

DOCKET NO. 160021-EI Petition for rate increase by Florida
Power & Light Company.

WITNESS: Direct Testimony of Rhonda L. Hicks, Florida Public
Service Commission; Appearing on Behalf of the Staff of the
Florida Public Service Commission.

DATE FILED: July 18, 2016

1 DIRECT TESTIMONY OF RHONDA L. HICKS

2 Q. Please state your name and address.

3 A. My name is Rhonda L. Hicks. My address is 2540 Shumard Oak Boulevard;
4 Tallahassee, Florida; 32399-0850.

5 Q. By whom are you employed and in what capacity?

6 A. I am employed by the Florida Public Service Commission (FPSC) as Chief of the
7 Bureau of Consumer Assistance in the Office of Consumer Assistance & Outreach.

8 Q. Please give a brief description of your educational background and professional
9 experience.

10 A. I graduated from Florida A&M University in 1986 with a Bachelor of Science degree
11 in Accounting. I have worked for the Florida Public Service Commission for 30 years,
12 and I have varied experience in the electric, gas, telephone, and water and wastewater
13 industries. My work experience includes rate cases, cost recovery clauses,
14 depreciation studies, tax, audit, consumer outreach, and consumer complaints. I
15 currently work in the Bureau of Consumer Assistance within the Office of Consumer
16 Assistance & Outreach where I manage consumer complaints and inquiries.

17 Q. What is the function of the Bureau of Consumer Assistance?

18 A. The bureau's function is to resolve disputes between regulated companies and their
19 customers as quickly, effectively, and inexpensively as possible.

20 Q. Do all consumers, who have disputes with their regulated company, contact the Bureau
21 of Consumer Assistance?

22 A. No. Consumers may initially file their complaint with the regulated company and
23 reach resolution without the bureau's intervention. In fact, consumers are encouraged
24 to allow the regulated company the opportunity to resolve the dispute prior to any
25 Commission involvement.

1 Q. What is the purpose of your testimony?

2 A. The purpose of my testimony is to advise the Commission of the number of consumer

3 complaints logged against Florida Power & Light Company under Rule 25-22.032,

4 Florida Administrative Code, Consumer Complaints, from July 1, 2012 through June

5 30, 2016. My testimony will also provide information on the type of complaints

6 logged and those complaints that appear to be rule violations.

7 Q. What do your records indicate concerning the number of complaints logged against

8 Florida Power & Light Company?

9 A. From July 1, 2012, through June 30, 2016, the Florida Public Service Commission

10 logged 22,452 complaints against Florida Power & Light Company. Of those, 18,955

11 complaints were transferred directly to the company for resolution via the

12 Commission's Transfer-Connect Program.

13 Q. What have been the most common types of complaints logged against Florida Power &

14 Light Company?

15 A. During the specified time period, approximately seventy-three (73%) percent of the

16 complaints logged with the Florida Public Service Commission concerned billing

17 issues, while approximately twenty-seven (27%) of the complaints involved quality of

18 service issues.

19 Q. Do you have any exhibits attached to your testimony?

20 A. Yes. I am sponsoring Exhibit RLH-1.

21 Q. Would you explain Exhibit RLH-1?

22 A. Yes. Exhibit RLH-1 is a summary listing of complaints logged against Florida Power

23 & Light Company under Rule 25-22.032, Florida Administrative Code. The

24 complaints, received July 1, 2012 through June 30, 2016, were captured in the

25 Commission's Consumer Activity Tracking System (CATS). The summary groups the

1 complaints by Close Type and within each Close Type, the complaints are segregated
2 by Pre-Close Type. The first grouping is Pre-Close types that are still pending. The
3 remaining groupings are categorized by Close Type codes such as ES-06, ES-23, GI-
4 02, etc.

5 Q. What is a Pre-Close Type?

6 A. A Pre-Close Type is an internal categorization code that is applied to each complaint
7 upon receipt. A complaint is assigned a Pre-Close Type based solely on the initial
8 information provided by the consumer.

9 Q. What is a Close Type?

10 A. A Close Type is also an internal categorization code. It is assigned to each complaint
11 once staff completes its investigation and a proposed resolution is provided to the
12 consumer. In some instances, the Pre-Close Type will differ from the Close Type
13 because staff's investigation reveals facts that were not available upon receipt of the
14 complaint.

15 Q. A great majority of complaints were resolved as Close Type GI-02, Courtesy
16 Call/Warm Transfer. Can you explain this Close-Type?

17 A. Yes. Florida Power & Light Company participates in the Commission's Transfer-
18 Connect (Warm Transfer) System. This system allows the Commission to directly
19 transfer a customer to the company's customer service personnel. Once the call is
20 transferred to Florida Power & Light Company, it provides the customer with a
21 proposed resolution. Customers who are not satisfied with the company's proposed
22 resolution have the option of recontacting the Commission. While the Commission is
23 able to assign a Pre-Close Type to each of the complaints in this category, a specific
24 Close Type is not assigned because the proposed resolution is provided by Florida
25 Power & Light Company. Consequently, the assigned Close Type allows staff to

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monitor the number of complaints resolved via the Commission's Transfer-Connect System.

