

DOCKET NO: 010949 - EI [Request for rate increase
by Gulf Power Company]

WITNESS: Direct Testimony of Richard Durbin,
appearing on Behalf of Staff

DATE FILED: January 14, 2002

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DIRECT TESTIMONY OF RICHARD DURBIN

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Q Would you please state your name and address.

A My name is Richard Durbin; 2540 Shumard Oak Boulevard, Tallahassee, Florida, 32399-0850.

Q By whom are you employed and in what capacity?

A I am employed by the Florida Public Service Commission as a Regulatory Consultant in the Division of Consumer Affairs.

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

A I graduated from the University of Louisville in 1975 with a Bachelor of Science in Commerce degree.

I have worked at the Florida Public Service Commission since 1992 and have held various positions within the Division of Consumer Affairs since that time.

Q What are your present responsibilities with the Commission?

A I work in the Bureau of Complaint Resolution where I am primarily responsible for both initial and continuing education of the analysts. I identify, develop, and maintain training resources including the Division's Intranet. I also serve as the first point of contact when a customer requires a higher level of staff member intervention.

Q What is the purpose of your testimony?

A The purpose of my testimony is to advise the Commission of the number of consumer complaints received by the Commission concerning Gulf Power Company, the nature of the complaints received by the Commission, and the adequacy of the company's response to those complaints.

1 Q. What do your records indicate concerning the number of complaints
2 filed against Gulf Power Company?

3 A. Attachment RD-1 is a chart showing the number of complaints filed on
4 behalf of customers by the Public Service Commission's Division of Consumer
5 Affairs against Gulf Power Company. The chart indicates a steady decline
6 in the number of complaints from 1995 through 1999. Complaints have
7 increased in each of the last two years.

8 Q. In your review of the complaints against Gulf Power Company, did you
9 observe any specific cause for the increased complaints in the last two
10 years?

11 A. No, the overall pattern of complaints stayed the same as in previous
12 years. They were about evenly divided between billing and service
13 complaints.

14 Q. What were the most commonly filed types of complaints filed against
15 Gulf Power Company?

16 A. High bill concerns were the single most common complaint.

17 Q. Did complaints about service outages represent a large portion of the
18 complaints?

19 A. No. Service outages represented a very small portion of the
20 complaints. In the year 2001 we only filed two (2) electric outage
21 complaints and in 2000 we only filed three (3).

22 Q. The Florida Administrative Code requires a utility to respond to a
23 Commission complaint within fifteen (15) working days. Does Gulf Power
24 Company provide responses to customer complaints in a timely manner?

25 A. Yes, they do. The company has not been late in responding to a

1 | complaint since 1997.

2 | Q. In how many of the complaints filed against Gulf Power Company was
3 | the company found to be in violation of Commission rules or tariffs?

4 | A. Gulf Power Company was found to be in apparent violation of
5 | Commission rules or tariffs in fewer than two percent of the complaints
6 | filed against it.

7 | Q. Does this conclude your testimony?

8 | A. Yes, it does.

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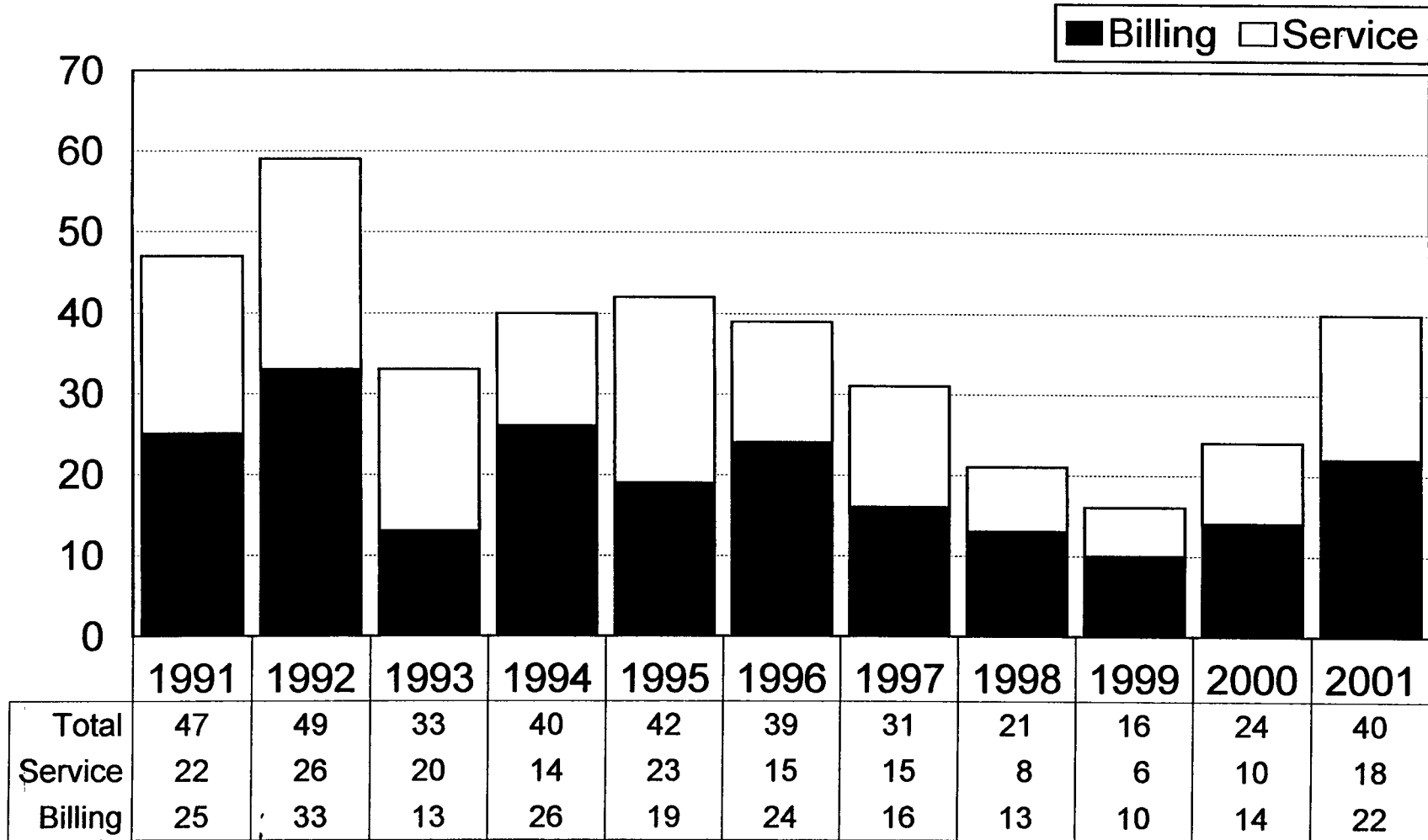
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Total Complaints Filed Against Gulf Power Company

1991-2001



Company began participating in Warm Transfer and 72 Hour Process on Dec. 3, 2001