

State of Florida



# Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

**-M-E-M-O-R-A-N-D-U-M-**

---

**DATE:** January 13, 2012  
**TO:** Ann Cole, Commission Clerk, Office of Commission Clerk  
**FROM:** Lisa C. Bennett, Senior Attorney, Office of the General Counsel *LCB*  
**RE:** Docket No. 100077-EI - Investigation of the appropriateness of the affiliate product offerings to Florida Power & Light customers.

---

Please place the attached correspondence in the abovementioned docket file.

LCB/th

RECEIVED FPSC  
12 JAN 13 AM 9:49  
COMMISSION  
CLERK

DOCUMENT NUMBER-DATE

00257 JAN 13 02

FPSC-COMMISSION CLERK



John T. Butler  
Managing Attorney  
Florida Power & Light Company  
700 Universe Boulevard  
Juno Beach, FL 33408-420  
(561) 304-5639  
(561) 691-7135 (Facsimile)  
Email: John.Butler@fpl.com

January 4, 2012

**-VIA HAND DELIVERY-**

Lisa Bennett, Esq.  
Senior Attorney  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850



**Re: Docket No. 100077-EI; revised script for FPL customer service representatives transferring connect-service calls to FPL Energy Services ("FPLES")**

Dear Lisa:

FPL has revised the proposed call-transfer script language that I sent you on December 14, 2011, to address more explicitly the two ways in which customers may receive their order confirmation number. As revised, the proposed script reads as follows:

*... your order to connect service is now complete. Please remember to check your circuit breakers upon arrival. I can provide your order confirmation number now or transfer you and your account information to a representative from FPL Energy Services, our non-regulated affiliate, who will provide the order confirmation number and review other valuable services that may further assist you with your move. Is it OK to transfer you now? (Wait for yes or no)*

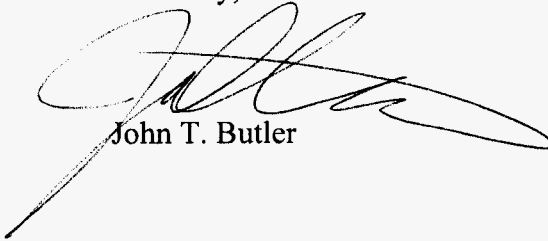
*(If no) Your confirmation number is XXXX. It has been my pleasure to assist you and I hope you have a nice day.*

*(If yes) Thank you, I will transfer your call now, have a nice day.*

Lisa Bennett, Esq.  
January 4, 2012  
Page 2

Please feel free to contact me if Staff has any questions. Once we have Staff's concurrence with the revised script, FPL will move forward with the necessary computer programming changes to implement it.

Sincerely,

A handwritten signature in black ink, appearing to read "John T. Butler", written over a printed name.

John T. Butler

cc: Connie Kummer