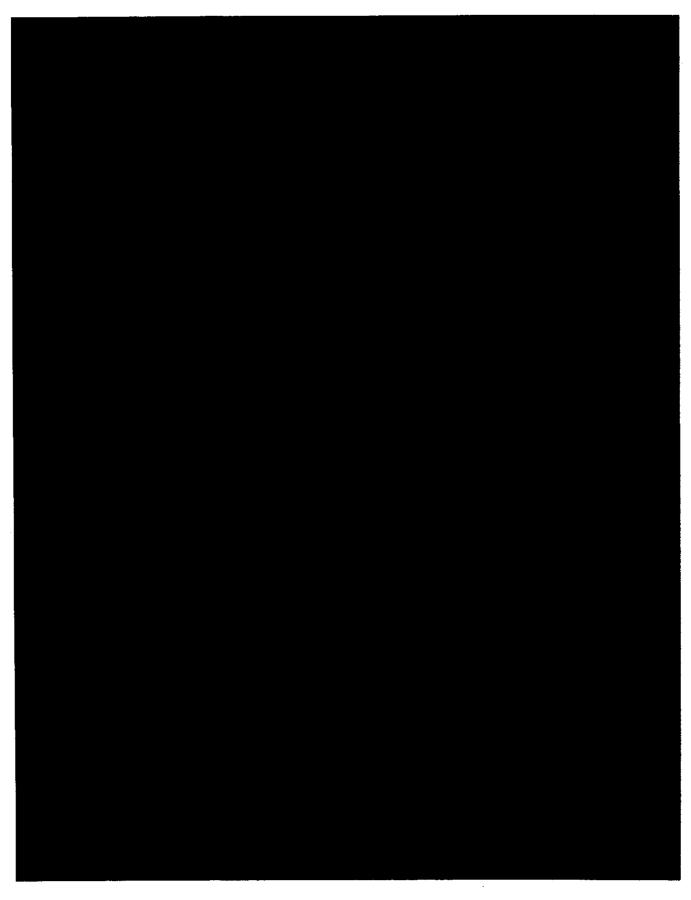
•

9 P14

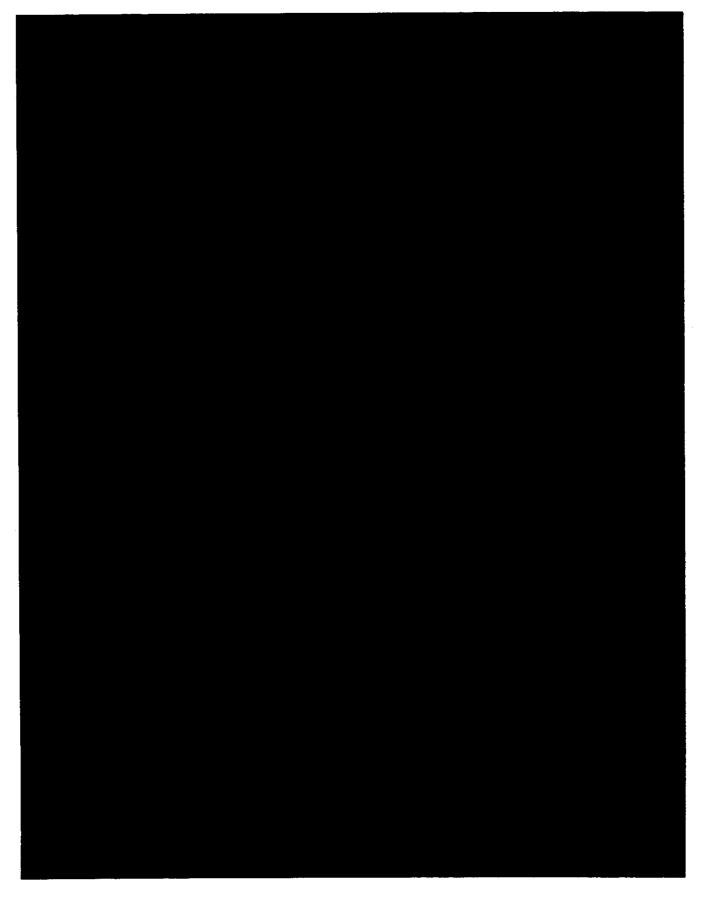


•

9 P15

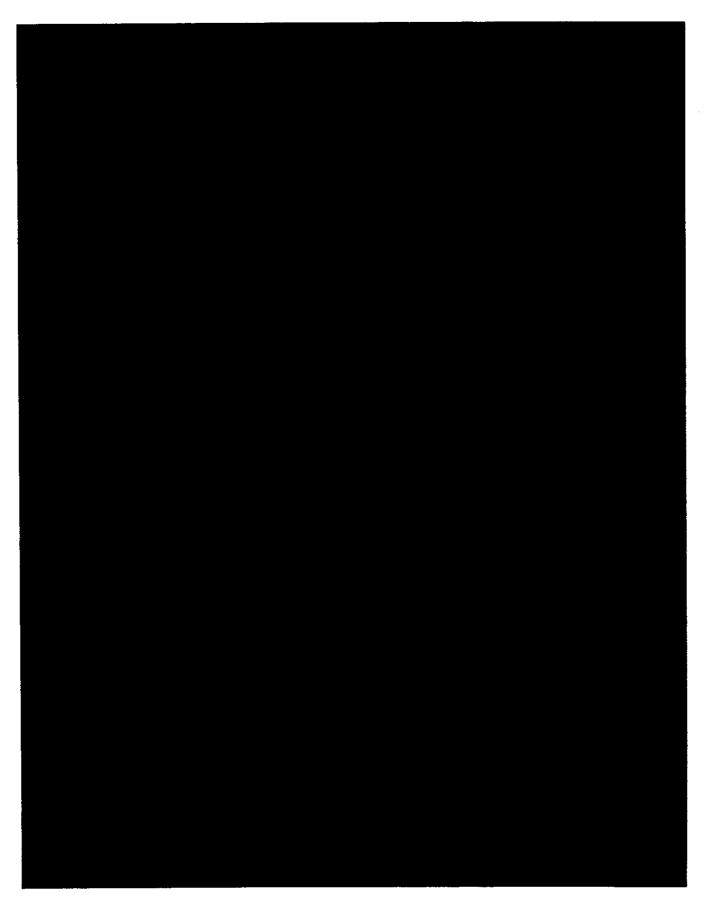


9 P16

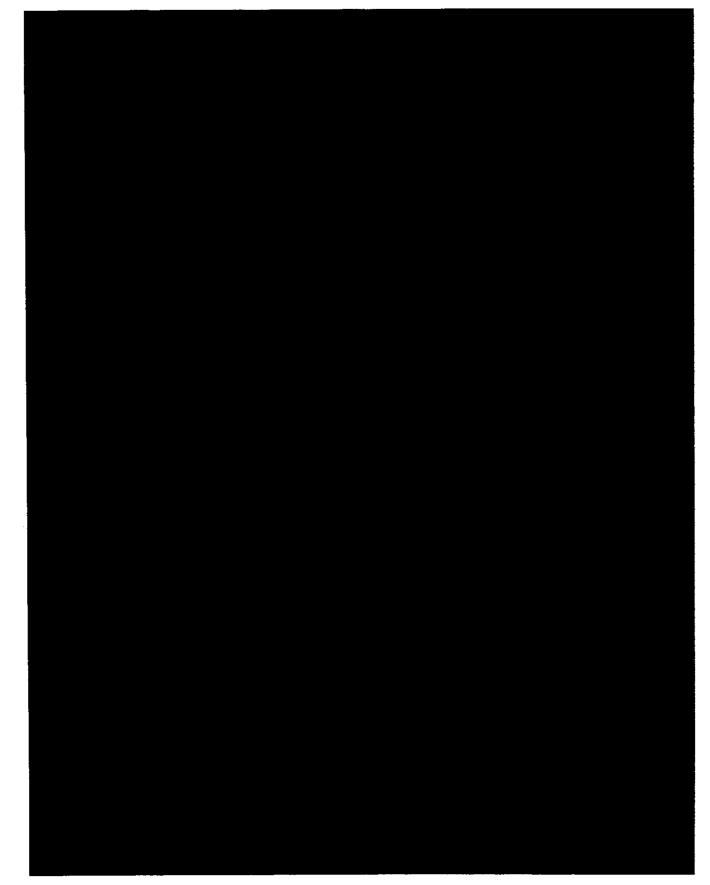


•

9 P17

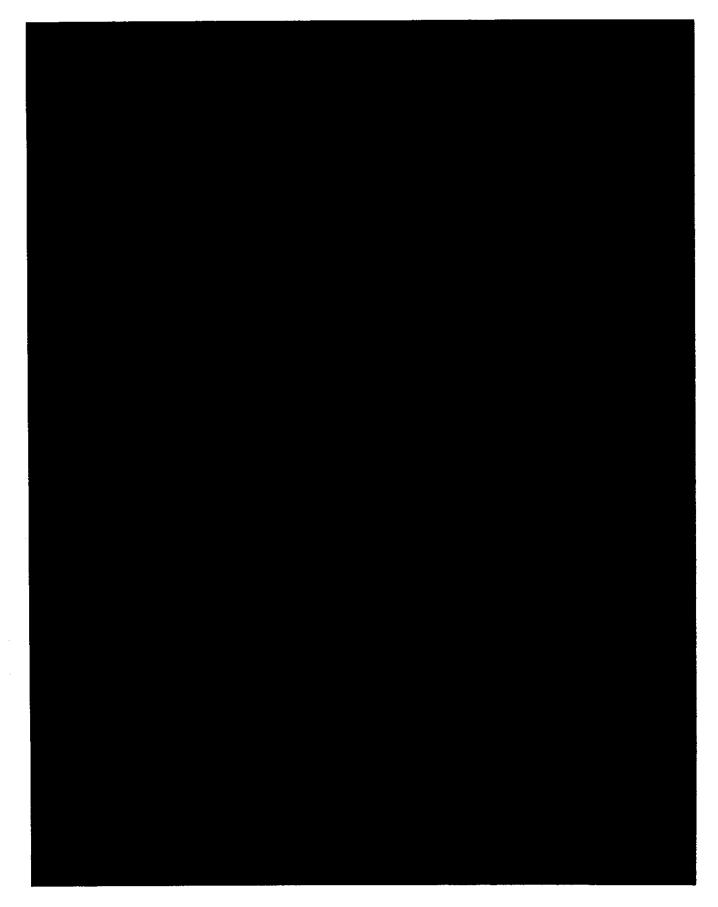


9 P18

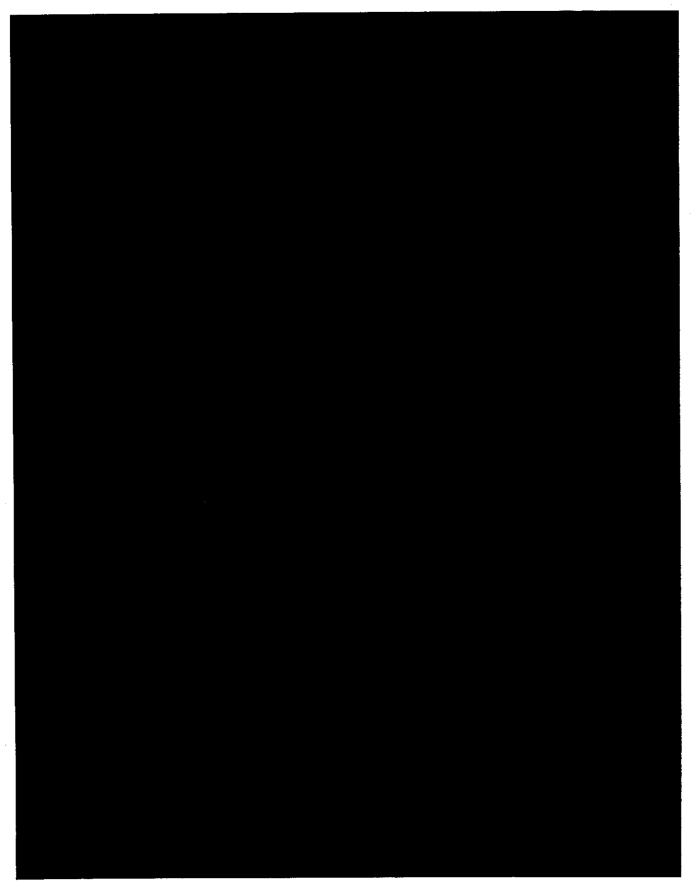


•

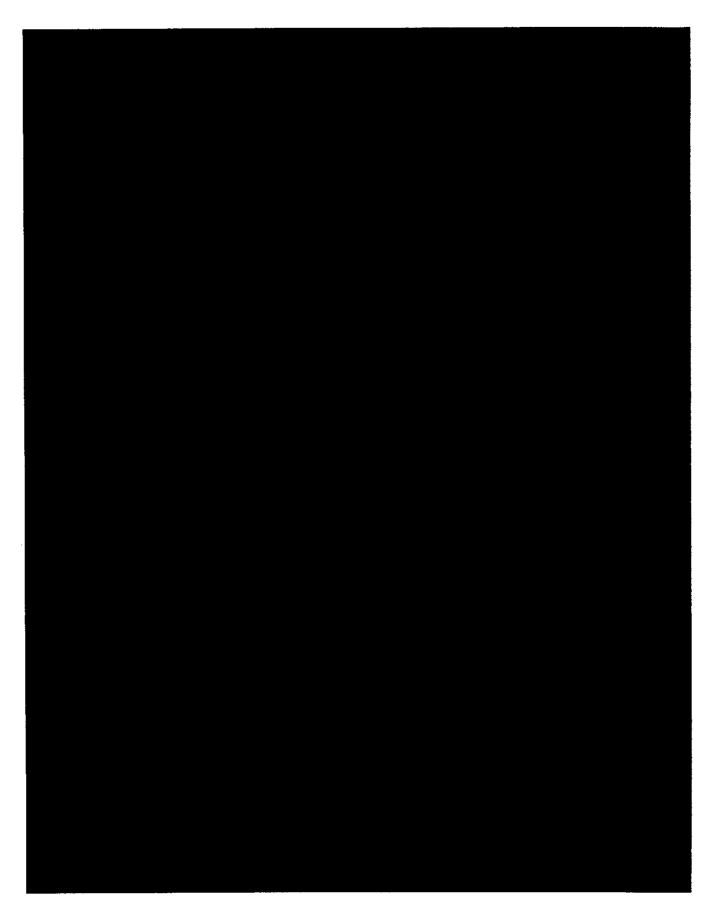
9 P19



9 P20

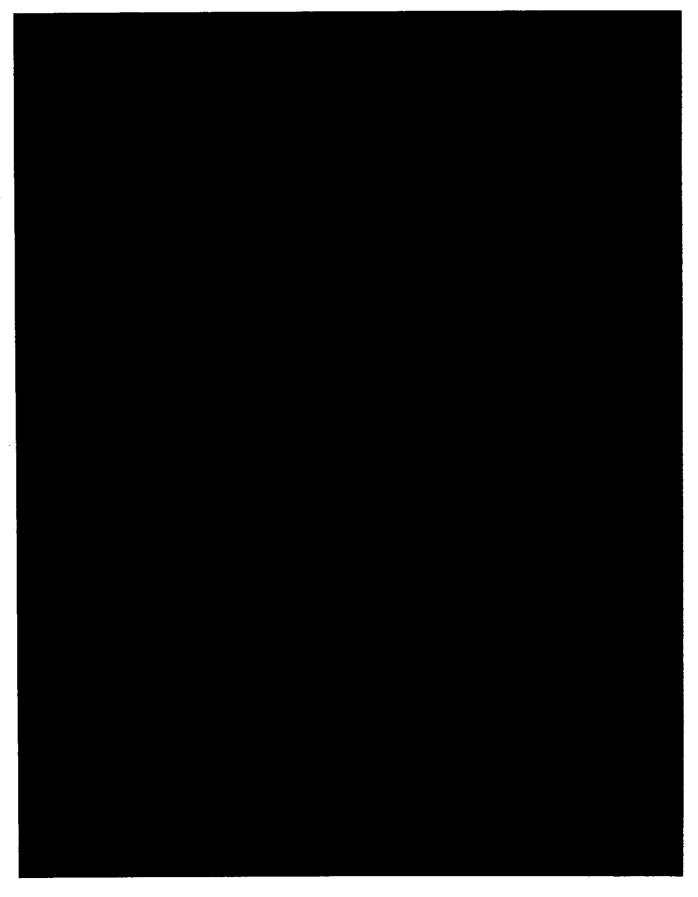


9 P21

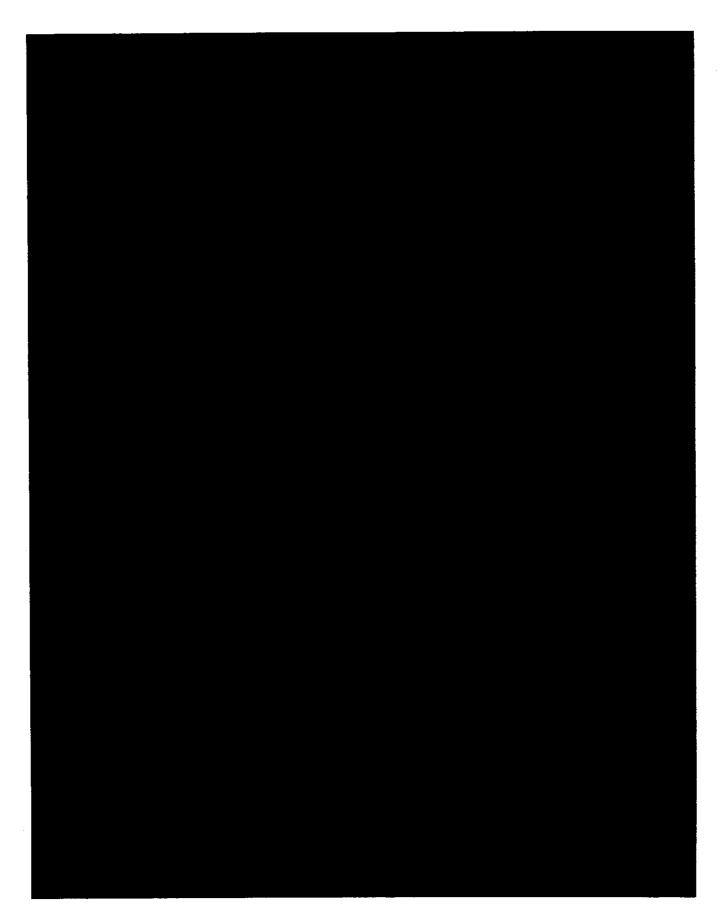


•

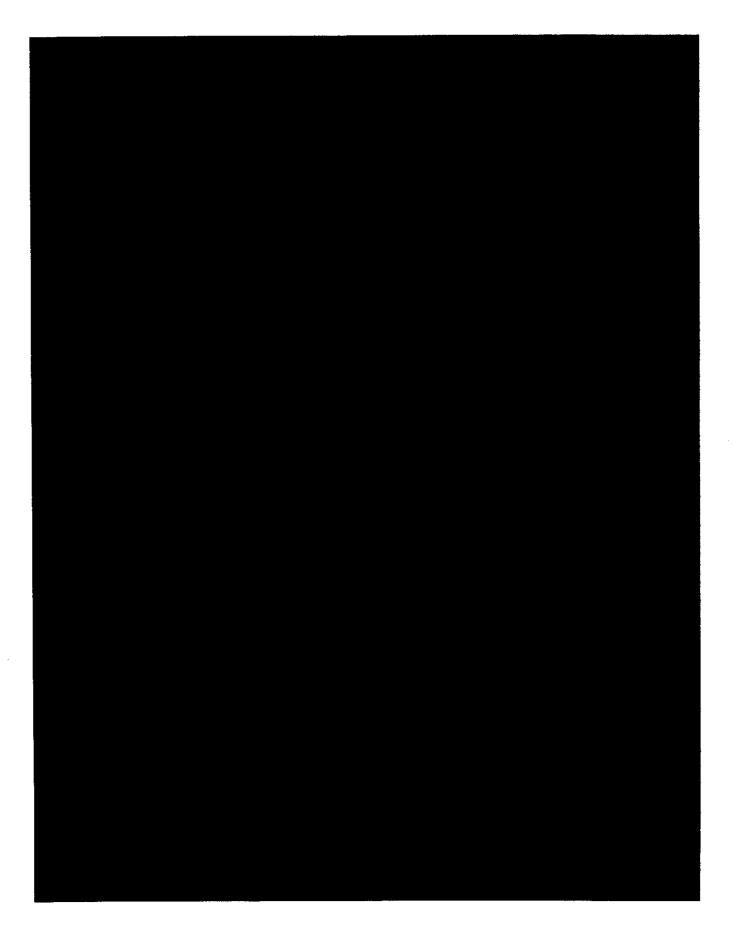
9 P22



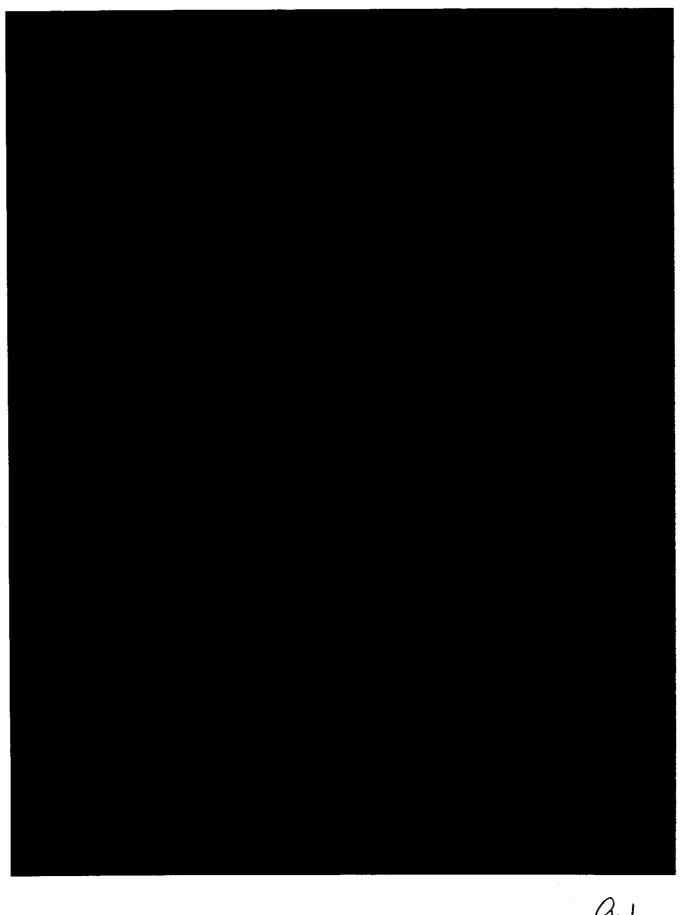
