

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

**In re: Review of Florida Power
Corporation's Earnings, Including Effects
of Proposed Acquisition of Florida Power
Corporation by Carolina Power & Light**

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**REBUTTAL TESTIMONY
OF
MARTHA W. BARNWELL

ON BEHALF OF
FLORIDA POWER CORPORATION**

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**REBUTTAL TESTIMONY OF MARTHA W. BARNWELL
ON BEHALF OF FLORIDA POWER CORPORATION**

1 **I. Introduction**

2 **Q. Please state your name.**

3 A. My name is Martha W. Barnwell.

4

5 **Q. Did you submit Direct Testimony in this case on November 15, 2001?**

6 A. Yes, I did.

7

8 **Q. Have you reviewed the pre-filed testimony of R. Earl Poucher, sponsored by**
9 **the Office of Public Counsel ("OPC"), and of Richard Durbin, sponsored by**
10 **Staff, in this docket?**

11 A. Yes, I have.

12

13 **II. Purpose and Summary of Testimony**

14 **Q. What is the purpose of the testimony you are filing at this time?**

15 A. I am submitting this testimony to rebut the pre-filed testimony of R. Earl Poucher
16 and Richard Durbin.

17

18 **Q. Please summarize your rebuttal testimony.**

19 A. Certainly. Florida Power Corporation ("Florida Power" or "the Company") is
20 committed to providing excellent service to our 1.4 million customers. In
21 addition to providing access to knowledgeable customer service associates

1 twenty-four hours a day, seven days a week, we also offer convenient payment
2 options and locations, interactive technologies for customers to receive and share
3 information with the Company, and enhanced capabilities on the Web at
4 www.fpc.com. Surveys confirm that our customers enjoy a high level of
5 satisfaction with the quality of service they receive.

6
7 While we recognize that some customers have had cause to complain,
8 OPC witness Poucher would have the Commission believe that the frequency of
9 these complaints is greater than it actually is. Mr. Poucher refers to the
10 Commission's "warm transfer" process as if every customer contact originating as
11 a warm transfer is a complaint. I will address the warm transfer procedure in
12 detail and explain the difference between a warm transfer, a "three-day case" and
13 a logged complaint. When the data is properly characterized, it shows that the
14 number of complaints against Florida Power in 2000 and 2001 is commensurate
15 with the number of complaints logged against other Florida IOUs.

16
17 Mr. Poucher also emphasizes the complaints raised by customers at the
18 service hearings conducted in this case and complaints filed with the PSC. To the
19 extent possible, we have followed up with each complaining customer to resolve
20 their concerns and have summarized those contacts in exhibits attached my
21 testimony. In almost all cases, we have been able to resolve the issue to the
22 customer's satisfaction.

23

1 **Q. Are you sponsoring any exhibits to your rebuttal testimony?**

2 A. Yes, I am. I am submitting a number of exhibits, which I have listed below:

3 MWB-1: Complaints logged against Florida IOUs in 2000 and 2001.

4 MWB-2: Complaints per 10,000 customers for Florida IOUs.

5 MWB-3: Summary of Florida Power's response to PSC complaints.

6 MWB-4: Summary of Winter Park service hearing.

7 MWB-5: Summary of Clearwater service hearing.

8 MWB-6: Summary of St. Petersburg service hearing.

9 MWB-7: Summary of Tallahassee service hearing.

10

11 **III. General Measures of Customer Satisfaction and Performance Goals**

12 **Q. Please begin by generally describing how Florida Power measures its**
13 **customers' satisfaction with the quality of their electrical service.**

14 A. We do this in several ways. Since its inception three years ago, Florida Power has
15 participated in the nationally recognized J.D. Power survey, which measures
16 customer satisfaction for 70 major utilities across the nation. In 2001, our
17 residential customer ratings were above average for customer service, billing and
18 payment options, and power quality and reliability. These results have improved
19 substantially over the past two years, with a 20 percent increase in power quality
20 and reliability. In addition, our mid-size business customers rated us in the top
21 quartile for field crew performance and billing and payment options and above
22 average in customer service. The Company's goal is to achieve top quartile
23 rankings in all performance areas.

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The Company also contracts with Taylor Nelson Sofres Intersearch, an internationally recognized marketing research company, to conduct continuing "Customer Centered Gauge" surveys to ascertain our customers' overall evaluation of our service. These surveys also measure a wide range of specific performance areas, such as responding to requests in a timely manner, providing consistent power without surges, providing reliable power without outages, accuracy of information, and overall customer service. Overall satisfaction with Florida Power's performance is gauged by customers' answers to questions such as how likely they would be to continue with Florida Power if they had a choice of providers and how likely they would be to recommend Florida Power without reservation to a friend, relative, or business associate. Overall satisfaction is measured in terms of the percentage answering that they would be "extremely likely" or "very likely." Results from these surveys indicate that our customers enjoy a high level of satisfaction with the service they are receiving.

Florida Power's commitment to attaining the highest level of customer satisfaction is further evidenced by our employee incentive program, which financially rewards employees for meeting aggressive goals for measurable, high-quality customer service. Goals for 2001 included:

- Achieving a 75 percent performance rating on the Customer Centered Gauge surveys. Performance is measured by the percentage of

1 customers surveyed that would be "extremely likely" or "very likely"
2 to continue with Florida Power if they had a choice of providers, and
3 would be "extremely likely" or "very likely" to recommend Florida
4 Power without reservation to a friend, relative, or business. We
5 achieved an 80 percent performance rating.

- 6
- 7 • Achieving a distribution SAIDI of 96 minutes. We achieved a
8 distribution SAIDI of 89.7 minutes.
- 9
- 10 • Reducing the percentage of customers who experience more than five
11 outages a year to 1.94 percent of retail customers. We achieved 1.81
12 percent
- 13
- 14 • Achieving a telephone service level of 80 percent (meaning that 80
15 percent of our customer calls are answered within 20 seconds). We
16 achieved 82 percent.
- 17

18 While we recognize that there is always room for further improvement, the
19 Company's focus on customer service has paid tangible dividends, particularly in
20 recent years. As Staff witness Breman acknowledged in his prefiled testimony,
21 the number of complaints against Florida Power has generally declined since
22 1997 and most of Florida Power's customers believe they receive reasonable

1 service. Florida Power is committed to maintaining and improving upon this high
2 level of customer service in 2002 and beyond.

