

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: December 3, 2014
TO: Carlotta Stauffer, Commission Clerk, Office of Commission Clerk
FROM: Kelley F. Corbari, Senior Attorney, Office of the General Counsel *KFC*
RE: Docket No. 140210-EU – Joint petition for approval of amendment to territorial agreement in Charlotte, Lee, and Collier Counties, by Florida Power & Light Company and Lee County Electric Cooperative.

Please place the attached correspondence from FPL in response to staff's request for additional information in the above-referenced docket file.

KFC/dl
Attachment

RECEIVED-FPSC
14 DEC -3 PM 4: 38
COMMISSION
CLERK

Kelley Corbari

From: Goorland, Scott <Scott.Goorland@fpl.com>
Sent: Wednesday, December 03, 2014 2:55 PM
To: Kelley Corbari; John A. Nolan (john.noland@henlaw.com); D. Bruce May, Jr. (bruce.may@hklaw.com)
Cc: Jennifer Crawford; Stephen Garl
Subject: RE: 140210-EU FPL-LCEC Petition -- Question
Attachments: FPL and LCEC Territorial Swap Customers and Call Notes.xlsx; FPL Customer Letter_Redacted.pdf; LCEC Customer Letter (1)_Redacted.pdf; LCEC Customer Letter (2)_Redacted.pdf

Kelly,

Thanks for reaching out to us. As of today, FPL and LCEC have been able to make direct telephone contact with all of the customers in the respective service territories affected by this proposed Territorial Amendment, and none of those customers expressed any concerns with respect to the Joint Petition or the Amended Territorial Agreement.

When we initially filed the Joint Petition, FPL and LCEC attempted to reach customers by telephone, rather than in writing, as we were concerned that the timing of the proposal was short and calling would provide a more direct route to the customers. FPL and LCEC were unable to reach five of the eight customers. However, both FPL and LCEC left voice messages fully describing the Territorial Amendment. On November 17, FPL and LCEC provided to Steve Garl a chart which showed that, as of that date, FPL and LCEC were able to reach an additional two customers, and were only unable to reach three of the remaining customers that had not been reached originally. A copy of that chart is attached. The two additional customers expressed no concerns about the proposed Joint Petition or the Amended Territorial Amendment.

As a result of our inability to reach those three remaining customers, on Nov. 21 and Nov. 24, LCEC and FPL sent the attached letters to those customers. (Note, the copies are redacted to protect the confidential customer information, we can make the unredacted versions available to you with an RFCC if necessary.) As a result of these letters, LCEC was contacted by its customer that had not previously been reached. It turned out that both of the accounts for the two LCEC letters belonged to a single entity. That customer expressed no concerns about the proposed Joint Petition or the Amended Territorial Amendment.

Finally, FPL's letter to its one remaining customer that had not been directly reached was identified by the USPS as not delivered. However, on December 3, FPL was able to directly reach that one remaining customer by telephone. That customer expressed no concerns about the proposed Joint Petition or the Amended Territorial Amendment.

As a result, all customers in the affected service territories have now been contacted, and no customer has expressed any concerns.

Please let me know if we can provide you anything further.

Thanks,
Scott Goorland

From: Kelley Corbari [<mailto:KCorbari@psc.state.fl.us>]
Sent: Tuesday, December 02, 2014 1:48 PM
To: John A. Nolan (john.noland@henlaw.com); D. Bruce May, Jr. (bruce.may@hklaw.com); Goorland, Scott

Cc: Jennifer Crawford; Stephen Garl
Subject: 140210-EU FPL-LCEC Petition -- Question

This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email.

Scott, Bruce and Jay -

I have a couple of quick questions for you all regarding customer notice of FPL-LCEC's Petition to amend the territorial agreement. In the Petition, the utilities state that each utility attempted to contact each of the eight (8) existing customers via telephone, to notify them of the potential territorial amendment; and, as of the filing of the petition, five (5) of the customers had not responded to the utilities' contact attempts but the utilities would continue to contact the 5 customers.

1. Did either of the utilities mail out any kind of notice to the 8 customers or did the utilities only attempt to contact the customers by telephone?
2. If the utilities did not mail a notice, was there a particular reason a notice was not mailed to the customers?
3. Have the utilities managed to contact the 5 customers not reached prior to filing the petition?
 - If so, what were the customers positions on the amendment?
 - If not, was a notice mailed to the customers?

Thanks so much!
Kelley

Kelley F. Corbari,

Senior Attorney – Regulatory Analysis Section
Office of the General Counsel
FLORIDA PUBLIC SERVICE COMMISSION
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
Email: KCorbari@psc.state.fl.us
Direct Phone: (850) 413-6234
Direct Fax: (850) 413-6235



PLEASE NOTE: *Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.*

Contacts with Exchange Parcel 2 Customers Currently Served by FPL

Row No. from Exhibit "C" to Appendix "A" of Exchange Parcel 2 Customers*	Dates of Contact	Comments
1 to 3	10/23/2014, 11/17/2014	Left voice messages with full details. When able to speak with the customer, the customer expressed appreciation for the call.
4 to 14	10/23/2014, 11/12/2014, 11/17/2014	Left voice messages with full details
15	10/23/2014, 11/12/2014, 11/17/2014	Left voice messages with the customer and gave full details. When able to speak with the customer, the customer expressed appreciation for the call and asked to be notified if a meter is ever changed out in case an outage needs to be coordinated.