9 p23



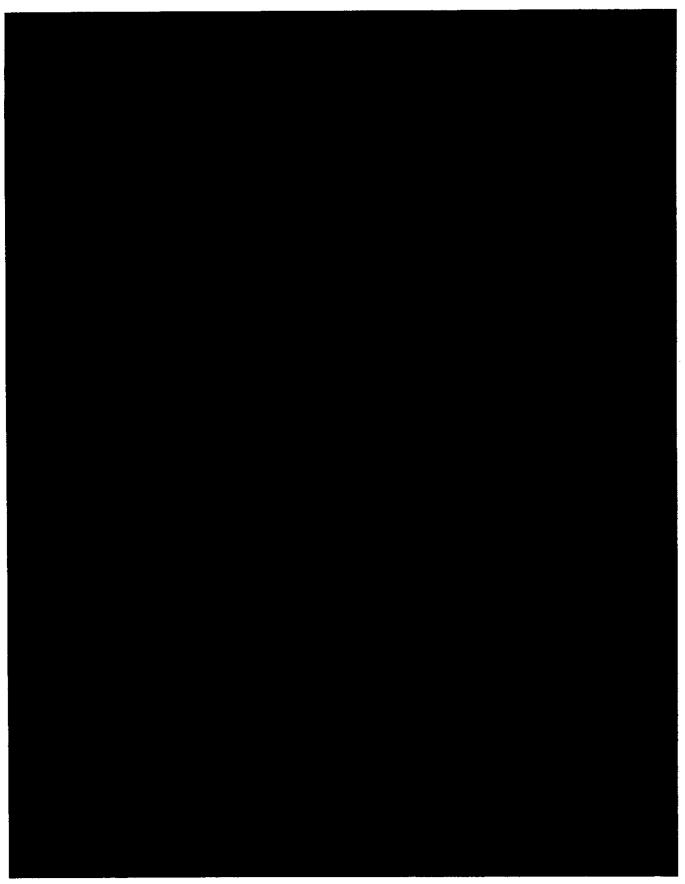
9p24



9 pa5

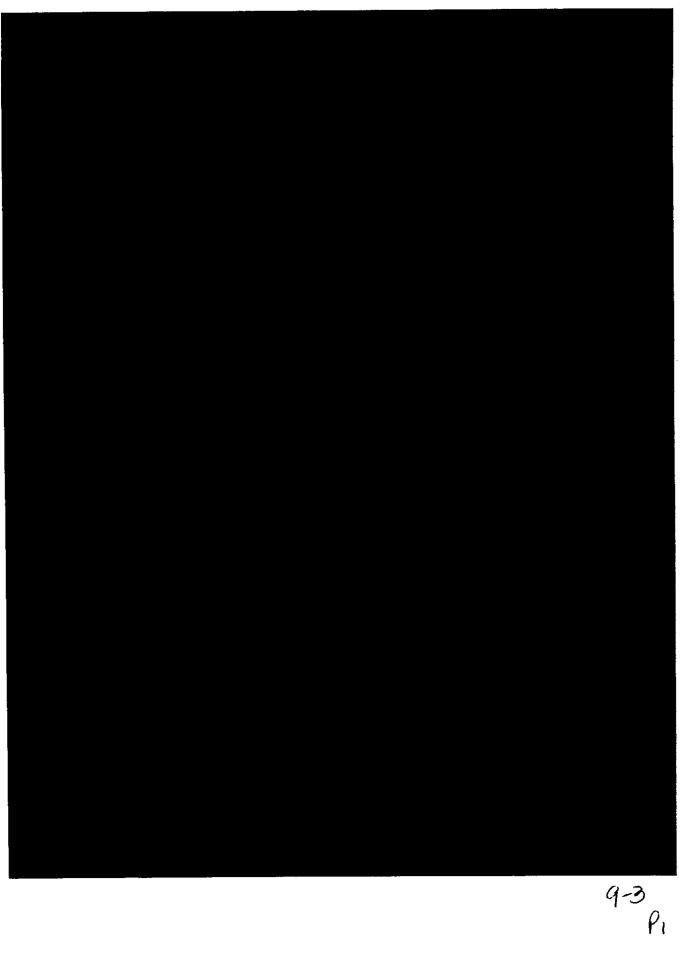


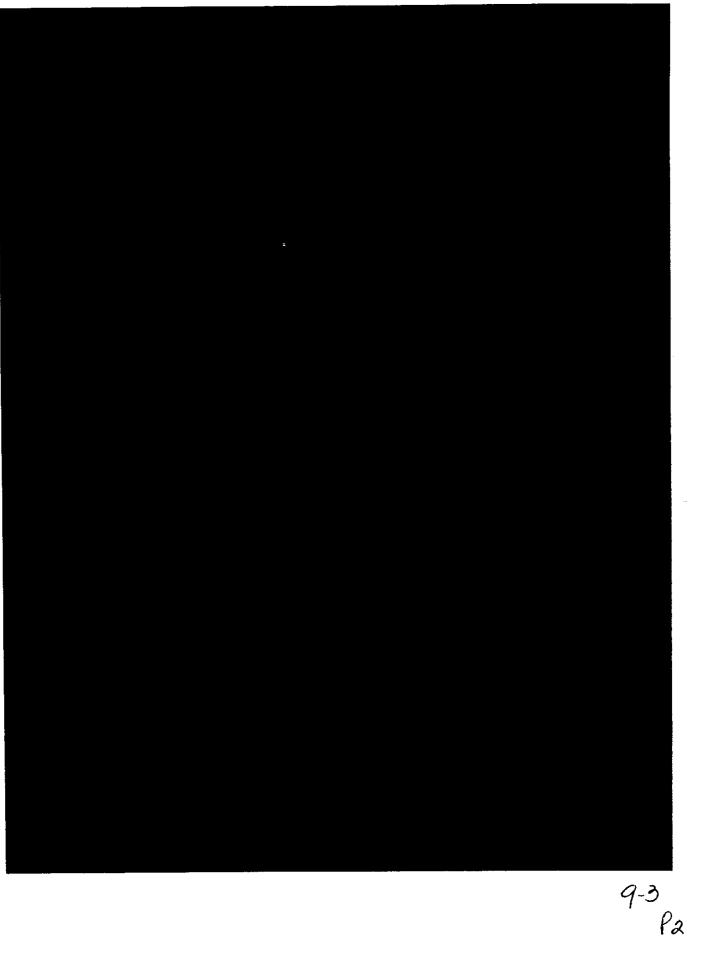
9-1



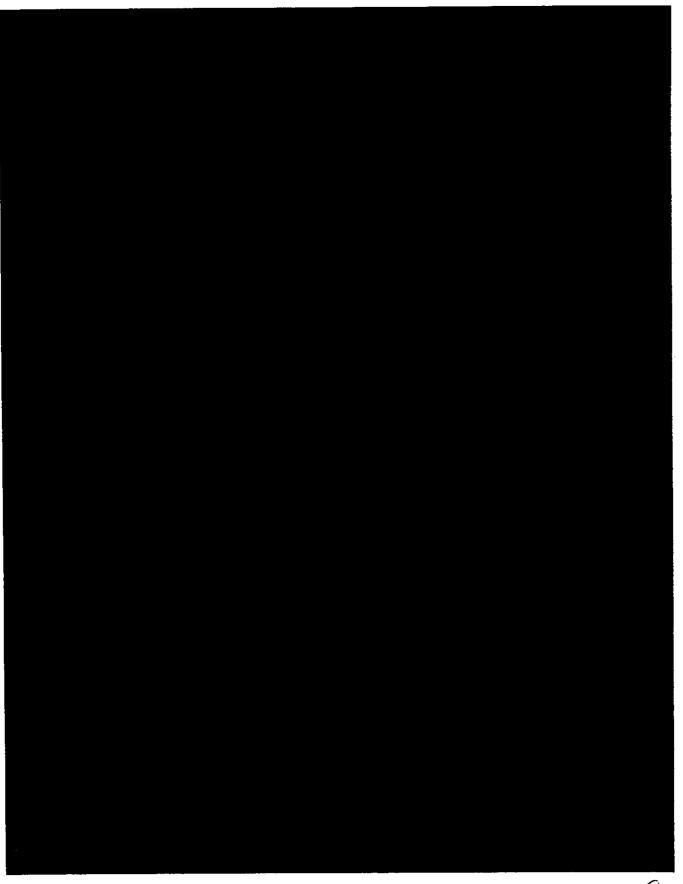
\$

9-2

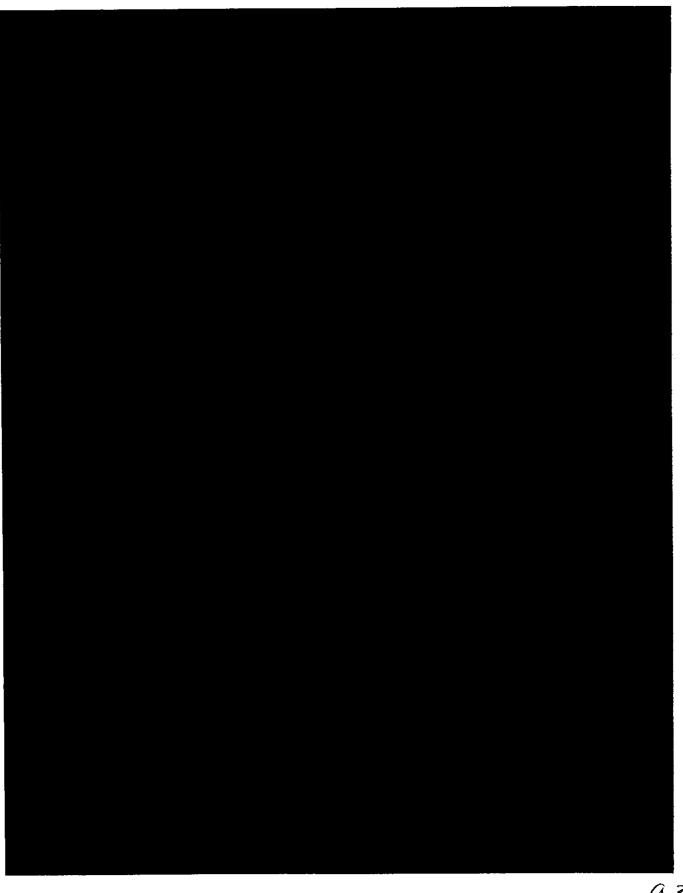




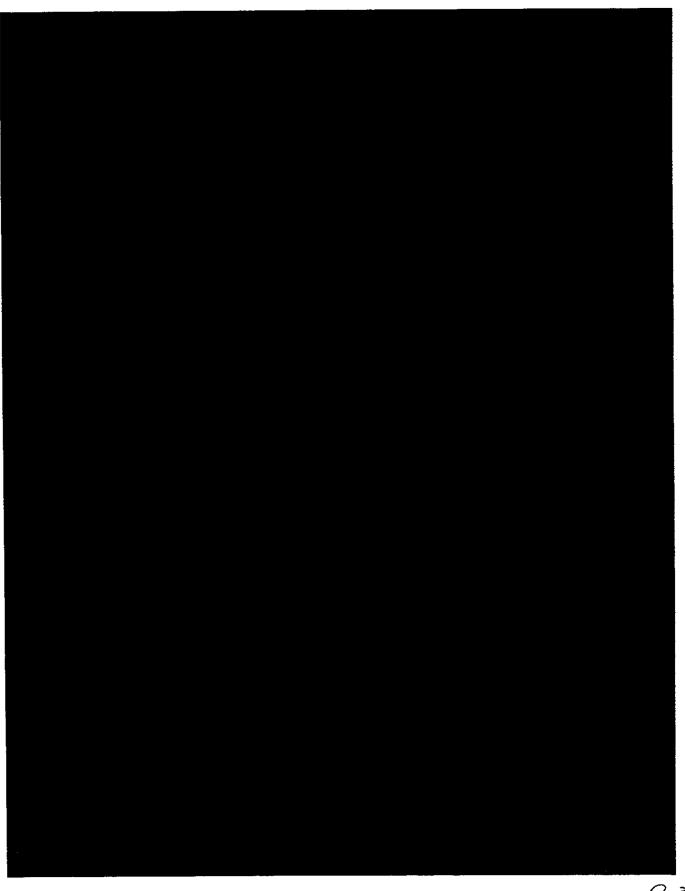
\$



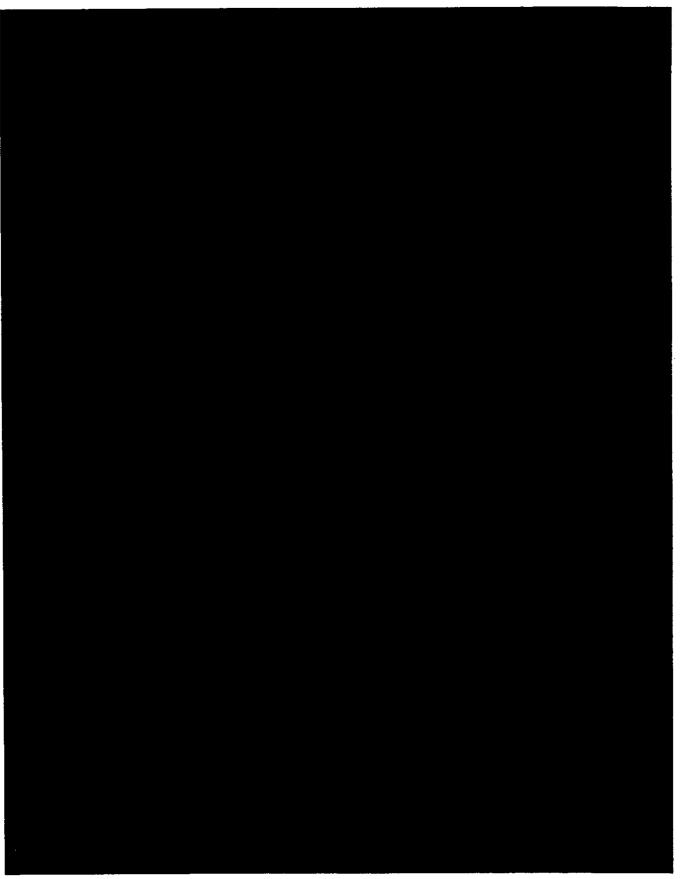
\$

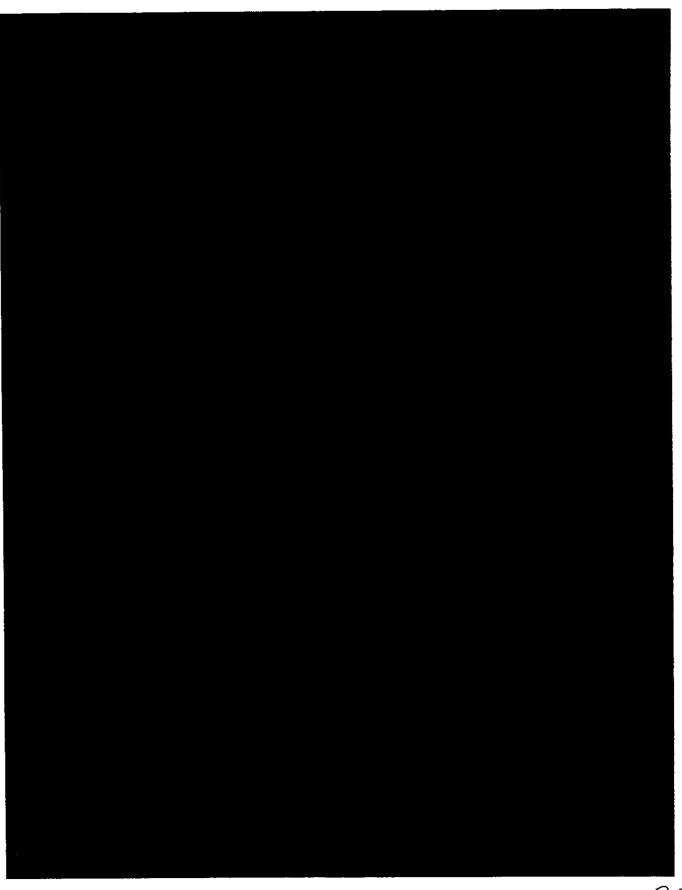


9-3 P4



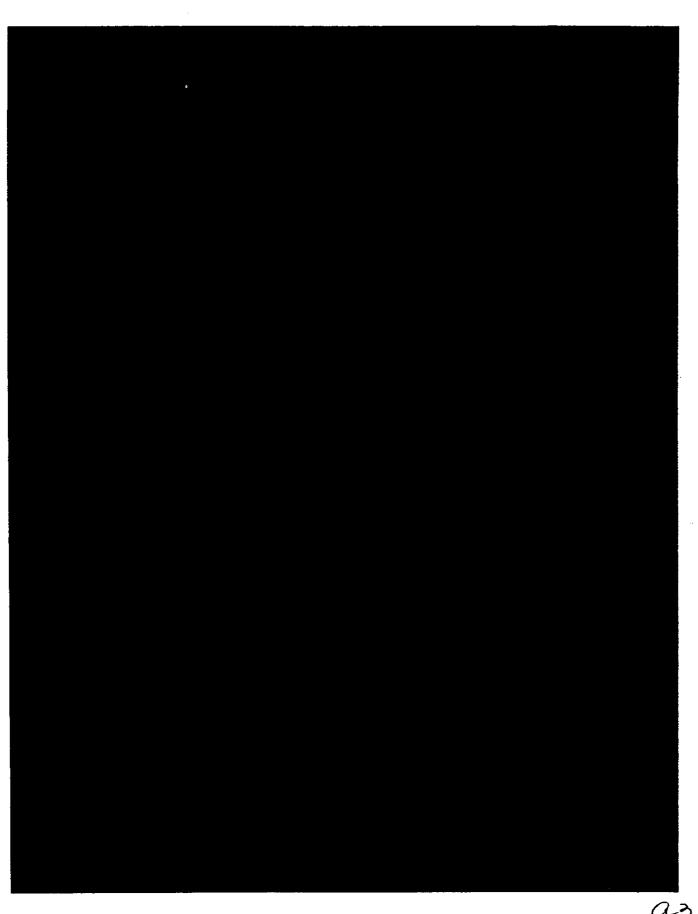
9-3 P5





٢

9-3 P-1

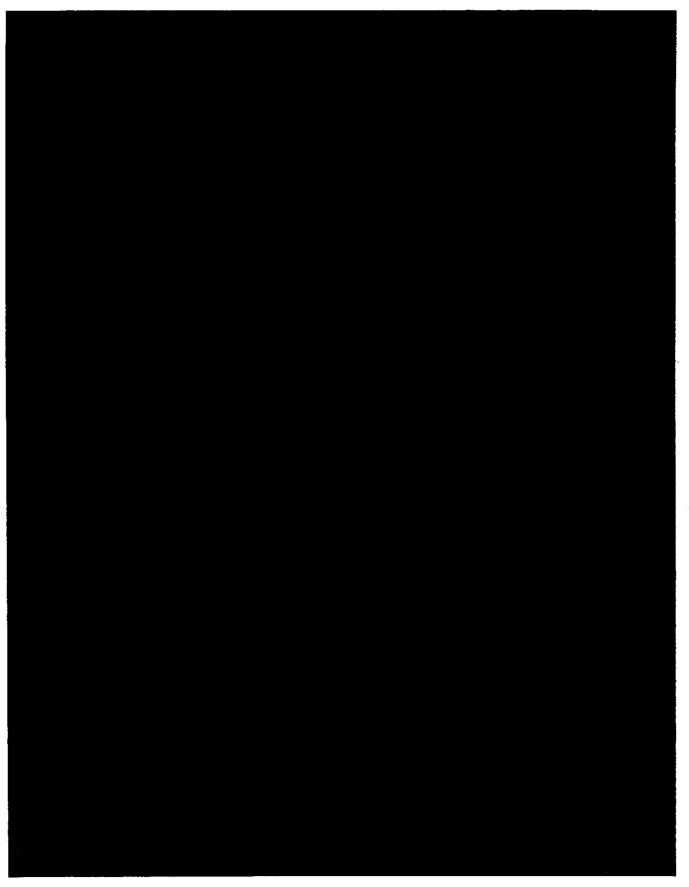


2 2 2

:

