

FLORIDA PUBLIC SERVICE COMMISSION

VOTE SHEET

AUGUST 5, 1997

RE: DOCKET NO. 970684-EI - Petition for approval of residential customer service guarantee credits by Tampa Electric Company.

Issue 1: Should the Commission approve Tampa Electric Company's tariff sheets Nos. 3.050, 3.060, and 3.070 containing Residential Customer Service Guarantee Credits?

Primary Recommendation: Yes. TECO's proposed Residential Customer Service Guarantee Credits is an example of what electric utilities ought to be doing.

Tariff withdrawn - No vote

Alternative Recommendation: No. While this program may raise customer satisfaction, it is image building in nature and ratepayers should not be required to pay when TECO fails to meet a commitment.

COMMISSIONERS ASSIGNED: Full Commission

COMMISSIONERS' SIGNATURES

MAJORITY

DISSENTING

REMARKS/DISSENTING COMMENTS:

DOCUMENT NUMBER-DATE

07966 AUG-66

FPSC-RECORDS/REPORTING

NOTE SHEET

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Issue 2: If the Commission adopts the primary recommendation, what should be the effective date of the tariff?

Recommendation: If approved, the tariff should be effective October 30, 1997.

Issue 3: Should this docket be closed?

Recommendation: Yes. If no timely protest is filed, this docket should be closed.