Q. How many of the complaints summarized on your exhibit has staff determined may be a violation of Commission rules?

A. Of the 22,452 complaints, staff determined that five appear to be violations of Commission rules.

Q. What was the nature of the apparent rule violations?

A. The apparent rule violations were related to a utility easement violation, and billing errors.

Q. Does this conclude your testimony?

A. Yes, it does.

FLORIDA PUBLIC SERVICE COMMISSION
 COMPLAINTS BY CLOSE TYPE FOR SINGLE COMPANY
 RECEIVED BETWEEN 07/01/2012 AND 06/30/2016
 FOR FLORIDA POWER & LIGHT COMPANY



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 Summary of Complaints
 Exhibit RLH-1, Page 1 of 5

TYPE:

Total Cases For PreClose Type: DELAY IN CONNECTION	1
Total Cases For PreClose Type: IMPROPER BILLS	8
Total Cases For PreClose Type: OUTAGES	5
Total Cases For PreClose Type: QUALITY OF SERVICE	1
Total Cases For PreClose Type: REPAIR	1
Total Cases For PreClose Type: SAFETY ISSUE	3
Total Cases For Type	19

TYPE: EB-06 IMPROPER BACKBILLING

Total Cases For PreClose Type: IMPROPER BILLS	1
Total Cases For Type EB-06	1

TYPE: EB-23 IMPROPER BILLING FOR FRAUD OR

Total Cases For PreClose Type: IMPROPER BILLS	1
Total Cases For Type EB-23	1

TYPE: EB-24 BILLING WRONG CUSTOMER

Total Cases For PreClose Type: IMPROPER BILLS	1
Total Cases For Type EB-24	1

TYPE: EB-27 Failure to provide full & accurate report

Total Cases For PreClose Type: IMPROPER BILLS	1
Total Cases For Type EB-27	1

TYPE: ES-17 EASEMENT PROBLEM

Total Cases For PreClose Type: QUALITY OF SERVICE	1
Total Cases For Type ES-17	1

TYPE:	GI-02	COURTESY CALL/WARM TRANSFER	
Total Cases For PreClose Type: DELAY IN CONNECTION			525
Total Cases For PreClose Type: DEPOSIT			511
Total Cases For PreClose Type: IMPROPER BILLS			1099
Total Cases For PreClose Type: IMPROPER DISCONNECTS			335
Total Cases For PreClose Type: OUTAGES			340
Total Cases For PreClose Type: PAYMENT ARRANGEMENT			13423
Total Cases For PreClose Type: PAYPHONE SERVICE			4
Total Cases For PreClose Type: QUALITY OF SERVICE			2036
Total Cases For PreClose Type: REPAIR			517
Total Cases For PreClose Type: SAFETY ISSUE			164
Total Cases For PreClose Type: SEWER SERVICE QUALITY			1
Total Cases For Type GI-02			18955

TYPE:	GI-05	HIGH BILL	
Total Cases For PreClose Type: IMPROPER BILLS			18
Total Cases For PreClose Type: IMPROPER DISCONNECTS			1
Total Cases For Type GI-05			19

TYPE:	GI-06	CURRENT DIVERSION	
Total Cases For PreClose Type: DELAY IN CONNECTION			1
Total Cases For PreClose Type: IMPROPER BILLS			8
Total Cases For PreClose Type: IMPROPER DISCONNECTS			2
Total Cases For Type GI-06			11

TYPE:	GI-08	RULES & TARIFFS	
Total Cases For PreClose Type: DELAY IN CONNECTION			1
Total Cases For PreClose Type: IMPROPER BILLS			2
Total Cases For Type GI-08			3

TYPE:	GI-11	REPAIR SERVICE	
Total Cases For PreClose Type: IMPROPER DISCONNECTS			1
Total Cases For PreClose Type: OUTAGES			1
Total Cases For PreClose Type: REPAIR			13
Total Cases For PreClose Type: SAFETY ISSUE			4
Total Cases For Type GI-11			19

TYPE:	GI-15	OUTAGES (ALL INDUSTRIES)	
Total Cases For PreClose Type:	IMPROPER BILLS		2
Total Cases For PreClose Type:	OUTAGES		154
Total Cases For PreClose Type:	QUALITY OF SERVICE		5
Total Cases For PreClose Type:	REPAIR		9
Total Cases For PreClose Type:	SAFETY ISSUE		1
Total Cases For Type	GI-15	171	

TYPE:	GI-17	SAFETY ISSUES	
Total Cases For PreClose Type:	SAFETY ISSUE		14
Total Cases For Type	GI-17	14	