3
4 **Q. Has FPC undertaken any other initiatives to improve customer service since**
5 **the last rate case?**

6 A. Yes. Most recently, we opened an additional 150 pay stations across our service
7 area to provide more than 200 convenient locations for customers to pay their
8 bills. External survey results conducted by Market Strategies indicate that
9 customers appreciate the convenience of the pay stations and that over 90 percent
10 of our customers are satisfied with the convenience, accessibility, courtesy and
11 politeness of our agents.

12
13 In addition, our Web site now allows customers to pay their bills on-line,
14 to analyze their billing and usage history, and to make requests for services. It
15 also provides information on safety, meter reading and energy efficient products.
16 Alternatively, customers can pay their bill via credit card directly through
17 SpeedPay, thus eliminating the need for the customer to contact us directly.

18
19 We have also implemented a toll-free line that enables our customers to
20 get accurate restoration times during an outage. An additional 1000 phone lines
21 are available when an outage does occur to minimize busy signals when call
22 volume is heavy.

23

1 To better serve specific customer groups, we have established specialized
2 teams that respond to specific segments of our customers, such as the large
3 Industrial/Commercial/Governmental segment, the Small Business segment and
4 our Spanish-speaking customers.

5
6 **Q. What customer service initiatives are planned for 2002 and beyond?**

7 Because we recognize that customers are increasingly relying on the Internet to
8 manage their personal affairs, Florida Power is increasing its Web-based
9 applications for all customer segments. We are also committed to employee
10 training and development as a critical tool in improving customer service and
11 recently established a Leadership Development Center to enhance our leadership
12 training resources. Also in the upcoming year, specific focus will be placed on
13 enhancing and improving our outage restoration time estimations to ensure that
14 accurate information is available during major weather events, and we will be
15 providing more information to our customers and builders about service and
16 construction dates.

17
18 The merger has allowed us to collaborate with CP&L to identify best
19 practices for further improving customer services. Many of these initiatives have
20 either been implemented at Florida Power or are in the process of being
21 implemented.

22

1 We plan to conduct neighborhood meetings, targeted focus groups and
2 customer surveys to elicit additional customer feedback, and then use this
3 information to continue our development of customer service initiatives. We will
4 also continue to benchmark our performance and improvement by participating in
5 the J.D. Power survey, with the goal of achieving top quartile performance.
6

7 **IV. The Regulatory Reporting Process**

8 **Q. Please tell us what a "warm transfer" is?**

9 A. Certainly. In June 2000, the PSC implemented a "transfer-connect system" that
10 enables a customer who calls the PSC to be transferred directly to their utility
11 company if the customer so desires. This allows the customer's needs to be
12 addressed promptly by a Company representative, who is often able to provide the
13 necessary information on the spot. These direct transfers are referred to as "warm
14 transfers," or sometimes as "courtesy calls."
15

16 Florida Power has participated in the warm transfer program since its
17 inception. We have dedicated a staff of senior customer service associates to
18 answer, and if necessary, investigate and resolve customer contacts that originate
19 through this system.
20

21 **Q. Is every warm transfer a complaint?**

22 A. No, not at all. A warm transfer may be a simple request for information. For
23 example, a customer might contact the PSC with a question about an entry on

1 their monthly bill. If the PSC customer service representative determines that the
2 customer has not yet contacted Florida Power, the customer will be asked if they
3 would consent to being transferred directly to a Florida Power representative who
4 can answer their question. If the customer agrees, the warm transfer will be
5 made.

6
7 **Q. How is a complaint distinguished from a warm transfer?**

8 A. The customer always has the option of foregoing the warm transfer and instead
9 logging a complaint with the PSC. In addition, customer complaints may
10 originate through the PSC's Web site or by letter or facsimile.

11
12 **Q. How are these complaints tracked?**

13 A. By rule, the PSC has implemented a program through which all customer
14 complaints are promptly relayed to the appropriate utility. If the customer
15 confirms that the utility has resolved the complaint within 72 hours (three days),
16 then the complaint will not be reported in the total number of complaints shown
17 for the utility in the Commission Consumer Complaint Activity Report. The
18 Commission will, however, retain the information for use in enforcement
19 proceedings, or for any other purpose necessary to perform its regulatory
20 functions. Complaints resolved within three days are sometimes referred to as
21 "three-day cases," and Mr. Durbin refers to them in his prefiled testimony as "GI-
22 72" cases.

1 **Q. What if the complaint is not resolved within three days?**

2 A. While we always work to resolve the complaint in the shortest timeframe
3 possible, complaints not resolved within three days are reported in the
4 Commission Consumer Complaint Activity Report. These are referred to as
5 "logged complaints" or "reported complaints."
6

7 **Q. In his prefiled testimony, Mr. Poucher states that the PSC received 1271**
8 **complaints and inquiries about Florida Power in 2001. Does this mean that**
9 **1271 Florida Power customers expressed dissatisfaction to the PSC about**
10 **their service in 2001?**

11 A. No, it does not. Mr. Poucher does not clearly distinguish between warm transfers,
12 three-day complaints and logged complaints in his testimony. 886 of the 1271
13 complaints and inquiries referenced by Mr. Poucher were in fact warm transfers,
14 which cannot be fairly characterized as complaints. In 2001, 99 percent of
15 Florida Power's warm transfers were resolved without any complaint being filed
16 at all.
17

18 **Q. What is the correct number of complaints logged against Florida Power in**
19 **2001?**

20 A. Mr. Durbin correctly states in his prefiled testimony that the number of logged
21 complaints against Florida Power in 2001 was 196, quite a bit lower than Mr.
22 Poucher suggests. Considering the Company's customer base of approximately
23 1.4 million, this comes to 1.4 logged complaints for every 10,000 customers.

1 **Q. Mr. Poucher asserts that the number of complaints against Florida Power**
2 **increased by 33.7 percent from 2000 to 2001. Is this accurate?**

3 A. Not entirely. Mr. Poucher again lumps together warm transfers, three-day
4 complaints and logged complaints in making his calculation. The number of
5 logged complaints in 2000 was 148, and this increased to 196 in 2001, for a
6 percentage increase of 32.4 percent. This is consistent with the increased number
7 of complaints logged against electric utilities in general from 2000 to 2001. This
8 trend is illustrated on attached Exhibit MWB-1, which shows that complaints
9 against Florida IOUs went from 672 in 2000 to 867 in 2001, a rise of 29 percent.

