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Doc	No.		Issue Date
1	22-01	ISC - Business Warehouse Review	12/20/2001
2	22-02	PS UTILX Vendor Management Review	12/21/2001
3	22-04	HR - Fidelity Investments Contract Administration	01/08/2002
4	22-05	PS - Asset Management Vendor Selection	01/17/2002
5	22-06	PS - Power Systems Tech 21 Project - Status EOM Aug	01/17/2002
6	22-07	EMT/PMI Fiduciary Responsibilities	01/30/2002
7	22-09	CS - Special - US Cold Storage	02/13/2002
8	22-10	FIN - Officers' Expense	02/20/2002
9	22-11	CS - Collections Special	02/21/2002
10	22-14	GC - Environmental Accruals	02/28/2002
11	22-15	EMT/PMI - Credit Procedures Second Follow-Up Audit	03/06/2002
12	22-17	CS - Review of ASSIST Controls	03/29/2002
13	22-18	ISC - Cost Reduction Process Audit	04/04/2002
14	22-19	HR - SAP Project Management Review	04/18/2002
15	22-20	IM - Magellan Development Server Security Review	04/18/2002
16	22-21	CS - Contract Administration of Media Expenses	04/17/2002
17	22-23	FPLE/FPL - SAP Financial Project Management Review	04/25/2002
18	22-24	PS -- Power Systems Tech 21-WMS User Administratic	05/10/2002
19	22-25	IM - SAP Technical Project Management Review	05/14/2002
20	22-26	PS - Power Systems Tech 21 - WMS Application Secur	05/15/2002
21	22-28	PS - TMC Follow-Up Review	05/24/2002
22	22-31	PS - Review of Transmission Service Request/Billing I	05/24/2002
23	22-32	IM - Wireless LAN Security - 802.11	05/31/2002
24	22-33	PS - Tech 21 WMS Disaster Recovery Plan Review	05/31/2002
25	22-34	HR - SAP Business Processes Audit - Blueprint Phase	06/13/2002
26	22-35	PS - LFO Firewall Audit	06/13/2002
27	22-38	IM - SAP Negative Testing QA Functional Roles	06/18/2002
28	22-39	NUC - St. Lucie Inventory Follow-up	06/21/2002
29	22-40	CS - Review of Local Disbursements	06/25/2002
30	22-41	PS - Power Systems Tech 21 1Q2002 Status Report	06/27/2002
31	22-42	PS - Customer Communications System: Vendor Sele	06/28/2002
32	22-43	PS - WMS Mobile Vendor Selection	06/28/2002
33	22-44	IM - Disaster Recovery Plan Test Observation - April 2	06/28/2002
34	22-45	PS - Central Service Center - AMEX Review	06/28/2002
35	22-46	ISC - Physical Distribution Center - Warehousing Oper	06/28/2002
36	22-47	ISC - ePro Process Audit	07/12/2002
37	22-48	ISC - Pantellos	07/12/2002
38	22-49	HR - SAP Critical Interfaces / Conversion Review	07/17/2002
39	22-50	GC - Review of Legal Expenses - FPL	06/30/2002
40	22-52	NUC - Wackenhut Nuclear Contract Administration	07/29/2002
41	22-55	FPL/EMT Deal Review by Commodity	08/06/2002
42	22-57	FPL/EMT Forward Exposure Reporting	08/06/2002
43	22-58	PS - Review of Dormant Material - Follow-Up	08/07/2002
44	22-59	FIN - Mileage vs. Car Rental Expense Reporting Analy	08/05/2002
45	22-61	HR - SAP Project Job Roles Security Assessment	08/13/2002
46	22-63	HR - SAP Development/Configuration Documentation	09/03/2002
47	22-64	IM - SAP Training Strategy	08/30/2002
48	22-65	PS - Analytical Review of Support Services Expenditu	09/02/2002
49	22-66	PS - Gulf Coast Service Center - Gladiolus	09/03/2002
50	22-67	PS - Gulf Coast Service Center - Golden Gate	09/03/2002
51	22-69	CS - Employee Relations Expense Special	09/13/2002

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52	22-71	HR - Trammell Crow Limited Contract Administration I	09/19/2002
53	22-72	IM - Magellan Production Server Security Review	09/12/2002
54	22-73	IM - SAP Portal Implementation Project	09/19/2002
55	22-74	FIN - Amex Credit Card Notification Follow-up	09/19/2002
56	22-76	CS - Review of Development and Construction - Back	09/23/2002
57	22-77	IM-Magellan Functional Integration Testing for the 10/	09/25/2002
58	22-78	IA - Quality Assurance - Internal Audit Review	09/26/2002
59	22-79	IM - Storm Edouard	09/27/2002
60	22-81	FIN - SAP Critical Interfaces Review	10/15/2002
61	22-83	FIN - Palms Insurance Co. Ltd.	10/16/2002
62	22-84	PS - Follow Up Interviews - Analytical Review of Supp	10/16/2002
63	22-87	PGD - Ft. Myers Plant	11/08/2002
64	22-88	HR - Fidelity Contract Administration Follow-up	11/12/2002
65	22-89	Tax Accounting - Special	11/13/2002
66	22-91	EMT - Data Integrity - Forward Price Curves	11/14/2002
67	22-92	HR - SAP End User Job Roles Security Assessment - F	11/20/2002
68	22-94	PS - Conflict of Interest Special	12/03/2002
69	22-95	GC - Review of Shaw Pittman Legal Expenses	12/04/2002
70	22-96	PS - PS - Firewall Process Follow Up Review	12/10/2002
71	22-97	NUC - Review of Security Costs	12/12/2002
72	22-99	ISC - Turkey Point Nuclear - Inventory Review Follow-I	12/13/2002
73	22S01	HR-CRE & TCC Safe & Secure Audit Process	03/02/2002
74	22S02	PS - Corporate Purchase Order Presentation	04/11/2002
75	22S03	IA - Code of Conduct Survey	04/18/2002
76	22S05	EMT Procedures Review	05/07/2002
77	22S08	IM - IMCC Dry Run	06/28/2002
78	22S09	PS - Distribution Operations - Review of AMEX Balanc	08/09/2002
79	22S10	Special - Executive Expense Reports	08/14/2002
80	22S13	PS - Distribution Process for Lending Tools to Employ	11/12/2002
81	22S15	CS - Special Service - Validation of CS SAP Approvers	12/13/2002

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COMPANY: FLORIDA POWER AND LIGHT
TITLE: INTERNAL AUDIT NOTES
PERIOD: TYE 12/31/02
AUDITOR: GABRIELA LEON
WP #: 9

FPL
Test reliability indices
Audit: #03-002-4-1 Undocketed
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GL 12/31/02

DISTRIBUTION'S SERVICE UNAVAILABILITY (SU) INDICATOR -2nd ANNUAL REVIEW
FEBRUARY 28, 2000

I. CONSISTENCY OF METHODOLOGY AND UNDERLYING SYSTEMS

The auditors reviewed the methodology and underlying systems of calculating the 1999 Service Unavailability (SU) indicator to determine if there were changes from 1998.

This review was done to determine if any changes have impacted the SU calculation.

Attachment A - shows a verbal description of the process of how the indicator was assembled.

A. Power Systems-IMB (Information Management Business Systems)

In the 1998 review Internal Auditing found that documentation of changes to TCMS 1 (Trouble Call Management System) and related Unix/Focus Shadow Files was informal.

No log of changes to either system was available, therefore, the auditors could not assess changes for potential impacts to reporting.

In contrast the 1999 process has been improved.

For TCMS1, Jim Jordan, Project Manager-IMB, stated that the only change to TCMS1 were attributable to Year 2000 readiness, and that they documented and tested as part of the Year 2000 effort.

Mr. Jordan also stated that TCMS2 is a new system that undergoes modification as necessary. He stated that when the code is modified, the system undergoes an automated test using test data in both a mini test and maxi test to validate the change works properly. After successful completion of the automated tests, 18 baseline test scenarios are used by the programmers prior to release into production. Part of this testing ensures the accuracy of data fields that could impact SU. He stated that, to his knowledge, the test data is not retained after the revised system is placed into production.

For the Unix/Focus Shadow Files, Mark Thomas, Integrator- IMB, ;provided auditors with documentation from a Lotus Notes database containing the description of changes approval for changes, testing of changes for accuracy of the results (ensuring no impact on SU), and user acceptance testing if deemed necessary. The auditors found this process to be well controlled, overall.

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Based on a recommendation from the previous audit, Power Systems-IMB includes a reconciliation process between the data sources (TCMS1 or TCMS2) and the subsequently created Focus/Unix Shadow Files.

TCMS2, an automated process compares the data sent (record count) to that received by the Focus/Unix Shadow Files. This comparison is performed before the file is used for further processing.

TCMS1, a more manual process is used. The data received (record count, words, and bytes) by the Focus/Unix Shadow Files is quantified and sent in e-mail form to the TCMS1 programmer for verification.
Originally a positive response from the TCMS1 programmer was requested to ensure there was no data loss. Mr. Thomas stated that the positive response was discontinued after a period of time when no errors were found, however, the verification process is still performed.

As an additional control, Power Systems-IMB provides Distribution personnel a daily report of the number of new tickets ad tickets with changes for each of the past 20 days. This is used by Distribution personnel daily as a review of data by Area to determine if it appears reasonable.

RECOMMENDATION: For TCMS 2, the retention of test documents should be considered.

Management Response: Mr. Jordan stated that the support staff for TCMS2 will discuss the cost/ benefits of retaining the TCMS2 testing data for an appropriate period of time.,

B. DISTRIBUTION -RELIABILITY GROUP

Distributon personnel did not make process related changes associated with how data is obtained from the Unix/Focus Shadow Files. Per last year's audit, the FocExec program used by Distribution personnel to quantify the data from the Shadow Files is modified when exclusions (such as major storms) to the SU indicator are approved.

For the Foc Exec changes, Mr. Juan Cuan, Operations Support Supervisor, stated that once an exclusion is documented and approved, the programming change is coded. He added that the documented exclusion approval is retained, and that the programming changes and associated resultant data is analyzed to ensure that the SU indicator results are valid.

During our review, we were informed that access to the Excel spreadsheet (the final step in the process) has been restricted to Mr. Cuan and four other individuals that run the FocExec process. This helps ensure that once the spreadsheet is created from system data, the data in it is not modified.

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C. OPERATIONAL/DATA CONSIDERATIONS RELATED TO THE IMPLEMENTATION OF TCMS2

Since the phased implementation of TCMS2 into half of the service territory, there have been instances when TCMS1 was incorrectly used to generate trouble tickets by users. This occurred because either lack of communication or lack of understanding when TCMS2 was implemented. This simultaneous use of TCMS1 and TCMS 2 in the same geographic area caused information in the resultant Unix/Focus Shadow Files to have some inaccuracies when used for reporting. Specifically, there were duplicate ticket numbers produced by each sytem that would cause one or other ot be ignored, resulting in inaccurate SU reporting.

Although Power Systems-IBM has been able to lock-out some users of the incorrect system for their geographic area, both systems are envisioned to be running in all areas for at least a year to allow completion of open tickets.

IMB and Power Systems personnel have corrected the 1999 data for these occurrences. Mr. Cuan stated that the number of tickets involved is not material and that the errors were deemed to have a minor impact on the SU indicator (less than 1 SU). He said that this analysis identified 476 tickets from TCMS1 and 89 tickets from TCMS2, that needed data corrections.

RECOMMENDATION

IMB and Power Systems personnel should determine if it is feasible and cost effective to add an additional field to the Unix/Focus shadow files that would identify the source system (TCMS1 and TCMS2). In this way all data could be captured even if both system were used simultaneously. As an alternative, IMB and :Power Systems management can help ensure theer errors are reduced or eliminated by: (1) better communication to users of when and who is affected by the conversion to TCMS2, (2) closer review to ensure users are complying with the use of the new system, and (3) analysis of data to ensure that instances of use of the incorrect system are identified and corrected prior to update to the database.

Management Response

Mr. Cuan said that he will meet with IMB management to determine the best strategies for eliminating these errors. He stated that the actions taken will consider the continued roll-out of TCMS2, and the possible replacement of the current Unix/Focus shadow files with a new Distribution Data Warehouse, which is a new database being populated with Power Systems data,

II. ACCURACY OF DATA USED TO CALCULATE THE INDICATOR

The auditors reviewed evidence of the 2 components of SU (CMI & Number of Customers Served), to substantiate the reported SU calculation.

Review of CMI for Understatement

The auditors tested for understatement of CMI by tracing a limited number of TCMS 1 & 2 trouble tickets indicating service interruption, forward to the shadow files and ultimately to the SU calculation. This review (described below) was performed to gain a limited level of comfort that the SU calculations were inclusive of actual TCMS data. The following was performed.

> To validate the inclusion of interruptions, the auditors scanned trouble tickets in TCMS1 and TCMS2 and identified those that indicated customer service interruption and traced them to the UNIX/FOCUS Shadow File database used to calculate SU. The auditors selected 20 tickets (10 in TCMS 1 and 10 in TCMS2) for Areas1 (North) and 7 (South) from a recent time period (December 1999). The auditors determined that the number of customers interrupted and the time of interruption flowed to the resultant UNIX/Focus Summary database without exception. In addition, the auditors determined that the total CMI in the UNIX/Focus Summary database for Areas 1 (North) and 7 (South) for December was summarized in the SU number in the resultant Excel spreadsheet,
>
> The auditors did not perform a review of the field personnel's inputs into TCMS to determine the accuracy of outage times or number of customers out of service. However during the previous audit, it was noted that Distribution personnel performed a self-review in 1997. The self-review should that 10% of feeder trouble tickets had incorrect times and 5% had incorrect information such as customer counts. In addition, the self-review determined that approximately 35%of feeder tickets were cancelled. Of those cancelled, 28% were invalid cancels. In October 1997, Distribution management communicated guidelines to Restoration Managers that addressed the proper handling of trouble tickets and the associated accuracy of data. The self-review reported an increase in SU of 1.25 minutes based on the results of their limited trouble ticket review.
>
> The auditors followed up with Mr. Cuan to determine if any recent or periodic self-analysis (as noted above) were performed to help ensure the accuracy of the data. Mr. Cuan stated that on a weekly basis he selects various Areas and looks at the trouble tickets completion times and cancelled tickets. He stated that, based on his observations CMI is typically overstated, as the tickets do not take full credit for the part on times. However, he stated that this is not done in a systematic manner. He added that that management in the Reliability Group is determined how best to implement a more systematic method of review that would be both productive and cost beneficial.

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REVIEW OF THE NUMBER OF CUSTOMERS

The auditors performed a review of the number of customers served for overstatement. They noted that the information is independently provided to Distribution from the Accounting Department. The average number of customers served used in the SU calculation amounts to 3,756,018. Per discussion with Jerry Sobel, Financial Accounting Supervisor, and per review of the Revenue and Expense Report obtained from CIS II, the average number of customers served for the 12 month ending 12/31/99 is 3,756,027. An understatement of 9 customers is immaterial.

III.EXCLUSIONS

Exclusions are determined by the 1998 Exclusion Methodology mandated by the FPSC. According to this methodology the following are exclusions from CMI:

Interruptions lasting less than one minute are called "momentaries" and are excluded from the calcutation of CMI.

Minutes of interruptions resulting from weather factors such as named storms (tropical storms and hurricanes) and tornadoes from the National Weather Service.

In addition, utilities commonly exclude minutes of interruption in areas that have been indirectly affected by weather events. For example, an area in which crews have been removed to help another area with greater electrical damage may incur extended tickets duration. Therefore, that area lending help may also have excluded for that day if deemed warranted, which is a subjective process. FPL's policy is to have the directors in Distribution approve such exclusions. The management team that approves these exclusions are: Ms. Geisha Williams, Director of Urban Operations; Mr. John Safarik Director of Suburban Operations; Mr. Manny Miranda, Director of Operations Support and Mr. Luis Delforn, Reliability Manager.

Major outage events of such magnitude tht prudent and reasonable engineering design and construction practices could not prevent.

Exclusions are also allowed for planned load management and electrical disturbances on the generation or transmission system.

Magnitude of Storm Exclusions

The auditors obtained the Distribution business unit's YTD Severe Weather Impact Report as of 12/31/99 that listed the minutes excluded from the calculation of CMI. The aggregate impact to SU from all severe weather excluded during 1999 is 159.77 minutes. If all severe weather customer minutes interrupted would not have been excluded the SU would have been 237.87 as of 12/31/99. (As a comparison 1998 exclusions totaled 124.9 minutes)

Major 1998 Exclusions	SU Impact
Hurricane Irene	141.81
Hurricane Floyd	13.38
Tropical Storm Harvey	0.68
Others (4 Tornadoes)	3.9
total minutes	159.77

TEST VALIDITY OF SEVERE WEATHER EXCLUSION AREAS AND ASSOCIATED EXCLUSION TO CMI

The following procedures were performed:

For all of 1999 severe weather exclusions, the auditors obtained the documentation of the Directors' approval. The auditors noted that the approvals were by e-mails. Per Mr. Juan Semanate, Distribution Analyst e-mails make the process more efficient and workable during storm time. Also, Mr. Maimo indicated that exclusion authorization are only an internal requirement.

For all of 1999 severe weather exclusions, the auditors reviewed the Unix/Focus program (exclude.fex) exclusion language, and determined that the exclusion dates and areas were properly identified.

For Hurricane Irene, the auditors obtained the Storm Statistic Report from October 15-21 1999. This report details the areas affected by the hurricane and total CMI exclusions that make up the 141.8 minutes of SU excluded attributed to this severe weather event. Per review of the data and discussion with Mr. Semanate , the auditors noted that the entire FPL territory was affected by this hurricane. The auditors traced the areas excluded from CMI to the National Weather Service (NWS) report and tested the *mathematical calculation of the 141.8 SU minutes excluded without exception.*

For Tropical Storm Harvey (9/21/99), to ensure that only directly and indirectly impacted areas are excluded, the auditors traced the areas excluded back to the Unix/Focus Shadow Files. The auditors selected this storm since not all of FPL's territory was impacted and, therefore, a risk existed that areas not impacted (either directly or indirectly) were improperly excluded from CMI. The auditors noted that all exclusions were for the authorized storm exclusion areas.