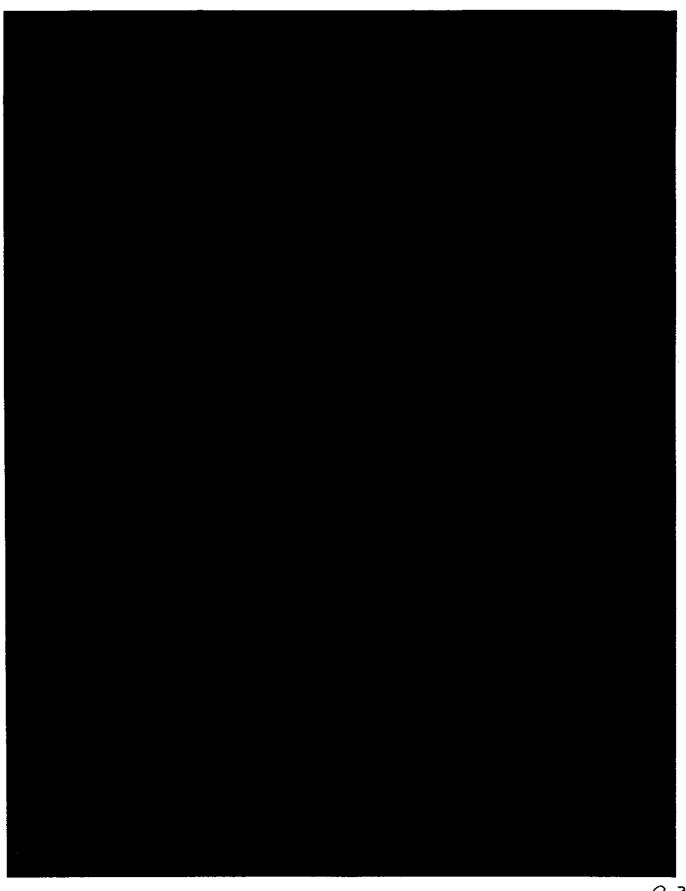
9-3 P8

o



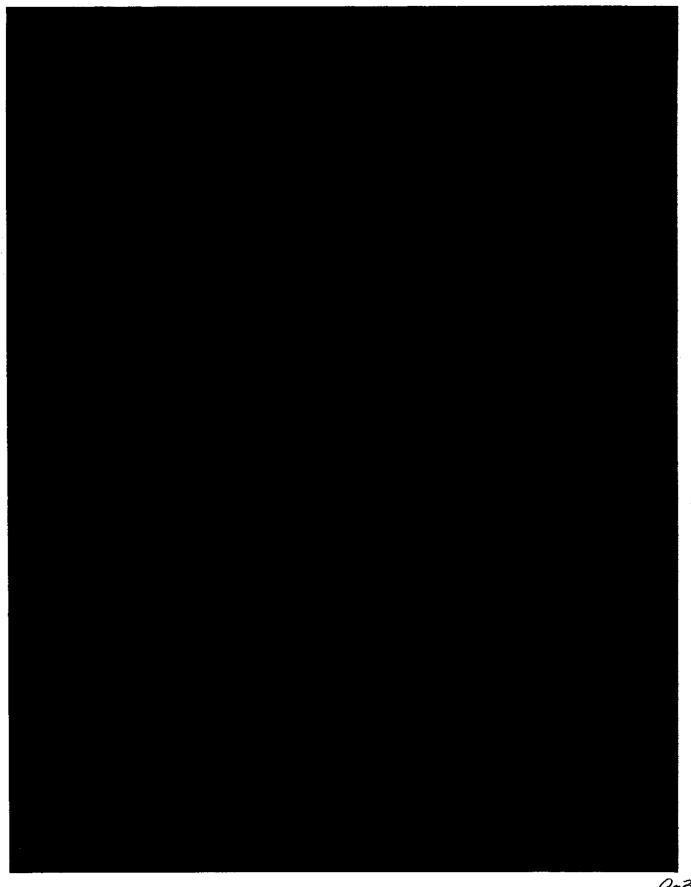
;

9-3 Pg.



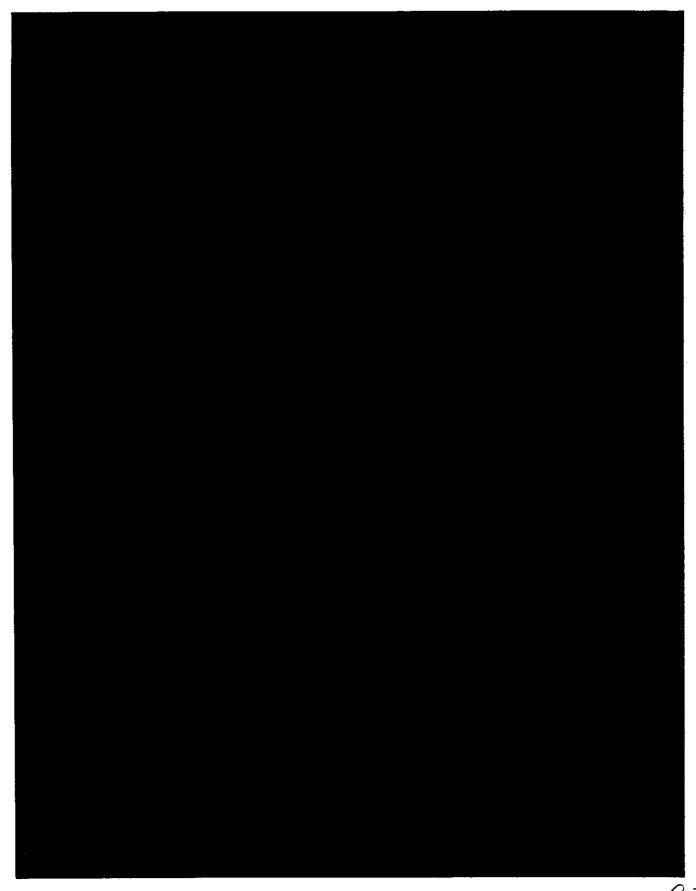
s

9-3 Pio



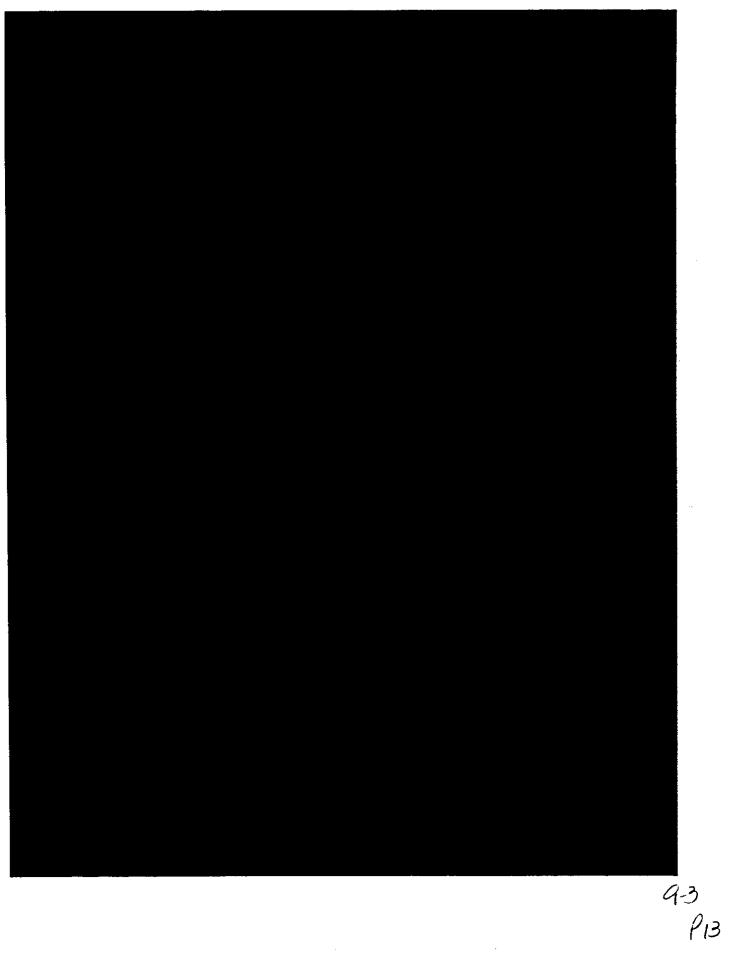
;

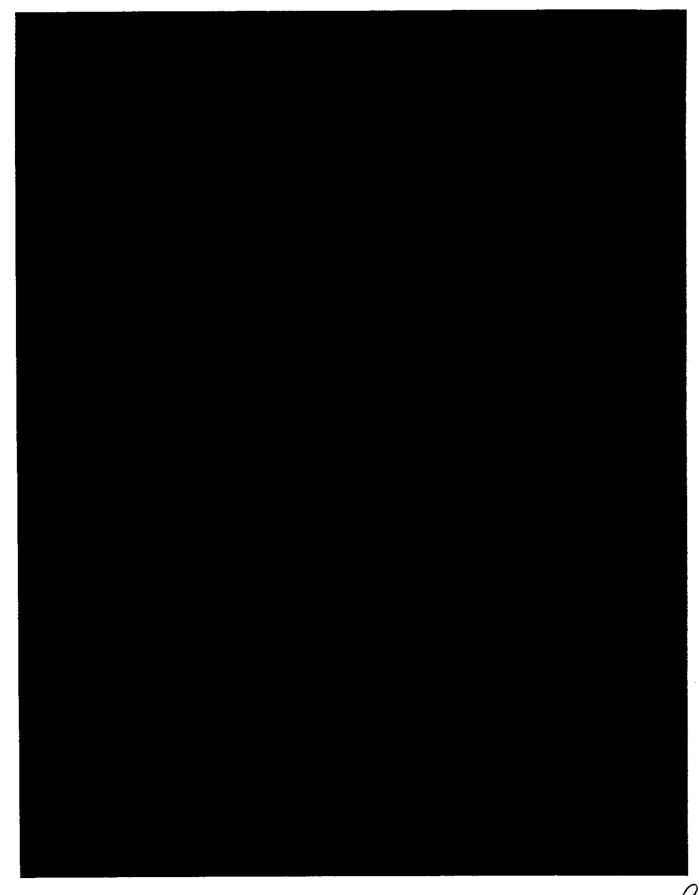
9-3 P 11



s

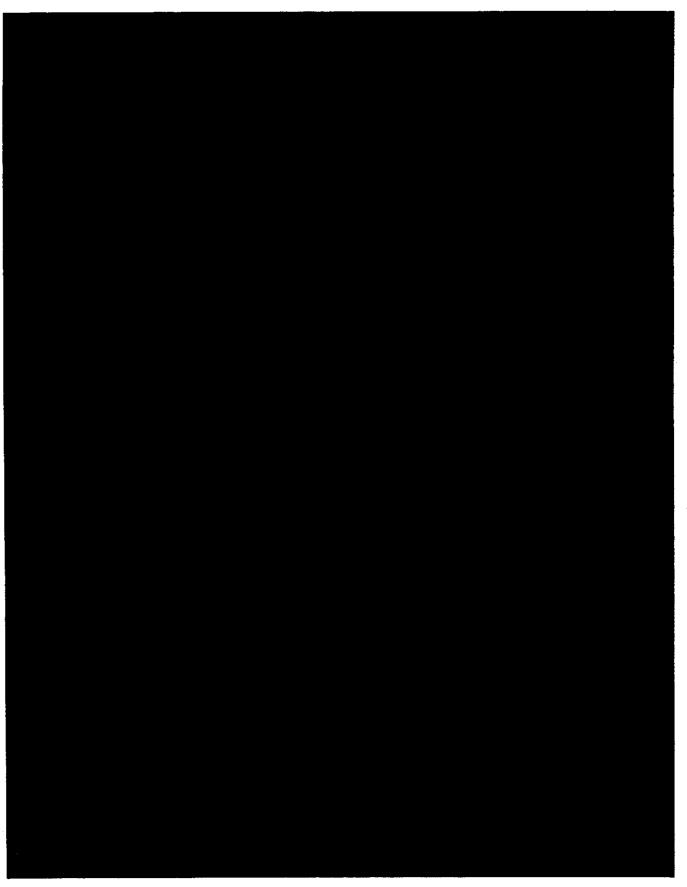
9-3 Pia





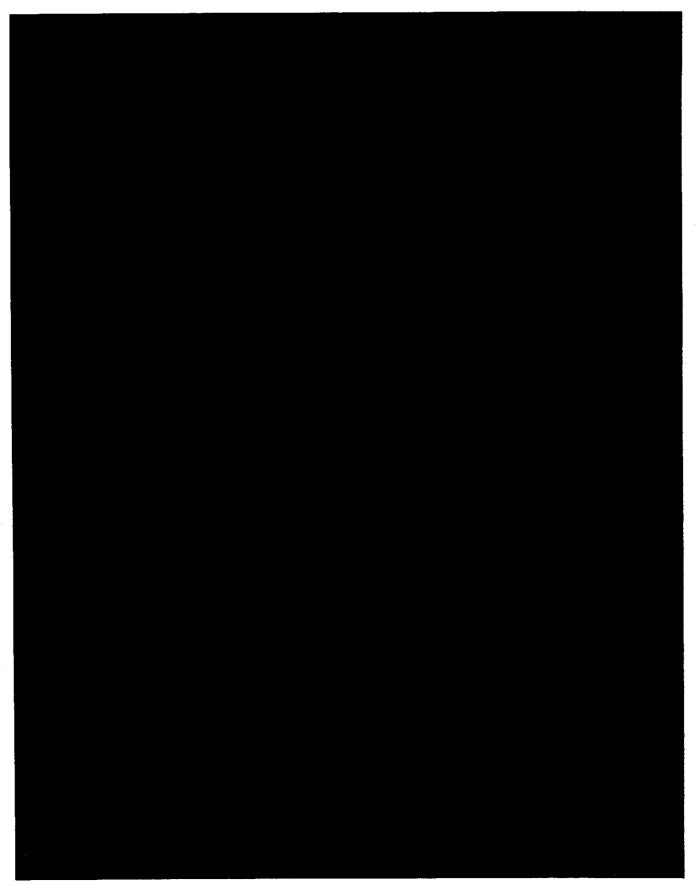
;

9-3 P,4

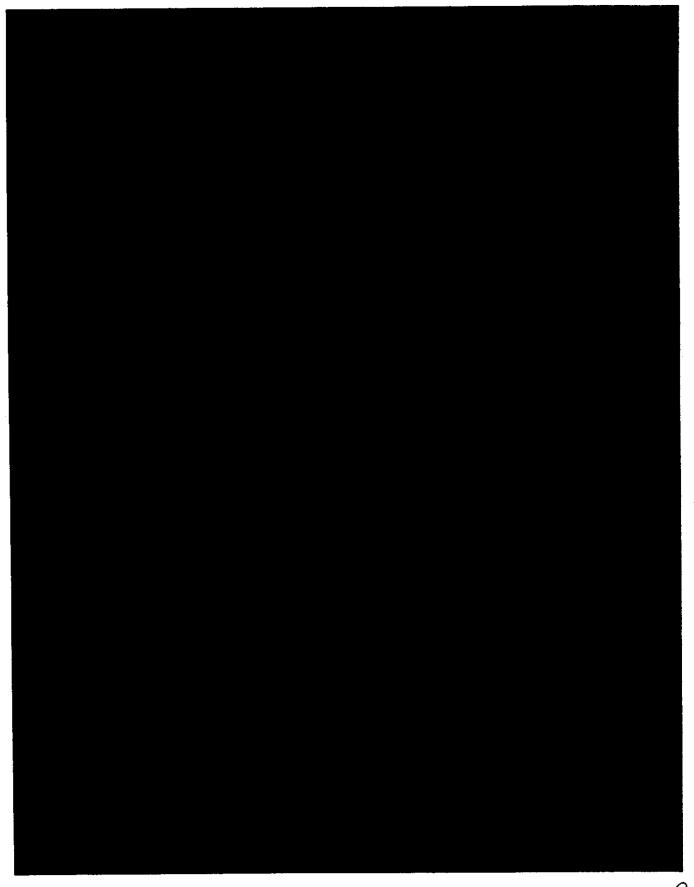


;

9-3 P15

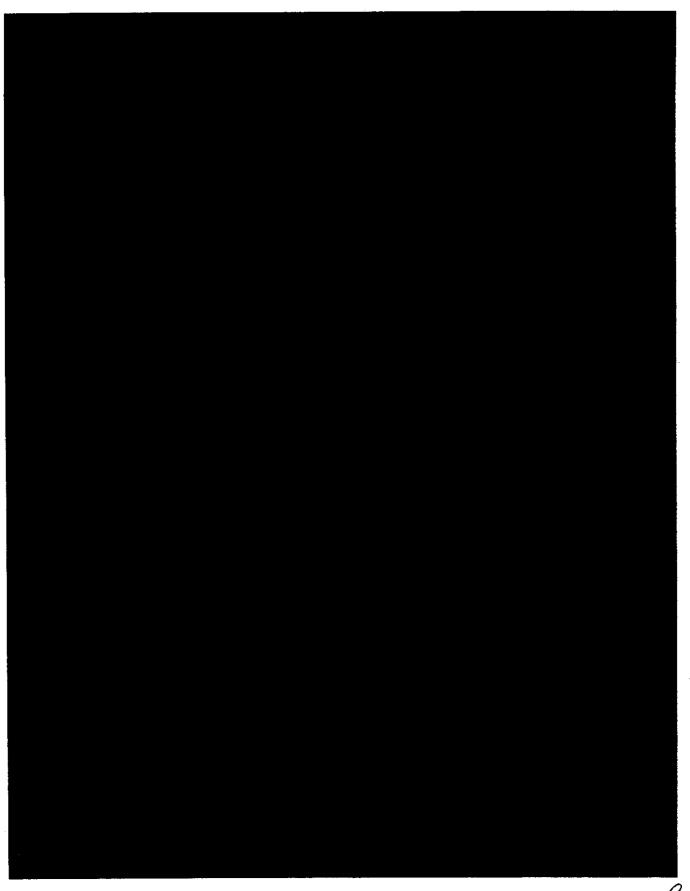


9-3 P16



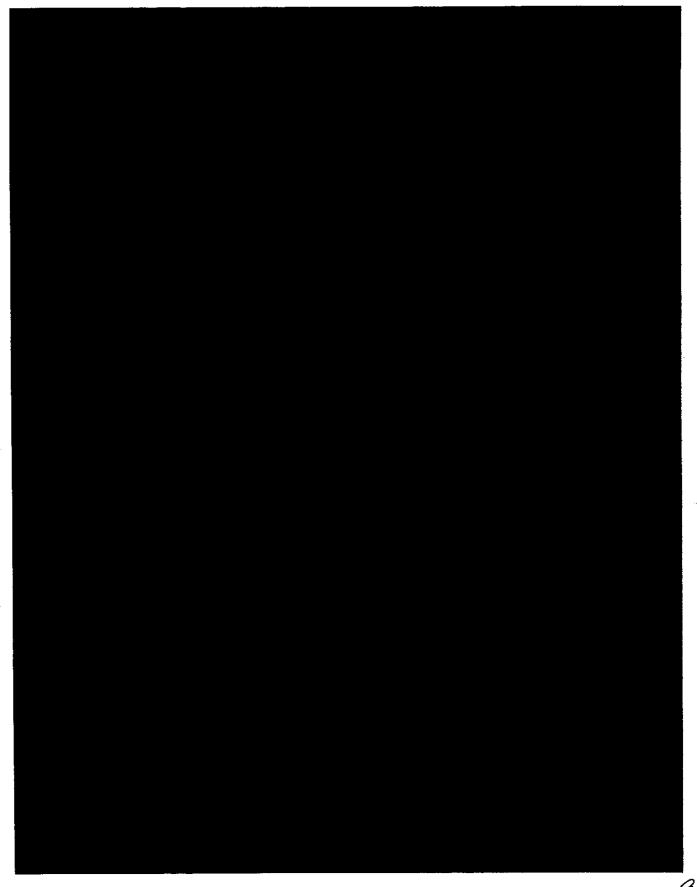
9-3 Pi7

.