10

11 Although we have performed no formal studies to determine the cause of
12 this increase, we believe that much of it is attributable to the economic downturn
13 in the third and fourth quarters of 2001, which caused customers to be more
14 sensitive to their utility bills, and the severe weather caused by Tropical Storm
15 Gabrielle in September 2001. In addition, the Commission actively advertised its
16 toll-free complaint line during 2001, and in September 2001 Florida Power
17 published the toll-free number on the front of its customers' utility bills as part of
18 an energy conservation message, consistent with tariff requirements. This is not
19 intended to be at all critical of the Commission's initiatives, but the general
20 increase in the number of logged complaints does directly correspond with the
21 Commission's increased visibility in the complaint process.

22

1 Mr. Poucher fails to mention any of this in his testimony, and instead
2 suggests that Florida Power experienced a larger increase in complaints than other
3 utilities. In actual fact, the increase in complaints against Florida Power in 2001
4 is right in line with the increase encountered by other Florida IOUs.

5
6 **Q. How does the number of complaints against Florida Power per customer**
7 **compare to the number of complaints logged against other electric utilities?**

8 A. The numbers are very comparable. As illustrated by attached Exhibit MWB-2,
9 the average number of complaints per 10,000 customers among Florida IOUs was
10 1.41. Florida Power was almost exactly at the average, with 1.42 complaints per
11 10,000 customers. The number of complaints involving Florida Power per 10,000
12 customers is clearly not out of line with the experience of other Florida utilities.

13
14 **Q. Mr. Poucher asserts that many customers' complaints go unresolved until**
15 **they contact the PSC and argues that customers should not be required to**
16 **call the Commission in order to receive satisfactory service. What is your**
17 **response to this testimony?**

18
19 A. We wholeheartedly agree that a customer should not have to contact the PSC to
20 receive satisfactory service -- and we are confident that this is not the case. While
21 customers do turn to the Commission to report and resolve various issues (a
22 process that the Commission actively encourages through advertising and other
23 consumer information campaigns), customers also contact the Company directly

1 with questions and concerns via telephone, fax and written correspondence.
2 When the customer's concerns are not entirely satisfied during the initial contact,
3 the contact is escalated to a higher level customer service representative. We
4 track the nature of these escalations and use the information to counsel employees
5 and identify future customer service training areas.

6
7 Customer Service surveys in 2001 show that over 92 percent of customer
8 questions or concerns are resolved at the initial contact, without escalation. Thus,
9 contrary to Mr. Poucher's assertion, the vast majority of customers do not have to
10 contact the Commission to get their concerns resolved.

11

12 **Q. Does the Company maintain records of these individual contacts?**

13 A. No. We do not maintain documentation of each individual escalated contact once
14 counseling with the employee has occurred, and so we do not have records
15 pertaining to each individual customer call. We do, however, track the volume of
16 calls and the number of calls that are escalated when the customer's concern is not
17 resolved during the initial contact. This allows us to determine the number of
18 customer contacts that are handled to the customer's satisfaction without
19 escalation. We have not withheld any records requested during discovery, as Mr.
20 Poucher suggests.

21

1 **Q. Mr. Poucher refers to a number of "executive" complaints that were**
2 **received by upper management over the last two years. Are these included**
3 **within the escalated calls mentioned above?**

4 A. For the most part, yes. Although some customers complain directly to upper
5 management, the vast majority of what Mr. Poucher calls "executive" complaints
6 are calls that were escalated through the procedure I described above. And as I
7 already mentioned, 92 percent of those calls are resolved at the initial contact,
8 without escalation. Thus, while our customers always have the option of
9 communicating directly with upper management, the fact is that the large majority
10 of customer contacts are resolved to the customer's satisfaction at the initial
11 contact, without involving upper management or the Commission.

12
13 **Q. Mr. Poucher identifies a number of customers from the St. Petersburg and**
14 **Clearwater areas who filed PSC complaints in 2001. Has the Company done**
15 **anything to follow up with these individuals?**

16 A. Yes. We attempted to contact each customer to ensure that their concerns have
17 been addressed and have successfully resolved almost every case. A summary of
18 the Company's efforts in this respect is attached as Exhibit MWB-3.

19
20 **Q. Mr. Durbin refers to three complaints in which Florida Power did not**
21 **respond to the Commission within fifteen (15) working days, as required by**
22 **rule. Is this consistent with the Company's records?**

1 A. No. We checked our records against the Commission's for the three reported late
2 responses and in each case our records indicate that the response was timely
3 provided to the Commission. In one of these cases (410650E), the complaining
4 customer was not a Florida Power customer, but the complaint was still counted
5 against Florida Power. This same complaint was included in the seven (7)
6 apparent rule or tariff infractions identified by Mr. Durbin.

7
8 **V. Issues Raised at the Service Hearings**

9 **Q. Did you attend the service hearings in conducted in this case?**

10 A. Yes. I attended the service hearings in Winter Park, St. Petersburg, Clearwater
11 and Tallahassee.

12
13 **Q. Has any effort been made to contact the customers who voiced dissatisfaction
14 with their quality of service at these hearings?**

15 A. Yes. We have followed up with each customer who appeared at the service
16 hearings to ensure that their concerns are fully addressed. We have summarized
17 the status of each contact in attached Exhibits MWB-4 (Winter Park), MWB-5
18 (Clearwater) and MWB-6 (St. Petersburg).

19
20 Mr. Poucher acknowledges that the customer testimony at the Tallahassee
21 service hearing was generally supportive of Florida Power, but does not provide
22 any specifics. Accordingly, Exhibit MWB-7 provides a summary of the
23 testimony from the Tallahassee service hearing.

1 Q. Does this conclude your testimony?

2 A. Yes, it does.

COMPLAINTS LOGGED AGAINST FLORIDA IOU'S IN 2000 AND 2001

Utility Name	2000 Complaints	2001 Complaints	Percentage Increase
Florida Power	148	196	32.4%
Florida Power & Light	433	528	21.9%
TECO	63	94	49.2%
Gulf Power	24	40	66.6%
Florida Public Utilities Company	4	9	125%
TOTAL	672	867	29%

Sources: FPSC Consumer Complaint Activity Reports, December 2000, 2001

COMPLAINTS PER 10,000 CUSTOMERS FOR FLORIDA IOU'S

Utility Name	2001 Complaints	Customer Base	Complaints per 10,000 Customers
Florida Power	196	1,377,761	1.42
Florida Power & Light	528	3,829,297	1.38
TECO	94	553,527	1.7
Gulf Power	40	367,090	1.09
Florida Public Utilities Company	9	25,517	3.53
TOTAL	867	6,153,192	1.41

Source: FPSC Consumer Complaint Activity Report, December 2001

Winter Park Service Hearing (November 28, 2001)

Winter Park Reliability Initiatives In General

Some customers expressed concerns about the quality of service in Winter Park in general, without identifying specific issues that affected them in particular. As Florida Power witness Robert Sipes explains in his rebuttal testimony, the Company has undertaken a series of reliability initiatives to address service issues in the Winter Park area. Please see Mr. Sipes' testimony for a thorough discussion of these initiatives.

