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March 23, 2016

VIA ELECTRONIC FILING

Ms. Carlotta S. Stauffer
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Re: Docket No. 160000-EI

Dear Ms. Stauffer:

On December 18, 2014, FPL filed its report summarizing the results of the meter enclosure study conducted in accordance with the Commission's declaratory statement issued August 20, 2013 in Docket No. 130160-EI. In granting the Declaratory Statement, the Commission confirmed FPL's obligation to provide the Commission with a report on FPL's plan for the future use of the predictive tool model developed through the study.

On May 20, 2015, FPL advised the Commission that it had verbally committed to hold off on implementing its 2015 second quarter proposed rollout plan while FPL reviewed and considered Staff's suggestions about the rollout and customer notification process. Subsequent to this commitment, Staff, Office of Public Counsel, and representatives of FPL have engaged in a series of productive discussions about the updated damaged meter enclosure process and the customer experience associated with the Meter Enclosure Alert Service ("MEAS") tool.

In accordance with FPL's commitment, this communication shall serve as written notification of FPL's intention to implement the MEAS predictive tool beginning on March 28, 2016. This implementation will be a phased rollout across FPL's entire service territory beginning in Miami-Dade and FPL's North Region. As FPL deploys this predictive tool, there may be a need to adjust the rollout schedule based on conditions presented in the field.

Phases:

- I. The first phase of the MEAS rollout will begin in Miami-Dade County and FPL's North Region (Daytona and surrounding areas). (Q2 - 2016)
- II. The second phase of the rollout will begin in the Broward County, Palm Beach County, and surrounding areas. (Q3 - 2016)
- III. The final phase of the rollout will begin in FPL's West Region (Ft. Myers, Naples, and surrounding areas). (Q4 - 2016)

Predictive Tool Process:

- I. Once the rollout has started for an area, the predictive tool will run daily to identify suspect meter enclosures within that area.
- II. Once a suspect enclosure is identified, the affected customer will receive a meter enclosure pre-inspection communication advising them of FPL's intent to inspect the enclosure as a result of the predictive tool. A field meter technician will be assigned to perform the visual inspection of the meter enclosure at no cost to the customer.
- III. If, during the visual inspection, damage requiring repair is noted, the customer will be placed into FPL's Damaged Meter Enclosure Process described below.
- IV. If no damage is found, and the meter is functioning properly, then the meter will be reinstalled. If the meter is not functioning properly, it will be removed and sent for testing and a new meter will be installed.

Damaged Meter Enclosure Notification Process:

Coincident with FPL's predictive tool implementation, FPL has modified its damaged meter enclosure process to provide our customers with clear and concise information on how they can resolve their identified enclosure condition. Discussed below is a general description of this damaged meter enclosure process. The customer notification process begins with:

- I. Once an inspection has taken place, if a damaged condition is identified in the customer's enclosure, a door hanger is left (if possible) advising the customer of the inspection result. The meter is removed and temporary service will be provided as long as it is safe to do so. A letter is then mailed to the customer advising them of the conditions found and that they have 45 days to repair the damaged condition in the enclosure or service may be disconnected.
- II. A second/reminder notice will be mailed to the customer 30 days later if the customer has not notified FPL of the completed repairs.

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III. Once the 45 day period has expired and the customer has neither requested an extension nor contacted FPL advising it of completed repairs, a disconnect notice is mailed to the customer pursuant to Florida Administrative Code Rule 25-6.105(5)(b). This final notice letter is sent to the customer advising them that they qualify for disconnection after 5 working days.

Copies of FPL's customer notification letters are available to the Commission's Staff for review upon request. FPL is also advising the Commission that the customer can request an extension of time for repairs to be completed at any time during the 45 day period.

Additionally, during the November 19, 2015 informal conference with Commission Staff and the Office of Public Counsel ("OPC"), FPL advised the parties that its affiliate, FPL Energy Services ("FPLES"), was implementing an "ElectricShield" program in December 2015. The FPLES ElectricShield program is a warranty offering which provides a customer with financial coverage up to a certain dollar limit should an electrical issue arise in the home (e.g. failed outlet, switch, breaker, etc). FPLES previously implemented a pilot electrician program in the Spring of 2015. This electrician program is staffed by FPLES employees that conduct in-home electrician work for a customer. FPL advised the parties that these FPLES programs were being rolled out in Martin and Palm Beach Counties. The Commission Staff and OPC requested that FPL confirm in this report that the MEAS leads generated by the predictive tool for customer-owned damaged meter enclosures will not be "warm transferred" or referred to and for FPLES's electric shield program and electrician program. FPL confirms that no "warm transfers" or referrals from FPL to FPLES as a result of the MEAS predictive tool will take place. Of course, customers may contact FPLES on their own accord for electrician services.

FPL's Meter Enclosure Alert Service and damage enclosure notification process demonstrates the benefits of smart grid technology in proactively identifying a problem with customers' meter enclosures at an early stage before the customer experiences power quality issues or other potential additional damage to the customers' equipment. We look forward to our continued communications as we move forward with our efforts to roll out this tool in the most efficient and productive manner for the benefit of FPL's customers.

Please contact me if you or your Staff has any questions regarding this filing.

Sincerely,

/s/Kevin I.C. Donaldson

Kevin I.C. Donaldson