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SERVICE UNAVAILABILITY
DATE: 2/28/00

BACKGROUND/OBJECTIVES: Internal Auditing performed a limited review of the SU indicator for 1999, which totaled 78.1 minutes. This indicator, which reflects a 25% improvement from the 1998 level of 104.7 minutes, is also one of FPL's Corporate Indicators. For the 1999 SU calculation, the Trouble Call Management System 2 (TCMS2) was phased into use for half of the service territory, and the TCMS1 was still being used for the remainder.

In order to provide some assurance as to accuracy of the indicator the limited review consisted of:

I. consistency of methodology and underlying systems-compared to the prior year,
II. the accuracy of data used to calculate the indicator, and
III. the process of calculating exclusions

FINDINDS:

1) TCMS2 is a new system that undergoes modification as necessary. Although system modifications are tested before being released into production, (including testing that ensures the accuracy of data fields that could impact SU), the test data is not retained after the revised system is placed into production.

It was recommended that for TCMS2, the retention of test documents sould be considered,

2) Since the phased implementation of TCMS2 into half of the service territory, there have been instances when TCMS1 was incorrectly used to generate trouble tickets by users. This occurred because of either lack of communication or lack of understanding when TCMS2 was implemented. This simultaneous use of TCMS1 and TCMS2 in the same geographic area caused information in the resultant Unix/Focus Shadow Files to have some inaccurates when used for reporting. Specifically, there were duplicate ticket numbers produced by each system that would cause one or the other to be ignored, resulting in accurate SU reporting.

A) IMB and Power Systems personnel should determine if it is feasible and cost-beneficial to add an additional field to the Unix/Focus shadow files that would identify the source system (TCMS 1 or TCMS 2). In this way, all data could be captured even if both sytems were used simultaneously.

B) As an alternative, IMB and Power Systems management can help ensure there errors are reduced or elimated by: (1) better communication to users of when and who is affected by the conversion to TCMS2, (2) closer review to ensure users are complying with the use of the new system, and (3) analysis of data to ensure that instances of use of the incorrect system are identified and corrected prior to update to the database.

ACTIONS TAKEN:

IMB management stated that the support staff for TCMS 2 will discuss the cost/ benefits of retaining the TCMS2 testing data for an appropriate period of time.

Power Systems management will meet with IMB management to determine the best strategies for eliminating errors from both TCMS1 and TCMS2 running concurrently. The actions taken will consider the continued roll-out of TCMS2, and the possible replacement of the current Unix/Focus shadow files with a new Distribution Data Warehouse, which is a new database being populated with Power Systems data.

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NAME OF AUDIT

SERVICE UNAVAILABILITY (SU) INDICATOR REVIEW
(the SU indicator is also referred to as the SAIDI index)

The SU indicator is intended to reflect the number of minutes a typical FPL customer will be without power. The index is usually calculated on a monthly, year to date, and 12 month ending basis. Formula is Total Customer Minutes Interrupted (CMI)/ number of Customers served.

The internal audit review focused on:
I. Identifying changes in methods and underlying systems-compared to prior year.
II. Accuracy of data used to calculate the indicator; and
III. Process of calculating exclusions.

I. Consistency of methods and underlying systems from 1997 to 1998.

A. Major Changes for 1998

(1)IA first step was to obtain a list of all changes to the Trouble Call Management System (TCMS) and the related Unix/Focus Shadow Files . IA found that there was no log of changes for either system and therefore could not assess the impact of any changes. IA reported that IM personnel said that there were some minor changes to TCMS in 1998, but that none of the changes would impact the SU.

(2) Changes were made by distribution personnel to the UNIX/Focus Shadow Files associated with how data is obtained from these files. Now using a daily updated data summary file instead of using a monthly updated file. The daily file incorporates changes to previously recorded interruption data.

(a)A new Foc/Exec program is being used by Distribution personnel to process data from the Summary File to the Excel spreadsheet. Also the Excel spreadsheet produced from the Foc/Exec process and calculations within the spreadsheet are new. A comparison was performed of the 1997 and 1998 to see how it impacted the SU. The cumulative difference was less than 1 minute for 1997 (this is what IA report says-- could this mean 1998, don't understand). IA also says that it reviewed the sensitivity analysis and documentation was on file substantiating this

sensitivity analysis. Also, IA noted that access to the Excel spreadsheet was limited to three programmers who run the Foc/Exec process.

(b) The new Foc/Exec program changes the method of how the exclusions are calculated. The 1997 standard deviation policy was replaced by a more formal method, which later became an FPSC mandate.

IA Recommendation Distribution management should consider placing and/or requesting that stricter, more formalized change control processes be implemented. Possible control upgrades would include change control logs, review of code changes made for accuracy, and documentation of a change's impact on SU.

Management Response Linda Whalin, Reliability Manager said that Distribution management will make sure that "proper change control" is placed over the portion of the process that Distribution personnel impact. It will include a review of changes made for any possible impact on indicators.

Bill Magrogan, Development and Architecture Manager, and Dave Schobelock, DSY Project Manager said that a more formalized change control process will be put in place over the IM systems noted as part of the audit. This will also include a listing of changes and their approvals.

FPSC auditor Note Review the IA audit report for the same processes for 1999 to see if any of these changes have been incorporated.

II. Accuracy of Data Used to Calculate the indicator.

The review covered the two components of the indicator (CMI -total customer minutes interrupted and number of customers served.)

A. CMI - The objective of the test was to see if the CMI was understated. One of the steps was to trace some TCMS trouble tickets indicating service interruption, forward to the shadow files and ultimately to the SU calculations. This was done to give "limited" comfort that the calculation included actual TCMS data.

(1) Steps Performed to validate the inclusions of interruptions:
(a) Scanned trouble tickets in TCMS and identified those that indicated customer service interruption (December 1998).
(b) Traced the TCMS tickets identified to the UNIX/Focus Shadow File data base used to calculate the SU.
© Results show that for all of the 10 tickets selected, the number of customers interrupted and the time of interruption agreed with the UNIX/Focus summary database. Also IA agreed that total CMI in UNIX/F for Area 7 (Dade and Broward) for December was summarized in the SU

number in the Excel Spreadsheet.

(2) Review Not Performed

(a) The field inputs into TCMS to determine the accuracy of outage time or number of customers out of service was not reviewed. However, IA noted that Distribution personnel performed a self-review in 1997. This showed that:

(*1*) 10% of feeder trouble tickets had incorrect times,
(*2*) 5% had of feeder trouble tickets had incorrect information such as customer counts.
(*3*) 35% of the feeder tickets were canceled, and of this 35%, 28% were invalid cancels.
(*4*) In Oct 1997, problems and guidelines were communicated to the Restoration Managers.

B. Number of Customers

The objective of this review was to determine if the number of customers served were overstated. The information is provided to Distribution from the Accounting department. IA discussions with Jerry Sobel indicated that the average number of customers serviced is calculated by the CISII system which automatically retrieves information from the G/L system. IA agreed the 12/31/98 Total Average Customers Served, to the CISII system, G/L and to the Print Management System without exception.

C. Additional Control Considerations

IA determined that there were no reconciliations performed by Information Management(IM) between the data in TCMS an the subsequently created Focus/Unix Shadow Files. However, IA did say that Distribution personnel review daily SU data by Area to determine if data appears reasonable. This at time showed that there was missing data that required reloading. Also, in these instances, Distribution stated that shadow file problems have been discovered immediately and always fixed before any business unit reporting with no impact on the SU.

IA Recommendation IM Management should make use of control totals in the Shadow Files to maintain the itnegrity of data sent to the database.

Managment Response Mr. Magrogan and Mr. Schobelock said that a control process will be put in place to made sure the data form the TCMS is the same as the data in the shadow filed.

FPSC Comments *FPSC staff needs to follow up with the 1999 IA to make sure these controls are in place and to see if there were also any changes in the systems in 1999. In addition, staff needs to see if any reviews to the field iputs to TMS were done by internal audit in 1999. In any case, we should be performing an audit of the input procedures and controls to ensure that the*

originating data is correct.

III Exclusions

A. 1998 Exclusion Methodology The following are exclusions:

(1) Interruptions lasting lessthan one minute are called "momentaries" and are excluded from the calculation of the CMI.

(2) Interruptions from weather factors such as named tropical storms and hurricaines, and tornadoes from the National Weather Service.

(a) Also, exculuded interruptions in areas inditectly affected by weather events. For example, in a storm crews go to the neediest areas and other areas have prolonged outages bacause the crews are needed elsewhere. The other area may be excluded for the day, but this is a subjective process. Directors in the Distribution area aprove such exclusions. IA names the management team. Find out who the managment team is for 2002.

(3) Major outages which prudent and reasonable engineering design and construction practives could not prevent.

(4) Exclusions for planned load management and electrial distrubances on the generation or tansmision system.

(a) IA noted that the FocExec programs exclude the Power Delivery/Substation SU statistics from Distribution's reported SU number. A review of the PD/S was beyond the scope of this audit.

FPSC Comment Find out who the management team is and its guidelines for the indirectly affected outages that are excluded in 2002. Also, find out how the exclusion form the Power Delivery/Substation impacts the SU index.

B. Magnitute of Storm Exclusions
IA obtained the Distribution units YTD Severe Weather Impacct report as of 12/31/98 that listed the minutes which were excluded from the calculation of CMI. The minutes excluded during 1998 for severe weather were 124.9. If no sever weather excluded, then the minutes in the calculation of CMI would have been 229.6 in 1998.

C. Test of Validity of Storm Exclusion Areas and Associated Exclusion of CMI
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SU INDICATOR WORK PROGRAM

ACCURACY OF DATA USED TO CALCULATE THE INDICATOR (CMI AND NUMBER OF OF CUSTOMERS SERVED)

To test for understatement of CMI

Obtain the December 1999 Unix/Focus Summary Shadow Files

Scan trouble tickets in TCMS and identify those that are customer service interruptions.
Select 10 of these tickets (customer service interruptions) for a recent time period (Dec 1999) and obtain the Interruption Record and the Ticket Overview Report.
For these 20 selections, trace the number of customers interrupted and the time of interruption to the Unix/Focus Summary Shadow Files used to calculate SU.

The auditors tested for understatement of CMI by tracing a limited number of TCMS trouble tickets indicating service interruption, forward to the shadow files and ultimately to the SU calculation. This review was performed to gain a limited level of comfort that the SU calculation were inclusive of actual TCMS data. The following was performed:

To validate the inclusion of interruptions, the auditors scanned trouble tickets in TCMS 1 and 2 and identified those that indicated customer servce interrruption and traced them to the Unix/Focus Shadow File database used to calculate SU. The auditors selected 20 tickets (10 in TCMS 1 and 10 in TCMS 2) from a recent time period (December 1999) and determined that the number of customers interrupted and the time of interruption flowed to the resultant Unix/Focus Summary database without exception.

In addition, the auditors determined that the total CMI in the Unix/Focus Summary database for Areas 1 (North) and 7 (South) for December was summarized in the SU number in the resultant Excel spreadsheet.

Trace the CMI for two of the areas summarized in the Unix/Focus Summary Shadow files for December 1999 to the SU number in the resultant Excel spreadsheets.

The auditors traced areas 1 and 7 (North and South) to the resultant excel spreadsheets. Per discussion with Juan Semanate, the numbers per the SU calculation in the excel spreadsheet were derived from the tu_dextr files as they were on January 1, 2000. However, the tu_dextr file obtained during our audit fieldwork was retrieved as of February 1, 2000. Between January 1 and February 1 some additional corrections and adjustments to trouble tickets take place that were not reflected on the tu_dextr files used in the SU calculation in January 1, 2000. They system allows for 108 days for changes. As the change percentage between these two files amounts to only 1% (8,992,556 vs 8,917,899) and the CMI amount used to calculate the SU was higher, no further work is necessary. Refer to spreadsheet

As a result of the self-review performed by Distribution personnel in 1997, inquire as to any changes observed when guidelines were re-communicated to the Restoration Managers as to how to handle trouble tickets.

Mr. Cuan stated that he selected various areas and looks at the trouble tickets completion times and cancelled tickets. However, this is not done in a systematic manner. The reliability group management will determine if a more systematic method of review would be cost beneficial.

Inquire Mr. L. Delfom as to whether Distribution personnel still perform daily reviews of SU data reasonableness.

Based on a recommendation for the previous audit, Information Management (IM) includes a reconciliation process between the data sources (TCMS 1 or TCMS 2) and the subsequently created Focus /Unix Shadow Files.

For TCMS 2, an automated process compares data sent to that received by the Focus/Unix Shadow Files. This comparison is performed before the file is used for further processing

For TCMS 1 , data received (rec count, words, bytes) by the Focus/Unix Shadow files is quantified and sent in e-mail form to the TCMS 1 programmer. Originally a positive response from the TCMS 1 programmer was requested to ensure there was no data loss, but this was discontinued after no errors were found.

The auditors inquired with TCMS 1 personnel if they were still verifying that the data being received was the same as the data they sent.. Jim Jordan stated that he found that this verification was stopped as of the first of this year (2000), since the programmer had found no errors.'

As additional control DSY provides dist. personnel a daily report the # of new tickets and tickets with changes for each of the past 20 days. This is used by Dist personnel on a daily basis as a review of data by Area to determine if it appears reasonable.

TO TEST FOR NUMBER OF CUSTOMERS SERVED FOR OVERSTATEMENT

Obtain the Rev and Rate rep for cust served by district, Fromt his rep obtain the average # of cust served used in the SU calculaiton

Per e-mail received from Jerry Sobel, the number of total average customers served for 12/31/99 amounts to 3,756,027. This # verified by auditors from Rev and RAte rep

Per discussion with J. Semanate, the customers served is always obtained from Accounting's figures. Average # of cust. used in SU is 3,756,018. This understatement of 9 customers is immaterial.

THE AUDITORS DID NOT PERFORM A REVIEW OF FIELD INPUTS INTO TCMS TO DETERMINE THE ACCURACY OF OUTAGE TIMES OR NUMBER OF CUSTOMRE OUT OF SERVICE. HOWEVR, DURING THEAUDIT, IT WAS NOTED THAT DISTRIBUTION PEROSNNNEL PERFORMED A SELF REVIEW IN 1997. THE SELF-REVIEW SHOWED THAT 10% OF FEEDER TROUBLE TICKETS HAD INCORRECT TIMES AND 5% HAD INCORRECT INFORMATION SUCH AS CUSTOMER COUNTS. IN ADDITION, THE SELF-REVIEW DETERMINED THAT APPROXIMATELY 35% OF FEEDER TICKETS WERE CANCELLED. OF THESE CANCELLED, 28% WERE INVALID CANCELS. IN 10/97, DIST MANAGEMENT COMMUNICATED GUIDELINES TO RESTORATION MANAGERS THAT ADDRESS THE PROPER HANDLING OF TROUBLE TICKETS AND THE ASSOCIATED ACCURACY OF DATA. THE SELF REVIEW REPORTED AN INCREASE IN SU OF 1.25 MINUTES BASED ON THE RESULTS OF THEIR LIMITED TROUBLE TICKET REVIEW.

COMPARISON OF THE tu_dextr file to the EXCEL SPREADSHEETS CALCULATING THE SU FOR THE MONTH OF DEC.\

COMPANY: FPL
TITLE: REVIEW OF INTERNAL AUDITS
RELIABILITY INDICES
PERIOD: YEAR END 2002
DATE: FEBRUARY 8, 2003
AUDITOR: RKY

WP NO. 9-

NAME OF AUDIT

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(the SU indicator is also referred to as the SAIDI index)

The SU indicator is intended to reflect the number of minutes a typical FPL customer will be without power. The index is usually calculated on a monthly, year to date, and 12 month ending basis. Formula is Total Customer Minutes Interrupted (CMI)/ number of Customers served.

The internal audit review focused on:
I. Identifying changes in methods and underlying systems-compared to prior year.
II. Accuracy of data used to calculate the indicator; and
III. Process of calculating exclusions.

I. Consistency of methods and underlying systems from 1997 to 1998.

A. Major Changes for 1998

(1)IA first step was to obtain a list of all changes to the Trouble Call Management System (TCMS) and the related Unix/Focus Shadow Files . IA found that there was no log of changes for either system and therefore could not assess the impact of any changes. IA reported that IM personnel said that there were some minor changes to TCMS in 1998, but that none of the changes would impact the SU.

(2) Changes were made by distribution personnel to the UNIX/Focus Shadow Files associated with how data is obtained from these files. Now using a daily updated data summary file instead of using a monthly updated file. The daily file incorporates changes to previously recorded interruption data.

(a)A new Foc/Exec program is being used by Distribution personnel to process data from the Summary File to the Excel spreadsheet. Also the Excel spreadsheet produced from the Foc/Exec process and calculations within the spreadsheet are new. A comparison was performed of the 1997 and 1998 to see how it impacted the SU. The cumulative difference was less than 1 minute for 1997 (this is what IA report says-- could this mean 1998, don't understand). IA also says that it reviewed the sensitivity analysis and documentation was on file substantiating this

sensitivity analysis. Also, IA noted that access to the Excel spreadsheet was limited to three programmers who run the Foc/Exec process.

(b) The new Foc/Exec program changes the method of how the exclusions are calculated. The 1997 standard deviation policy was replaced by a more formal method, which later became an FPSC mandate.

IA Recommendation Distribution management should consider placing and/or requesting that stricter, more formalized change control processes be implemented. Possible control upgrades would include change control logs, review of code changes made for accuracy, and documentation of a change's impact on SU.

Management Response Linda Whalin, Reliability Manager said that Distribution management will make sure that "proper change control" is placed over the portion of the process that Distribution personnel impact. It will include a review of changes made for any possible impact on indicators.

Bill Magrogan, Development and Architecture Manager, and Dave Schobelock, DSY Project Manager said that a more formalized change control process will be put in place over the IM systems noted as part of the audit. This will also include a listing of changes and their approvals.

FPSC auditor Note Review the IA audit report for the same processes for 1999 to see if any of these changes have been incorporated.

II. Accuracy of Data Used to Calculate the indicator.

The review covered the two components of the indicator (CMI -total customer minutes interrupted and number of customers served.)

A. CMI - The objective of the test was to see if the CMI was understated. One of the steps was to trace some TCMS trouble tickets indicating service interruption, forward to the shadow files and ultimately to the SU calculations. This was done to give "limited" comfort that the calculation included actual TCMS data.