Specific Customer Testimony

Joseph Janosik

Florida Power was in the process of taking the necessary steps to help resolve Mr. Janosik's high bill concerns prior to his testimony at the Winter Park hearing. A test of his meter has been completed, which confirmed that his meter was registering at an average accuracy of 100.04% (these results are within the guidelines set forth by the FPSC). In addition, a home energy audit was performed which provided Mr. Janosik with several energy savings tips. Mr. Janosik is satisfied with Florida Power's response to his concerns.

Laura Potts

In response to Ms. Potts' high bill concerns, Florida Power performed a meter test, which tested at an average accuracy of 99.76% (these results are within the guidelines set forth by the FPSC). In addition, an energy audit was offered. Ms. Potts' stated her desire to wait until after the holidays. An audit was scheduled to be performed on February 6, 2002. Ms. Potts' is satisfied, at this point, with Florida Power's plan of action in assisting her with resolving her high bill concerns.

Betty McLemore

On December 10, 2001, Florida Power completed initiatives to improve Ms. McLemore's service reliability. These initiatives include tree trimming, transformer upgrades and replacing lightning arrestors. Craig Eicher spoke with Ms. McLemore. He will continue to work closely with her to address any concerns she may have.

Diane Gaydos

Florida Power took several steps to assist Ms. Gaydos in resolving her high bill concerns. A meter test was performed which reflected that the meter was registering at an average accuracy of 99.58%. An energy audit was also performed, which did not find anything unusual that would contribute to the increase in her bill. Ms. Gaydos' apartment complex is working with her to help locate the cause of the power usage. As a goodwill gesture, Florida Power reduced her bill to her average of \$50.00. Ms. Gaydos is satisfied with Florida Power's efforts to help identify the cause of her high bill.

Robert Freeman

Mr. Freeman voiced general concerns about Florida Power's tree trimming policies. The Company's policies in this regard are addressed in Mr. Sipes' rebuttal testimony.

Stan Boyer

On December 21, 2001, Florida Power completed several initiatives to improve the reliability of Mr. Boyer's service. These initiatives include the addition of animal protection and repair of lightning damaged facilities. A

Florida Power Engineer is continuing to monitor the area and is keeping Mr. Boyer informed of our actions. Mr. Boyer appreciates Florida Power's efforts and communications.

Edward Swietek

Prior to his appearance at the Winter Park hearing, Florida Power had completed steps to improve the reliability of Mr. Swietek's service. Per his request, his transformer was moved to C phase in September 2001. In addition, tree trimming was performed in August, which has helped to reduce momentary and extended outages. Mr. Swietek is satisfied with Florida Power's efforts to improve the reliability of his service.

Tony Giorgio

Mr. Giorgio stated that he was appearing on behalf of the medically essential community and expressed his general dissatisfaction with Florida Power's service to customers with special medical needs.

We respectfully disagree with Mr. Giorgio's characterization of the Company's service to the medically essential community. Florida Power was the first utility in the state to develop and implement a financial program dedicated to meeting the needs of medically essential customers, known as the Energy Neighborhood Fund. This program provides financial assistance to customers who have special medical needs to allow them keep their utility bills current and avoid interruptions in service. In 2001 alone, Florida Power distributed approximately \$565,000 to local social service agencies to distribute within the communities we serve. These funds are distributed in their entirety to people who are not able to pay their bills for electricity, gas, oil or wood. The Company pays all costs of administering the program out of our corporate foundation. Florida Power makes a total corporate contribution of \$250,000 to the program annually with the additional dollars coming from customer contributions.

In a further effort to support the medically essential segment of our community, Florida Power worked closely with State Representative Sublette to develop legislation to address the needs of medically essential customers. As part of this effort, Florida Power was instrumental in developing the language of the proposed legislation and took the lead in rallying other Florida investor-owned utilities to support the legislation. The bill ultimately was passed in the 2001 legislative session. Florida Power is in compliance with the new law.

Mike Whiting

Mr. Whiting voiced general concerns about service in the Winter Park area. The Company's reliability initiatives for Winter Park are addressed in Mr. Sipes' rebuttal testimony.

Charlie McAuliffe

Prior to his appearance at the Winter Park hearing, Florida Power had been in contact with Mr. McAuliffe to communicate our planned improvements in his area. In early 2002, we will re-conductor the problem areas with Hendrix cable, which should reduce the number of outages & momentary operations. We will also examine the possibility of relocating some of the primary distribution from the back lot to along the road where feasible.

Wayne Jones

Mr. Jones voiced general concerns about service in the Winter Park area. The Company's reliability initiatives for Winter Park are addressed in Mr. Sipes' rebuttal testimony.

John Ramer

Mr. Ramer voiced general concerns about service in the Winter Park area. The Company's reliability initiatives for Winter Park are addressed in Mr. Sipes' rebuttal testimony.

David Johnston

Mr. Johnston voiced general concerns about service in the Winter Park area. The Company's reliability initiatives for Winter Park are addressed in Mr. Sipes' rebuttal testimony.

James Oliphant

Florida Power has installed a recording volt meter (RVM) at Mr. Oliphant's home on several occasions. A voltage drop was detected and the transformer was changed as a corrective measure. Tree trimming has also been performed. An RVM will be set again during windy conditions, per Mr. Oliphant's request.

Bruce Provonost

Mr. Provonost voiced general concerns about service in the Winter Park area. The Company's reliability initiatives for Winter Park are addressed in Mr. Sipes' rebuttal testimony.

Bruce Blackwell

Mr. Blackwell voiced general concerns about service in the Winter Park area. The Company's reliability initiatives for Winter Park are addressed in Mr. Sipes' rebuttal testimony.