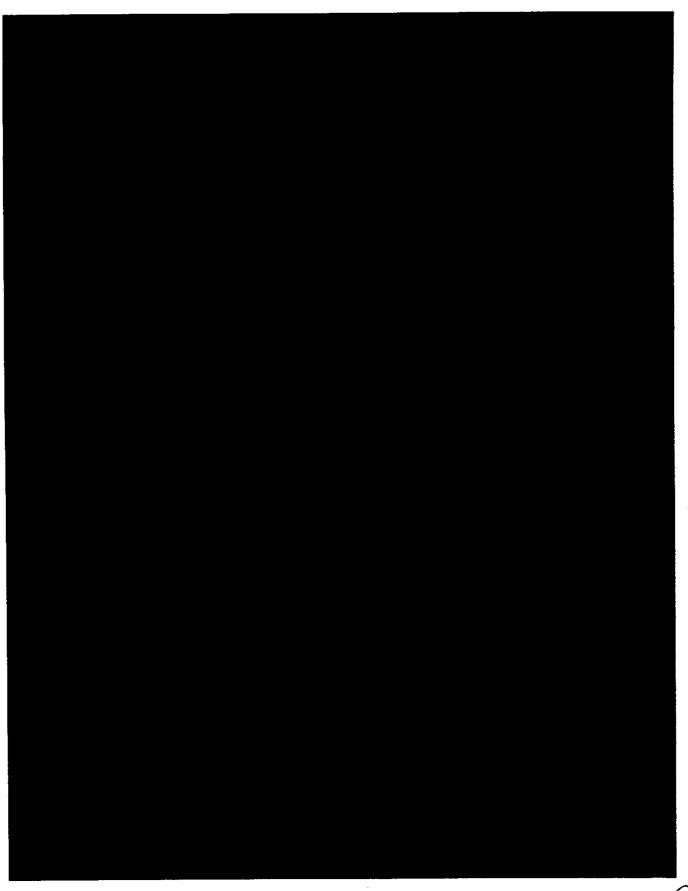


•

9.3 P18



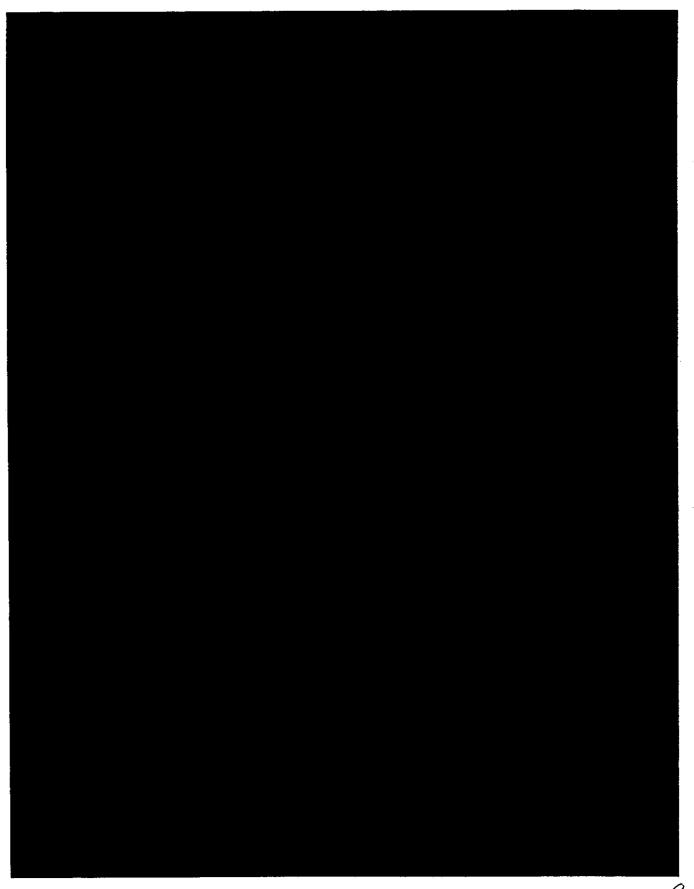
9-3 Pi



;

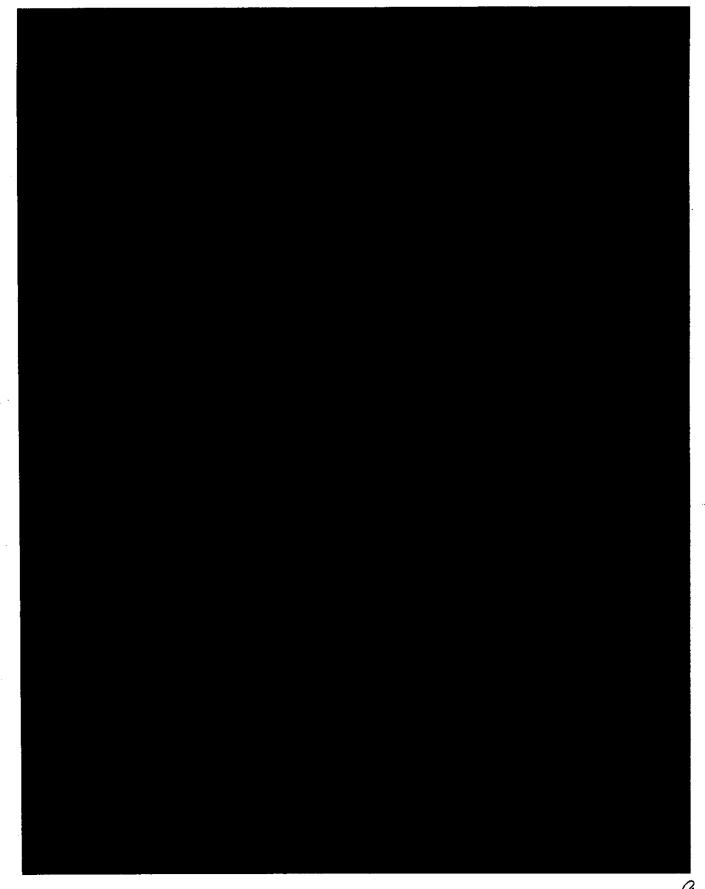
9.3 Pao

•

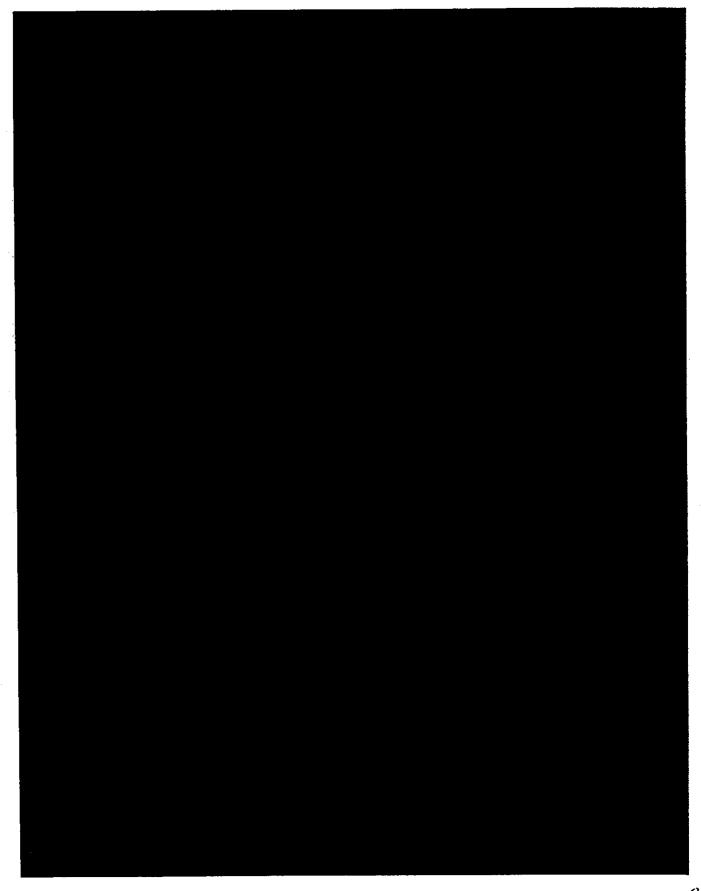


s

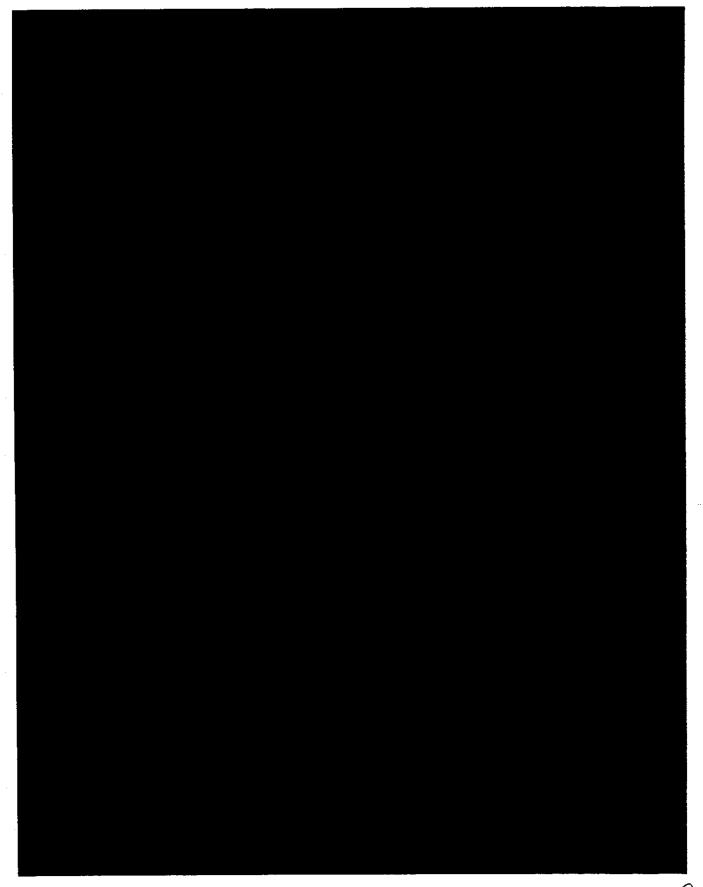
93 Pai



9-3 Paa

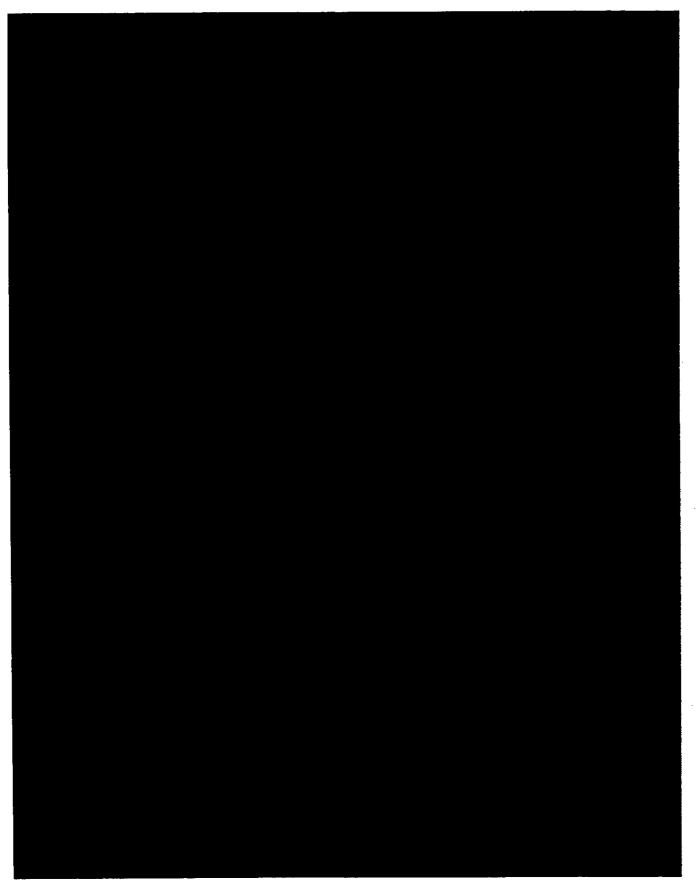


9-3 P23

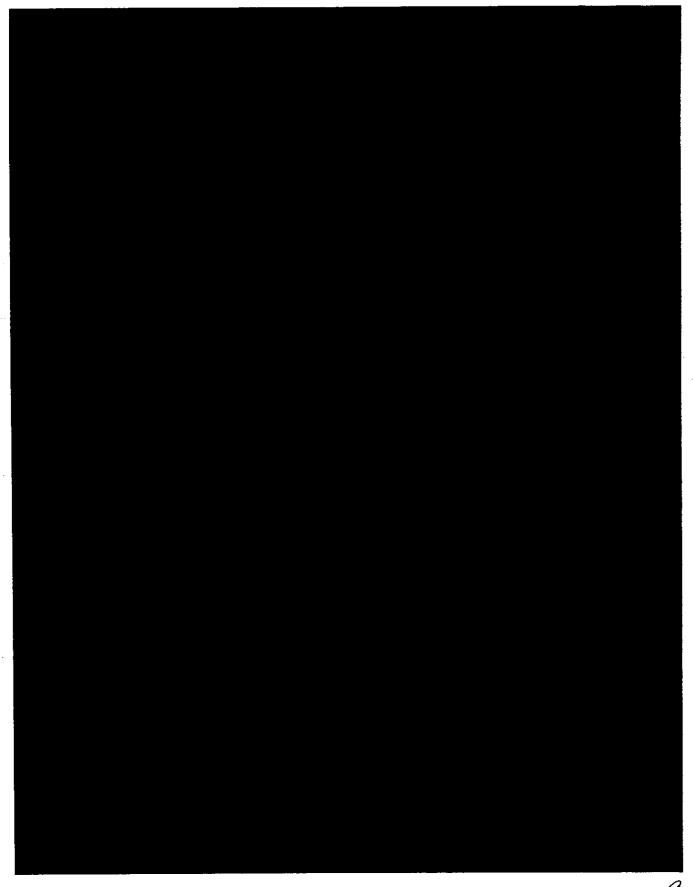


;