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ATTACHMENT "A"

PROCESS FLOW FOR SERVICE UNAVAILABILITY

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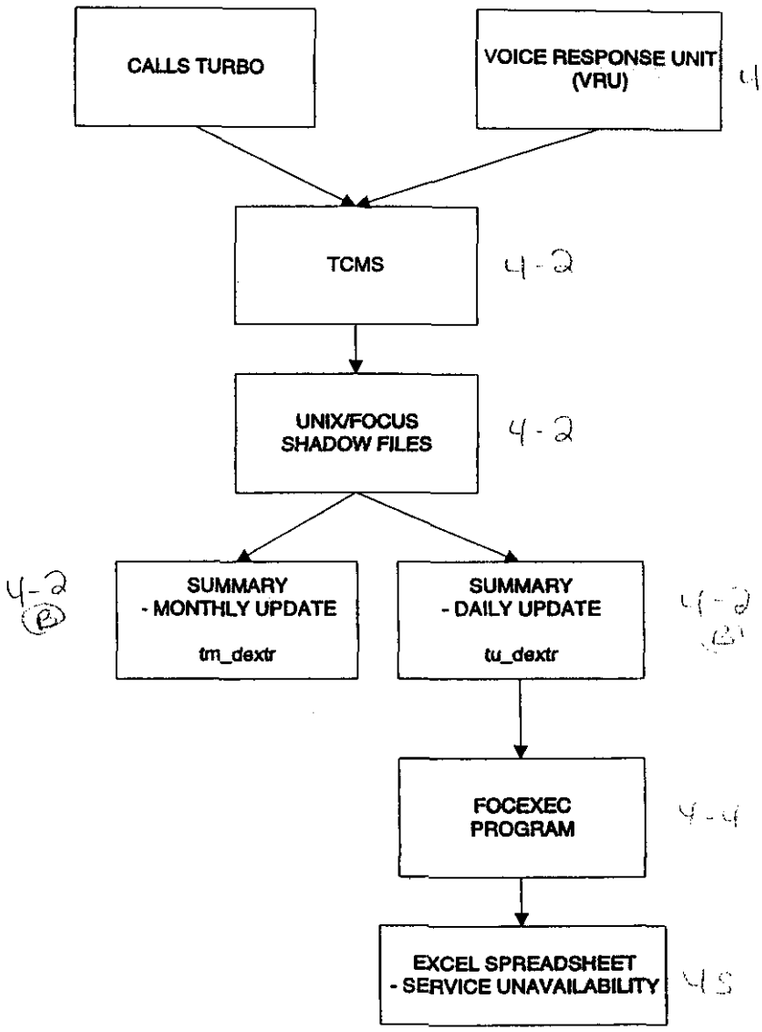
STEP 2 IM MAINTAINED

STEP 3 IM MAINTAINED

STEP 4 DISTRIBUTION PROGRAMMING



VERBAL DESCRIPTION

STEP 1 Either Customer Service personnel at the Call Center use the CALLS application to report trouble information, or the Voice Response Unit (VRU) is used by customers to self-report trouble information, as the source of Trouble Call Management System (TCMS) data.

STEP 2 TCMS is used to output data to the Unix/Focus Shadow Files database.

STEP 3 A program using approximately 1900 lines of code is used on the Unix/Focus Shadow Files to form Summary Files in Unix/Focus.

STEP 4 Distribution personnel execute a FocExec Program on the Unix/Focus Summary Files data to output quantified data to an Excel Spreadsheet.

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PBL

FPL
Test Reliability Indices
Audit: #03-002-4-1 Undocketed
TYE: 12/31/02
Title: Internal Audit Note

GL
5/1/03

Auditor Notes from Review of WP 2F- Understanding of how new customer calls get into TCMS from customer care center.

Reviewed RBIA Interview Worksheet
Cheryl Knight
Interview: 1/20/99 by telephone
Interviewee: Chris Wilson - MIS Analyst I (CS)

Customer first contact is with VRU (Voice Recognition Unit??)
VRU is a system that automatically picks up the customer calls.

The customer has a choice:
1) continue with VRU
2) speak with a Customer Care Representative

If customer chooses (1) then the call is automatically "transferred" into Trouble Call (TCMS) which is programmed to continue obtaining information from the customer. TCMS then separates the calls into two groups:
a) problems attributable to wire downs or police calls, and these calls are transferred to CIC which communicates directly with the Distribution Business Unit
b) all other calls, these customers are then asked for billing information (such as, address, account number)

Denise Vandiver

9-2

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SOURCE Memorandum obtained FROM Mike Haimo

State of Florida

Public Service Commission

-M-E-M-O-R-A-N-D-U-M-

DATE: July 20, 1998

TO: Sam Waters (Florida Power & Light Company), Ed Horne (Florida Power Corporation), Bob Arnold (Tampa Electric Company), Dusty Fisher (Gulf Power Company), Daryl Troy (Florida Public Utilities Company)

FROM: Joe Jenkins, Director, Division of Electric & Gas JDJ

RE: Commission Approval of EAG Responses to Recommendations 7.1, 7.5, 7.6 and 7.7 of the Electric Service Quality and Reliability Report Recommendations

The Division of Electric and Gas presented its responses to Conclusions 7.1, 7.5, 7.6 and 7.7 of the Electric Service Quality and Reliability Study at the June 15, 1998 Internal Affairs meeting. The Commission accepted these responses as contained in the memorandum to Mr. William Talbott dated June 5, 1998. As a result of this acceptance, the investor owned electric utilities are to submit for the following:

(A) Beginning March 1, 1999, each of the five investor-owned electric utilities are to submit its System Average Interruption Frequency Index (SAIFI), System Average Interruption Duration Index (SAIDI), and Customer Average Interruption Duration Index (CAIDI) for the preceding year. Indices will be reported for calendar years 1998, 1999 and 2000. This is in addition to the requirements of Rule 25-6.0455, Florida Administrative Code, Annual Distribution Reliability Report.

(B) Florida Power & Light, Florida Power Corporation, Gulf Power and Tampa Electric are to submit a Momentary Average Interruption Frequency Index (MAIFI) (MAIFIe) at the substation level for 1998, 1999 and 2000.

(C) Florida Power & Light and Florida Power Corporation are to submit the number of customers experiencing five of more outages per year, on a four year historical basis for the same time periods. Data submitted on March 1, 1999 will include the figure for 1995, 1996, 1997 and 1998. Data submitted on March 1, 2000 will include the figure for 1996, 1997, 1998 and 1999. Data submitted on March 1, 2001 will include data for 1997, 1998, 1999, and 2000.

(D) Staff will meet with all utilities following the annual submission of the indices described in Item (A). Following the meeting, staff shall submit a report to the Commission on the progress of the evaluation of the indices.

Tx's & Custs >8 and >10 Both

MaiFie - breaker 5 min • 11-7-99 ⇒ Build Historical 12 mo 4/98-12/9

Multi - greater 5 • Daily Mon Report. Show both TOT Mon & Maifie

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Reliability Responses
Jenkins
June 25, 1998

(E) All utilities are to work with the Division of Consumer Affairs and with the Division of Electric and Gas in developing public information presentations to inform customers on reliability issues. This may include radio or television announcements as well as written publications to be included in customer's bills or other utility information sources.

(F) The Commission's Bureau of Management Studies will audit the utilities' damage claims filed, damage claims paid, and damage claims denied, to determine if any discrimination exists in claims handling.

A copy of our approved responses to the recommendations in the Electric Service Quality and Reliability Study are enclosed. If you have any questions, please contact Connie Kummer at (850)413-6701.

N
LBAR
N by Cause } 98
30% Worst Performing } Same Methodology

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State of Florida

Public Service Commission

-M-E-M-O-R-A-N-D-U-M-

DATE: June 5, 1998

TO: William D. Talbott, Executive Director

FROM: Division of Electric and Gas (Kummer, Breman) JDJ

RE: Please place on the June 15 Internal Affairs: Response to Recommendations of the Review of Electric Service Quality and Reliability Report

CRITICAL INFORMATION: Need Commission Approval of EAG Responses

At the January 20, 1998 Internal Affairs, the Division of Electric & Gas (EAG) was instructed to review four recommendations contained in the Review of Electric Service Quality and Reliability prepared by the Bureau of Management Studies (RRR). The RRR recommendation and the EAG responses are as follows:

1. **RRR Distribution Reliability Indices Recommendation (7.1)**
Review distribution service quality and reliability indicators to determine if it would be appropriate to require investor-owned utilities to provide additional reliability indices to better assess their performance. Indices discussed were System Average Interruption Frequency Index (SAIFI), System Average Interruption Duration Index (SAIDI), Customer Average Interruption Duration Index (CAIDI) and Momentary Average Interruption Frequency Index (MAIFI).

   EAG Response: The utilities have agreed to provide the System Average Interruption Duration Index (SAIDI), System Average Interruption Frequency Index (SAIFI), and Customer Average Interruption Duration Index (CAIDI) on an experimental basis. These indices would reflect individual differences in data availability on start times, end times and customer counts, but would be standardized as to the events excluded. The utilities will continue to meet to agree upon a method of excluding major unnamed storms from the indices calculation. Staff further recommends that Momentary Average Interruption Frequency Index (MAIFI) should also be provided at the substation breaker level by all four major investor-owned electric utilities. Utilities will continue to provide the information required in Rule 25-6.0455 FAC.

   Further, staff recommends that FPC and FPL submit a chart showing a rolling four-year history on the percentage of customers experiencing five or more outages

per year for the same time period. We believe this information will be an adequate starting point for identifying multiple outage per customer issues.

2. **RRR Service Quality Rules Recommendation (7.5)**
Review the adequacy of existing FPSC rules on service quality and reliability to determine if rule changes should be proposed.

EAG Response: Since we discovered significant differences in the calculation of the indices recommended in the Reliability Study, we do not recommend going to rulemaking at this time. However, we recommend collecting the SAIDI, SAIFI, CAIDI, and MAIFI data for three years to determine if it is necessary to propose amendments to Rule 25-6.0455 FAC.

3. **RRR Consumer Affairs Outreach Recommendation (7.6)**
Work with the Division of Consumer Affairs to develop public service announcements and other customer education tools to better acquaint customers with the operation and limitations of the electric grid.

EAG Response: Public service announcements on tree trimming, uninterruptible power sources and surge protection devices, information on electric safety such as what to do if a wire is down and what to check before calling the utility (i.e., house fuses or breaker boxes), appropriate landscaping (tree placement) to avoid line contact problems, and what role momentary outages play in protecting the overall integrity of the electrical system would be beneficial. To ensure consistency, we recommend that the utilities be involved in drafting any such public service announcements.

4. **RRR Customer Claims for Damages Recommendation (7.7)**
Review and monitor utility procedures for processing damage claims.

EAG Response: The Bureau of Management Studies should perform an audit of a random sample of claims filed, paid and denied to determine if a pattern of payment or non-payment was evident.

These four RRR recommendations and the EAG responses are discussed in more detail below.

1. Distribution Reliability Indices

EAG and RRR staff first met with each of the four major investor-owned electric utilities to discuss in detail how each company calculated and used various distribution reliability indices. Discussions focused on what reliability indices the utilities use for internal purposes, what indices they can supply with no or minimal increased cost, and how the outage data entered into the computation of each index is obtained. We learned that utilities differ in the types of distribution

relaying protection schemes they use and the way relaying operations are monitored. These operational differences in turn affect how data for each reliability index is obtained.

After the individual meetings, staff asked each investor-owned electric utility to respond to a written questionnaire. A summary of company responses is attached as Appendix A. Staff then reviewed and tabulated the responses for all IOUs for discussions at a joint meeting. The questionnaire responses confirmed the operating and monitoring differences among the utilities.

1.A. Tracking Rule-Defined Outages. Rule 25-6.0455, Florida Administrative Code (FAC), Annual Distribution Service Reliability Report, requires utilities to file data on service interruptions as defined in Rule 25-6.044, FAC, Continuity of Service. Rule 25-6.044 defines an "outage" to be an "unplanned interruption of electric service greater than or equal to one minute due to malfunction on the distribution system or a distribution-related outage caused by events on the utility's side of customer meters which is triggered by load management restoration." Momentary interruptions due to circuit breaker operations are exempted from the definition of reportable outages. Momentary outages will be addressed separately below.

Utilities use System Average Interruption Frequency Index (SAIFI), System Average Interruption Duration Index (SAIDI), and Customer Average Interruption Duration Index (CAIDI) to track outages as defined in the rule. All indices require as inputs a definition of start times and restoration times and a determination of the number of customers affected. These inputs were defined differently by each utility because the sophistication of each utility's computer software differed.

1.B. Start times and service restoration times. One source of difference in reliability data is the determination of the start and end time of an outage. All four major companies utilize Supervisory Control and Data Acquisition (SCADA), an electronic monitoring system which periodically polls the distribution system to detect problems. These SCADA systems provide a record of information on both the time and number of operations of each substation breaker. Florida Power Corporation (FPC) and Florida Power & Light Company (FPL) have 100 percent SCADA control at the substation breaker level, while Tampa Electric Company (TECO) and Gulf Power Company (Gulf) are very close to 100 percent. TECO is also installing SCADA control capability on line reclosers. FPUC does not utilize an automated system scanning program. Non-SCADA monitored devices can be read manually to obtain the number of operations, but not necessarily the time of each operation.

When the interrupting device is SCADA monitored, FPL, TECO and Gulf use the SCADA system to determine the start times for outages used in the indices. FPC has the capability of using SCADA, but generally relies on customer calls for the start time of outages. All utilities also use customer calls to establish the start time of an outage for outages where SCADA is not available.

When the interrupting device is SCADA monitored, FPC, Gulf and TECO use this information to determine the end times of outages. FPL usually uses SCADA for determining end

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times but when an FPL field crew restores the circuit, the crew will report the restoration times. When SCADA is not available, all utilities rely on line repair crew notification for completion of an outage.

1. C. Number of customers affected. FPL and FPC have fully integrated customer information and outage management systems. This means the location of the customer reporting a problem is automatically transferred to the trouble dispatch center to expedite repair activities. System design maps are automatically cross-referenced with the location of the outage or problem and show the exact number of customers affected by an outage. Multiple complaints can also be cross-referenced by location to assist in pinpointing the problem.

TECO and Gulf can match customer location to system schematics by manually integrating the database showing customer identification with the system schematic database. Gulf then uses the system schematics to count customers affected by a particular outage and is currently in the process of implementing a fully integrated information system. TECO's system locates the transformer(s) affected, then uses a customer-per-KVA of line transformer KVA to estimate the number of customers affected. TECO reports that a recent sample audit of manual estimation compared to an actual customer count indicated that their estimates were approximately 98% accurate on average. Staff has not verified whether this sample audit is statistically valid for application to TECO's whole system. Like Gulf, TECO is also working to integrate its two databases to be able to more accurately count customers affected by an outage. FPUC continues to use estimates based on repair crew reports and dispatcher estimates, although the estimates may be based on actual numbers of customers or the KVA served by that feeder or section of line, similar to TECO.

1. D. "Part-ons". During a major or widespread outage, utilities generally concentrate restoration efforts so as to get the largest number of customers back on line in the shortest time period. Depending on the nature and location of the outage, some customers may have service restored before repairs on the whole circuit are completed. All utilities indicate that they have at least a limited ability to update customer counts for partial restoration. This "part-on," or step-restoration, capability improves the perception of service quality by reducing the system average length of interruptions as well as the length of interruption per customer used in calculating the indices. Each utility records "part-ons" or step restorations differently which can impact both average duration and number of customers affected per outage.

1. E. Active v.s. Inactive Accounts. Another difference among utilities is the inclusion or exclusion of inactive accounts from index calculation. The exclusion of inactive accounts should have no impact on the indices if the same customer count methodology is used for both customers interrupted and customers served. Although TECO and FPUC indicated in their written response that they included inactive accounts when arriving at the number of affected customers, during the April 21 discussion, both utilities indicated that they were able to remove the inactive accounts from the calculations. TECO later qualified its initial statement that inactive accounts could be removed by stating that it had not estimated the cost of the process.

1.F. Multiple outages. Staff also requested companies to indicate whether they could produce a chart showing the number of customers experiencing multiple outages. For example, the chart would show the number of customers experiencing 1 outage, customers experiencing 2 outages, customers experiencing 3 outages and so forth per year. While FPC and FPL indicated the ability to provide this information, TECO, Gulf and FPUC stated that the number of outages per customer per year must be computed manually and is not available for customers system-wide. All utilities stated that while SAIDI, SAIFI and CAIDI provided information to help them target specific areas needing improvement and allowed the most efficient use of resources, the chart as described presented no additional information and would be costly to produce. However, Staff believes that the multiple outage data may be the most important indicator to detect a decline in service quality.

1. G. Weather Events Excluded. A critical parameter in all indices is what events or outages are included when indices are calculated. Current FPSC rules allow certain exceptions such as named storms (hurricanes, tropical storms), tornados, planned load management or disturbances on the generation or transmission facilities. Since the indices are intended to provide an evaluation of a "normal" environment over which the utility has control of its system's operations, it is important to define what situations or occurrences would unfairly skew the indices when the matter is beyond the utility's control.

Rule 25-6.044, FAC, Continuity of Service, exempts outages due to named storms from the definition of a service interruption. In recent years, Florida has experienced several significant storms which were not given official names by the National Weather Service, but which affected large areas and numbers of customers. Utilities have utilized subjective judgment on whether to include outages resulting from such unnamed storms in calculating the factors currently required by the Annual Distribution Reliability Report submitted under 25-6.0455, FAC. FPC, for example, has established the criteria of excluding events which result in service interruption to more than 10% of its customers for more than 24 hours.

Staff explored with the utilities the possibility of establishing some objective criteria for determining which unnamed storms were eligible for exclusion, but we were unable to gain agreement on a single standard. The utilities have agreed to pursue discussions among themselves on this point and attempt to reach agreement on a threshold for excluding unnamed storms from the indices. For the purposes of submitting the indices on an experimental basis as discussed below, the utilities agreed to strictly abide by the language of the existing rule to exclude only storms named by the National Weather Service (NWS) or tornados confirmed by the NWS until a different standard can be agreed upon by all parties.

1.H. Momentary Outages. Momentary outages are caused by substation breakers or line reclosers opening when a short circuit on the line is detected, and reclosing a few seconds later with the expectation that whatever caused the short circuit is cleared. For example, a tree limb brushing a line may blow or burn itself clear in a few minutes. Some utilities set their substation and line reclosers to open up to four times, causing the customer to see three momentary outages, before locking out permanently if the cause of the short is not cleared.

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As discussed above, momentaries are excluded from the definition of outages reportable under Rule 25-6.0455 FAC. However, most customers do not make the distinction between a momentary outage caused by the normal operation of a circuit breaker and a prolonged outage due to any other cause. Therefore, Staff discussed the utilities' ability to track and provide information on momentary outages of less than one minute.