TYPE:	GI-18	TREE TRIMMING	
Total Cases For PreClose Type:	QUALITY OF SERVICE		1
Total Cases For Type	GI-18	1	

TYPE:	GI-19	MOMENTARY ELECTRIC OUTAGES(LESS	
Total Cases For PreClose Type:	OUTAGES		4
Total Cases For PreClose Type:	REPAIR		2
Total Cases For PreClose Type:	SAFETY ISSUE		1
Total Cases For Type	GI-19	7	

TYPE:	GI-25	IMPROPER BILLING (ADDED 7/03)	
Total Cases For PreClose Type:	DELAY IN CONNECTION		1
Total Cases For PreClose Type:	DEPOSIT		8
Total Cases For PreClose Type:	IMPROPER BILLS		237
Total Cases For PreClose Type:	IMPROPER DISCONNECTS		4
Total Cases For PreClose Type:	OUTAGES		1
Total Cases For PreClose Type:	PAYMENT ARRANGEMENT		1
Total Cases For PreClose Type:	QUALITY OF SERVICE		3
Total Cases For PreClose Type:	REPAIR		1
Total Cases For Type	GI-25	256	

TYPE:	GI-27	IMPROPER BILLING (ADDED 7/03)	
Total Cases For PreClose Type:	IMPROPER BILLS		1
Total Cases For Type	GI-27		1

TYPE:	GI-28	IMPROPER DISCONNECT (ADDED 7/03)	
Total Cases For PreClose Type:	IMPROPER BILLS		1
Total Cases For PreClose Type:	IMPROPER DISCONNECTS		21
Total Cases For Type	GI-28		22

TYPE:	GI-29	DELAY IN CONNECTION (ADDED 7/03)	
Total Cases For PreClose Type:	DELAY IN CONNECTION		9
Total Cases For PreClose Type:	IMPROPER BILLS		1
Total Cases For PreClose Type:	IMPROPER DISCONNECTS		3
Total Cases For Type	GI-29		13

TYPE:	GI-30	QUALITY OF SERVICE (ADDED 7/03)	
Total Cases For PreClose Type:	IMPROPER BILLS		1
Total Cases For PreClose Type:	QUALITY OF SERVICE		38
Total Cases For Type	GI-30		39

TYPE:	GI-32	PROCESS REVIEW CASE	
Total Cases For PreClose Type:	DEPOSIT		2
Total Cases For PreClose Type:	IMPROPER BILLS		58
Total Cases For PreClose Type:	IMPROPER DISCONNECTS		2
Total Cases For PreClose Type:	QUALITY OF SERVICE		2
Total Cases For Type	GI-32		64

TYPE:	GI-72	72 HOUR RULE	
Total Cases For PreClose Type:	DELAY IN CONNECTION		159
Total Cases For PreClose Type:	DEPOSIT		126
Total Cases For PreClose Type:	IMPROPER BILLS		879
Total Cases For PreClose Type:	IMPROPER DISCONNECTS		104
Total Cases For PreClose Type:	OUTAGES		908
Total Cases For PreClose Type:	PAYMENT ARRANGEMENT		1
Total Cases For PreClose Type:	QUALITY OF SERVICE		218
Total Cases For PreClose Type:	REPAIR		194
Total Cases For PreClose Type:	SAFETY ISSUE		226
Total Cases For Type	GI-72		2815

TYPE:	NJ-04	DAMAGE CLAIM	
Total Cases For PreClose Type:	OUTAGES		1
Total Cases For PreClose Type:	QUALITY OF SERVICE		1
Total Cases For Type	NJ-04		2

TYPE:	PR-03	DEPOSITS	
Total Cases For PreClose Type:	DEPOSIT		11
Total Cases For Type	PR-03		11

TYPE:	PR-05	BACKBILLING	
Total Cases For PreClose Type:	IMPROPER BILLS		1
Total Cases For Type	PR-05		1

TYPE:	PR-06	RULES & TARIFFS	
Total Cases For PreClose Type:	IMPROPER BILLS		1
Total Cases For Type	PR-06		1

TYPE:	PR-69	ELECTRIC DOCKETS	
Total Cases For PreClose Type:	IMPROPER BILLS		1
Total Cases For Type	PR-69		1

TYPE:	PR-72	SMART METERS	
Total Cases For PreClose Type:	QUALITY OF SERVICE		2
Total Cases For Type	PR-72		2

Total Complaints Late Responding: 0
Total Complaints Infraction: 5
Grand Total: 22452

****Category**
***I = INFRACTION**
***C=NON-INFRACTION**

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition for rate increase by Florida
Power & Light Company.

DOCKET NO. 160021-EI

DATED: July 18, 2016

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that the testimony of Rhonda Hicks on behalf of the staff of the Florida Public Service Commission was electronically filed with the Office of Commission Clerk, Florida Public Service Commission, and copies were furnished to the following, by electronic mail, on this 18th day of July, 2016.

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