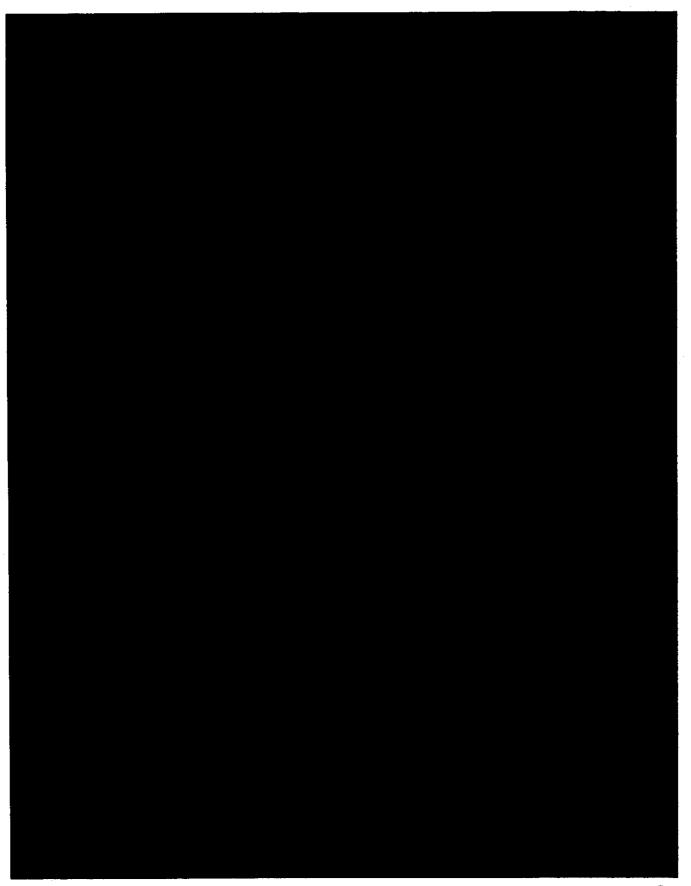
9-3 P24



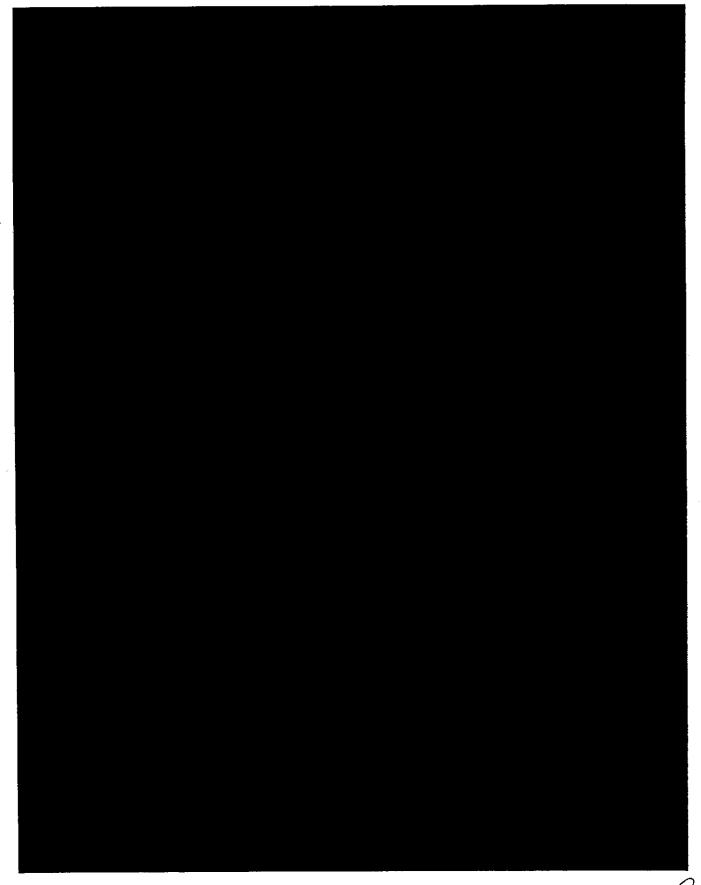
9-3 Pa5



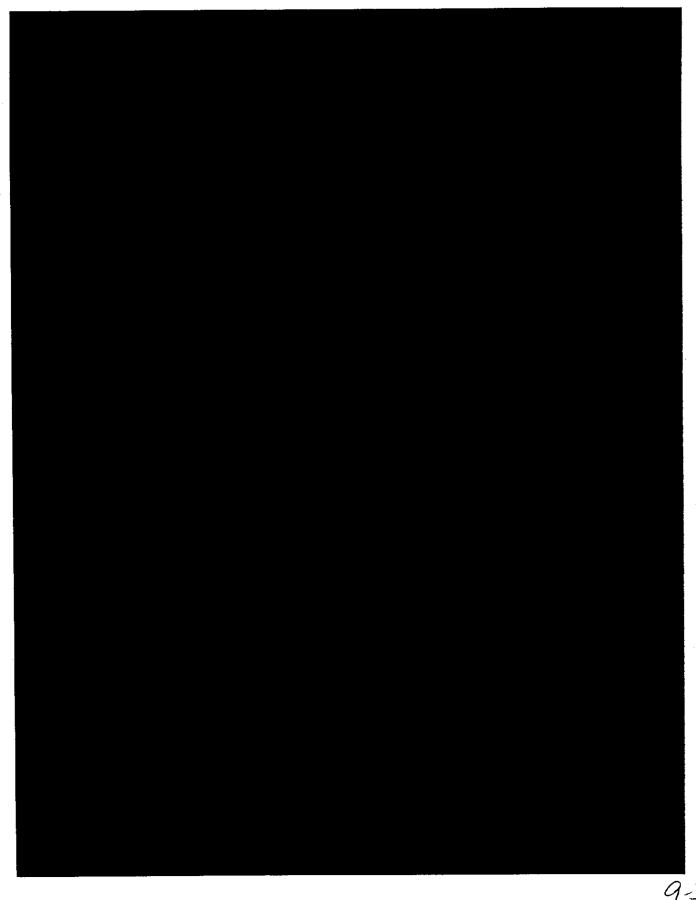
9-3



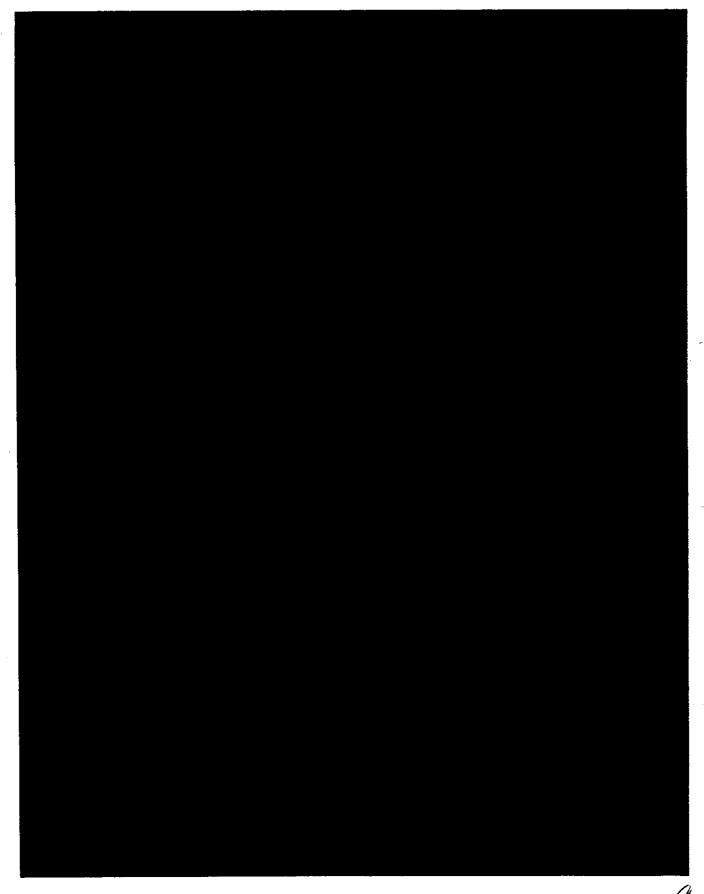
9-3 Pab



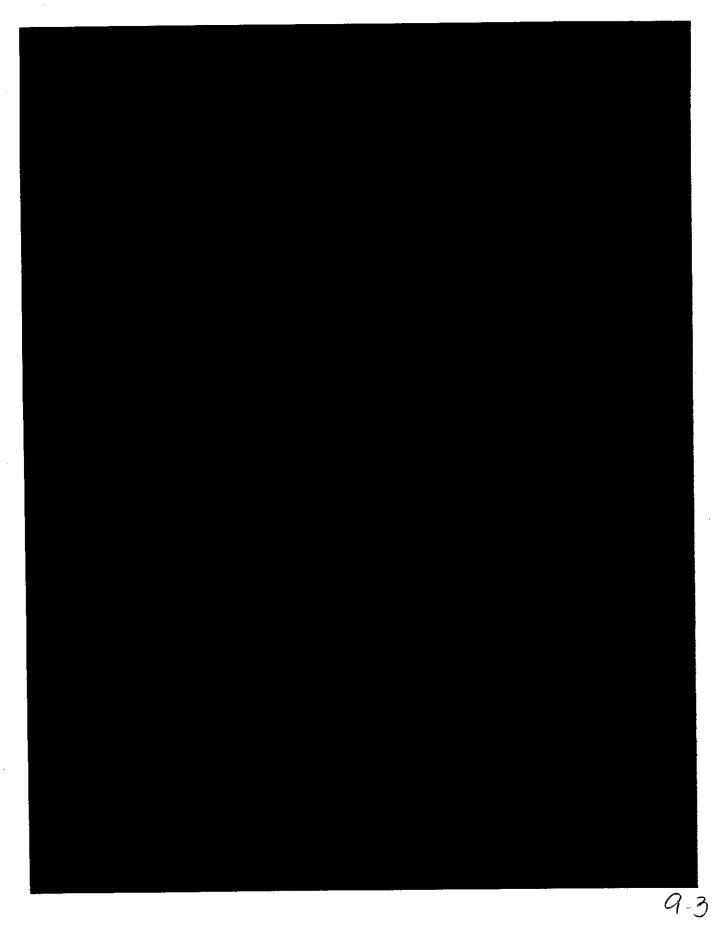
9-3 Pa7



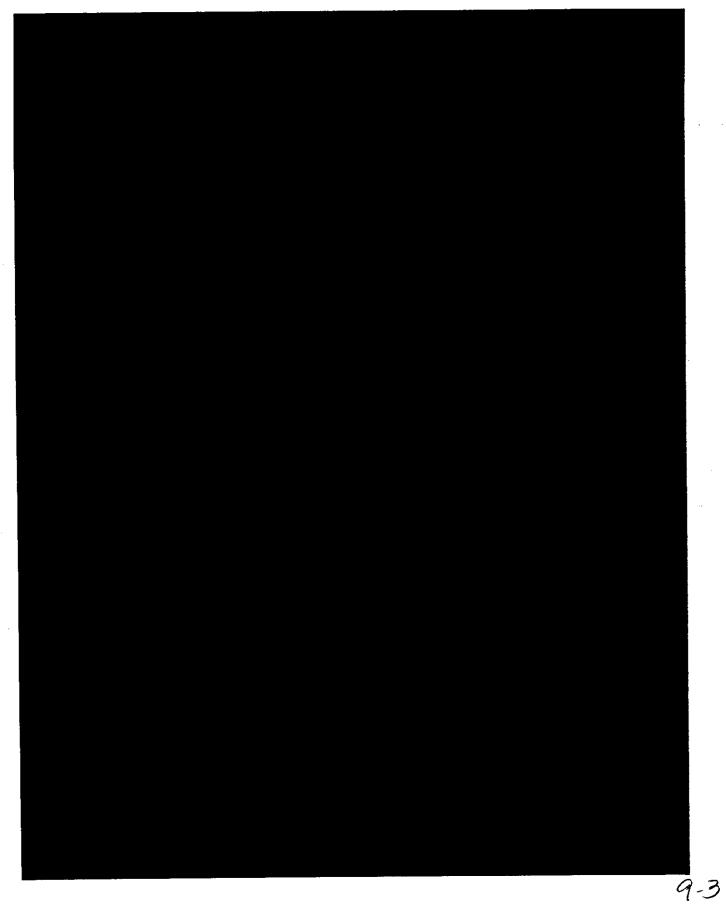
9-3 Pa8



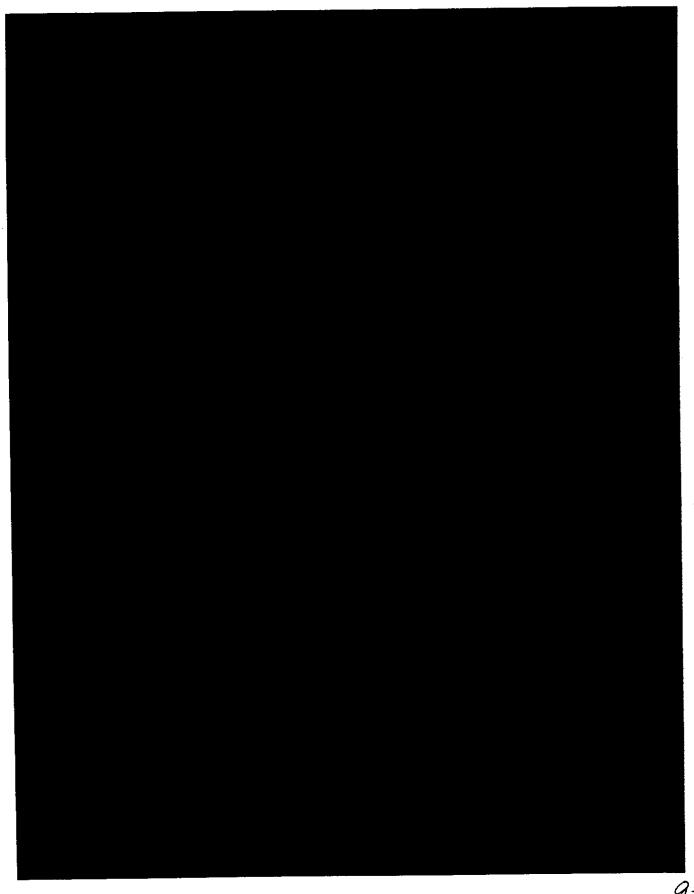
9-3 P29



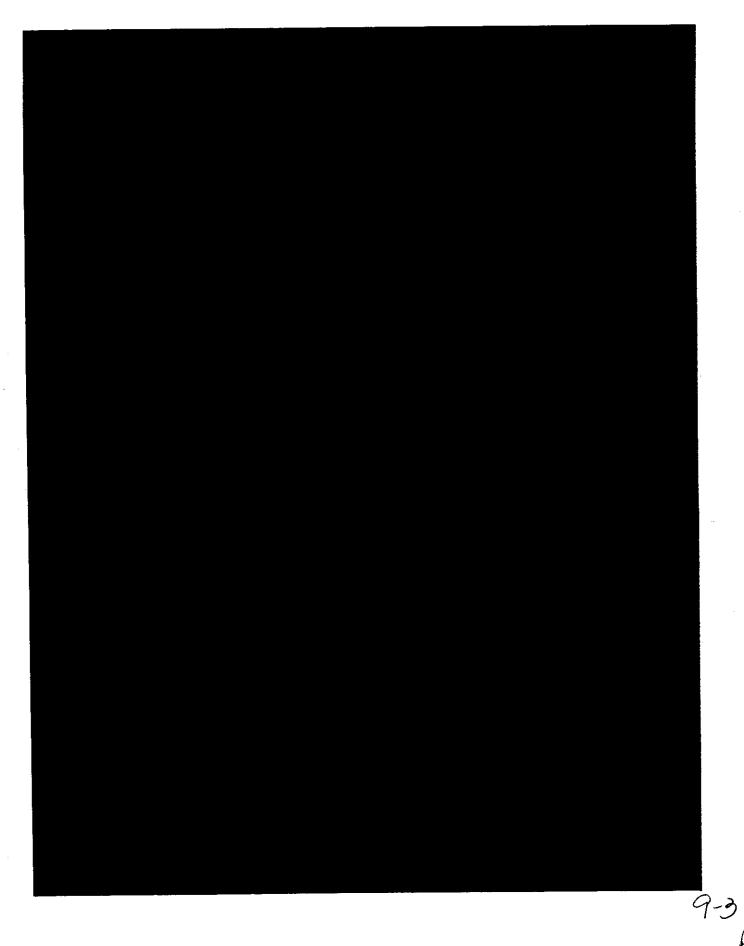
Рэс



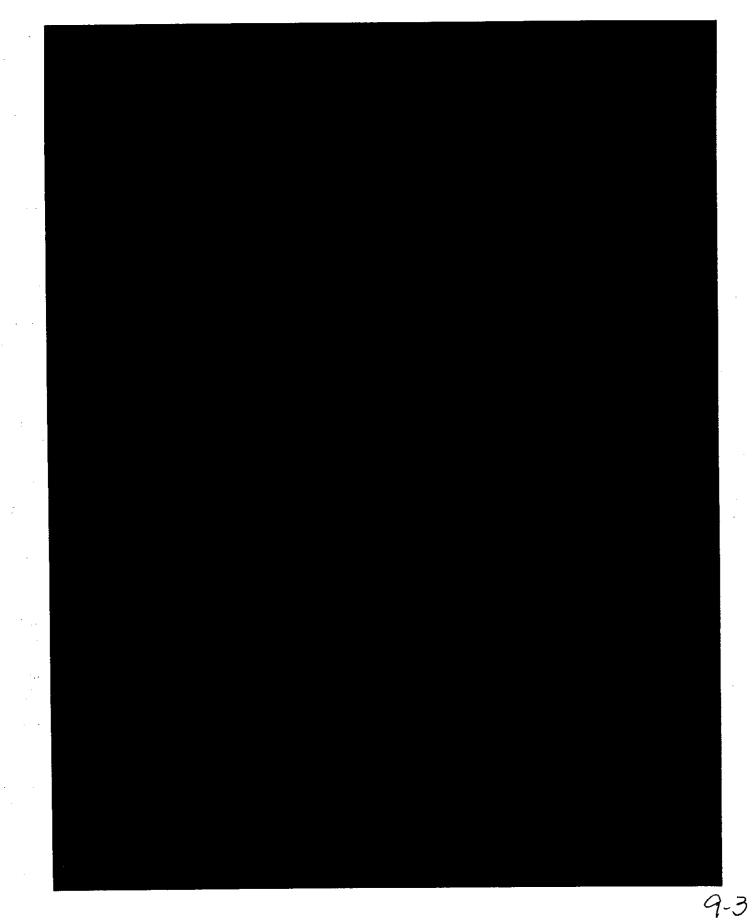
Рзі



9-3 P32



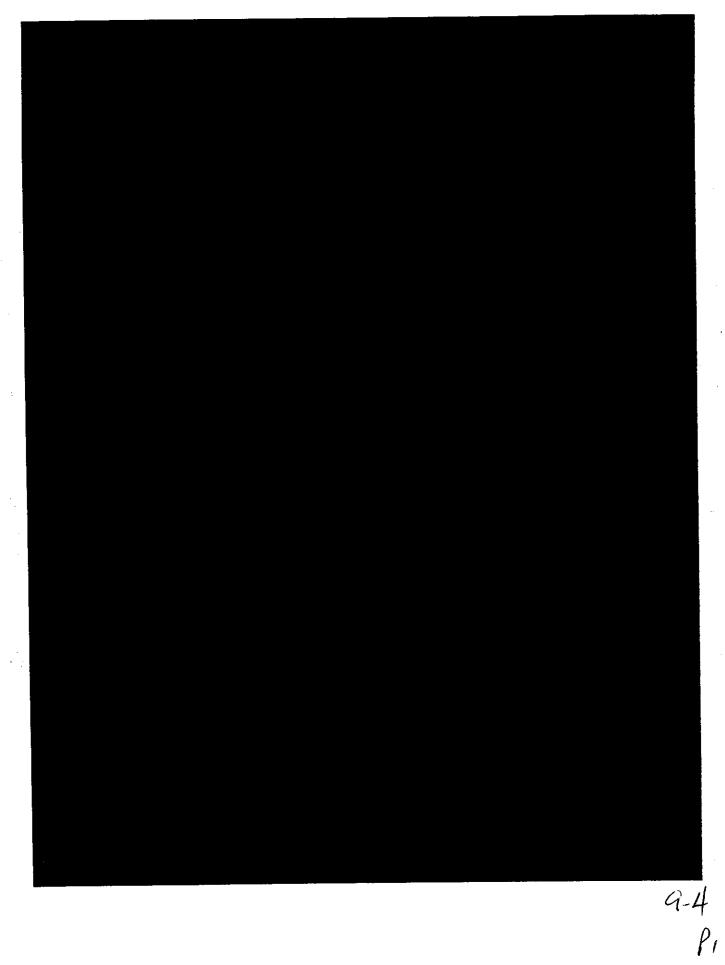
P33

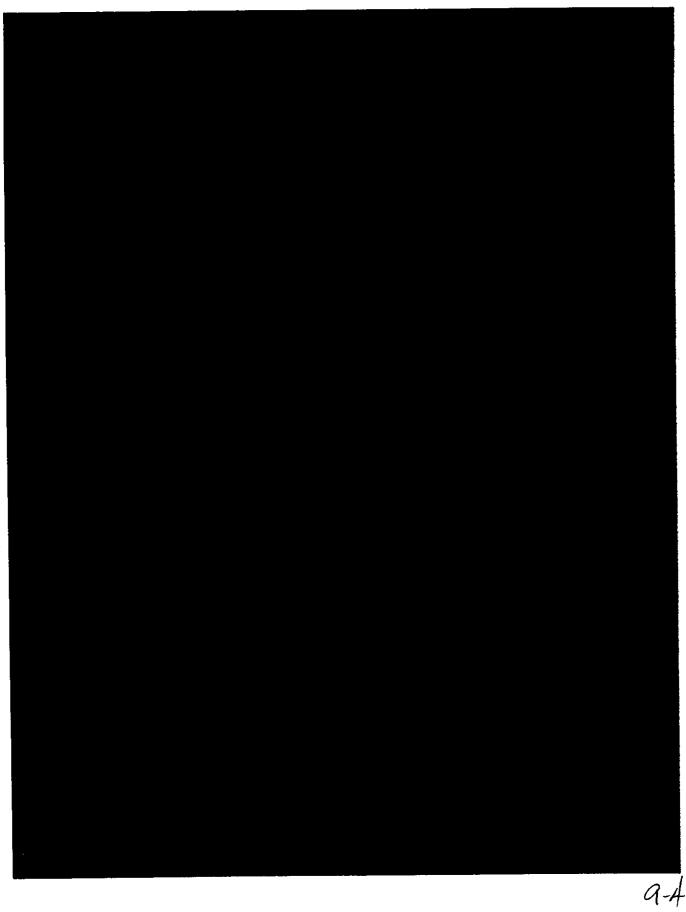


ı

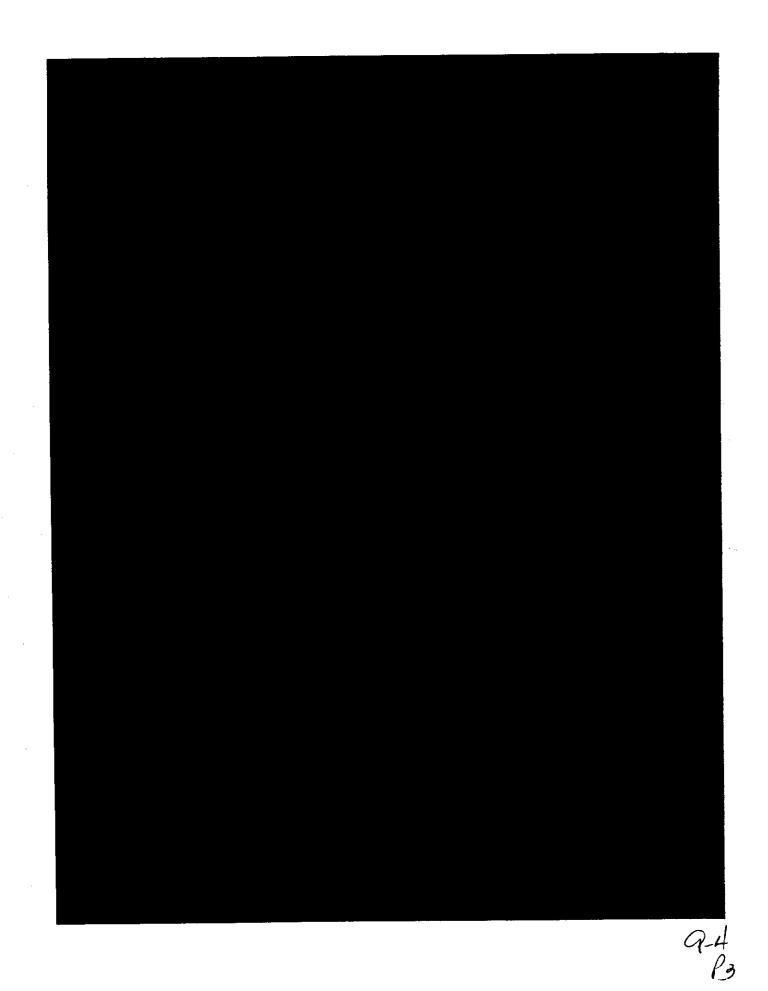
P34

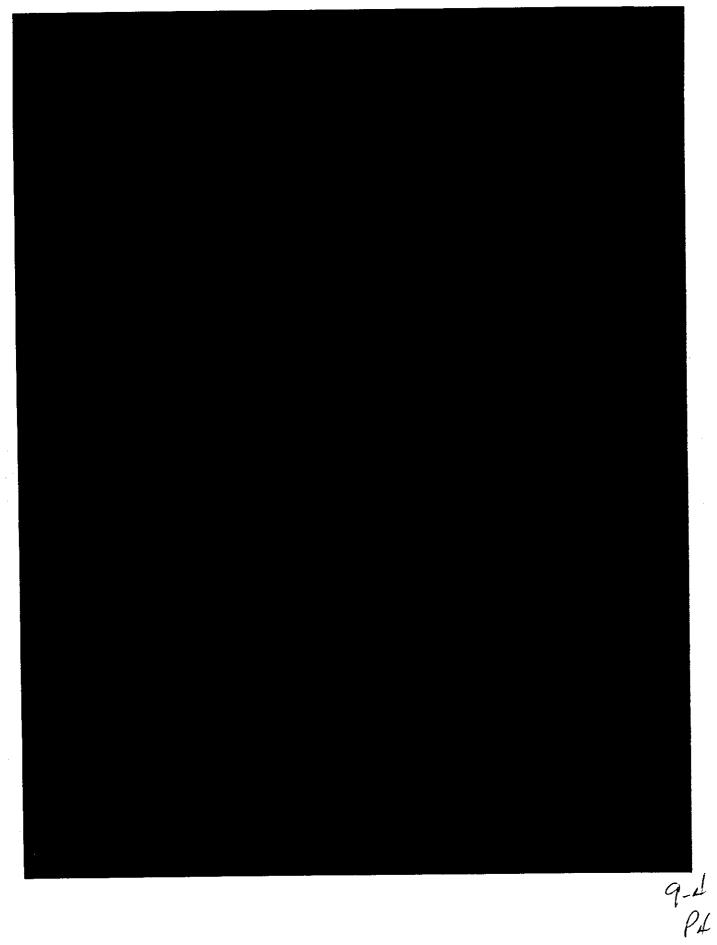
.