FPC and FPL stated that they currently have the computer capability to record the number of all outages down to line reclosers, including momentaries for all customers, although it was a time-consuming operation for even a subset of their customers. TECO, Gulf and FPUC indicated that they have the capability to manually trace momentary outage histories on an individual customer basis. As the new computer systems being implemented by Gulf and TECO are completed, these utilities will be able to track momentaries at a lower level of aggregation. Estimates for completion of the new systems range from several months to three years to have complete integration of customer and outage data.

Although utilities recognize the importance of momentary outages to their customers, minimizing momentary outages presents a conflict. Momentary outages resulting from the ordinary operation of circuit breakers and line reclosers provide important safety protection to the entire system. Focusing on reducing the number of momentary interruptions caused by the breaker operations could result in longer, wider-spread outages. Therefore, utilities are concerned that an appropriate balance of performance standards may be difficult to identify.

1. I. Distribution Reliability Indices. It is clear from the complaints received by the Commission that customers want a high level of reliability. The Reliability Study reinforced casual observations based on the number of complaints received that the customers of Gulf Power and TECO are generally satisfied with the reliability of these companies.

For FPL and FPC, the Reliability Study indicated a negative trend in reliability and customer satisfaction over the period from 1992 through 1996. However, discussions with both companies indicated that they have instituted significant changes in their procedures which should result in improvements in the near future. Both companies have instituted management reforms to focus more closely on distribution reliability concerns.

Since we discovered significant differences in the calculation of the indices recommended in the Reliability Study, staff is reluctant to go to rulemaking to adopt new reliability indices at this time. As a result of the discussion, however, the utilities have agreed to provide the System Average Interruption Duration Index (SAIDI), System Average Interruption Frequency Index (SAIFI), and Customer Average Interruption Duration Index (CAIDI) on an experimental basis. These indices would reflect individual differences in data availability on start times, end times and customer counts, but would be standardized as to the events excluded. The utilities will continue to meet to agree upon a method of excluding major unnamed storms from the indices calculation.

Staff recommends that Momentary Average Interruption Frequency Index (MAIFI) should also be provided at the substation breaker level by all four major investor-owned electric utilities. Collecting data on momentary interruptions at the substation breaker will not show any outages due to operation of line reclosers or any other problems downstream from the substation breaker which likely account for most of the momentary blinks customers experience. However, staff believes collecting this data at the substation level is a good start in identifying the magnitude and extent of momentary outages.

In addition, FPL and FPC have the capability to supply the percentage of customers experiencing a given number of outages. After talking with the utilities, it appears that collecting a four-year history on the percentage of customers experiencing five or more outages per year will be an adequate starting point for identifying multiple outage per customer issues. FPC has already provided similar information for 1997-2000 to the Bureau of Management Studies in the utility's goals (Appendix B). Staff believes the customer outage chart should be obtained from FPL and FPC, in addition to the standard indices, because the chart can be obtained at a reasonable cost and will assist the Commission in ensuring that these two utilities follow up their statements to improve reliability with action. If these trends indicate that this percentage is not improving, more detailed reports may be requested.

While FPUC has the ability to manually provide some of the information requested such as SAIDI, CAIDI and SAIFI, it strongly emphasized that automated systems would be very costly relative to benefits derived for the two small FPUC territories. Given the minimal complaints received from FPUC customers, we recommend that FPUC continue its current system. Utilities will continue to provide the information required in Rule 25-6.0455 FAC. After reviewing the new SAIDI, SAIFI, CAIDI, and MAIFI data for three years, a decision can be made whether to propose amendments to Rule 25-6.0455 FAC.

2. Service Quality Rules

Service quality and reliability have been high profile issues at the Commission since the Christmas freeze of 1989. The 1989 Christmas freeze resulted in both inadequate generating capacity and melted or downed distribution lines due in part to the extensive use of load management. After extensive investigation of options used by other utilities and industry groups, Staff developed a proposed rule to require utilities to report objective measures of reliability similar to SAIDI, SAIFI and CAIDI, and a workshop was held in May 1990.

Extensive discussions between staff and the utilities followed the initial proposals, and in July, 1992 the Commission voted to propose rules for reporting reliability performance structured along the lines of SAIDI, SAIFI and CAIDI (Appendix C). The utilities all objected to the use of these indices, citing definitional problems, and maintaining that the indices "lend themselves to distortions of the performance of certain system operations that would not occur if the system were analyzed, pursuant to the specified indices, on a component basis"(FPL comments, Docket No. 920228-EI, July 31, 1992). The hearing officer recommended the alternative language

proposed by FPL. That language was adopted by the Commission and became Rule 25-6.0455, FAC as it exists today.

Although all utilities now use SAIDI, SAIFI, and CAIDI internally, the definitional problems cited in 1992 still exist. It is for that reason that we do not recommend going to rulemaking at this time. We believe the ability of utilities to capture data more accurately will allow more standardization of the inputs to the indices and produce a more reliable indicator. The information detailed in Section 1 will be collected for three years, then reviewed to see if the rule should be amended. In addition, companies will continue to provide the information required in Rule 25-6.0455, FAC.

3. Consumer Affairs Outreach

The Reliability Report recommends extensive consumer education on tree trimming (what to avoid in trimming trees around power lines), uninterruptible power sources and surge protection devices through public service announcements and other educational material. Other useful topics are: information on electric safety such as what to do if a wire is down and what to check before calling the utility (i.e., house fuses or breaker boxes), appropriate landscaping (tree placement) to avoid line contact problems, and what role momentary outages play in protecting the overall integrity of the electrical system. This type of information is not utility-specific and can be used by all electric utility customers, no matter who provides power to them. However, each utility operates its system differently in terms of monitoring outages and handling damage claims (discussed in Section 4), and coverage by newspapers, television and radio is not coterminous with utility service territories. Hearing or reading about a neighboring utility's policies could be more confusing than enlightening.

To ensure consistency, we recommend that the utilities be involved in drafting any such public service announcements. The companies have indicated willingness to participate in this area. We believe it is to the Commission's advantage to utilize the utilities' long experience in communicating with their customers in developing informational materials.

4. Customer Claims for Damages

During the Internal Affairs discussion on the Reliability Study, the Commission expressed concern over possible discrimination in the payment of damage claims. This topic was included in the meetings with the utilities. Each investor-owned electric utility has in its tariffs a general statement that the utility will exercise "reasonable diligence and care" to provide uninterrupted service. In general, the language exempts utilities from liability for damages due to Acts of God (weather), ordinary negligence of employees, legal process, strikes, riots, accidents, routine maintenance of the system or interruptions pursuant to a non-firm tariff (Appendix D). Most of these provisions have been in place and essentially unchanged since the utilities came under Florida Public Service Commission regulation in 1951. Historical records seem to indicate that

the language was grandfathered upon assumption of regulation and never specifically addressed by the Commission. Taken literally, these tariffs suggest that a utility would seldom be required to pay a damage claim.

Based on Staff discussions with the companies, all utilities pay damage claims if the action (or inaction) by the company directly resulted in the damage to customer equipment. Examples include error by line crews or utility failure to properly address a problem which later resulted in damage to customer appliances or equipment. In the questionnaire, staff attempted to list types of damage for which claims might be paid. Questions 13 and 14 of Appendix A contain a summary of the utility responses on damage claim handling. No utility indicated that it would pay a claim if the damage occurred during ordinary operation of the system, such as the rapid opening and closing of automatic protection devices like substation breakers or line reclosers. All utilities adamantly assert that individual customer characteristics, including location or economic circumstances, have no bearing on whether a claim is paid or denied.

The Supreme Court has ruled that the Commission does not have the authority to require a utility to pay damages to a customer resulting from the provision of utility service. Southern Bell Tel. & Tel. Co. V. Mobile America Corp. Inc., 291 So.2d 199 (Fla. 1974); Florida Power Corp. V. Zenith Industries Co., 377 So. 2d 203, (Fla. App. 2 Dist. 1979). Such claims must be pursued in civil court. However, the Commission does have authority to require that all customer claims be treated uniformly and that no customer be discriminated against.

Staff recommends an audit of a random sample of claims filed, paid and denied to determine if a pattern of payment or non-payment was evident. Utilities indicate that claims information is maintained in a format which would allow an auditor to determine the address of a claim and whether a claim was handled in accordance with stated company policy. Staff recommends that the audit be performed by the Division of Research and Regulatory Review to assure the Commission that there is no discrimination in claims settlement.

Appendix A

Compilation of Responses to :
"Talking paper" on
Reliability Measurements and Claims Handling
Revised

Types of Indices

1. Which of the following reliability indicators are currently available, or can be calculated at reasonable cost, for annual submission to the FPSC:

Index	FPL	FPC	FPUC	GULF	TECO
SAIDI	Yes	Yes	Yes	Yes	Yes
CAIDI	Yes	Yes	Yes	Yes	Yes
MAIFI	No	No	No	No	No
SAIFI	Yes	Yes	Yes	Yes	Yes
No. of Customers having 1,2,3,...	Yes	Yes	No	No	No

FPL note on MAIFI: Can only track momentaries at the feeder breaker level not at the recloser level.
GULF note on MAIFI: Breaker level only can be provided at a reasonable cost.
TECO note on MAIFI: Calculated based on all operations of the breakers and OCR's with indication. Currently 19.3% of OCR's do not have indication. These units should have indication installed no later than the middle of 1999.
TECO note on No. of Cust.: Presently do not have the capability to report individual customer outages other than on a case-by-case basis. However, plan to have the capability by January 1999.

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Monitoring Events

2.A For purposes of calculating the indices listed in Question 1, please indicate the following for SCADA controlled devices:

SCADA controlled devices	FPL	FPC	FPUC	GULF	TECO
% Substation Breakers	100	100	0	90	98
% Line Circuit Reclosers	0	0	0	0	9
Records time and no. of substation breaker operation	Yes	Yes	n/a	Yes	Yes
Records time and no. of line circuit reclosers operations	No	No	n/a	No	Yes
Are any recorded operations excluded?	Yes	Yes	n/a	Yes	Yes

FPL excludes substation events that do not impact the customer.
FPC excludes events that result in automatic restoration.
Gulf exclusions are based on FPSC Rule 25-6.044(1)(a).
TECO excludes all events less than one minute from SAIDI, CAIDI and SAIFI.

2.B.1 For purposes of calculating the indices listed in Question 1, please indicate if NON-SCADA controlled substation breakers have a recording device indicating the time and number of operations, including those operations not leading to lockout?

NON-SCADA Substation Breakers	FPL	FPC	FPUC	GULF	TECO
Records time	n/a	n/a	No	No	Yes
Records no. of operations	n/a	n/a	Yes	No	Yes
Reviewed pursuant to momentary outage complaints	n/a	n/a	Yes	n/a	Yes

FPL : FPL's substation breakers are all SCADA controlled.
FPUC : Some breakers have a recording device which includes time. Most breakers only count number of operations. Information is reviewed bi-monthly or when requested by a customer.
GULF : No information is recorded.
TECO : All operations of breakers are included in researching momentary outage complaints.

2.B.2For purposes of calculating the indices listed in Question 1, please indicate if NON-SCADA controlled line circuit reclosers have a recording device indicating the time and number of operations, including those operations not leading to lockout?

NON-SCADA Line Circuit Recloser	FPL	FPC	FPUC	GULF	TECO
Records time	No	No	No	No	No
Records no. of operations	Yes	Yes	No	No	Yes
Reviewed pursuant to momentary outage complaints	Yes	-	-	n/a	Yes

FPL : Only the number of operations is recorded in a counter on the device. The quantity is known but not the time and date.
FPC : Only information recorded is by the counters on LCR's.
FPUC : Only breaker operations are recorded.
GULF : No information is recorded.
TECO : 8.4% of reclosers do not have indication. The total number of operations is recorded through a counter. Where the units have indication (91.6%), the data is used when reviewing outage complaints.

2.CFor purposes of calculating the indices listed in Question 1, please indicate the operations of automatic systems:

Substation Breaker	FPL	FPC	FPUC	GULF	TECO
No. of reclosing relay operations before lockout	2/0/1	1-4	3	3	3
Does the trip mechanism reset to a zero count after a successful reclose?	Yes	Yes	Yes	Yes	Yes
Time (in seconds) for the trip mechanism to reset to a zero	10	15-30	~60	Varies	Varies

FPL : Two operations for feeder beakers with overhead feeders, none for feeder breakers on Underground feeders and one for transmission breakers. If the lockout is counted as an operation, the response is 3/1/2.
GULF : Time varies according to type of equipment.
TECO : Two operations after the initial trip. Time varies depending on the type of relay.

2.C(responses continued)

Line Circuit Recloser	FPL	FPC	FPUC	GULF	TECO
No. of reclosing operations before lockout	2	2-4	3	3	4
Does the trip mechanism reset to a zero count after a successful reclose?	Yes	Yes	Yes	Yes	Yes
Time (in seconds) for the trip mechanism to reset to a zero	300	~60	Varies	Varies	Varies

FPUC : Three operations before lockout. (Two fast and two slow). Resets varies with device used.

GULF : Time varies according to type of equipment.

TECO : Three operations after the initial trip. Time varies depending on the type of recloser.

Number of Customers Affected

3.AFor each of the following categories of outages, please indicate the methods used to determine the number of customers affected by an outage:

All utilities reported 100% usage of the indicated methodology.

NON-SCADA Substation Breakers	Substation Breaker	Line Circuit Reclosers	Line Fuse	Live Wire Down
Actual count by SCADA or other computerized report	FPL, FPC, GULF, TECO	FPL, FPC, GULF	FPL, FPC, GULF	GULF
Estimate by transformer KVA divided by KVA/Customer		TECO	TECO	TECO
Repair Crew Estimate or count	FPUC	FPUC	FPUC	FPUC
Dispatcher estimate based on crew reported damage location				FPL

FPC : N/A reported for "live wire down".

3.BPlease explain how the number of customers affected is calculated by each method indicated above.

FPL :Computerized equipment tallies the number of customers for substation breakers, line circuit reclosers and line fuses. Dispatcher enters customers out for wire down based on crew reported damage location.

FPC :The computer adds up the number of customers behind the interrupted device.

FPUC :The line crew estimates the number of customers affected.

GULF :The Trouble Call Management System (TCMS) uses the following method to derive customer counts:

When topological data is imported from GULF's automated mapping system (FAMS), a supply node is assigned to each transformer. An alias, which is the Transformer Location Number (TLN), is also assigned to each transformer. TCMS also imports weekly and extract file from Customer Service System (CSS) which contains essential parts of the customers' records. One of those parts is the TLN. After the extract file is imported, a count is done to determine the number of customers for each TLN. Now TCMS knows the exact number of customers each transformer serves.

When the topological model is built, TCMS includes in the date the specific supply nodes that each upstream device serves. From there it is a relatively simple matter to obtain the total number of customers for each supply node served by the device. A device, of course, could be a tap fuse, recloser, switch, transformer, etc. Each outage is associated to a device. Therefore, the customer count for each outage can be easily obtained.

A caveat, however, is that due to the nature of the model, an outage on a three phase device will count the customers on all three phases. So for a single fuse blown on a three phase tap, the customer count will be for all three phases. The company is looking into different methods to address this issue.

TECO :On SCADA equipment, the number of customers is based on a database updated from our Customer Information System. On the estimates by transformer, the number of customers is based on an average of approximately 5KVA/Customer. However, we plan to have the capability for actual customer counts by January 1999.

3.C Is the customer count information per breaker or line circuit reclosers updated on a real time basis, quarterly, annually, or on some other time frame? Please explain.

FPL :Real time basis.
FPC :Daily, approximately within 24 hours of a change.
FPUC :Substation breaker customer count information is updated as needed.
GULF :Weekly.
TECO :Monthly for breakers. No update for reclosers.

3.D Do the number of customers served include active accounts only, or both active and inactive accounts?

FPL :Active accounts only.
FPC :Active accounts only.
FPUC :Active and inactive accounts.
GULF :Active.
TECO :Both active and inactive.

3.E For the purpose of determining customers experiencing 1,2,3 etc. interruptions, does your tracking system have the ability to sum the customer's specific feeder, lateral, and transformer interruptions?

FPL :Yes. We have a program which adds up interuptions fore each device affecting a customer. The program takes about a day to run.
FPC :Yes.
FPUC :No.
GULF :No. In the near future.
TECO :No.

3.F If the response to question (3.E) is no, how is it determined that the customer has experienced multiple interruptions?

FPL :N/A the response to 3E is yes.
FPC :N/A.
FPUC :This requires manual review of the outage history.
GULF :Currently, the only way to readily determine if a customer has experienced multiple interruptions is by checking the interruptions at the TLN closest to the customer's residence. However, individual customer research is performed at this depth on an as-needed basis.
TECO :By means of a manual search on a case-by-case outage complaint basis.

Interruption Duration

4. Upon verifying that there has been a substation breaker fault, a line circuit reclose, a line fuse operation, or a live wire down (high impedance fault), describe how the start time for the outage used in computing the indices in Question 1 is determined?

Method for determining the outage start time	Substation Breaker	Line Circuit Reclosers	Line Fuse	Live Wire Down
SCADA or other computerized report	FPL, GULF, TECO			
Customer call	FPC, FPUC, GULF	FPL, FPC, FPUC, GULF, TECO	FPL, FPC, FPUC, GULF, TECO	FPL, FPUC, GULF, TECO
Other (explain)				

FPC : N/A reported for "live wire down".

5. Upon verifying that there has been a substation breaker fault, a line circuit reclose, a line fuse operation, or a live wire down (high impedance fault), describe how the ending time for the outage used in computing the indices in Question 1 is determined?

Method for determining the outage ending time	Substation Breaker	Line Circuit Reclosers	Line Fuse	Live Wire Down
SCADA or other computerized report	FPL, FPC, GULF, TECO			
Line repair crew report	FPL, FPUC	FPL, FPC, FPUC, GULF, TECO	FPL, FPC, FPUC, GULF, TECO	FPL, FPUC, GULF, TECO
Other (explain)				

FPL : If feeder service is restored by tying to another adjacent feeder the repair crew provides the restore time.
FPC : N/A reported for "live wire down".

6. If an outage is partially restored or customers switched to another feeder to restore service, is the number of customers without service and the length of time customers are without service adjusted each hour (or by event) as service is restored for the purpose of calculating the average length of outage per customer (step or part-on restoration)?

