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ORIGINAL

January 7, 2000

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00 JAN -7 PM 2:12
RECORDS AND
REPORTING

VIA HAND DELIVERY

Ms. Blanca S. Bayò
Director
Division of Records and Reporting
Florida Public Service Commission
2540 Shumard Oak Boulevard, Room 110
Tallahassee, FL 32399-0850

**Re: Revision of Rule 25-22.032, F.A.C., Customer Complaints
DOCKET NO. 991651-PU**

Dear Ms. Bayò:

At Staff's request, Florida Power & Light Company ("FPL") provides herewith an original and three copies of its estimate of the economic impacts of FPL's proposed revisions to Rule 25-22.032. Should the Rule not be revised in the form proposed by FPL, these estimates could change.

If you have any questions or need further information please feel free to call my office.

Sincerely,

R. Wade Litchfield

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Enclosure

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FPSC-BUREAU OF RECORDS

DOCUMENT NUMBER-DATE

00311 JAN-78

FPSC-RECORDS/REPORTING

ORIGINAL

Florida Power & Light Company
Estimated Economic Impact of
Proposed Rule Change
Rule 25-22.032 Customer Complaints

| <u>Process</u> | <u>Savings/Costs</u> |
|--|----------------------|
| Transfer-Connect Requirement FPL has had the warm transfer process in place since 1996. There would be no incremental costs associated with the Rule change. | \$0 |
| 3 Day Inquiry Simplified reporting requirements | (\$60,500) |
| Loss of Efficiency to Transfer-Connect Process | \$15,000 |
| FPL Computer System Changes - First Year Only | \$5,000 |
| Logged Complaint FPL does not foresee any incremental costs or savings associated with the changes to this portion of the Rule. | \$0 |
| Total Savings to FPL - First Year | (\$40,500) |
| Total Savings to FPL - Subsequent Years | (\$45,500) |