* In order to protect the confidentiality of the customer information, specific identifying information has not been included. On November 3, FPL and LCEC filed their Joint Petition for Approval of Amendment to Territorial Agreement. Included with that Joint Petition, as Appendix "A", is the executed Amendment to the Territorial Agreement. Exhibit "C" to Appendix "A" provides two lists of customers, including one list of Exchange Parcel 2 Customers Currently service by FPL. The chart provided above identifies those customers by reference to the row numbers in Exhibit "C" to Appendix "A", Exchange Parcel 2 Customers Currently Served by FPL.

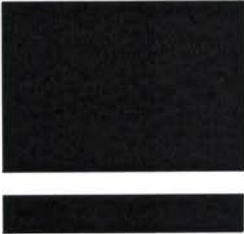
Contacts with Exchange Parcel 1 Customers Currently Served by LCEC

Row No. from Exhibit "C" to Appendix "A" of Exchange Parcel 1 Customers*	Dates of Contact	Comments
1 to 12	10/23/2014, 11/17/2014	Spoke to Customer. Provided full messaging. The customer expressed no concerns. During follow-up call customer expressed thanks for the follow-up call and had no questions.
13	10/23/2014, 11/4/2014, 11/17/2014	Left three voice messages with full messaging. Calls were not returned.
14	10/23/2014, 11/17/2014	Left two voice messages with full messaging. Calls were not returned.
15	10/23/2014, 11/10/2014, 11/17/2014	Spoke to customer. Provided full messaging. The Customer expressed thanks and indicated there were no questions.

* In order to protect the confidentiality of the customer information, specific identifying information has not been included. On November 3, FPL and LCEC filed their Joint Petition for Approval of Amendment to Territorial Agreement. Included with that Joint Petition, as Appendix "A", is the executed Amendment to the Territorial Agreement. Exhibit "C" to Appendix "A" provides two lists of customers, including one list of Exchange Parcel 1 Customers Currently service by FPL. The chart provided above identifies those customers by reference to the row numbers in Exhibit "C" to Appendix "A", Exchange Parcel 1 Customers Currently Served by FPL.



November 24, 2014



On October 23, November 12, and November 17, 2014, Ms. Charlotte Miller (External Affairs Manager, Florida Power & Light Company) contacted you in regard to the Joint Petition that FPL and Lee County Electric Cooperative have filed with the Florida Public Service Commission to amend the territorial boundaries between the two companies. We were unable to reach you directly, however, full details of the matter were provided on voice messaging, including information advising that there are no current plans to switch your electric service provider.

Should you have any question regarding the information provided, or any other information related to the above, please contact Ms. Miller at 239-332-9103.

Respectfully,

A handwritten signature in cursive script that reads "David Bromley".

David Bromley
Manager, Regulatory Services



Lee County Electric Cooperative, Inc.
Post Office Box 3455
North Fort Myers, FL 33918-3455
239-995-2121 · FAX 239-995-7904
www.lcec.net

November 21, 2014



On October 23 and November 17, 2014, LCEC contacted you in regard to the Joint Petition that FPL and LCEC have filed with the Florida Public Service Commission to amend the territorial boundaries between the two companies. We were unable to reach you directly, however full details of the matter were provided on voice messaging, including information advising that there are no current plans to switch your electric service provider.

Should you have any questions regarding the information provided, or any other information related to the above, please contact LCEC at 239-656-2347.

Sincerely,

Frank R. Cain, Jr.

Director, Regulatory and Governmental Relations and CRCO
Lee County Electric Cooperative, Inc. (LCEC)

cc: Bruce May



Lee County Electric Cooperative, Inc.
Post Office Box 3455
North Fort Myers, FL 33918-3455
239-995-2121 · FAX 239-995-7904
www.lcec.net

November 21, 2014



On October 23 and November 4 and 17, 2014, LCEC contacted you in regard to the Joint Petition that FPL and LCEC have filed with the Florida Public Service Commission to amend the territorial boundaries between the two companies. We were unable to reach you directly, however full details of the matter were provided on voice messaging, including information advising that there are no current plans to switch your electric service provider.

Should you have any questions regarding the information provided, or any other information related to the above, please contact LCEC at 239-656-2347.

Sincerely,

Frank R. Cain, Jr.
Director, Regulatory and Governmental Relations and CRCO
Lee County Electric Cooperative, Inc. (LCEC)

cc: Bruce May