FPL :No. FPL's system only allows input of one part-on restoration time. We cannot input hourly updates.
FPC :Yes.
FPUC :Yes.
GULF :Yes.
TECO :Yes.

7. If the response to Question 6 is yes, how are the number of customers restored to service and the duration of interruption for the restored customers determined?

Method for determining customer interrupted and duration	Substation Breaker	Line Circuit Reclosers	Line Fuse	Live Wire Down
SCADA or other computerized report	FPL, FPC, GULF	FPL, FPC, GULF	FPL, GULF	GULF
Estimated by transformer KVA divided by KVA/Customer	TECO	TECO	TECO	TECO
Repair Crew estimate or count	FPL, FPUC	FPUC	FPUC	FPUC
Trouble Dispatch data	FPL, FPUC	FPUC	FPUC	FPUC
Other - Dispatcher estimate based on crew reported damage location				FPL

FPL :If feeder service is restored by tying to another adjacent feeder the repair crew provides the restore time.
FPC :N/A reported for "Live Wire Down" and "Line Fuse".
TECO :Project actual count by 1/1999 rather than estimation.

8. Are single customer outages, or multiple customer outages served from a single line-transformer, reflected in any distribution reliability indices used by the utility?

FPL :Yes.
FPC :Yes.
FPUC :Yes.
GULF :Yes.
TECO :Yes. Up to the transformer if outage is greater than one minute (no service or meter outages are included).

9. Are prearranged interruptions excluded?

FPL :No. Previous FPSC submittals exclude planned interruptions. FPL's internal indices currently include planned interruptions.

FPC :No.

FPUC :Yes.

GULF :Yes.

TECO :Yes.

10. Are any interruptions on 59 seconds or less routinely excluded from SAIDI, CAIDI, and SAIFI calculations for in compiling the histogram of customers experiencing multiple outages? If yes, please explain why.

FPL :Yes, FPL considers outages 59 seconds or less momentaries. Momentaries are measured using the MAIFI indicator.

FPC :Yes, if automatically restored.

FPUC :Yes. This is normally during reclosing operations, lockout would cause a longer outage.

GULF :Yes. Allowed in the FPSC Rule 25-6.044(1)(a).

TECO :Yes, the indices indicated do not include outages of less than one minute, however, all outages, including those less than one minute, are included in customer outages complaints research.

11. Could SAIDI, CAIDI, SAIFI and the histogram of customers experiencing multiple outages be calculated using every minute service is unavailable to the end user customer, without respect to the reason for the outage?

FPL :We cannot include interruptions 59 seconds or less. We also cannot include occurrences using restoration processes outside of our Trouble Call Management System such as named storms, tornadoes, etc. FPL cannot accurately measure the indicators during these restoration efforts.

FPC :Not likely, due to lost information in major storm events and computer failures.

FPUC :No.

GULF :Yes, all are currently available except for histogram.

TECO :No, however, through a manual operation, on a case-by-case basis, this can be accomplished.

12. What outages does the utility believe should be excluded when calculating the indices in Question 1?

Event Removed	Yes	No
Named Storms	FPL, FPUC, GULF, TECO	

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Tornadoes	FPL, FPUC, GULF, TECO	
Storms resulting in outages to at least 10% of total customers	FPUC, GULF, TECO	FPL
Storms resulting in outages to at least 10% of customers in a particular operating division.	FPUC, GULF, TECO	FPL
Storms resulting in outages to at least 10% of total customers for greater than 24 hours	FPUC, GULF, TECO	FPL
Customers unable to receive electric service due to storm damage	FPL, FPUC, GULF, TECO	
Capacity shortfalls or disturbances initiated by events on the reporting utility's system	FPUC, GULF, TECO	FPL
Capacity shortfalls or disturbances initiated by events on any peninsular Florida utility's system (for Gulf Power, use Southern System in place of peninsular Florida)	FPL, FPUC, GULF, TECO	
Other (explain)	FPL, FPUC, TECO	

FPL: 1) Severe adverse weather resulting in widespread system damage causing custom interruptions that affect at least ten percent of the customers on the system or an operating areas and/or result in customers being without electric service f durations of at least 24 hours.
2) Exclude catastrophic events such as a plane crash, flooding, police activi (i.e., civil disturbance), forest fire, etc.

FPC: All utilities should comply to FPSC Rule 25-6.044(1)(a) and major storms that affe a commonly agreed to percentage of the utilities customers.

FPUC: Named storms and tornadoes are uncontrollable events. Storms resulting in outag to at least 10% of its customers would typically be caused by a major weather even

GULF: Gulf has only had storms that resulted in 3.5% or less of its total customers o in the last 3 years. All outages that had a higher percentage were exclud according to the FPSC rule 25-6.044(1)(a).

TECO: 1) Suggest excluding un-named major storms that occur, that have a significa impact on the utility. This exclusion could occur when 2.5%, 5% or 7.5% customers served are affected, depending on the data collected from the vario utilities about these types of events.
2) In cases where the utility responds, with crews, equipment, etc., to a maj event (such as a hurricane) in another utilities service area, their ability respond to their own customers is diminished. This time should be excluded from t calculations of any indices.

Damage Claim Determination

13. Policies on payments of damage clams by customers:

13.A. Does the utility normally pay customers damage claims that it believes are related to the automatic operation of a breaker or line circuit reclosers?

FPL: No. Would pay if historical data indicated previous problems existed.

FPC: No. Automatic breaker operations turn power off momentarily, then re-energizes the line. It is likened to flipping a switch off then back on. If often may affect several thousand customers, and odes not change voltage. If it is determined that the breaker failed or operated improperly, then consideration is given to claim payment.

FPUC: No. Automatic operations are normal and expected in the operation of the transmission and distribution system.

GULF: No. Tariff Defense 1.10 and 1.17

TECO: No. Unless we can verify that the operation was due to equipment failure or error caused by TECO.

13.B. Does the utility normally pay customers damage claims it believes are due to incorrect operating or maintenance event by a utility employee?

FPL: Yes.

FPC: Yes.

FPUC: Yes. Errors in construction or workmanship are the fault of the Company and claims are paid.

GULF: Yes. Due the negligence or failure to use due care in a reasonable circumstance, payment may be made.

TECO: Yes.

13.C. Please list an other general policies the utility employs in determining whether a claim would be eligible for payment by the utility?

FPL : Corporate Internal Procedure 4.1 - "Continuity of Service". Damage Claim Resolution Matrix.

FPC : 1.We do not guarantee continuous service.
2.We do not insure against "Acts of Nature."
3.We do not accept responsibility for the negligence of a third party.
4.We do not accept claims that are a result of a failure of the customer's own equipment or wiring.
5.Claims shown to be fraudulent are declined.

FPUC: Damage resulting from "Acts of God" (trees falling, lightning, etc.) are not included.

GULF: If a reasonable showing were to reflect an act of negligence on the part of employee, payment will be considered on a case by case basis.

TECO: (blank)

14. Pursuant to the policies indicated in Question 10, please indicate whether the utility would pay a claim in the following

circumstances:

Cause	Yes	No	Explanation
Acts of God (Lightning, wind, flood)		FPL FPC FPUC GULF TECO	GULF: Tariff 1.10
Normal operation of electrical system (e.g., feeder relay)		FPL FPC FPUC GULF TECO	GULF: Tariff 1.10
Utility 'normal' equipment failure:			
Transformer	FPL FPC TECO	FPUC GULF	FPUC: Dependent upon the type of failure GULF: Tariff 1.10
Regulator	FPL FPC TECO	FPUC GULF	FPUC: Dependent upon the type of failure GULF: Tariff 1.10
Hot leg	FPL FPC TECO	FPUC GULF	FPC: If there is bad voltage & not just power off. FPUC: Dependent upon the type of failure
Wire down	FPL TECO	FPC FPUC GULF	FPC: Unless this event causes damage. FPUC: Dependent upon the type of failure GULF: Tariff 1.10 TECO: If caused by deteriorated connection
Open neutral	FPL FPC FPUC TECO	GULF	FPC: Unless caused by 3rd party. FPUC: Dependent upon the type of failure GULF: Tariff 1.10
Transponder	FPL TECO	FPUC GULF	FPUC: Dependent upon the type of failure GULF: Tariff 1.10

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Cause	Yes	No	Explanation
Failure due to utility incorrectly addressing prior trouble:			
Transformer	FPL FPC FPUC GULF TECO		FPUC: Dependent upon the type of failure GULF: These may be paid if it is shown to have been a situation which should have been detected and corrected but was not due to the negligent action of the responder.
Regulator	FPL FPC FPUC GULF TECO		FPUC: Dependent upon the type of failure GULF: See note above.
Hot leg	FPL FPC FPUC GULF TECO		FPC: Same as above. FPUC: Dependent upon the type of failure GULF: See note above.
Wire down	FPL FPUC GULF TECO	FPC	FPC: Same as above. FPUC: Dependent upon the type of failure GULF: See note above.
Open neutral	FPL FPC FPUC GULF TECO		FPUC: Dependent upon the type of failure GULF: See note above.
Transponder	FPL FPUC GULF TECO		FPUC: Dependent upon the type of failure GULF: See note above.
Service cut by utility in error	FPL FPC FPUC GULF TECO		GULF: See note above.
Delayed reconnection of service	FPL FPC FPUC GULF TECO		FPUC: Dependent upon circumstances. GULF: See note above. TECO: If trouble call was overlooked.
Improper service connection	FPL FPC FPUC GULF TECO		GULF: See note above.

Cause	Yes	No	Explanation
Dig-ins to customer's other utilities	FPL FPC FPUC GULF TECO		FPC: If FPC causes damage to other utility. GULF: See note above.
Utility's contractor error	FPL GULF	FPC FPUC TECO	FPC: Assist customer with claim against contractor. FPUC: Contractor would be responsible GULF: See note above. TECO: Customer is referred to contractor under hold harmless agreement.
Customer or customer's contractor error		FPL FPC FPUC GULF TECO	GULF: Tariff 1.13 and 1.17
Inadequate or no ground discovered at customer's premises, reason unknown			
On customer's side of meter		FPL FPC FPUC GULF TECO	FPUC: Customer is responsible for ground at meter. GULF: Tariff 1.13 and 1.17
On utility's side of meter	FPL FPC FPUC GULF TECO		GULF: Based upon Company negligence on a case by case basis.
Insufficient generation			
Due to unforeseen operating event on reporting utility's system		FPL FPC FPUC GULF TECO	FPUC: Non-generating company. Generating Company to be liable. GULF: Tariff 1.10 TECO: If weather related or other "natural" cause
Due to lack of sufficient generating capacity on reporting utility's system	FPC TECO	FPL FPUC GULF	FPUC: Non-generating company. Generating Company to be liable. GULF: Tariff 1.10
Due to unforeseen operating event on other than the reporting utility's system		FPL FPC FPUC GULF TECO	FPUC: Non-generating company. Generating Company to be liable. GULF: Tariff 1.10
Due to lack of sufficient generating capacity on other than the reporting utility's system		FPL FPC FPUC GULF TECO	FPUC: Non-generating company. Generating Company to be liable. GULF: Tariff 1.10

15. Does the company maintain its claims information in a format which FPSC auditors can use to verify whether a claim was paid in conformance with the company's policy stated above?
FPL: Yes.
FPC: Yes.
FPUC: Yes.
GULF: Yes. Gulf uses damage event cause codes to indicate the cause of the claim.
TECO: Yes.

16. Do damage claim files allow the adjustor making a decision on the claim to determine the claimant's address prior to making a decision to grant or deny the claim?
FPL: Yes.
FPC: Yes. How could the claim be handled without checking into what happened at the address? Question suggests claim decision based on where the address is. This is not so.
FPUC: Yes.
GULF: Yes. The address is part of the claim field.
TECO: Yes. Only for the purpose of identifying a grid number, circuit, and substation location.

17. Does the company maintain its claims information in a format which an FPSC auditor can use to determine the customers' street address?
FPL: Yes.
FPC: Yes. Each individual file contains address information. Computer log contains city only.
FPUC: Yes.
GULF: Yes.
TECO: No. Files are identified with name and claim number.

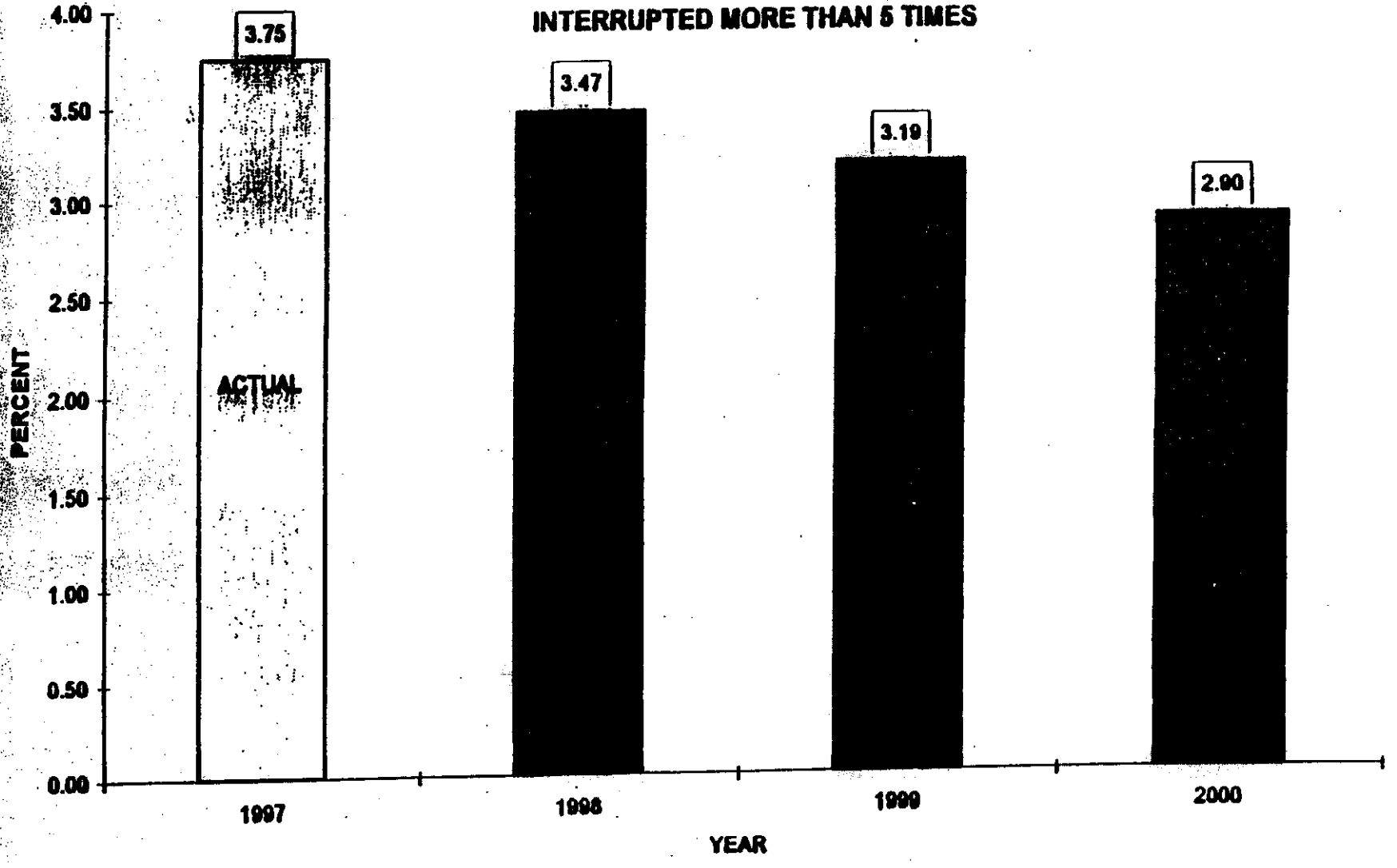
Inter-utility Cooperation

18. Would your utility support and participate in an annual workshop to review reach utility's calculation of reliability indices and other reliability related operation and maintenance activities?
FPL: Yes.
FPC: Yes.
FPUC: Yes.
GULF: Yes.
TECO: Yes.

ATTACHMENT 4

FLORIDA POWER CORPORATION

MULTIPLE INTERRUPTION GOAL
PERCENT OF CUSTOMERS
INTERRUPTED MORE THAN 5 TIMES



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Appendix B

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Appendix C

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

IN RE: Adoption of Rule 25-6.0455, F.A.C., Annual Quality of Service Report, and Amendment of Rules 25-6.044 and 25-6.046, F.A.C., Quality of Electric Service, and Repeal of Rule 25-6.045, F.A.C., Frequency Standards.	DOCKET NO. 920228-EI ORDER NO. PSC-92-0603-NOR-EI ISSUED: 07/06/92

NOTICE OF RULEMAKING

NOTICE is hereby given that the Commission, pursuant to section 120.54, Florida Statutes, has initiated rulemaking to adopt Adoption of Rule 25-6.0455, F.A.C., Annual Quality of Service Report,and Amendment of Rules 25-6.044 and 25-6.046, F.A.C., Quality of Electric Service, and Repeal of Rule 25-6.045, F.A.C., Frequency Standards.

The attached Notice of Rulemaking will appear in the July 10, 1992 edition of the Florida Administrative Weekly. If requested, a hearing will be held at the following time and place:

9:30 a.m., Thursday, August 6, 1992
Room 122, Fletcher Building
101 East Gaines Street
Tallahassee, Florida

Written requests for hearing and written comments or suggestions on the rules must be received by the Director, Division of Records and Reporting, Florida Public Service Commission, 101 East Gaines Street, Tallahassee, FL 32399, no later than July 31, 1992.

By Direction of the Florida Public Service Commission, this 6th day of July, 1992.

STEVE TRIBBLE, Director
Division of Records & Reporting

(S E A L)

by: [signature]
Chief, Bureau of Records

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FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 920228-EI

RULE TITLE: RULE

Continuity of Service 25-6.

Voltage Standards 25-6.

Annual Quality of Service Report 25-6.

REPEAL OF:

Frequency Standards 25-6.

PURPOSE AND EFFECT: At present, Commission rules do not requ utilities to collect and provide data by which to objectivel measure the quality of their electric service. The proposed rule and amendments will allow a system-wide objective view utility performance. Objective measurement of quality of se should allow the Commission to judge the performance of utili as well as judge the design and maintenance of distribution systems.