Steve Steward

Mr. Steward contacted Florida Power on November 6, 2001 to report a sagging power line and a concern with a rotting pole. Florida Power issued a work order to change out the pole and pick up the slack in the line. This work was completed on January 2, 2002. Mr. Steward is satisfied with Florida Power response to his concerns.

Clearwater Service Hearing (January 23, 2002)

Barbara Smith

Ms. Smith stated her concern about a partial power incident that occurred as a result of leaking boots that were put on the meter when power was disconnected for non-payment. Mr. and Mrs. Smith were concerned with a possible safety issue. An electrician was called who removed the meter and found the boots. The boots were removed. This information was forwarded to a Florida Power revenue protection investigator. Mr. and Mrs. Smith made payment and their account was re-activated that day. Florida Power contacted Mr. and Mrs. Smith to discuss their concerns. Mr. Smith confirmed that their issues had been resolved, but that he had been contacted and asked to appear at the hearing.

Margaret Franczak

Ms. Franczak has a high bill concern. Her current bill was almost 2 1/3 times higher than the previous months. She is stated that she keeps her thermostat at 72°, even in cold weather. Florida Power contacted Mrs. Franczak to discuss her concerns and requested a special reading of her meter. The reading confirmed that Mrs. Franczak's meter had been read correctly. We explained the cost of heat and how it could effect her bill. Florida Power offered Mrs. Franczak a gift certificate as a good will gesture and provided a direct number for her to contact with any further concerns. Mrs. Franczak appreciated the explanation of her usage and is satisfied with Florida Power's response to her complaint.

Steve Book (Holiday Inn General Manager)

Mr. Book is the General manager of the Holiday Inn on Clearwater Beach. He reported favorable experience with service reliability on the beach. When there are outages, they are repaired quickly. Mr. book confirmed that he has worked in eight or nine different cities over the past 20 years in the hotel business and has not had any better relationship with a power company then he has with Florida Power. He is particularly pleased with the Company's energy commission, which works with the hotel association and provides seminars on how to increase profitability and reduce costs.

Nancy and Harry Walls

Mr. and Mrs. Walls spoke on a high bill concern. They stated that they only using a water heater and washer and dryer. They requested to have the meter checked. Florida Power contacted Mrs. Walls and discussed her account activity. Mrs. Walls understands that her meter was overread in December but is still concerned with the patterns of increases in her usage. We submitted a request to have the meter tested and requested that it be expedited. We will follow up with Ms. Walls with the results of the meter test.

Terry Garcia

Ms. Garcia voiced general concerns about high bills. Florida Power confirmed with the Pinellas Property Appraiser that the owner of home is Larch & Terry Garcia with a homestead exemption filed for the entire year of 2001. We contacted Ms. Garcia who acknowledged she has been living there for approximately four years and that her bill was transferred from Estate of Bruce Smith's account. We offered a special agreement for her to pay the amount owed (\$266.04) in four installments, but she prefered to pay in two installments. In addition, the current meter reading has been checked and confirmed to be accurate. Her meter was previously changed and tested in January 2001. Test results indicated that meter is registering at 100.19% average accuracy (within PSC guidelines). An energy audit is scheduled for February 12, 2002. Ms. Garcia is satisfied with Florida Power's response.

Louay Bayyat

Mr. Bayyat expressed concerns with high bills that occurred over the summer. He had previously filed a FPSC complaint. As part of Florida Power's investigation into his concerns, a meter test was conducted that reflected an average accuracy of 100.34% (these results are within the guidelines set forth by the FPSC). An energy audit was also conducted. The audit found that Mr. Bayyat's air conditioner was low on freon, which could contribute to

higher electric consumption. Mr. Bayyat requested an independent test of his meter. This was performed at Tampa Electric, and the results were equivalent to Florida Power's test. As a gesture of goodwill, Florida Power agreed to adjust Mr. Bayyat's summer usage to his average summer usage the previous year. Mr. Bayyat is satisfied with Florida Power's response to his concerns.

Robert Martin

Mr. Martin stated his concern with the proposed rate of return. He also mentioned a delay in repairing streetlight outages at 1354 Rosery and in the St. Paul's Church driveway. Florida Power immediately sent a serviceman to repair the streetlight outages. A follow up call was placed to Mr. Martin, who confirmed that the lights are now in good working order.

James Janowski

Mr. Janowski stated his concerns with Florida Power's response to the outages caused by Tropical Storm Gabrielle. His main two main concerns were the lack of tree trimming in his service area and Florida Power's storm restoration process. Florida Power apologized for the inconvenience that he experienced as a result of the extended outage and provided him with a detailed explanation of Florida Power's restoration process during a storm. A request was also issued to have an inspection of the tree growth performed in the area. On October 2, 2001, Florida Power inspected the lines serving Mr. Janowski. All lines were found to be clear of any trees and no trimming is needed at this time.

Mike Young

Mr. Young stated his concern with power surges and damage to his air conditioner and refrigerator. He stated that Florida Power had requested a copy of the repair bill, but had sent a denial letter stating that there was no indication of a problem on his account. Florida Power is continuing our investigation into Mr. Young's claim and will follow up with him shortly.

Judith Scott

Ms. Scott has a concern with high bills that she feels was caused by voltage problems that she was experiencing. She believes that Florida Power made repairs, which reduced her bills. Florida Power is scheduled to meet with Ms. Scott to discuss her concerns. Additional follow up will be provided.

Bill Zinow

Mr. Zinzow stated concerns with Florida Power's delayed response time to Tropical Storm Gabrielle outages. Florida Power contacted Mr. Zinzow and explained that a tree was the cause of the outage he experienced during Tropical Storm Garbrielle. We apologized for the inconvenience of the extended outage and offered an explanation of Florida Power's restoration process during storm conditions.

Mike Woodall

Mr. Woodall stated that he would like to see Florida Power help the school board identify energy programs to conserve energy. He also stated concerns with possible changes to the IS rate as part of the rate case and the stranded costs the Pasco County school system would experience. No follow-up required.

Dennis (Henry) Buthmann

Mr. Buthmann stated his concern with frequent power outages. Florida Power contacted Mr. Buthmann and explained Florida Power's plan of action. We advised him that our contractor would be on site on February 4, 2002 to access the area and begin the injection process. We committed to following up with Mr. Buthmann on February 19, 2002 to provide an update. In addition, Florida Power will be sending a letter to all customers on the entire 5 loops affected acknowledging Florida Power's plan of action. Mr. Buthmann is satisfied at this point and looks forward to closure on this matter.