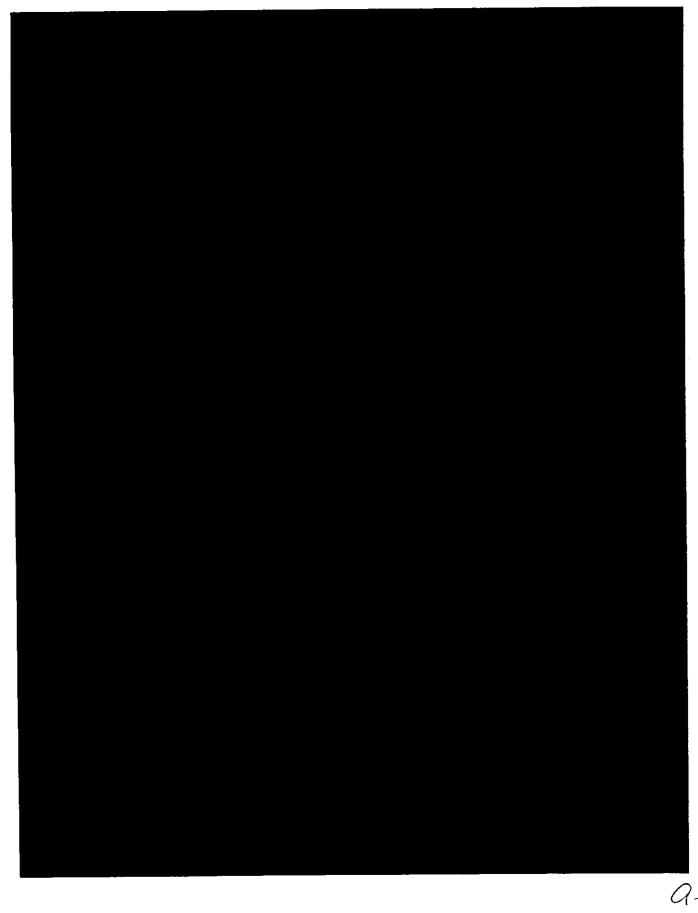




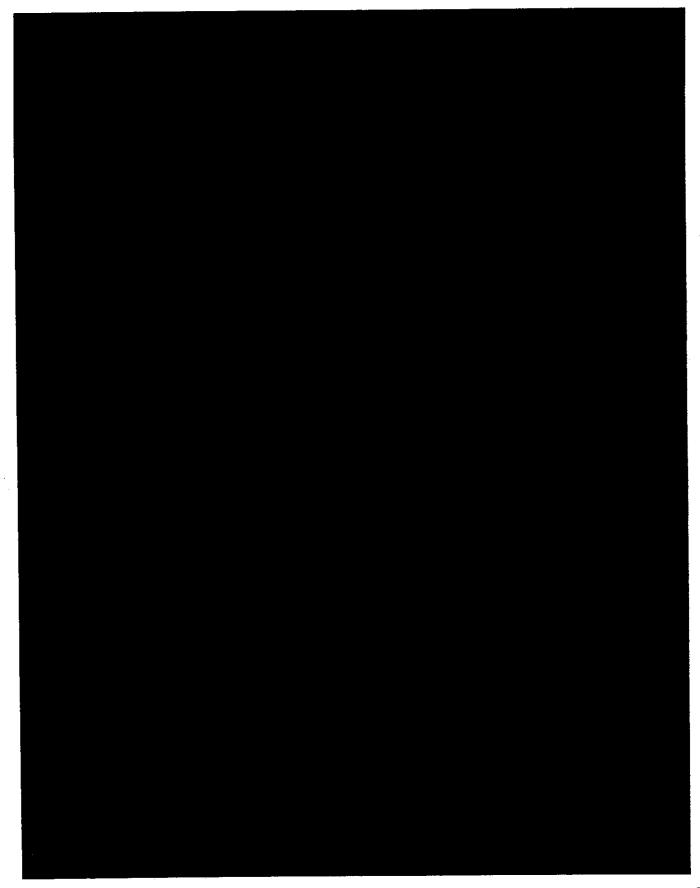
9-4 P2







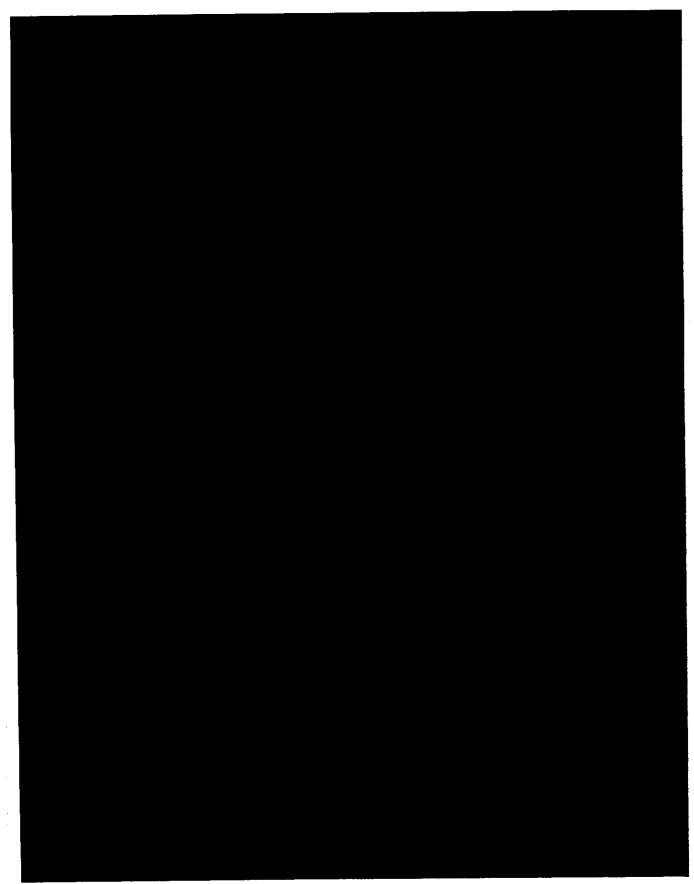
Q.4 P5

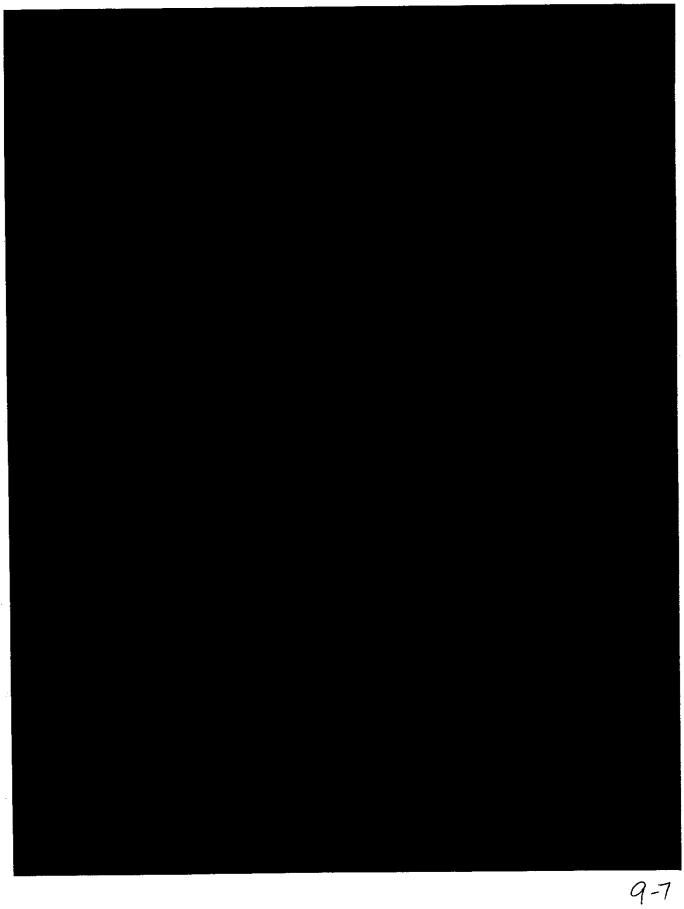


,

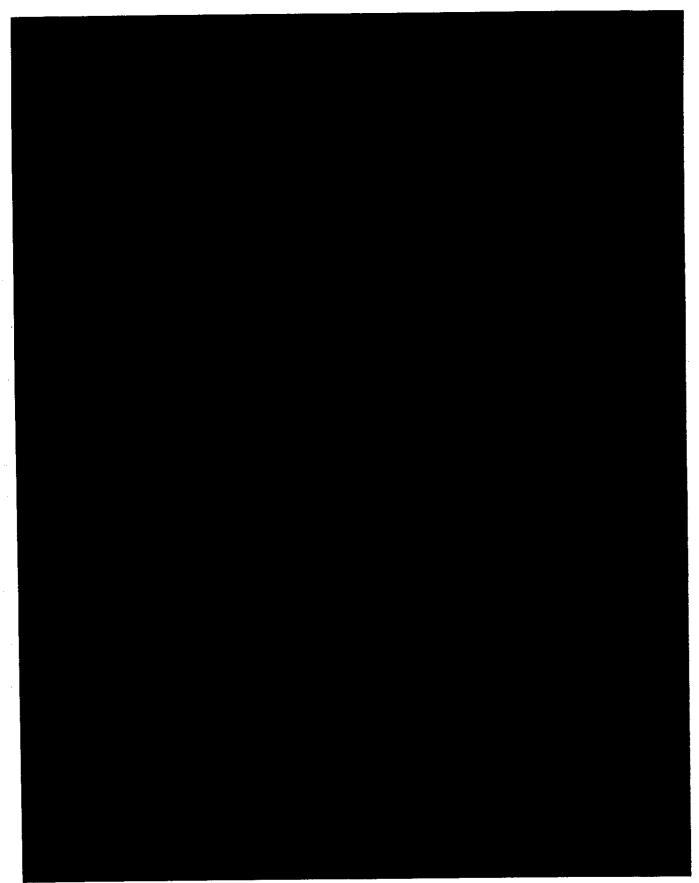
9-5

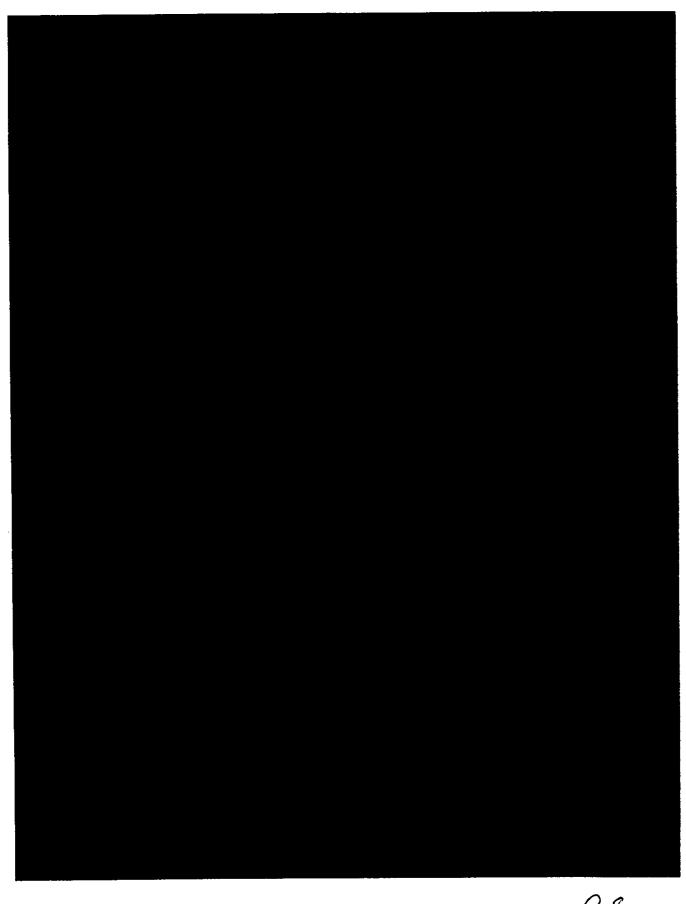
9-6 4-10



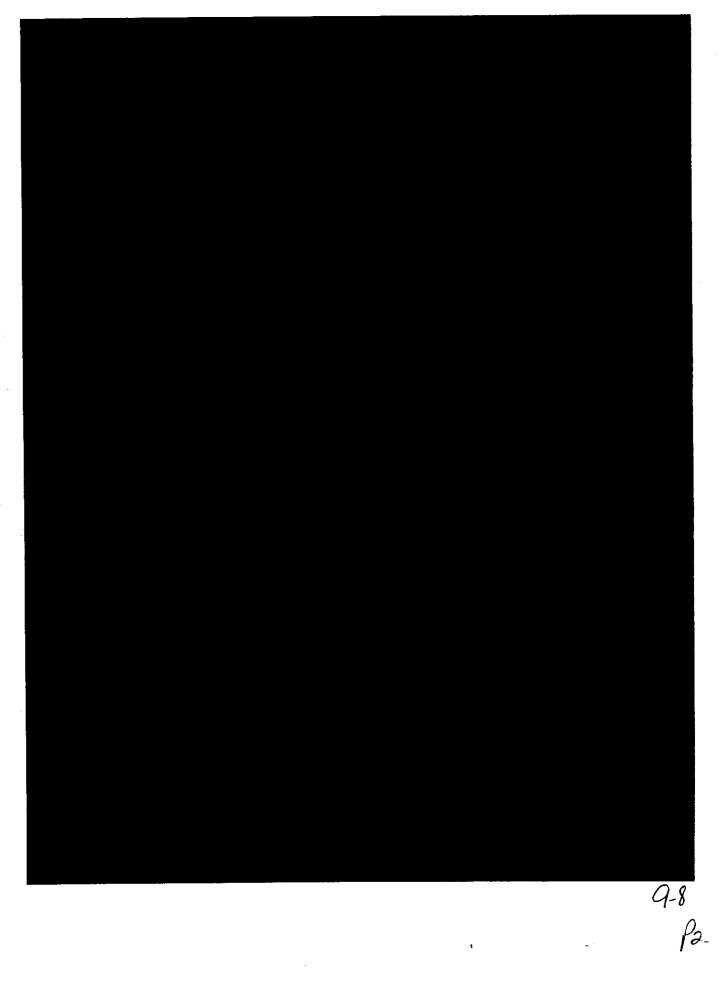


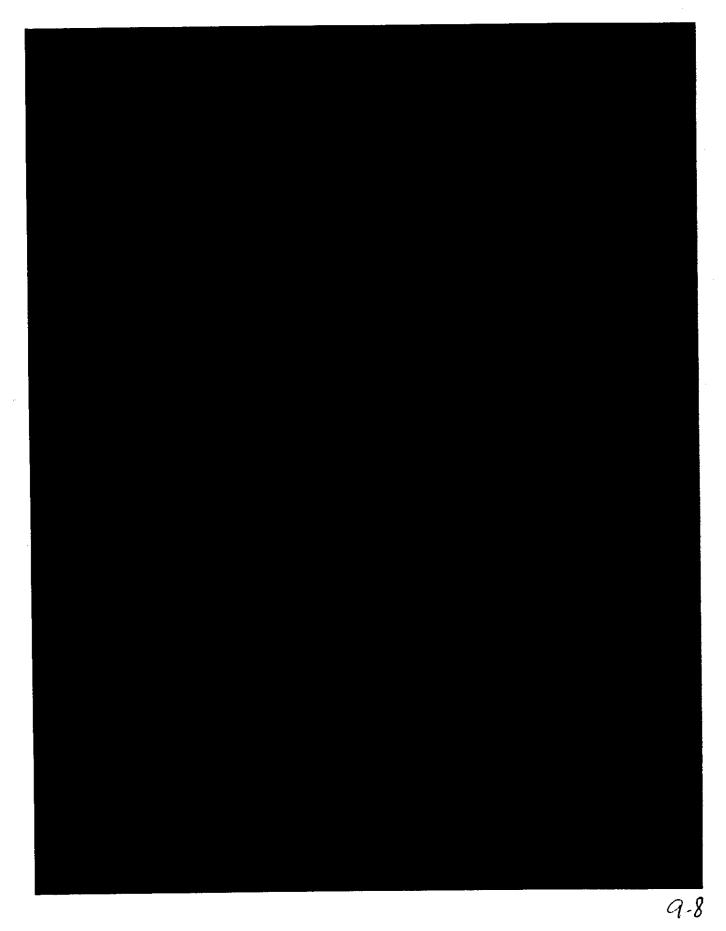
4-1



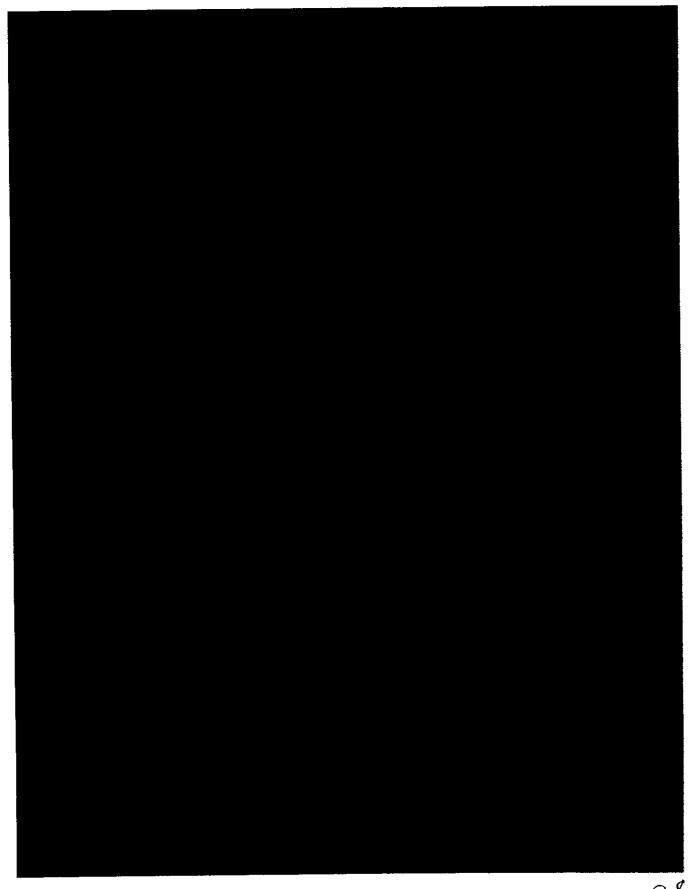


Q-8 PI



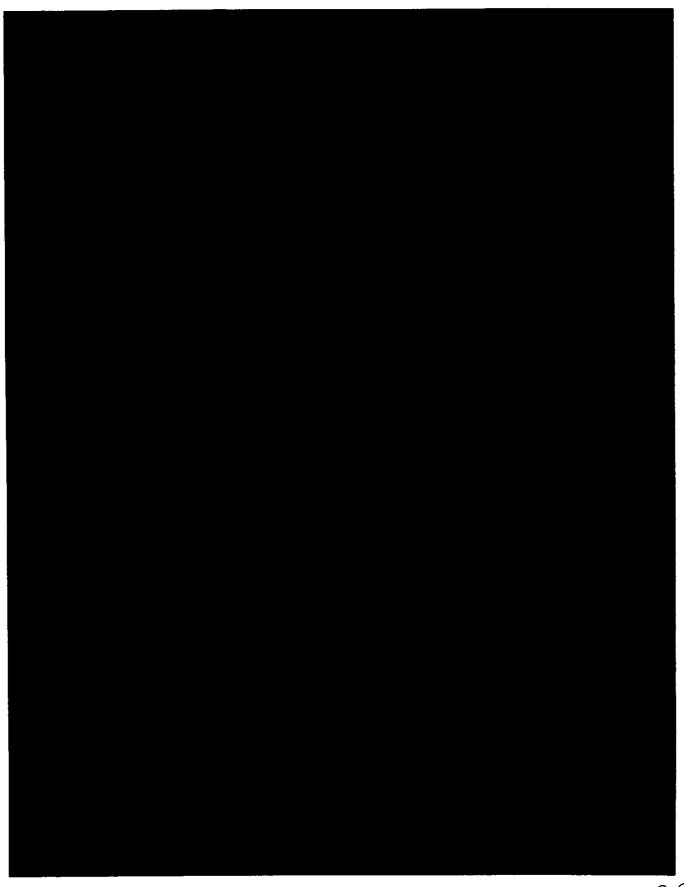


P3

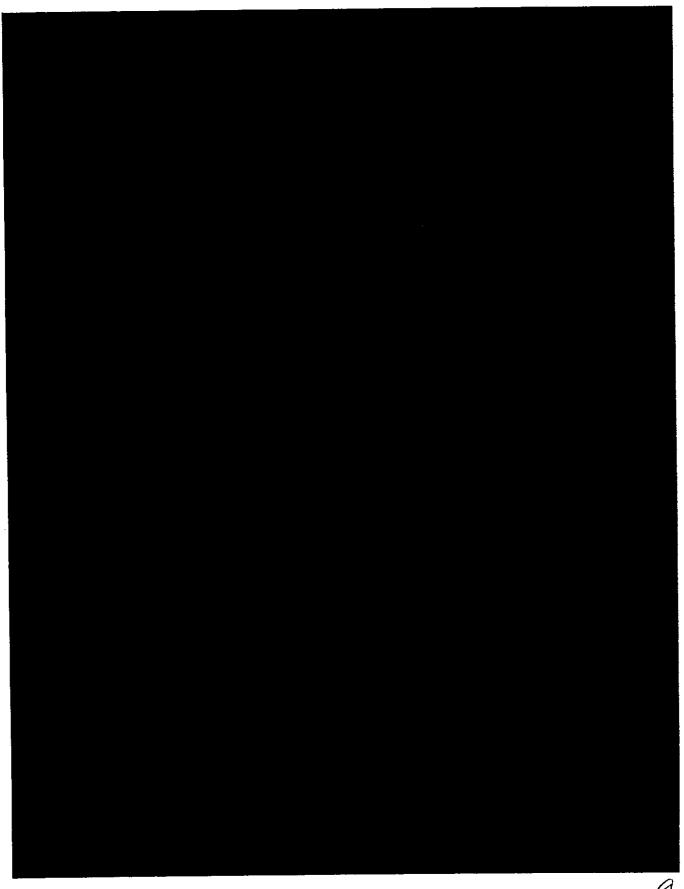


9-8 P4

.



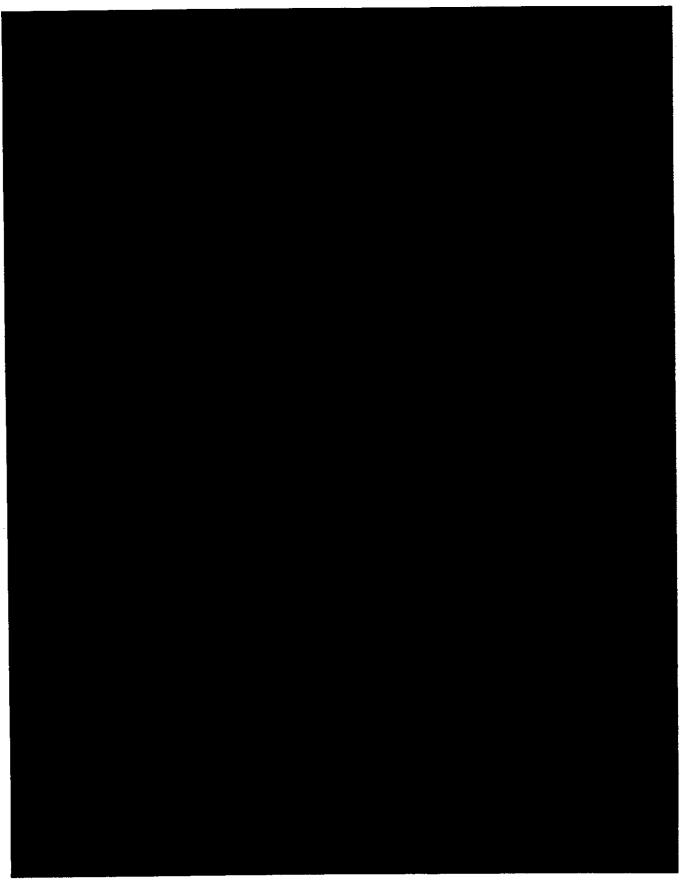
9-8 P5



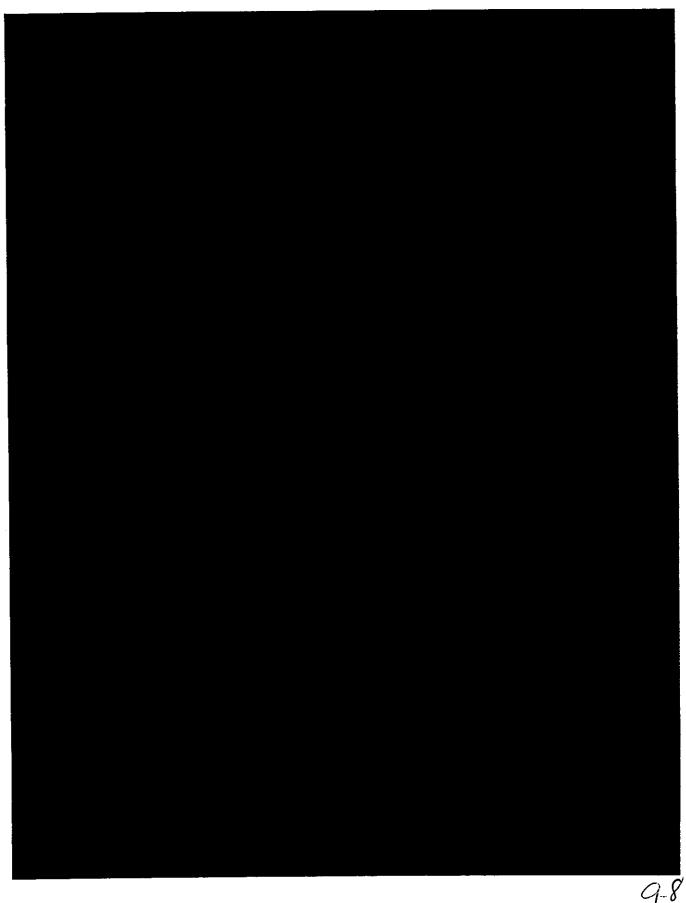
\$

.