SUMMARY: The recommended amendments to Rule 25.6.044 includ terms and definitions to help the Commission measure quality service by objective standards, and would require utilities keep a categorized record of the cause of service interrupti New Rule 25-6.0455 would require utilities to file an annual quality of service report, which would include the standards defined in Rule 25-6.044 and would identify each utility's w performing feeders. Rule 25-6.045 is obsolete and should be

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repealed, as should paragraph (4) of Rule 25-6.046.

SUMMARY OF THE ESTIMATE OF ECONOMIC IMPACT OF THIS RULE:

The proposed rule revisions should cause no additional direct costs to the Commission and should affect neither small businesses nor competition. No significant impact on employment is forecast, as the responding utilities indicated that the major portion of their estimated expense will be for programming changes.

The responding utilities provided estimates of both nonrecurring start-up costs and annual recurring costs, which varied widely among utilities. Tampa Electric Company estimated the lowest compliance expense (no start-up costs, and annual costs of only $700) while Florida Public Utilities Company's estimated expenses were much higher (start-up costs of $313,600 and annual costs of $50,000).

RULEMAKING AUTHORITY: 366.05(1), 366.06(1), F.S.

LAW IMPLEMENTED: 366.05, 366.06(1), F.S.

WRITTEN COMMENTS OR SUGGESTIONS ON THE PROPOSED RULE MAY BE SUBMITTED TO THE FPSC, DIVISION OF RECORDS AND REPORTING, WITHIN 21 DAYS OF THE DATE OF THIS NOTICE FOR INCLUSION IN THE RECORD OF THE PROCEEDING. IF REQUESTED WITHIN 21 DAYS OF THE DATE OF THIS NOTICE, A HEARING WILL BE HELD AT THE DATE AND PLACE SHOWN BELOW:

TIME AND DATE: 9:30 A.M., August 6, 1992

PLACE: Room 122, 101 East Gaines Street, Tallahassee, Florida.

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THE PERSON TO BE CONTACTED REGARDING THIS RULE AND THE ECONOMI IMPACT STATEMENT IS: Director of Appeals, Florida Public Serv Commission, 101 East Gaines Street, Tallahassee, Florida 3239

THE FULL TEXT OF THE RULES ARE:

25-6.044 Continuity of Service.

(1) Definitions:

(a) "Service Interruption". An unplanned interruption of electric service due to a malfunction on the distribution syst or a distribution-related outage caused by events on the utility's side of customer meters which is triggered by load management restoration. The term does not include interruptic due to momentary circuit breaker operations, hurricanes, tornados, ice on lines, planned load management, or electrical disturbances on the generation or transmission system.

(b) "Customer Interruption Duration". The time interval in minutes, between the time when a utility first becomes awar of a Service Interruption and restoration of service to the la customer affected by that Service Interruption.

(c) "System Interruption Time". The total customer minu of Service Interruption, calculated by multiplying the actual number of customers (or estimated number of customers, if the actual number is unavailable) who experienced a Service Interruption due to the same outage by the Customer Interrupti Duration, and summed for all Service Interruptions occurring

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during a given time period.

(d) "Customer Average Interruption Duration Index" (CAIDI). System Interruption Time divided by the number of Service Interruptions during a given time period.

(e) "System Average Interruption Frequency Index" (SAIFI). The average number of Service Interruptions experienced by customers during a given period, calculated by dividing the total number of customers experiencing Service Interruptions by the average number of customers served during the period.

(f) "System Average Interruption Duration Index" (SAIDI). The average interruption duration in minutes per customer served, calculated by multiplying the Customer Average Interruption Duration Index by the System Average Interruption Frequency Index.

(2) Each utility shall keep a record of the cause of each Service Interruption, and shall categorize the cause as one or more of the following: lightning, tree or limb contacting line, animal, line downed by vehicle, dig-in, substation outage, line transformer failure, salt spray on insulator, corrosion, other, or unknown, and shall further identify whether the initiating event occurred on overhead or underground distribution lines.

(2)(3) Each utility shall make all reasonable efforts to prevent interruptions of service and when such interruptions occur shall attempt endeavor to restore re-establish service

within the shortest time practicable consistent with safety.

(4)(3) When the service is necessarily interrupted or curtailed for prolonged periods and for the purpose of worki the system, it shall be done at a time which, when at all practicable, will cause the least inconvenience to customers all such scheduled interruptions shall be preceded by adequa notice whenever practicable to affected customers.

(5)(3) The provisions of this rule shall not apply to customers receiving service under interruptible rate classifications.

Specific Authority: 366.05(1), F.S.

Law Implemented: 366.05, F.S.

History: New 7/29/69, amended _____, formerly 25-6.44.

~~25-6.045 Frequency Standards.~~

~~(1) The standard frequency for alternating current sup systems shall be sixty cycles per second. Under normal oper conditions the frequency on inter-connected systems shall no vary more than plus or minus 2% from the standard frequency. frequency of an isolated system shall not vary more than plu minus 5% from the standard frequency of that system.~~

~~(2) Each utility generating all or a substantial port its requirements shall have at its main generating station a load dispatching office a master clock or will adhere to a procedure designed to indicate average frequency which shall~~

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~~necessary, be adjusted to the correct indication once a day. Every reasonable effort shall be made to operate at the standard frequency.~~

~~(3) Variations of frequency in excess of those specified above caused by service interruptions, action of the elements, temporary separation of parts of the system or other causes beyond the control of the utility, shall not be considered a violation of these rules.~~

Specific Authority: 366.05(1), F.S.

Law Implemented: 366.05(1), F.S.

History: Amended 7/29/69, formerly 25-6.45. Repealed _____.

25-6.046 Voltage Standards.

(1) Each utility shall adopt standard nominal voltages conforming to modern usage, as may be required by the design of its distributing and transmission system for its entire service area or *for each of the districts into which* its system may be divided.

(a) For service rendered to customers whose principal consumption shall be for lighting and/or residential purposes, the voltage at the point of delivery shall not exceed 5% above or below the standard voltage adopted.

(b) For service rendered principally for industrial or power purposes, excluding residential purposes, the voltage at the point of delivery shall not exceed 7 1/2% above or below the

standard voltage adopted.

(c) Sudden changes in voltage that exceed 5% of the standard voltage and occur more frequently than two times per hour, or changes of 2 1/2% that occur more frequently than onc per minute shall be limited to magnitudes and frequency of occurrence compatible with the customer's requirements.

(d) The *limitations in (a)*, (b) and (c) may be modified cases in which the customer specifically agrees to accept serv not meeting the specified limits.

(2) Where the utility's facilities are reasonably adequa and of sufficient capacity to carry the actual loads normally imposed, the utility may require that the equipment on the customer's premises shall be such that the starting and operat characteristics will not cause an instantaneous voltage drop o more than 4% of the standard voltage, measured at the point of delivery, or cause objectionable *flicker* to other customers' service.

(3) Variations in voltage in excess of the limits specif above caused by service interruptions, action of the elements, temporary separation of parts of the system, infrequent and unavoidable fluctuations not exceeding five (5) minutes durati operation of the customers' equipment at low power factor, unbalanced loading, or other causes beyond the control of the utility shall not be considered a violation of this rule.

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~~(4) Each utility shall make such load and voltage surveys necessary to determine the character of service furnished its customers and make such information available to the Commission upon request.~~

Specific Authority: 366.06(1), F.S.

Law Implemented: 366.06(1), F.S.

History: Amended 7/29/69, _____, formerly 25-6.46.

25-6.0455 Annual Quality of Service Report.

Each utility shall file a written quality of service report with the Director of the Commission's Division of Electric and Gas February 1 of each year, covering the preceding calendar year. The quality of service report shall contain the following information:

(a) the utility's Customer Average Interruption Duration Index, System Average Interruption Frequency Index, System Average Interruption Duration Index and number of Service Interruptions, categorized by cause, as specified in Rule 25-6.044;

(b) identification of the three percent of the utility's feeders with the highest Customer Average Interruption Duration Index and the three percent of feeders with the highest System Average Interruption Frequency Index, as defined in Rule 25-6.049. Each such feeder shall be identified by feeder number, substation name and general location as well as the estimated

number of customers in each service class served by the feed circuit.

Specific Authority: 366.05(1), F.S.

Law Implemented: 366.05, F.S.

History: New _____

NAME OF PERSON ORIGINATING PROPOSED RULE: Lee Colson, Divi of Electric and Gas

NAME OF SUPERVISOR OR PERSON(S) WHO APPROVED THE PROPOSED RU Florida Public Service Commission.

DATE PROPOSED RULES APPROVED: June 16, 1992

If any person decides to appeal any decision of the Commissi with respect to any matter considered at the rulemaking hear if held, a record of the hearing is necessary. The appellan must ensure that a verbatim record, including testimony and evidence forming the basis of the appeal is made. The Commi usually makes a verbatim record of rulemaking hearings.

Any person requiring some accommodation at this hearing beca of a physical impairment should call the Division of Records Reporting at (904) 488-8371 at least five calendar days prio the hearing. If you are hearing or speech impaired, please contact the Florida Public Service Commission using the Flor Relay Service, which can be reached at: 1-800-955-8771 (TDD

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Appendix D

FLORIDA POWER & LIGHT COMPANY

Sixth Revised Sheet No. 6.028
Cancels Fifth Revised Sheet No. 6.028

2.5 Continuity of Service. The Company will use reasonable diligence at all times to provide continuous service at the agreed nominal voltage, and shall not be liable to the Customer for complete or partial failure or interruption of service, or for fluctuations in voltage, resulting from causes beyond its control or through the ordinary negligence of its employees, servants or agents. The Company shall not be liable for any act or omission caused directly or indirectly by strikes, labor troubles, accident, litigation, shutdowns for repairs or adjustments, interference by Federal, State or Municipal governments, acts of God or other causes beyond its control.

GULF POWER COMPANY

Section No. IV
Original Sheet No. 4.8

1.10 CONTINUITY OF SERVICE - The Company will exercise reasonable diligence and care to furnish and deliver a regular and uninterrupted supply of electrical energy, but in case the supply should be variable in frequency or voltage, interrupted or fail by reasons of legal process, strike, riot, war, flood, storm, fire, accident, breakdown, or on account of maintenance or repairs to its system, or any part thereof, or of cutting in new equipment or customers or any cause beyond the control of the Company, the Company shall not be held liable for any injury, loss, damage, or expense to any Customer, or to any other person, caused directly or indirectly by such variation, interruption, or failure, but shall restore its service to normal as quickly as practicable; and during such interruption the Customer shall have the right to use such other service as may be available. The Customer shall notify the Company promptly of any defect in service or of any trouble or accident to the electric supply.

Continuous service is further dependent upon and subject to conditions brought about by war, the necessities of war, or by the United States Government or any agency of the United States Government, and the Company assumes no obligation to continue the delivery of any quantity of power when or in the event it is required to supply such power to the United States Government, or to any person, firm, corporation, business or industry designated by the United States Government or other Governmental Agency either during time of war or at any other time.

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Florida Power

SECTION NO. IV

FIRST REVISED SHEET NO. 4.040

CANCELS ORIGINAL REISSUE SHEET NO. 4.040

4.04 Continuity of Service.

The Company will use reasonable diligence at all times to provide continuous service at the agreed nominal voltage, and shall not be liable to the Customer for complete or partial failure or interruption of service, or for fluctuations in voltage, resulting from causes beyond its control or through the ordinary negligence of its employees, servants, or agents, nor shall the Company be liable for the direct or indirect consequences of interruptions or curtailments made in accordance with the provisions of its rate schedules for interruptible, curtailable and load management service. The Company shall not be liable for any act or omission caused directly or indirectly by strikes, labor troubles, accidents, litigation, shutdowns for repairs or adjustments, interference by Federal, State, or Municipal governments, acts of God, or other causes beyond its control.

(1) Priority of Curtailments: In an emergency, the Company may interrupt, curtail, or suspend electric service to all or some of its Customers; provided the Company is acting in good faith and exercising reasonable care and diligence, the selection by the Company of the customers to be interrupted, curtailed, or suspended shall be conclusive on all parties concerned, and the Company shall not be held liable with respect to any such interruption, curtailment, or suspension.

(2) Restoration of Service: In the event of an interruption, curtailment or suspension of electric service from any cause, the Company reserves the right to solely determine the method of restoration of service and in establishing the priority of restoration within the shortest time practicable consistent with safety. The Company shall not be held to be in default of rendering adequate electric service because of the Company's preservation of system integrity for priority in the restoration of customer service.

(3) Notification of Interruptions: Whenever service is interrupted, curtailed, or suspended for the purpose of performing planned construction work on lines or equipment, the work shall be done at a time, if at all practicable, which will cause the least inconvenience to the customers, and the Company shall attempt to notify in advance (except in cases of emergency) those customers who the Company knows may be affected.

TAMPA ELECTRIC COMPANY

FIRST REVISED SHEET NO. 5.080
CANCELS ORIGINAL REISSUE SHEET NO. 5.080

2.2.2 CONTINUITY OF SERVICE

The Company will use reasonable diligence at all times to provide continuous service at the agreed nominal voltage, and shall not be liable to the Customer for any damages arising from causes beyond its control or from the negligence of the Company, its employees, servants or agents, including, but not limited to, damages for complete or partial failure or interruption of service, for initiation of or re-connection of service, for shutdown for repairs or adjustments, for fluctuations in voltage, for delay in providing or in restoring service, or for failure to warn of interruption of service.

Whenever the Company deems that an emergency warrants interruption or limitation in the service supplied, or there is a delay in providing or restoring said service because of an emergency, such interruption, limitation or delay shall not constitute a breach of contract and shall not render the Company liable for damages suffered thereby or excuse the Customer from fulfillment of its obligations.