Harold Radcliffe (Mayor, North Redington Beach)

Mayor Radcliffe reported that in his nine years as Mayor, the City has very few complaints about Florida Power. When something is needed, it's resolved promptly. He also noted that 145 complaints against Florida Power over a 9-month period for 1.4 million customers is a very low number per customer.

Robert Bellavance

Mr. Bellavance testified that he was pleased with Florida Power's proposal to lower rates and that, in his opinion, things seem to be going well except for some isolated instances of complaints. He was also complementary of Florida Power's plans for infrastructure improvements.

Holly Duncan (President, Morton Plant Mease Health Care Foundation)

Ms. Duncan praised Florida Power for its addition of 1000 phone lines to handle customer calls, its investment in transmission and distribution systems and its proposed rate reduction. She also complemented Florida Power for its reliability and accountability in providing service, and for its contributions to the local community.

Ed Hooper

Mr. Hooper testified that the reliability of his service has steadily improved over the thirty years he has been a resident of Clearwater, including five years he served as a city commissioner. He was particularly complementary of improvements during the last five years. He also complemented Florida Power for its commitment to the community and its involvement in community service.

Sandy Shuler

Ms. Shuler appeared on behalf of the Dunedin Chamber of Commerce. She praised Florida Power's commitment to reliability improvements over recent years and its plan to continue these improvements in years to come. She testified that Florida Power has been an excellent corporate citizen in the City of Dunedin and was particularly complementary of Florida Power's proposal to lower rates.

Ron Barnwell

Mr. Barnwell is the Executive Director of the Chamber Business Assistance Corporation in the Clearwater area. He testified that part of his job is to assess business trends in the area. To that end, he conducted a survey using an instrument provided by the Pinellas County Economic Development Department that measures satisfaction among the business community with public services, including utility services. The 2001 survey results showed that 77 percent of the businesses surveyed reported that their service was good to excellent. In just the Clearwater area, 79 percent of businesses surveyed reported that their service was good to excellent. Mr. Barnwell's assessment is that the business community is reasonably satisfied with the utility service they are receiving.

Joseph Kunz

Mr. Kunz stated his concern with frequent outages and the extended outage he experienced during Tropical Storm Gabrielle. Florida Power contacted Mr. Kunz and explained that Florida Power has been working in his area. In October of 2001, we trimmed the trees, replaced a transformer and replaced the primary line. We explained that these improvements should help to increase the reliability of his service. We followed up with Mr. Kunz to advise that we also replaced two spans of wire, replaced some suspect insulators, trimmed all the trees, replaced 4 transformers and split the circuit on Indian Rocks Road. Mr. Kunz is very happy and glad to hear we did what we said we were going to do. He will call Florida Power directly if he has any additional concerns.

Denise Leyshock

Ms. Leyshock appeared on behalf of Ruth Eckerd Hall to thank Florida Power for its generous support of their educational programs and performing arts programs over the years.

Tammy Castro

Ms. Castro stated her concerns with the amount of her backbill caused by a stuck meter. As a gesture of goodwill, Florida Power agreed to reduce Ms. Castro's backbilling by 55 percent, or \$300.00, and to split the payments over 12 months. Ms. Castro agreed; however, she later called back and stated that she wished to think about it. She also requested the offer in writing, which was sent to her on January 25, 2002. We have requested that she respond to our offer within one week.

Joe Burdette

Mr. Burdette testified that his service was "fine" and that "we're doing great." He stated that he did not want to see rates reduced at the cost of reliability.

Cindy Nelson

Ms. Nelson stated her concern with the deposit requirement and the difficulty she experienced in attempting to transfer service into her name. She was told she fraudulently stated she was someone else, which made her feel like she was considered a criminal. Florida Power contacted Ms. Nelson and apologized for the mis-communication and difficulty she experienced. We advised her that the account will be placed in her name. As a gesture of goodwill, the deposit was waived. Ms. Forbes also agreed to waive the read only charge and assured Ms. Nelson that all derogatory comments will be removed from her account. Ms. Nelson appreciated our actions to resolve her concerns.

Mike Meidel (President, Clearwater Regional Chamber Of Commerce)

Mr. Meidel appeared in his capacity as President of the Clearwater Regional Chamber of Commerce to testify in support of Florida Power. He was complimentary of Florida Power's improvements in reliability over the past five years and noted the importance of reliability to business customers. He also praised Mr. Habermeyer's efforts in meeting with commercial and industrial customers on a regular basis to communicate and answer questions about rates, reliability and other service related issues.

Bill Newton (Florida Consumer Action Network)

Mr. Newton expressed general concerns with Florida Power's rates. No follow-up required.

Bob DiNicola (Mayor, Indian Rocks Beach)

Mayor DiNicola appeared in support of Florida Power. He testified that in his experience, Florida Power has been very responsive to the needs of its customers.

Laura Kinniman

Ms. Kinniman voiced general concerns with rate of return and rates compared to her daughters in Indiana. No follow-up required.

Ronald Diekman

Mr. Diekman stated concerns about flickering lights. The Company has tried to reach Mr. Diekman to confirm that a new feeder is being installed and is scheduled for completion shortly. Half of the customers on feeder C-906 will be transferred to this new feeder C-903. This should resolve his concerns. The Company has also identified a number of tree trimming locations and most of that work has been done, with the remainder to be completed shortly. Florida Power will continue to try to reach Mr. Diekman to advise him of our progress.

Marvin Behm

Mr. Behm stated concerns about drops in voltage. He stated that a lot of new construction is taking place in his area with large homes going in. He's concerned that current equipment can not handle the load. He would like an engineer to check the area for needed upgrades. A Florida Power Engineer investigated Mr. Behm's concerns and a decision has been made to split the load on the feeder serving his area. In addition, an RVM was set to monitor the voltage into Mr. Behm's home. The voltage was found to be within the limits approved by the PSC. We met with Mr. Behm to review the results and will follow up with him to ensure he is aware of the Company's plan of action and to confirm his satisfaction with our progress.

Peter Dalacos

Mr. Dalacos expressed concerns about Florida Power's quality of service. Mr. Dalacos brought pictures displaying the areas of his concern on the work done by Florida Power when they installed a new transformer. Mr. Dalaco confirmed that he had spoken with a representative from Florida Power and that this issue is in the process of being resolved.