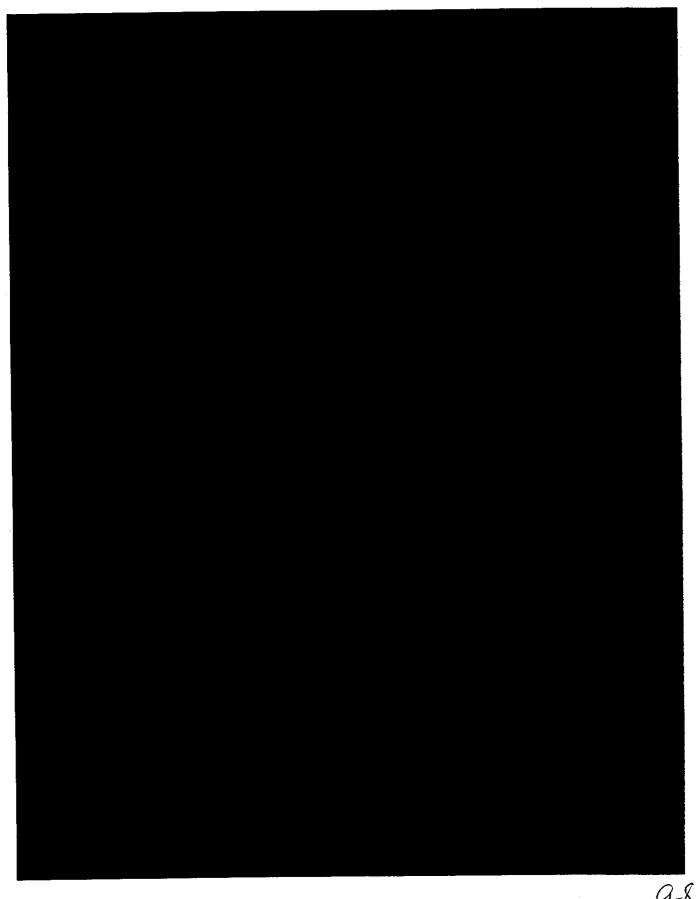
9-8 P6



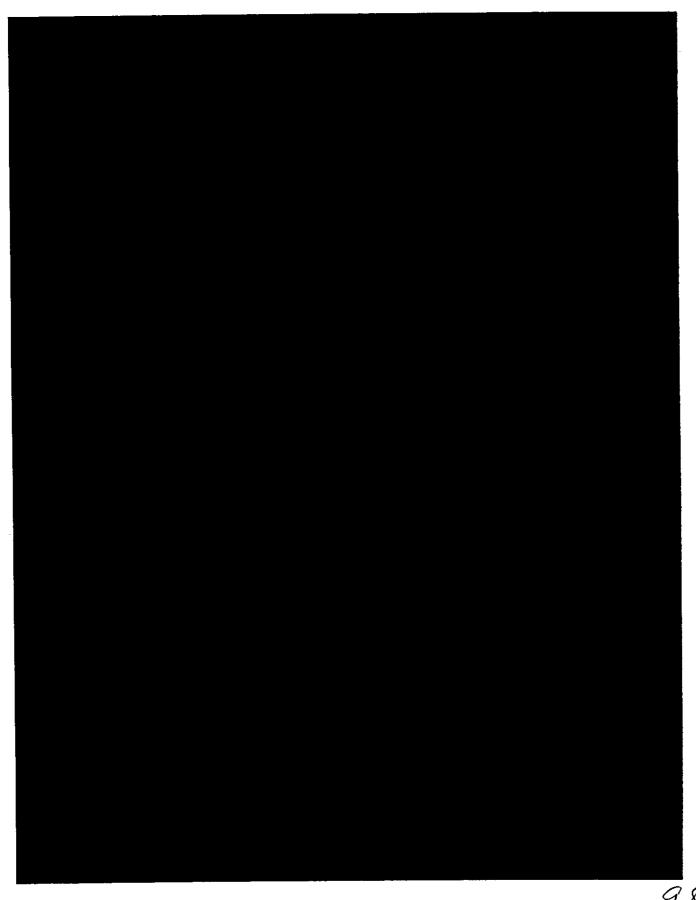
9-8 P7



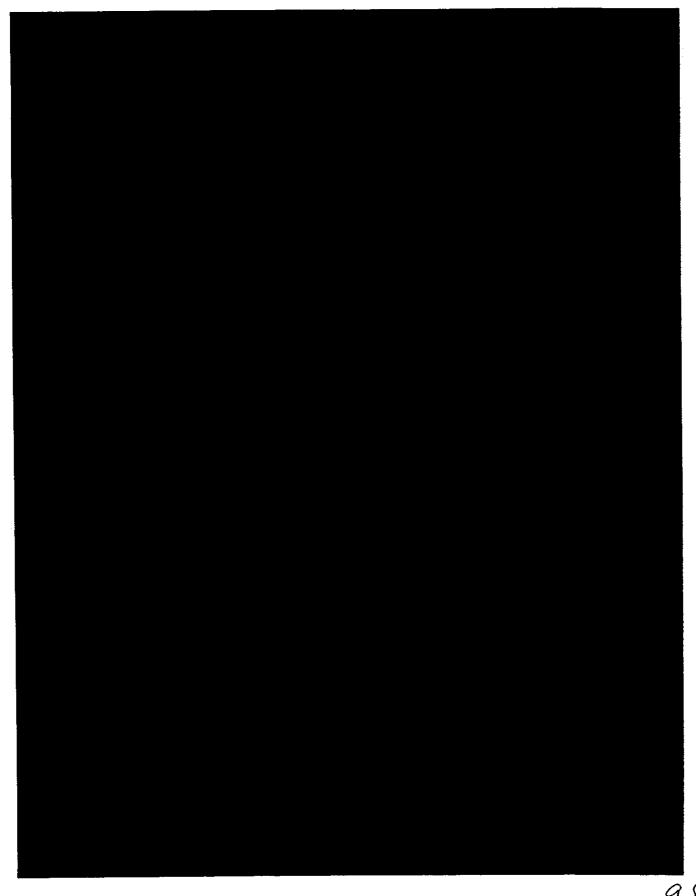
\$



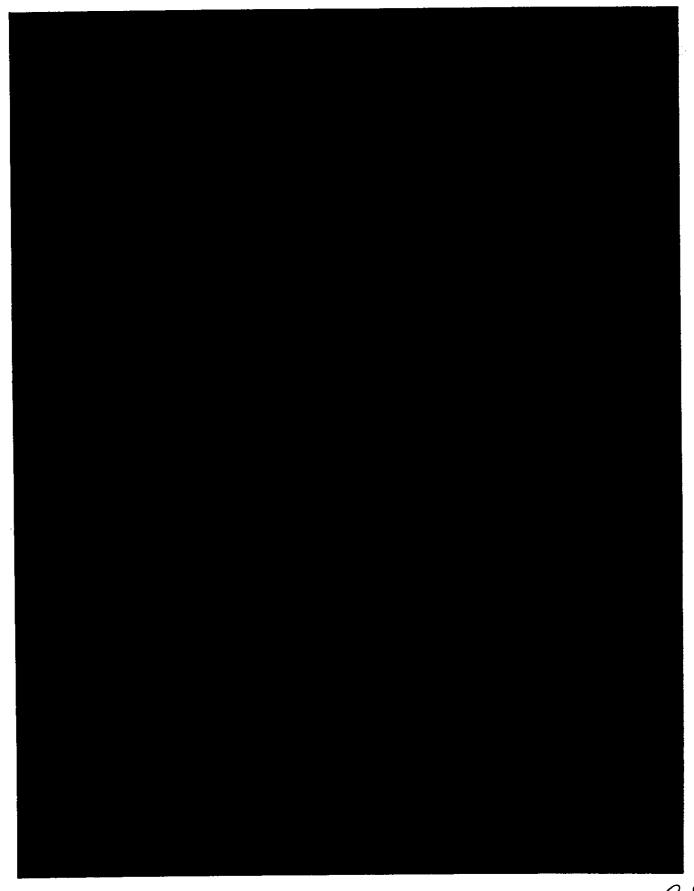
9-8 P9



9-8 Pio

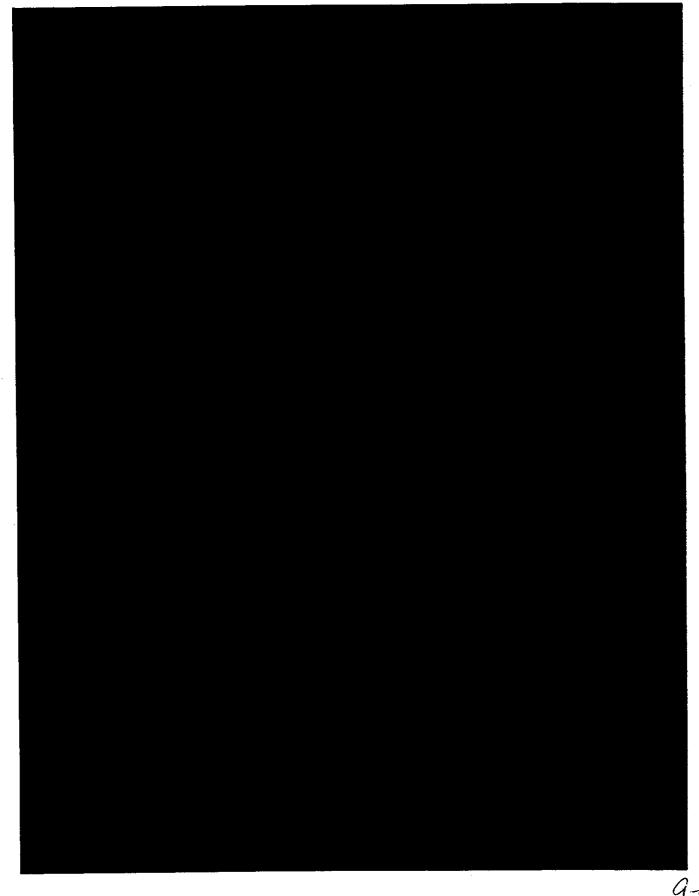


9-8 P11

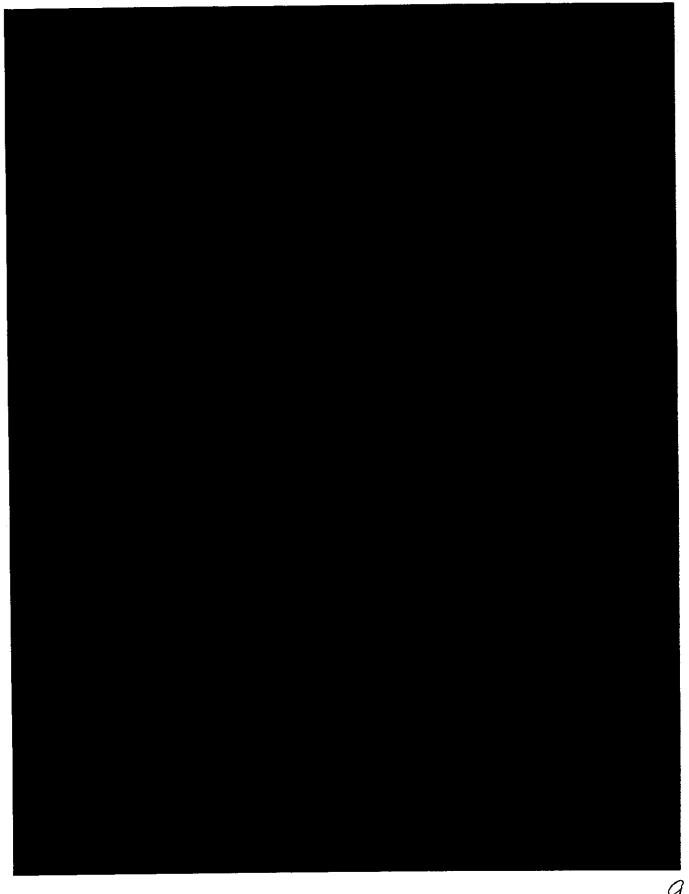


\$

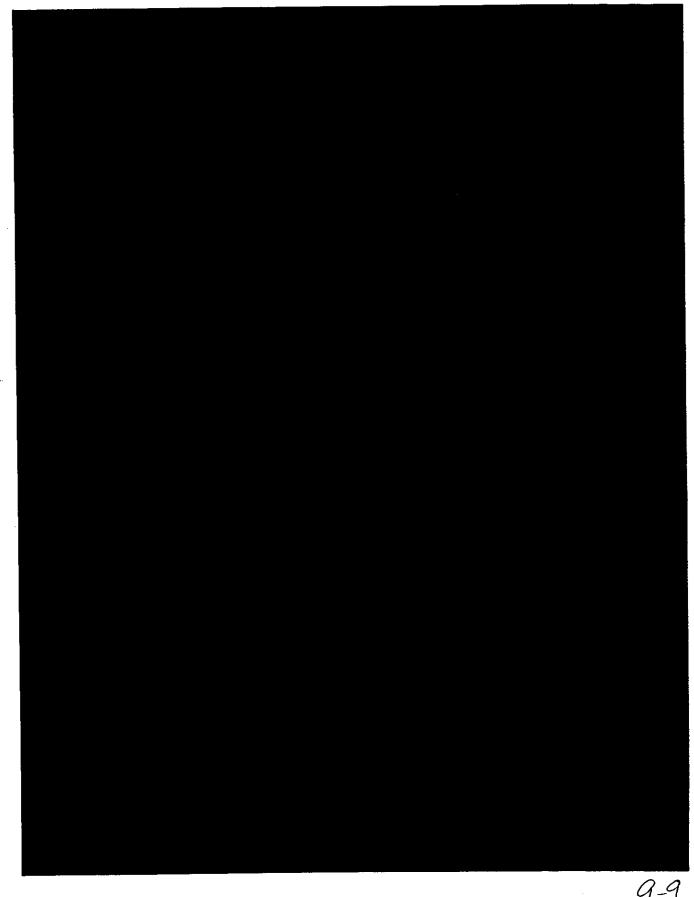
9-8 Pia



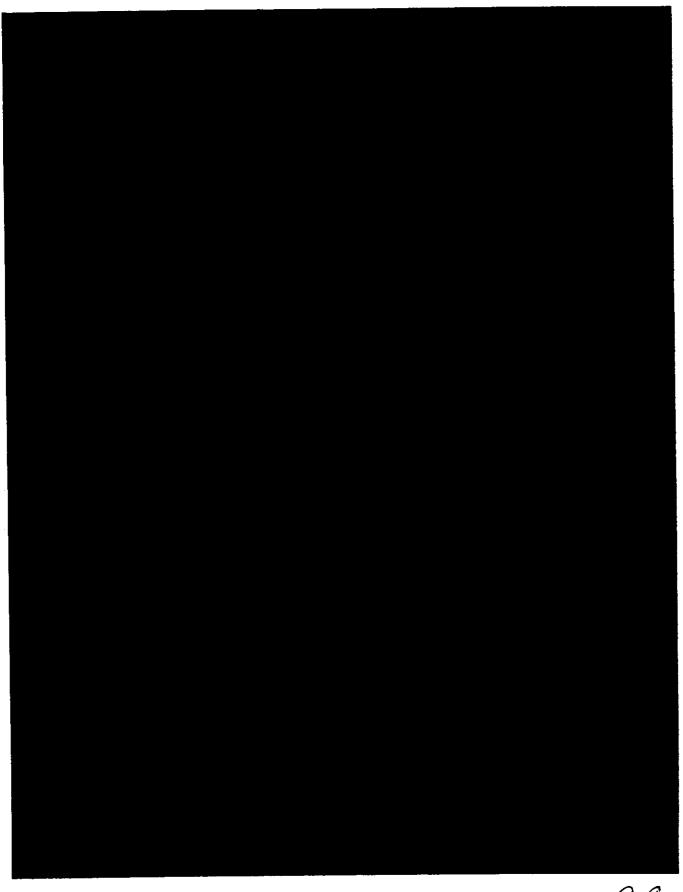
9-8 P13



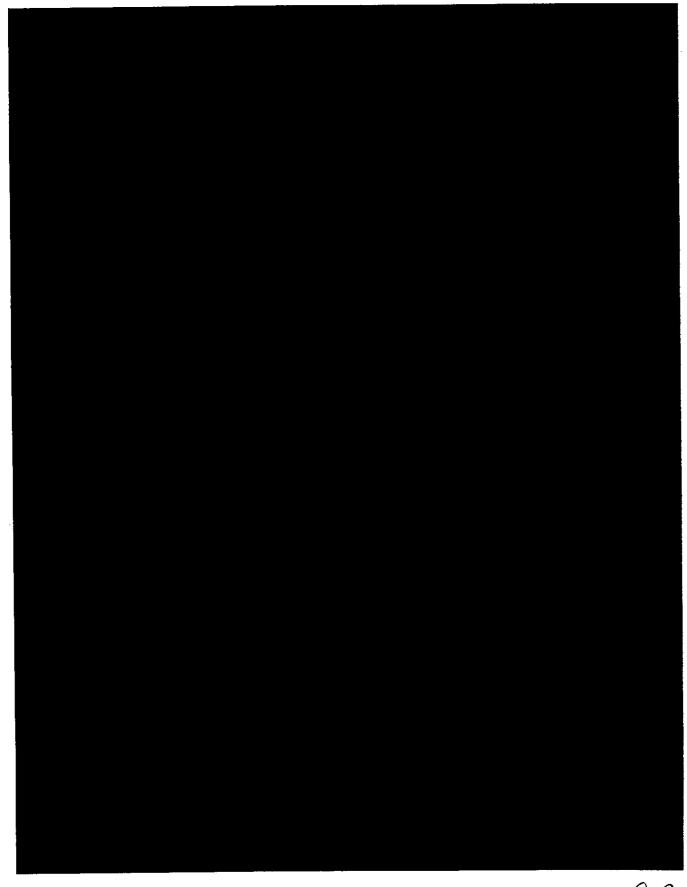
9-8 Pi4



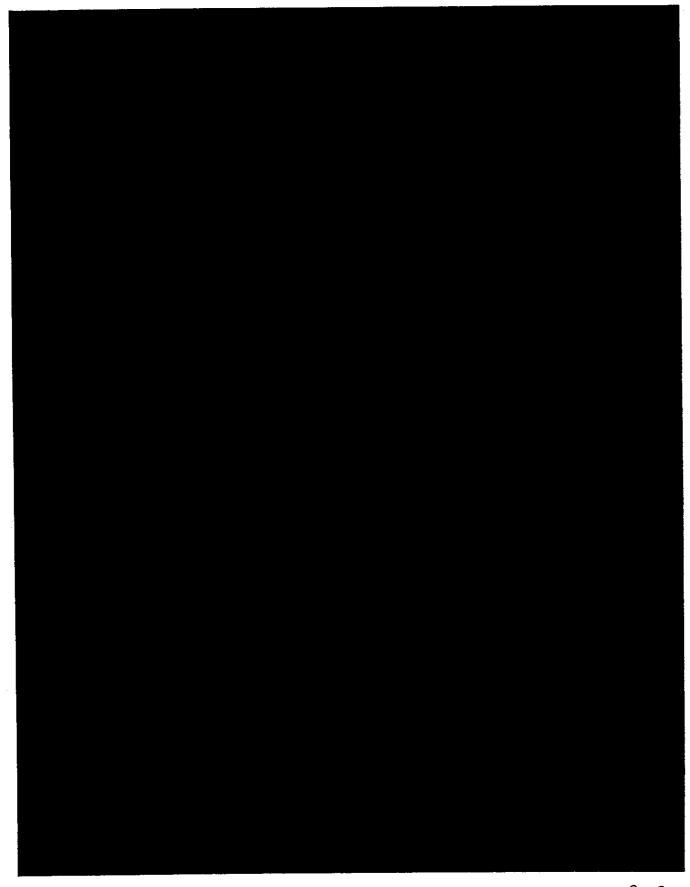
9-9 P,



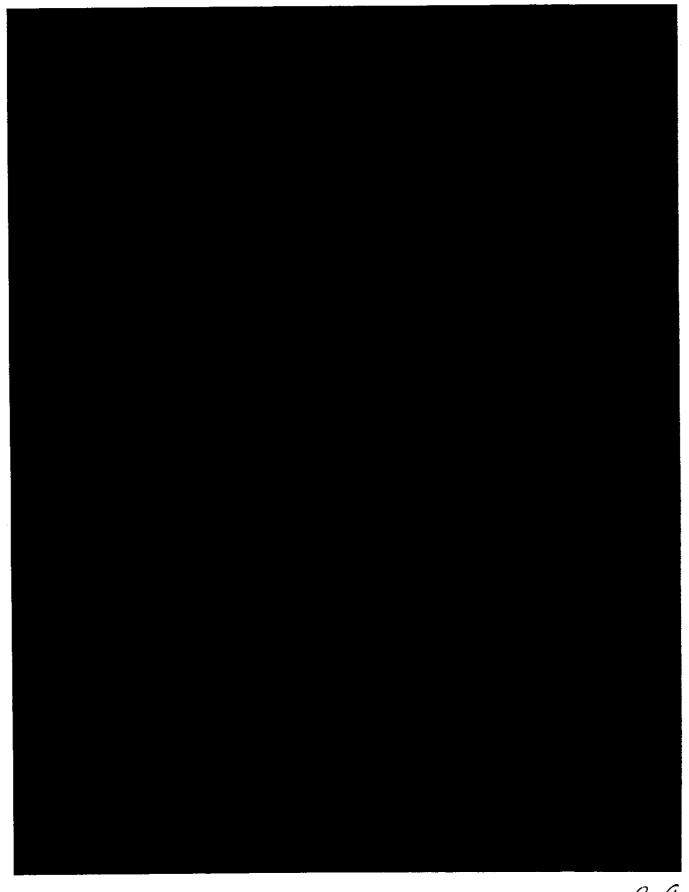
9-9 P2



\$



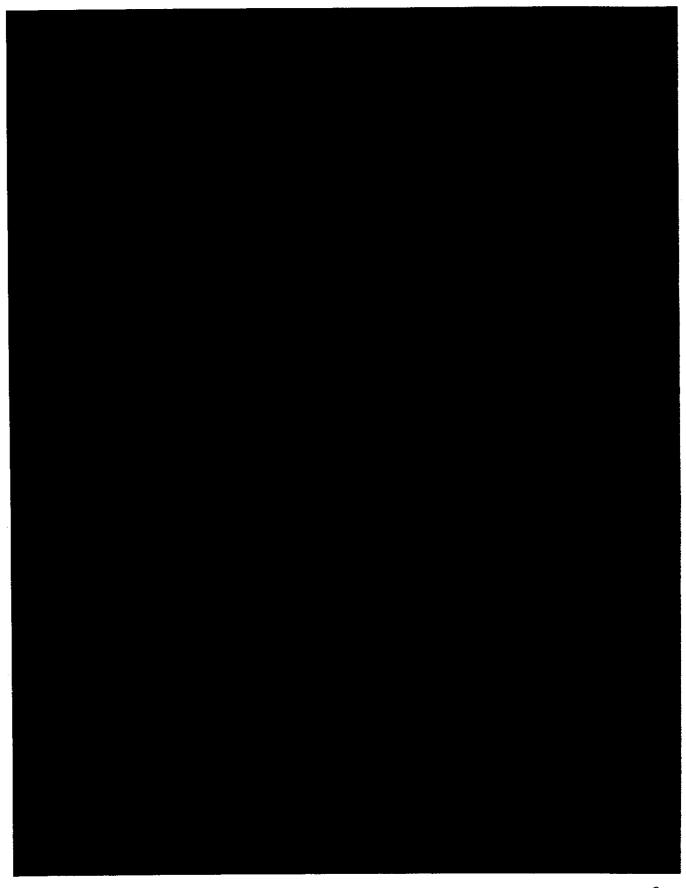
9-9 P4



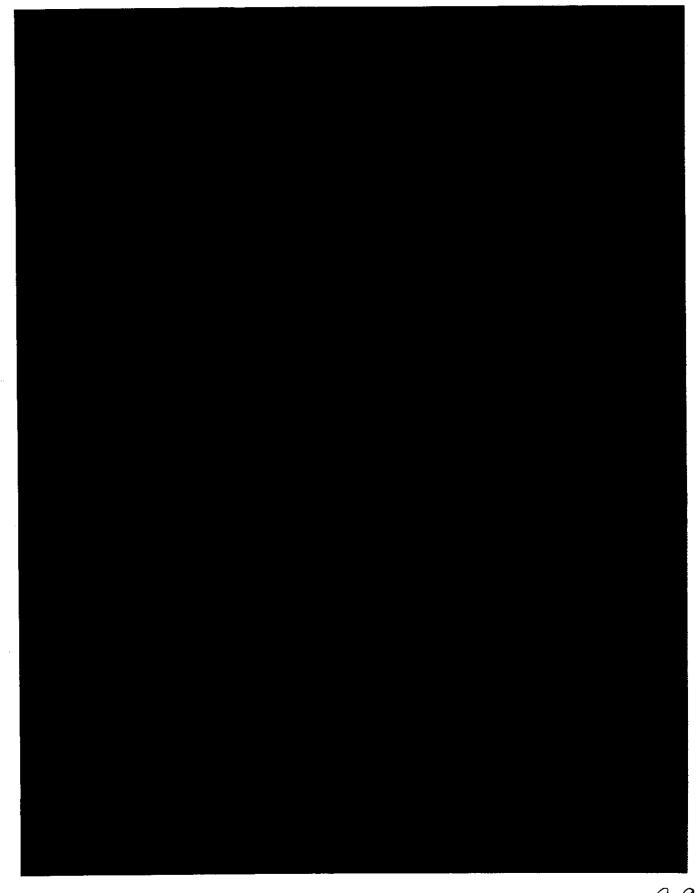
9-9 P5

---

,

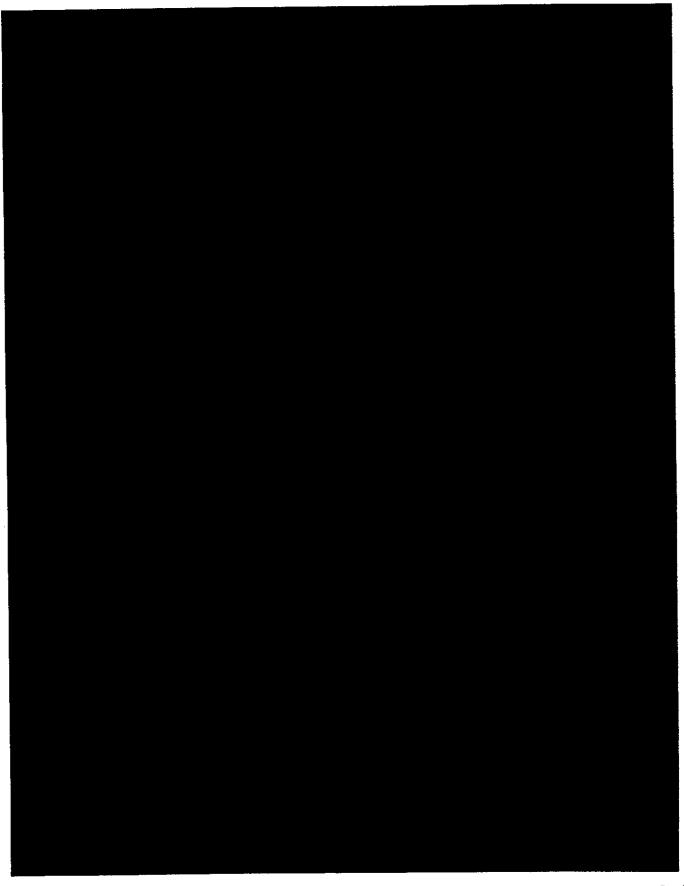


9-9 P6



\$

9-9 P7



9-9 P.8

## Exhibit C

# **Justification Table**

1

د ۲ ۲

. -<u>\*</u>

### EXHIBIT C

COMPANY: TITLE: AUDIT:

,

Florida Power & Light Company List of Confidential Workpapers Undocketed Florida Power & Light Company Test Reliability Indices AUS: #03-002-4-1

### AUDIT CONTROL NO:

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
44-1 2-1 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
44-1 2-1 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
44-1 2-1 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 Bromiey
<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
44-1 2-1 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
44-1 2-1 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	¥	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
44-1 2-1 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> 2-1 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
44-1 2-1 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> <u>2-1</u> 2-3 P1	Customer Information	1	Y	Column No. "A" and "B"	(e)	Dave Bromley
<u>44-1</u> <u>2-1</u> 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
4 <u>6-1</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