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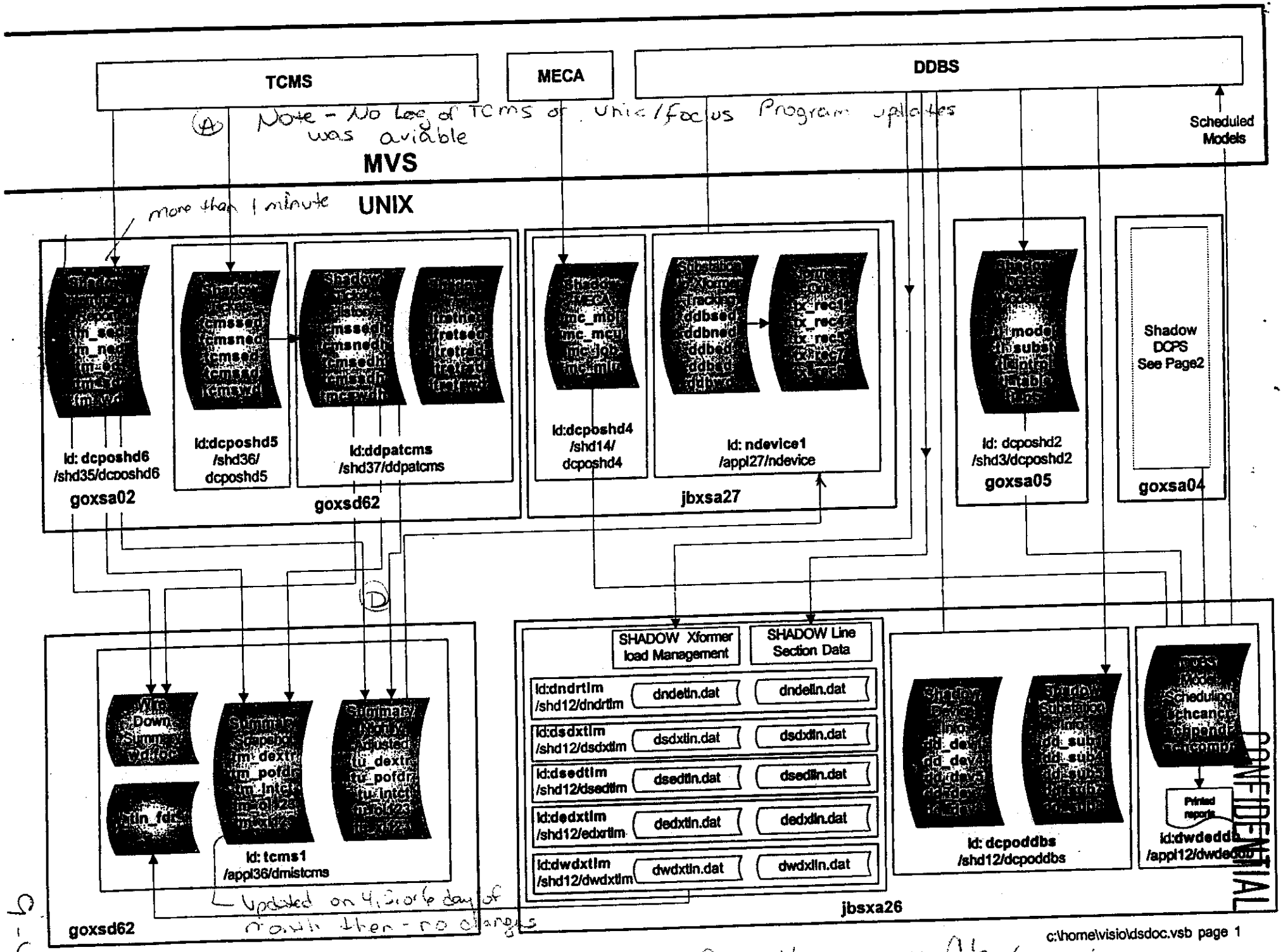
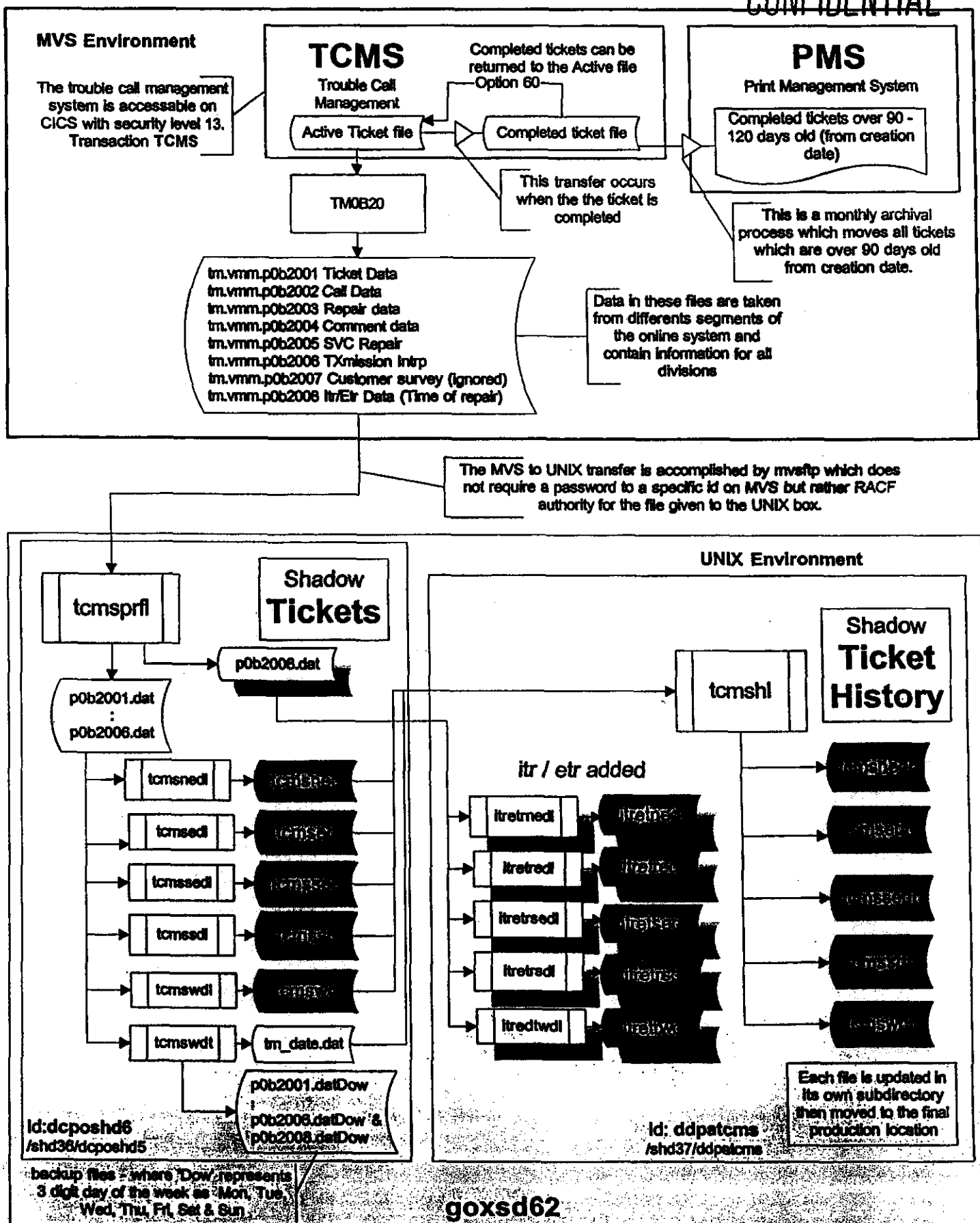
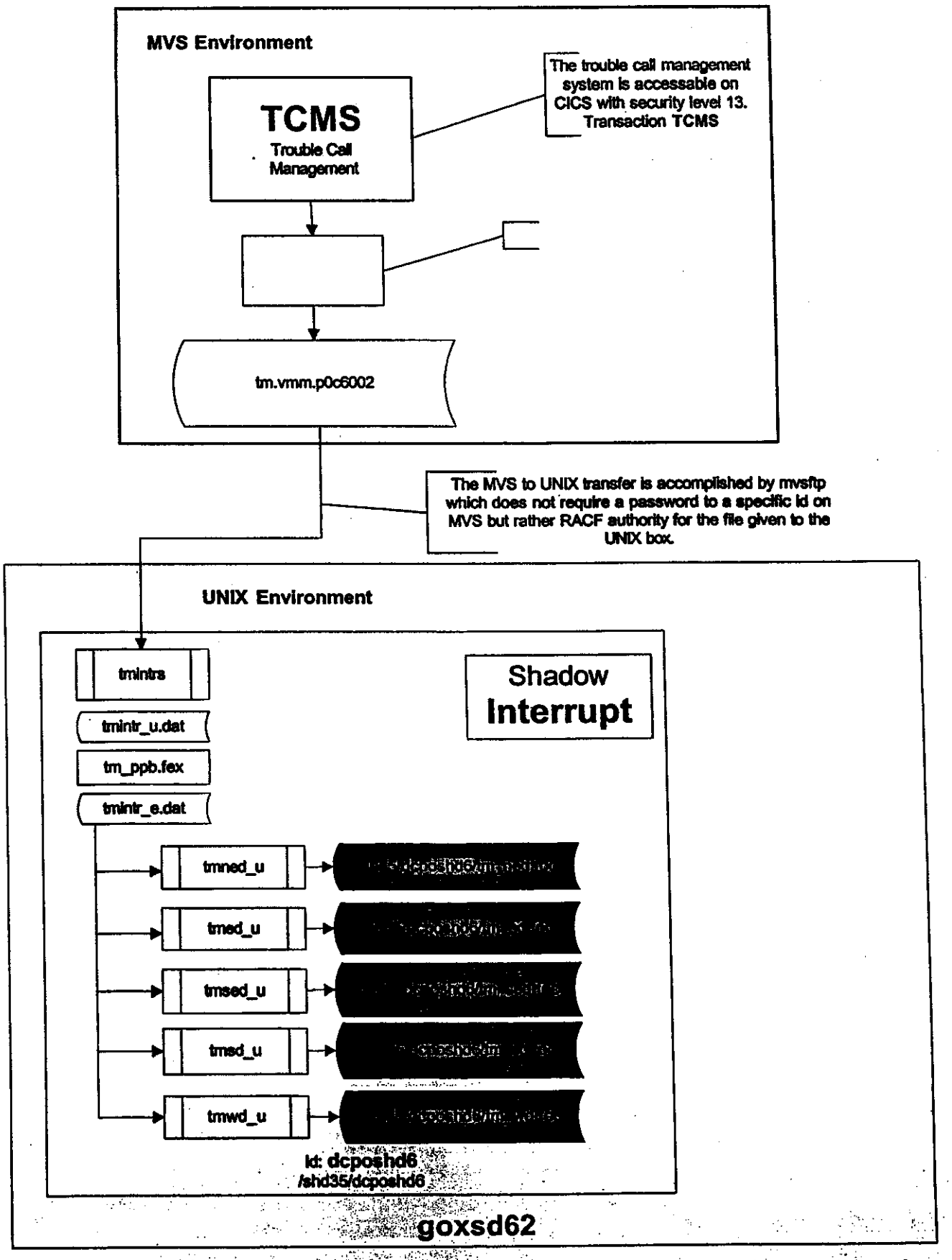
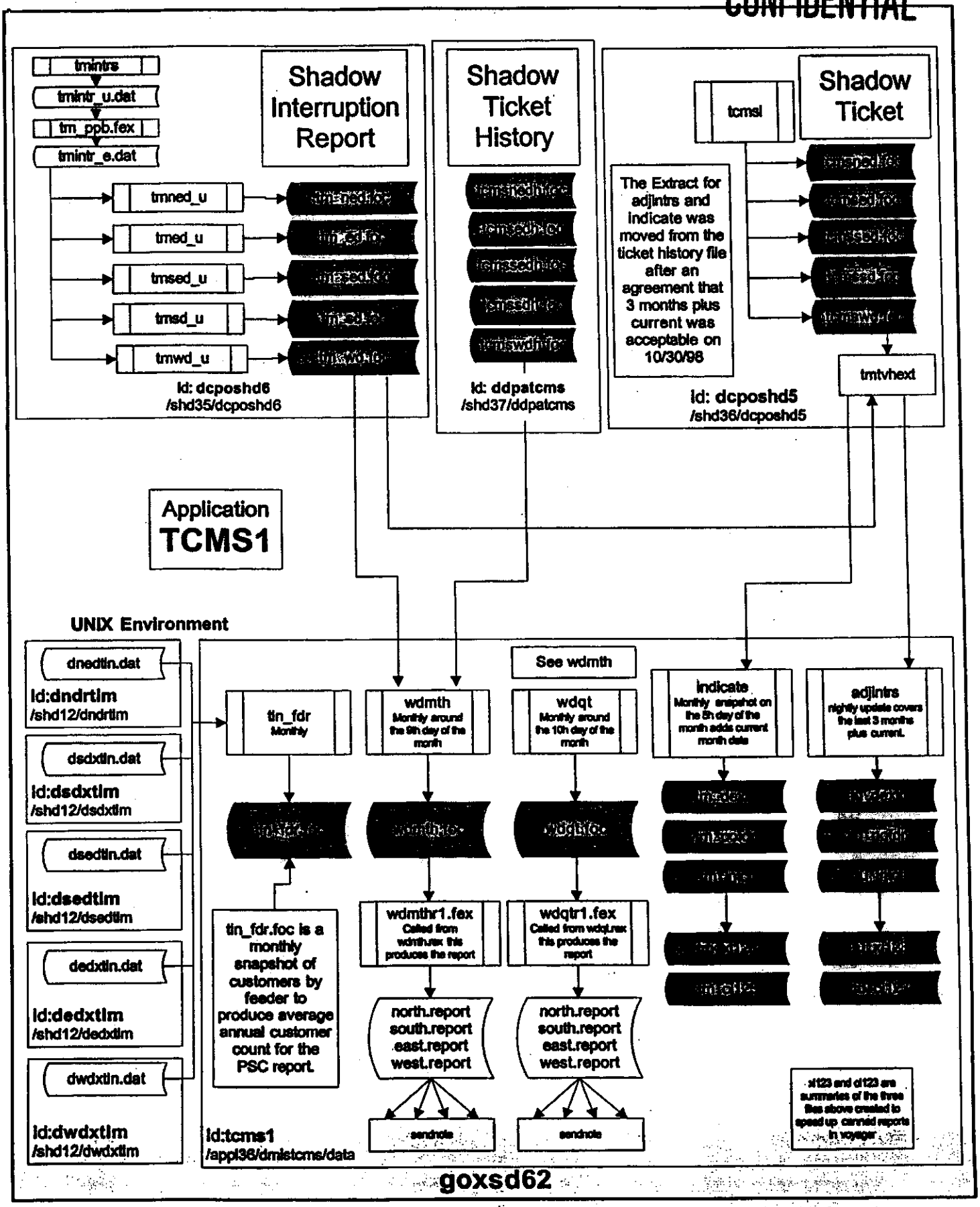


1 of 2

D "DEXTR" uses ~ 1900 Lines of code to form the summary file. (no changes since 1992)


MVS Environment
The trouble call management system is accessable on CICS with security level 13. Transaction TCMS
TCMS
Trouble Call Management
Completed tickets can be returned to the Active file -Option 60-
Active Ticket file
Completed ticket file
PMS
Print Management System
Completed tickets over 90 - 120 days old (from creation date)
This transfer occurs when the the ticket is completed
This is a monthly archival process which moves all tickets which are over 90 days old from creation date.
TM0B20
tm.vmm.p0b2001 Ticket Data
tm.vmm.p0b2002 Call Data
tm.vmm.p0b2003 Repair data
tm.vmm.p0b2004 Comment data
tm.vmm.p0b2005 SVC Repair
tm.vmm.p0b2006 TXmission Intrp
tm.vmm.p0b2007 Customer survey (ignored)
tm.vmm.p0b2008 Itr/Etr Data (Time of repair)
Data in these files are taken from differents segments of the online system and contain information for all divisions
The MVS to UNIX transfer is accomplished by mvsftp which does not require a password to a specific id on MVS but rather RACF authority for the file given to the UNIX box.
UNIX Environment
tcmsprfl
Shadow Tickets
p0b2006.dat
p0b2001.dat : p0b2006.dat
tcmsnedl
tcmsedl
tcmssedl
tcmssdl
tcmswdl
tcmswdt
tm_date.dat
p0b2001.datDow : p0b2006.datDow & p0b2008.datDow
Id:dcposhd6 /shd36/dcposhd5
backup files - where 'Dow' represents 3 digit day of the week as Mon, Tue, Wed, Thu, Fri, Sat & Sun
tcmshl
Shadow Ticket History
itr / etr added
itretrnedl
itretredl
itretrsedl
itretrsdl
itredtwdl
Each file is updated in its own subdirectory then moved to the final production location
Id: ddpatcms /shd37/ddpatcms
goxsd62


MVS Environment
TCMS
Trouble Call Management
The trouble call management system is accessable on CICS with security level 13. Transaction TCMS
tm.vmm.p0c6002
The MVS to UNIX transfer is accomplished by mvsftp which does not require a password to a specific id on MVS but rather RACF authority for the file given to the UNIX box.
UNIX Environment
tmintrs
tmintr_u.dat
tm_ppb.fex
tmintr_e.dat
Shadow
Interrupt
tmned_u
tmed_u
tmsed_u
tmsd_u
tmwd_u
id: dcposhd6
/shd35/dcposhd6
goxsd62


tmintrs
tmintr_u.dat
tm_ppb.fex
tmintr_e.dat
Shadow Interruption Report
tmned_u
tmed_u
tmsed_u
tmsd_u
tmwd_u
Id: dcposhd6
/shd35/dcposhd6
Shadow Ticket History
Id: ddpatcms
/shd37/ddpatcms
tcmsl
Shadow Ticket
The Extract for adjintrs and indicate was moved from the ticket history file after an agreement that 3 months plus current was acceptable on 10/30/98
tmtvhext
Id: dcposhd5
/shd36/dcposhd5
Application
TCMS1
UNIX Environment
dnedtin.dat
Id:dndrtim
/shd12/dndrtim
dsdxtin.dat
Id:dsdxtim
/shd12/dsdxtim
dsedtin.dat
Id:dsedtim
/shd12/dsedtim
dedxtin.dat
Id:dedxtim
/shd12/dedxtim
dwdxtin.dat
Id:dwdxtim
/shd12/dwdxtim
tin_fdr
Monthly
wdmth
Monthly around the 9th day of the month
See wdmth
wdqt
Monthly around the 10th day of the month
indicate
Monthly snapshot on the 5th day of the month adds current month data
adjintrs
nightly update covers the last 3 months plus current.
wdmthr1.fex
Called from wdmthrex this produces the report
wdqtr1.fex
Called from wdqtrex this produces the report
tin_fdr.foc is a monthly snapshot of customers by feeder to produce average annual customer count for the PSC report.
north.report
south.report
east.report
west.report
sendnote
sendnote
Id:tcms1
/appl36/dmistcms/data
x123 and d123 are summaries of the three files above created to speed up canned reports in voyager
goxsd62