Rob McMahon

Mr. McMahon stated his general concerns about Florida Power's donation level to private schools. No follow-up required.

George Demogenes

Mr. Demogenes voiced general concerns about Florida Power's energy conservation programs. No follow-up required.

James L. Schwechel

Mr. Schwechel stated his concerns with an electronic funds transfer encoding error on his account. Florida Power contacted Mr. Schwechel to discuss his concerns. He indicated that his issues had already been resolved.

Aseezah Babalola

Ms. Babalola stated concerns about customer service and with being disconnected for non-payment. Florida Power contacted Ms. Babalola to work out a satisfactory payment arrangement. Her power was restored based on this agreement. Ms. Babalola was pleased with Florida Power's flexibility and quick response.

Robert Brotherton

Mr. Brotherton stated general concerns about the poor condition of Florida Power poles and wires. He requested that the PSC have a process in place to inspect poles and wires. No follow-up required.

Carol Boyer

Ms. Boyer stated her concern with receiving a letter from a collection agency on a balance that she had already paid. Florida Power discovered that Ms. Boyer's payment had been mis-posted to another account. We contacted Ms. Boyer and left a message advising her that her account had been credited \$110.00, the amount of her check. In addition, we have contacted the collection agency to confirm that Ms. Boyer's account has been satisfied and to remove the information from her credit file. Ms. Boyer is satisfied with Florida Power's efforts to resolve her concerns.

Debra Jackson –

Ms. Jackson complained about multiple momentary outages. A resolution of her issue is pending.

St. Petersburg Service Hearing (January 23, 2002)

Russ Sloan (St. Petersburg Chamber of Commerce)

Mr. Sloan appeared on behalf of the St. Petersburg Chamber of Commerce in support of Florida Power. He praised Florida Power's commitment to improving infrastructure and lowering rates, as well as Florida Power's commitment to the community. He was particularly complimentary of management's initiatives to become more efficient, more consumer oriented and more sensitive to improving service. He is immensely pleased with the direction the Company is heading.

Leon Atkinson (Treasure Island Mayor)

Mayor Atkinson testified that Florida Power has always been prompt and efficient whenever there has been a problem with their system. He gave an example of preventive maintenance through which the Company discovered and corrected a potential problem before it occurred. He was very complimentary of the Company's service. His experience with Florida Power has been nothing short of great.

Mr. Scanlon

Mr. Scanlon expressed his general concern with Florida Power's rates and current advertising. No action required.

Judith Illyes

Ms. Illyes testified that she was upset with the delay in responding to an emergency tree trimming situation. After several requests, she hired a tree contractor to take care of it. Florida Power reimbursed her the cost of the tree service. We have contacted Ms. Illyes to apologize for the delay in responding to her request. Florida Power offered a goodwill credit to compensate her for the day of work she missed. We assured Ms. Illyes that we have reviewed our response to the storm and are implementing several best practices to improve our response to future storms. She is very satisfied with the Company's response.

Jack Tunstill

Mr. Tunstill voiced concerns with delays in repairing street light outages. Some of the lights he reported are maintained by the DOT. Mr. Tunstill mentioned that Florida Power should have an established procedure for forwarding those outages directly to the DOT. Florida Power took immediate action to repair the street light outages that Mr. Tunstill reported. We will continue to work closely with him to make any necessary repairs.

Jan Pepitone

On September 14, 2001, Ms. Pepitone experienced an extended power outage due to Tropical Storm Gabrielle. Florida Power contacted Ms. Pepitone and apologized for the delay in restoration of her power. An explanation of Florida Power's storm restoration process was provided.

Tom Shemancik

Mr. Shemancik expressed his concern with high rates compared to those in Pennsylvania. He also voiced concerns about frequent momentary interruptions. Florida Power contacted Mr. Shemancik and left a message advising him that a reliability engineer will be investigating the number of interruptions that he experiences and their causes. We committed to following up with him on January 30, 2002 to provide the results of our investigation and our plan of action.

Melvin Fox

Mr. Fox complained that tree debris was left in his yard after power restoration from Tropical Storm Gabrielle. Florida Power contacted Mr. Fox and apologized for the inconvenience of the debris. It was explained to him that Florida Power does have a process for removing debris during normal tree maintenance; however, the debris remaining from storm restoration efforts is not removed.

Van and Ola Wofford

Mr. and Mrs. Wofford stated concerns with a tree trimming issue, streetlight outage and high bills. Prior to appearing at the hearing, Mr. and Mrs. Wofford had filed two prior FPSC complaints regarding a high bill concern. Florida Power tested their meter and offered a home energy audit. Florida Power performed a meter test, which tested at an average accuracy of 99.44% (these results are within the guidelines set forth by the FPSC). Florida Power contacted Mr. Wofford and explained that the tree branches in need of trimming are not in Florida Power lines. We suggested that she contact the cable and phone companies for resolution. The streetlight outage reported has been repaired. In addition, Florida Power offered a goodwill credit to resolve their high bill concerns. Mr. and Mrs. Wofford are satisfied with Florida Power's response to their concerns.

Gonzalez Ortez

Mr. Ortez requested clarification of the charges on his bill. He also asked the Commission to review the decision made in 1983 regarding reading the meters. No action required.

James Barrens

Mr. Barrens stated concerns with Florida Power's response to a large tree that fell and hit the primary line during Tropical Storm Gabrielle. On January 25, 2002, Florida Power spoke with Mrs. Barrens regarding her concerns. Mrs. Barrens wanted assurance that in the future Florida Power would respond in a more timely manner and that she is not given an improper response time. We assured Mrs. Barrens that we have reviewed our response to the storm and are implementing several best practices to improve our response to future storms.

Charles Wright

Mr. Wright stated concerns with Florida Power's process in providing credit extensions. He stated that he frequently could not meet the deadline and has been disconnected for non-payment on several occasions. Florida Power contacted Mr. Wright and assured him that we will be more than happy to work with him to schedule a payment arrangement that is satisfactory to both parties.

Mary McCall

Ms. McCall stated her concern with branches left in her yard from Tropical Storm Gabrielle restoration efforts. She called after the storm to have debris removed. Ms. McCall stated that after she wrote the St. Petersburg Times Action Column, Florida Power removed the debris. Florida Power contacted Ms. McCall to discuss her concerns. Ms. McCall stated that she had been contacted and was asked to appear at the hearing; however, she had no issues at this time.

Virginia Littrell (City Council Member)

Ms. Littrell appeared to speak on behalf of her neighbor, Mr. Lecain. She expressed her concerns with Florida Power's response to the outages caused by Tropical Storm Gabrielle. Her neighbors reported a tree limb that fell on a line several times with no response. She stated that after several calls to Florida Power they were advised that they were blocked from making additional calls. Florida Power contacted Mr. Lecain and apologized for the delay in removing the tree limb on the line. Mr. Lecain was very appreciative our call. We will be sending a gift certificate to Mr. and Mrs. Lecain as gesture of goodwill. Mr. Lecain again reiterated that he appreciated the call.

Bob Porter

Mr. Porter made a statement regarding his phone bill and his desire to see rates reduced. Dick Durbin, PSC Consumer Affairs, followed up with Mr. Porter regarding his phone bill. No further action required.

Bill Newton (Florida Consumer Action Network)

Mr. Newton voiced general concerns about Florida Power's rate of return. No action required.

Gordon Finch

Mr. Finch stated his concerns with being billed for unauthorized power consumption and Florida Power's removal of his meter until the bill was paid. Florida Power responded to Mr. Finch's PSC complaint in December, 2001. The Company's response describes the complete results of our investigation, which included several site visits and meter inspections. The meter checks found that the dials on the meter were being turned back. Pictures were taken of each meter check and will be submitted to the PSC. In addition, a detailed explanation of the backbilling calculation will be provided.

Lorian Williams

Ms. Williams appeared in her capacity as the Executive Director for the St. Petersburg Area Black Chamber of Commerce, and as a small-business owner. She testified that her experience with Florida Power has been very positive and complemented the Company's service during Tropical Storm Gabrielle in particular, confirming that her power was restored within 24 hours. She also praised Florida Power's support for Chamber of Commerce activities and the commitment that the Company has shown to the community.

Dorothy Carter

Ms. Carter stated her concern with frequent power interruptions and resulting damage to her computer. She was upset that her damage claim was denied. Florida Power contacted Ms. Carter and offered a good faith payment of \$203.00. Ms. Carter is satisfied with Florida Power's resolution to her complaint.

John Ortego

Mr. Ortego stated that he is using 30-50% less energy since his meter was changed out. He is requesting reimbursement for over payments made over the last year. He feels that the old meter was not registering correctly. A meter test performed indicated that the meter was registering at 100.22 average accuracy (these results are within the guidelines set forth by the FPSC). Florida Power contacted Mr. Ortego regarding his concerns. Mr. Niemi has been working with Mr. Ortego since January 10, 2002. Mr. Niemi has spoken with Mr. Ortego several times and has confirmed that the readings are consistent with the same period last year. Mr. Niemi will continue to communicate with Mr. Ortego and monitor his usage.

Emory Kudlicka on behalf of Wendy Hotaling

Ms. Kudlicka's concern was regarding paying a bill of \$1,100 from a residence she resided at in 1994/95. Ms. Hotaling filed a complaint with the PSC regarding the transferred bill. Florida Power's investigation found that Ms. Hotaling and Mr. Kudlicka were residing at the residence in which the bill was incurred and both benefited from the power. They are also both residing in their current residence and benefiting from the power there. Florida Power offered payment arrangements to Ms. Hotaling as a resolution to her complaint.

Tallahassee Service Hearing (January 7, 2002)

Lawrence Mink

Mr. Mink voiced his disagreement with Florida Power's commercial deposit policy. He believes that deposits should be returned after a set amount of time. Florida Power holds deposits on commercial accounts until the account is closed. Upon reaching a 2 years satisfactory credit history, Florida Power increases the rate of interest paid on the deposit from 6% to 7%. The FPSC reiterated this policy to Mr. Mink.

Shawn Pearson

Mr. Pearson spoke on his concerns with Florida Power's medically essential program and the difficulty he was experiencing in obtaining approval for this program. Florida Power contacted Mr. Pearson and sent updated medical forms to his Doctor. Upon receipt of the final documentation, Florida Power determined that Mr. Pearson's account did qualify for this program and sent the necessary paperwork to confirm this. Mr. Pearson is satisfied with Florida Power's response.

Mike Deming

Mr. Deming is a resident of Perry, Florida, and testified that his service has been "real good," with few outages. He described the Company as providing "very prompt and proper service," and as "very responsive." His experience as a business customer has also been very satisfying. He complemented Florida Power's proactive involvement in rural communities and its assistance with economic development projects.

Tom Moffses

Mr. Moffses appeared in his capacity as City Manager in Madison, Florida, which is served by two different power companies. He described his service reliability with Florida Power as "exceptionally good," and complemented the Company for its dependability in restoring power promptly when there is an outage.

Morris Steen

Mr. Steen appeared in his capacity as Interim President of North Florida Community College in Madison, Florida. He testified that "North Florida has had a long and beneficial relationship with Florida Power." He described the Company's service as "very reliable," and complemented the Company's community involvement and support.

Gerri Bucher

Mrs. Bucher is the Executive Director for Resource Development and Government Relations at North Florida Community College in Madison, Florida. She praised the Company for its support of the local Take Stock in Children program.

Ann Hall

Ms. Hall is a resident of Jasper, Florida in Hamilton County, and is Program Manager for Main Street Hamilton County. She testified that "we always give prompt and reliable service" from Florida Power and described the Company's representatives and as "very professional and complete in their service." She was particularly complementary of the Company's support and involvement in local community activities.

Rick Breer

Mr. Breer is a resident of Taylor County, Florida, and employed by Main Street Perry, a nonprofit economic development organization. He described Florida Power as "a good corporate citizen," and stated that he is "very happy with Florida Power's reliability."

Wally Wagoner

Mr. Wagoner voiced concerns with the IS (interruptible service) rate and the impact it has on the Pasco County School system. No follow-up action was required or taken.

Eddie Hillhouse

Mr. Hillhouse appeared in his capacity as President of the Suwannee County Economic Alliance. He praised Florida Power's support and involvement in the local community.

Frank Stone

Mr. Stone is a resident of Monticello, Jefferson County, Florida, which he described as "sort of on the end of Florida Power's territory." He testified that in the few times he has lost power, Florida Power has "been extremely good at getting our power back on in an area at the far north end of their territory." In addition, in his capacity as Executive Director for Economic Development in Jefferson County, Mr. Stone described Florida Power as "always there when you need them as a corporate citizen." The Company was recently voted corporate citizen of the year in Jefferson County.