4 <u>6-1</u> 1 P15	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
4 <u>6-1</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
4 <u>6-1</u> 2 P6	Customer Cali 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
46-1 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
4 <u>6-1</u> 2 P12	Customer Call Information	1	Y	Column No. "A"	(e)	Dave Bromley
4 <u>6-1</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
4 <u>6-1</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
4 <u>7-1</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
47-1 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

т у **ч** 

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 Dei 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 )		

)

)

COUNTY OF MIAMI-DADE

్ ి సి

AFFIDAVIT OF RICK DEL CUETO

**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

Affidavit of Rick DelCueto Request for Confidential Classification Audit Control No. AUS: #03-002-4-1 Page 2 of 2

•.....

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.

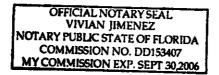
4. Affiant says nothing further.

Rick Del Cueto

**SWORN TO AND SUBSCRIBED** before me this  $\frac{19}{6}$  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:



**EXHIBIT D** 

#### **BEFORE THE**

#### FLORIDA PUBLIC SERVICE COMMISSION

**AFFIDAVIT OF DAVID T. BROMLEY** 

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

)

)

)

رب : <mark>م</mark>يد

STATE OF FLORIDA

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 customerspecific 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

Affidavit of David T. Bromley Request for Confidential Classification Audit Control No. AUS: #03-002-4-1 Page 2 of 2

-

٠

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  $\underline{/4} \stackrel{\checkmark}{\leftarrow} day$  of September 2003, by David T. Bromley, who is <u>personally known</u> 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:

