

ORIGINAL

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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FLORIDA POWER CORPORATION'S NOTICE OF FILING EXHIBIT

Florida Power Corporation ("Florida Power") hereby gives notice of filing Exhibit MWB-3 to the Rebuttal Testimony of Martha W. Bamwell. This exhibit was inadvertently omitted when the testimony was filed on February 11, 2002.

I HEREBY CERTIFY that a true and correct copy of the foregoing has been furnished to all counsel listed on the attached service list via facsimile and U.S. Mail this 19th day of March, 2002.

Respectfully submitted,



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Florida Power's Responses to FPSC Complaints

General Concerns about Inaccurate Restoration Estimates

A number of Clearwater and St. Petersburg customers complained about being given inaccurate restoration estimates following Tropical Storm Gabrielle. As Florida Power witness Robert Sipes explains in more detail in his rebuttal testimony, this was the result of using restoration times provided by the Company's new outage management system, which provided accurate estimated restoration times for an isolated outage, but was not adjusted for storm response conditions in which the company was facing numerous outages across the system. Please see Mr. Sipes' testimony for a detailed discussion of the Company's performance in restoring power following Tropical Storm Gabrielle.

Specific Customer Complaints Identified In Mr. Poucher's Testimony

Louis Averbeck (405371)

Mr. Averbeck expressed concern that his service was out for 2 days due to Tropical Storm Gabrielle. Mr. Averbeck reported a line down and was told several times that Florida Power would be there in an hour. The outage occurred on September 14, 2001 at 12: 14 p.m. and was restored on September 16th at 9:00 a.m. The Company contacted Mrs. Averbeck and apologized for the delay in restoration of her power and the inaccurate information she received. Mrs. Averbeck stated she is satisfied with Florida Power's response to her complaint.

Joseph Samarco (405369)

On September 14, 2001, Company received information from Florida Power's Call Center regarding Mr. Samarco's streetlight outage concern. Company contacted Mr. Samarco and left a message stating that Florida Power was working on getting the streetlights back in working order; however, due to Tropical Storm Gabrielle it may take a few days. On September 19, 2001, a Florida Power serviceman made repairs to the streetlights. On September 20, 2001, the Company re-checked the lights in question at night and found a few adjustments still needed to be made. The servicemen made all necessary adjustments at that time and verified that the lights were in good working order. Mr. Samarco is satisfied with the Company's response.

John Allen (405471)

September 18, Mrs. Allen complained that she was without service for 3 days due to Gabrielle. The Company contacted the customer and apologized for the delay in restoring her power and provided information on Florida Power's restoration efforts and restore times. Mrs. Allen thanked the Company for the information and is satisfied with Florida Power's response to her concerns.

Elenora Sabin (405481)

The Company received a warm transfer from the FPSC from Ms. Sabin, who was upset that she was without power from 8 a.m. Friday to 11:30 a.m. Sunday. Mrs. Sabin saw a news report in the St. Petersburg Times and wanted to complain. A customer service representative has spoken with Mrs. Sabin and confirmed that she is satisfied with Florida Power's response to her concerns.

James Pelosi (405491)

On September 18, 2001, the Company received a complaint from Mr. Pelosi regarding an outage caused by Tropical Storm Gabrielle. The Company contacted the customer and explained the restoration process. The customer had questions about the tree trimming process and the Company agreed to check to see whether any trimming was required around facilities serving Mr. Pelosi. Mr. Pelosi stated he is satisfied with Florida Power's response to his complaint.

Trudy Green (405509)

On September 19, 2001, the Company received a complaint from Trudy Green regarding her outage caused by Tropical Storm Gabrielle. The company contacted the customer and explained Florida Power's restoration efforts.

Bob Garton (misspelled Gurton in Poucher's testimony) (405529)

Florida Power contacted Mr. Garton and explained that a tree caused the outage he experienced during Tropical Storm Gabrielle. We apologized for the inconvenience of the extended outage and offered an explanation of Florida Power's restoration process during a storm. Mr. Garton was also concerned with food loss from the outage. Florida Power suggested that Mr. Garton contact his homeowner's insurance as a possible solution.

Bill Zinzow (405638)

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

Harry Ellis (405758)

On September 15, 2001, we received a complaint from Mr. Ellis regarding an outage caused by Tropical Storm Gabrielle. On September 20, the company attempted to contact the customer to explain Florida Power's restoration efforts.

Marybeth Schillo (405762)

On September 19, 2001, Ms. Schillo initiated a complaint regarding the outage caused by tropical storm Gabrielle. On September 19, 2001, the company contacted Ms. Schillo and explained Florida Power restoration efforts in detail. Ms. Schillo appreciated the information; however, she believes the Company should improve in this area.

Penelope Anderson (405848)

On September 19, 2001, the Company contacted the customer regarding her complaint about restoration during Tropical Storm Gabrielle. The Company apologized for the inconvenience caused by the outage, and explained the details of the outage and the actions taken by Florida Power to restore power as quickly and safely as possible. The customer appreciated the information, but still believes the Company should improve its response in major events.

Kevin Krauss (405986)

Mr. Krauss was concerned with the length of the outage caused by Tropical Storm Gabrielle. A blown fuse during the storm caused the outage. Fifty-two customers were affected. A message was left for Mr. Krauss apologizing for the inconvenience of the extended outage and explaining Florida Power's storm restoration efforts.

James Janowski (406409)

On September 24, 2001, Florida Power contacted Mr. Janowski to discuss his concerns with our response to the storm outages. 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 trees and no trimming is needed at this time.

Ebar McCabe (406444)

Mr. McCabe's call was transferred to Florida Power via the FPSC warm transfer process. Mr. McCabe was upset with the extended outage caused by Tropical Storm Gabrielle. Florida Power provided as much information as was available about estimated restoration times.

Leejoy Pepitone (406529)

On September 14, 2001, Ms. Pepitone experienced an extended power outage due to Tropical Storm Gabrielle. On September 21, 2001, 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.

Melvin Fox (406621)

On September 21, 2001, Florida Power contacted Mr. Fox and apologized for the delay in restoration of his power during Tropical Storm Gabrielle. Mr. Fox stated he wanted the storm debris removed and the trees trimmed. The Company explained that Florida Power does not remove storm debris; however, we would take a look at his concerns with overgrowth. On October 12, 2001, Florida Power sent a serviceman out to check the area for overgrowth. The serviceman spoke to Mr. Fox on site and explained the trees are near the GTE cable lines and that Florida Power lines are in the clear. We suggested that Mr. Fox contact the municipality to request assistance in removal of the storm debris.

Carmen Griffin (406709)

On September 24, 2001 we received an Internet warm transfer regarding Ms. Griffin's complaint about the length of the outage caused by Tropical Storm Gabrielle. Ms. Griffin said that she was given three estimates of restoration time, which caused the loss of \$300 worth of food. She's requested reimbursement for the loss. The Company apologized for the incorrect information. Mrs. Griffin stated that she appreciated the explanation provided.

Joseph Anthony (405503)

On September 19, 2001, the Company contacted Mr. Anthony to discuss his concerns about the request for a deposit increase. He advised the Company that he had notified Florida Power to stop payment on his check and paid by cash the same day. The check was processed and dishonored, and the Company subsequently requested an increase in his deposit. The Company advised him that once a mailed payment is received, the check is automatically processed. Given the circumstances, the Company withdrew the requirement for an increase in deposit. Mr. Anthony stated his appreciation for the call and is satisfied with Florida Power's response to his complaint.

Brett Ciskoski (405529)

On October 9, 2001, we received a complaint from Mr. Ciskoski regarding the outage caused by Tropical Storm Gabrielle. Mr. Ciskoski stated that his main concern relates to tree trimming and that he would like to see more tree trimmers hired as soon as possible. The Company apologized for the inconvenience of the outage and explained the benefits of our current tree trimming cycle. Mr. Ciskoski appreciated the information, but would still like to see more work done on tree trimming.

William Munce (406792)

On September 24, 2001, we received a complaint from Mr. Munce regarding a disconnection in error while Mr. Munce was out of town. On September 24, 2001, the Company contacted Mr. Munce to discuss his concerns. Upon his report of the power outage, Florida Power investigated and found that the breaker to his apartment was off at the meter. The Company apologized for the inconvenience of the power interruption and advised him that the breaker is accessible to anyone in the laundry room, not just Florida Power. Mr. Munce is satisfied with Florida Power response to his complaint.

Thomas Bingle (407353)

Mr. Bingle filed a FPSC complaint regarding the extended outage he experienced during Tropical Storm Gabrielle. He reiterated that his main concern was the duration of the power outage he experienced during the storm. Mr. Bingle also thought he identified an area of concern, which was a pole in front of 309 22nd Street. He felt this had something to do with his power outage. Florida Power apologized for the inconvenience of the extended outage. A field check of his area and the pole in question was performed. Our findings were that the area looked clear.

Ziad Bayyat (misspelled Bryant in Mr. Poucher's testimony) (408933)

Florida Power worked closely with Mr. Bayyat in attempting to resolve his high bill concerns. As part of Florida Power's investigation, 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.

Edward Tomlinson (410165)

Mr. Tomlinson called on September 24, 2001, stating this was his second request to report a tree limb leaning on the service drop to his home sagging the wire. The branch was removed on October 26, 2001 .

William Nebinger (411135)

Customer advised that her home burned down on August 9, 2001. On the same day, the company took a normal meter reading. At the time of the fire, the customer states the fire marshal removed the meter. The customer was billed for additional usage after the fire. The Company advised the customer that after reviewing her account, the bill for \$85.41 was refunded. Mrs. Nebinger is satisfied with Florida Power's response to her complaint.

Jeff M. Hardison (414088)

On October 25, 2001, Consumer Affairs received a warm transfer from the FPSC from Mr. Hardison requesting a meter test following a catch-up bill (customer's billing on August 30 was an under-read). The on-site meter test results confirmed that the meter is within the FPSC range of compliance.

Syltico Morand (416196)

The customer is living in a residence previously occupied by his sister. Service in his sister's name was disconnected for nonpayment on October 30, 2001. Service was resumed in Mr. Morand's name upon receiving appropriate documentation that he was not living in the residence when his sister incurred her electric bill.

June VanBrunt (418080)

On November 16, 2001, the Company spoke with Ms. VanBrunt and her daughter regarding her meter and billing issues. She was informed at the time of her complaint that her bill was being corrected and that a corrected bill was being mailed. Ms. VanBrunt informed the Company that she was satisfied and appreciative of actions taken to correct her billing.

Richard H. Sendall (418718)

On November 16, 2001, Mr. Sendall complained about damage to her shed caused by tree trimming. The property damage claim was denied on November 19, 2001, after confirming that a dead tree fell on the shed, and that the damage was not caused by the Company's tree trimming. Follow up contact was made on October 20.

Steve Smith (418970)

Florida Power disconnected Mr. Smith's service due to non-payment. The boots that were placed on the meter were leaky, providing partial power. An electrician checked his service and removed the boots. Florida Power restored service the following day, upon receipt of his payment.

Phil Whiting - True Talk Computers (423611)

Florida Power contacted Mr. Whiting to discuss his service interruption. We explained that his service was discontinued because he did not keep a payment arrangement made to pay his November bill. The billing notice he received reflected a final date for payment of his December bill. Florida Power apologized for the mis-understanding, and as a courtesy, we agreed to waive the \$27.00 service charge. Mr. Whiting thanked us for calling and stated that he is satisfied with Florida Power's response to his complaint.

MK Enterprizes (423673)

Mr. Krugg filed a FPSC complaint when his service was interrupted for non-payment. Prior to the interruption, Florida Power worked closely with Mr. Krugg to make acceptable payment arrangements. His service was interrupted when he failed to keep his arrangement. Upon receipt of his payment, power was restored.