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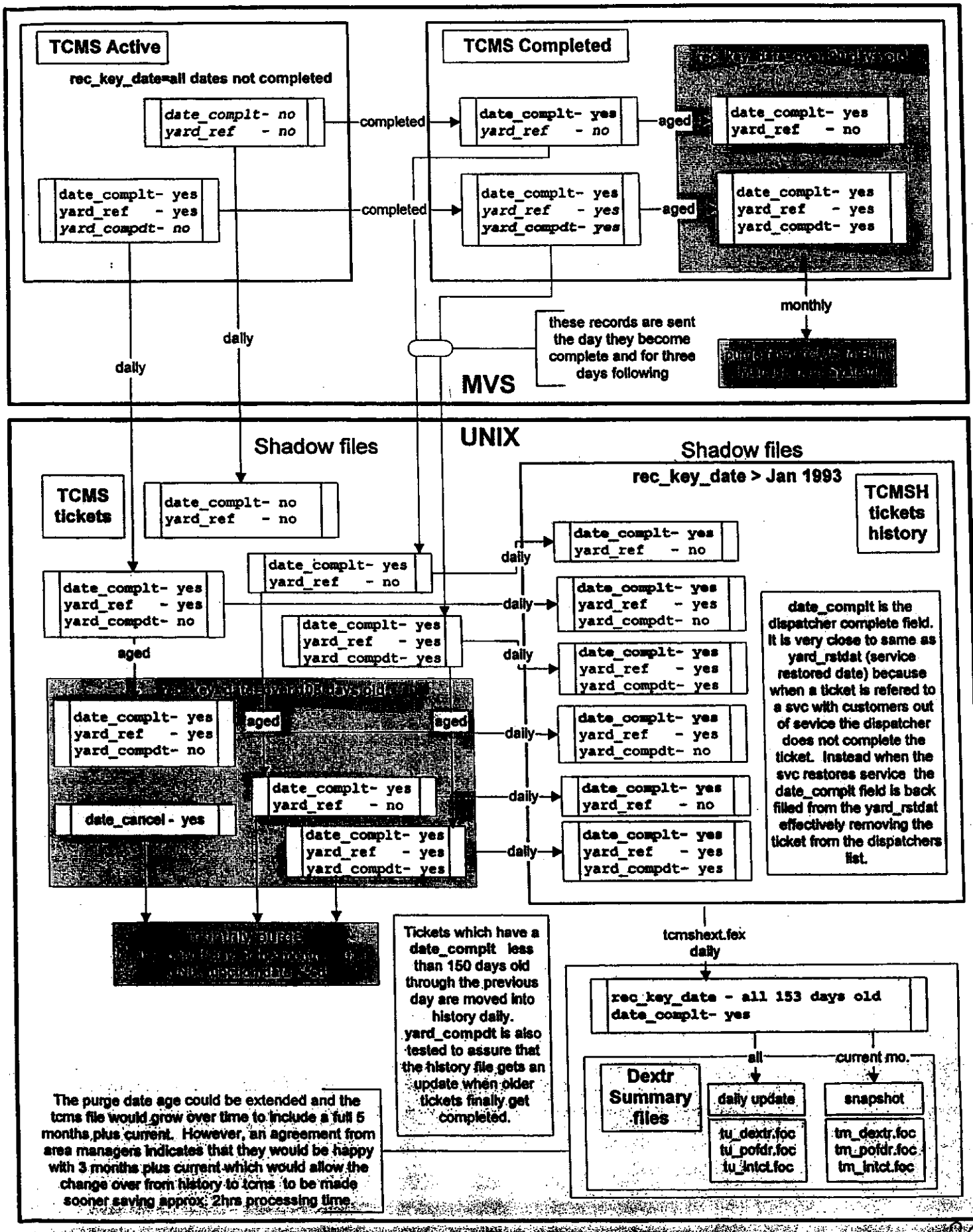
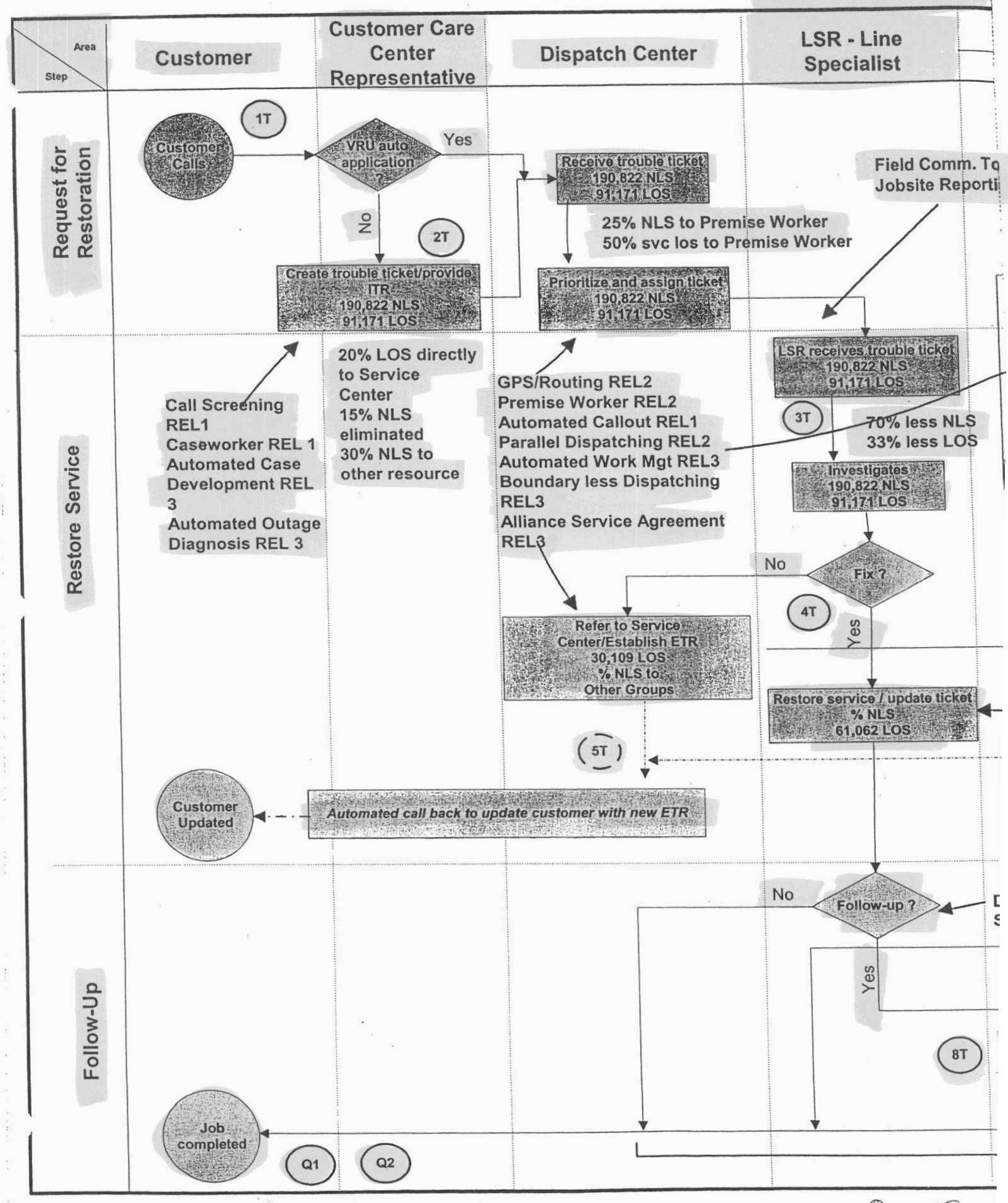
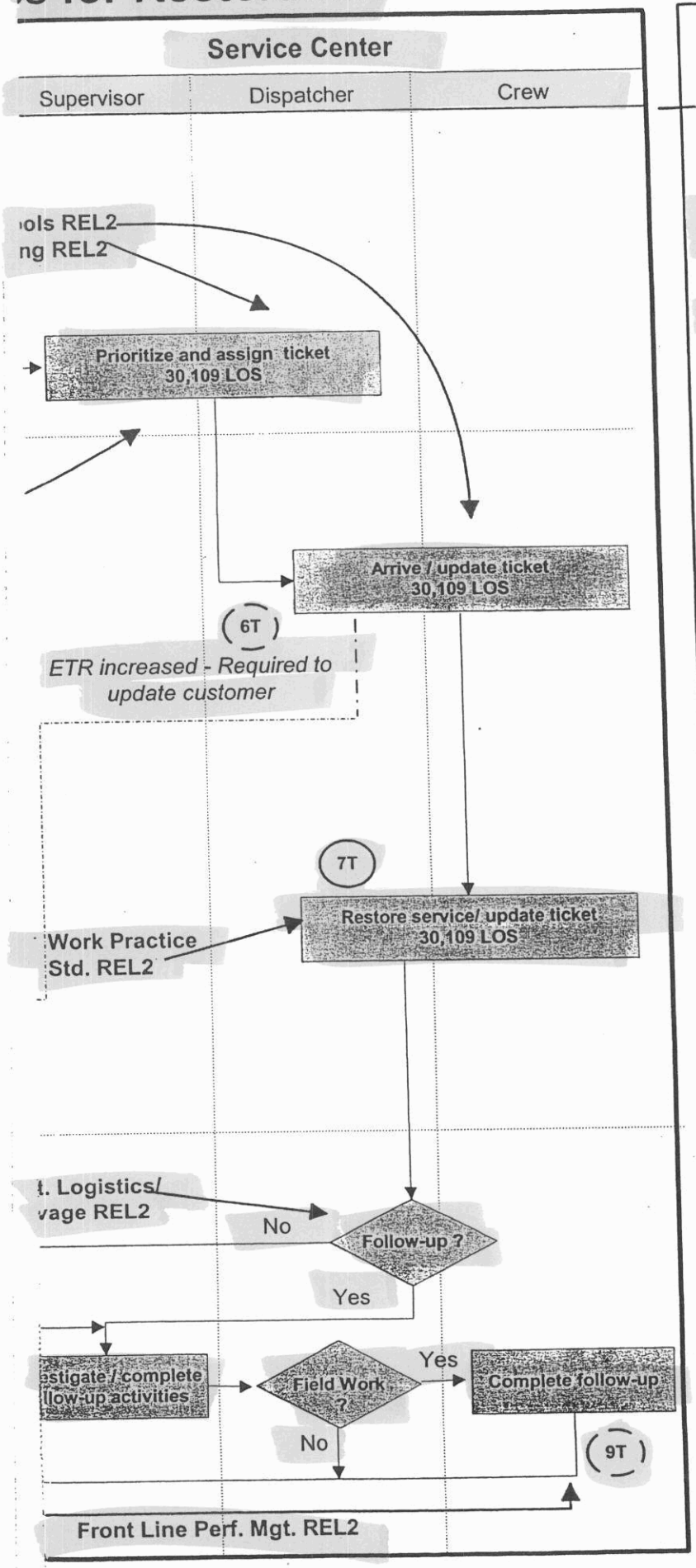
TCMS Ticket Shadow File - Data flow diagram



CONFIDENTIAL MACRO Proces



s for Restoration



Existing Costs/Ticket Count

Estimated Restoration Costs (Distribution Field Personnel including Contractors

	1997	YTD 8/98
LOS	$28.7M	$23.6M
NLS	$6.5M	$5.9M

Average Ticket Volume with valid X Times

190,822	NLS tickets
61,062	LOS tickets worked by Restoration Specialist
30,109	LOS tickets worked by Crews

Legend: (T) Always (T) Sometimes (T) Potential

Performance Measurement:

- Q1 Customer Satisfaction (Percent Very Good to Excellent Rating)
- Q2 Duration - CAIDI

Hand-offs:
Ranges from 3 to 1

Touchpoints:

1. VRU (Voice Response Unit)
2. Customer Care Representatives
3. LSR during Investigation
4. LSR during/after repair
5. TR update (1st)
6. ETR update (2nd)
7. Crew during/after repair
8. Investigating follow-up act
9. Closing to follow-up activi

Cause

(Required for all Interruptions)

Natural Causes

001-E Lightning, with equip. damage
002 Lightning, with no equip. damage
003-E Fire
004-E Salt Spray Corrosion
007 Squirrel
009 Bird
011 *Other* Animal
013 Tornado
014 Hurricane
018 Ice on Lines
020 Tree/Limb Preventable
021 Tree/Limb Non-preventable
023-E Decay/Deterioration
024-E Corrosion (Non Salt Spray
025 Vines/Grass
026-E Contamination (Non Salt Spray)

Other Causes

170 Wrong Size Fuse
171 Overloaded Device
178 Non-standard Construction
183 Improper Installation
187- Equip. Failed, Cause Unknown
190 Unknown
191- Vandalism
193 Customer Request
195 Crew Request (Planned Outage)
196 Slack Conductors
197 Other (Explain)
202- Loose Connection

Accidental Causes

040 Vehicle
041 Accidental Contact
046 Switching Error
079 Dig-In (Proper Depth)

Notes:
The suffix
DO NOT enter "E" on TCMS.
Any code can be used as a support code to provide additional information.
Follow-up codes will override the original charged Cause Code and should only be entered after investigation.

Support and Follow-Up Codes

(Cause and Equipment Codes to be used as Support or Follow-up Only)

Support Only

(Cause Codes used for Support Only)
012 No Animal Guard
022 Palm Tree
060 Foreign Crew or Customer
066 FPL Crew
067 FPL Distribution Contractor
068 FPL Line Clearing Contractor

(Equipment codes for support codes Only)
Overhead or Underground

100 Inadequate/No ground
222 Power temp / Phantom phase

Underground Only

Equipment Codes

Overhead

080 Down Guy or Anchor
081 Pole
082 Cross Arm
083 Insulator
084 Pole Top Pin
087 Tie Wire
088 Jumper
089 Stirrup
090 Hot Line Clamp
092 Disconnect Switch
093 Fuse Switch
096 Line OCR
097 Line Capacitor
098 Line Regulator
104 Conductor Down
105 Conductor Damaged

Underground

110 Terminator
111 Cable
113 Elbow
114 Tx Fuse Switch
115 Tx Blade Switch
116 Bayonet Switch
121 Padmount Switch
122 Oil Fuse Cutout
123 RA Switch
124 Mech. for Throwover Sw.
125 PT Fuse
126 Conduct CKT Fuse
127 Control Cable
132 Handhole
134 Bushing
135 Pothead

Overhead or Underground

065 Arrester
091 Connector
094 Transformer
095 Step Down Transformer
102 Other Equipment
103 Splice
106 Automated Switch (DA)

Meter

160 Meter
161 Blocks, Repairable
162 CT's
163 PT's
164 Other Meter Equip.
165 Blocks, Not Repair.

Substation

140 OCB (Feeder Brkr)
141 Regulator
142 Reactor
143 Relay
148 Other Sub. Equip.
150 SCADA

Follow-up Only

075 Improper Depth
199 Defective - UPR
240 Inj. Elbow was Installed
241 Inj. Elbow was not Installed
242 Positive Flow was achieved
243 No Flow was Obtained

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INTERRUPTION CA' GORY CODES

FEEDERS

FIRST LETTER (FAULT LOCATION)	SECOND LETTER (PROCESS)	THIRD LETTER (PROCESS)
A - SUBSTATION	A - DISTRIBUTION AUTOMATION	
B - BEFORE MIDPOINT	B - CLOSE BY SCADA	T- TELEMETRY
C - AFTER MIDPOINT	C - OPEN MIDPOINT, CLOSE BREAKER	
D - MULTIPLE	D - OPEN MIDPOINT, CLOSE TIE POINT	
U - UNKNOWN	E - OPEN MIDPOINT, CLOSE TIE SWITCH, 2 LSRs	
O - OTHER	F - LSR CLEARS, CLOSE BREAKER BY SCADA	
	G - R/C OFF, CLOSE BREAKER	
	H - SUBSTATION SWITCHING	
	I - BURNED IN CLEAR	
	T - THROWOVER	
	O - OTHER	

LATERALS

FIRST LETTER (FACILITY TYPE)	SECOND LETTER (PROCESS)
O - OVERHEAD	A - RE-FUSE ONLY
U - UNDERGROUND LOOP	B - LSR REPAIRS
R - UNDERGROUND RADIAL	C - REFER ON ARRIVAL
	D - 1 LSR: OPEN AT 1/4 POINT, RE-FUSE OR CLOSE N.O.
	E - 2 LSRs: OPEN AT 1/4 POINT, RE-FUSE OR CLOSE N.O.
	F - 1 LSR: CHECK F.I., ISOLATE, RESTORE
	G - 2 LSRs: CHECK F.I., ISOLATE, RESTORE
	H - 1 LSR: PLACE F.I., ISOLATE RESTORE
	I - 2 LSRs: PLACE F.I., ISOLATE, RESTORE
	J - MULTIPLE FAULTS
	K - DAMAGE KNOWN (DIG- IN)
	O - OTHER

OCR

FIRST LETTER (FACILITY TYPE)	SECOND LETTER (PROCESS)
O - OVERHEAD	A - CLOSE OCR
U - UNDERGROUND (IF ANY)	B - LSR REPAIRS
	C - LSR REFERS

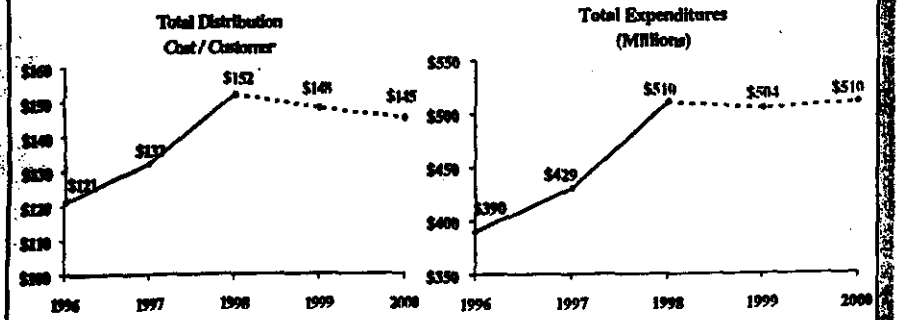
KEY PERFORMANCE AREA: EMPLOYEE DEVELOPMENT

INITIATIVES	IMPLEMENTATION TARGETS
*Implement a "2-way" communication plan.	
– Meetings with directors and managers.	*Quarterly
– Executive and management field visits.	*Ongoing
*Reward employees for outstanding performance by developing "Employee Recognition Program"	
– Implementation of "Employee Recognition Program"	*March 1998
– Reward(s)	*Quarterly
*Develop workforce through training.	
– Provide training opportunities for employees (e.g. presentation skills, finance, leadership, etc.).	*Ongoing

KEY PERFORMANCE AREA: COST EFFECTIVENESS

INITIATIVES	IMPLEMENTATION TARGETS
*Maintain cost effective performance.	*Ongoing

INDICATORS



Distribution

Taking the current into the future

FPL

1998 BUSINESS PLAN OVERVIEW

DISTRIBUTION MISSION: **We will safely deliver reliable and cost competitive electric service that meets or exceeds our CUSTOMERS' expectations.**

Our PHILOSOPHY

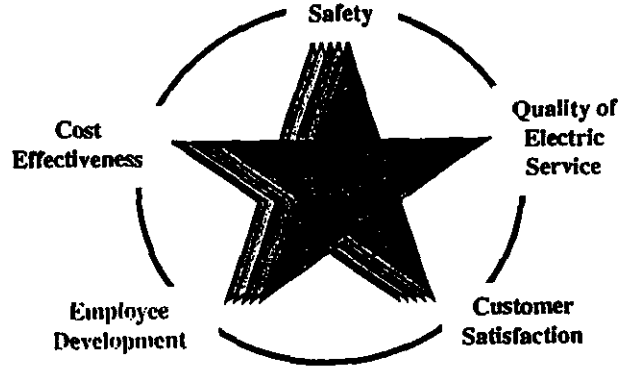
- "We exist because of the CUSTOMER."
- "Our workforce is the foundation of our organization."
- "Consistency and a balanced focus will enable us to achieve our goals and objectives."

Our STRATEGIC OBJECTIVES

In order to be prepared for de/re-regulation, competition, and potential growth, we must:

1. Establish a safety culture that fosters personal ownership of employee safety by actively caring for each other.
2. Position Distribution as the preferred value choice, meeting or exceeding our CUSTOMERS' quality of service expectations.
3. Create a CUSTOMER oriented environment that promotes CUSTOMER SATISFACTION.
4. Create an environment that builds partnerships in achieving common goals and objectives.

Our KEY PERFORMANCE AREAS



Our 1998 GOALS

- Reduce "serious injuries" to 160 and "contact/flashes" to 0.
- Reduce the amount of time a customer is without power to 125 minutes.
- Improve customer satisfaction by reducing the gap between our customers' expectations and their current perception of FPL's electric service.
- Provide a forum that encourages employee involvement in business initiatives.
- Maintain cost effectiveness.

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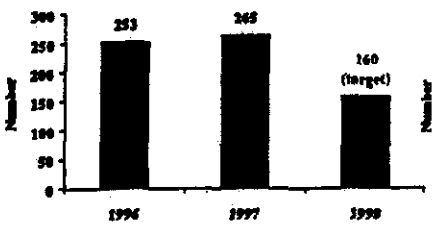
KEY PERFORMANCE AREA : SAFETY

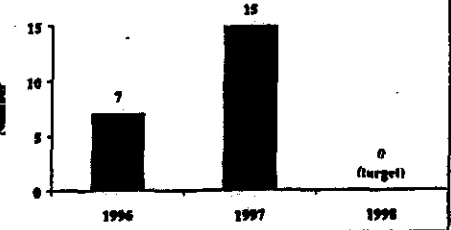
INITIATIVES	IMPLEMENTATION TARGETS
*Complete development of a behavioral based safety culture plan that fosters employee ownership for their safety.	*June 1998
-- Develop and implement safety culture training. Train 100% of workforce.	* December 1998

INDICATORS

Number of Serious Injuries



Contact/Flashes with Violations

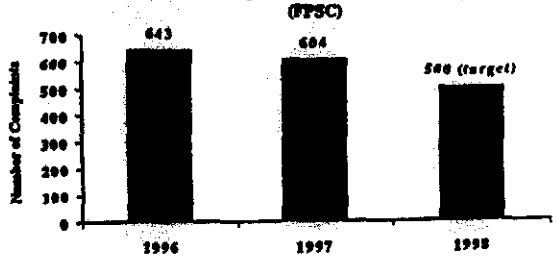


KEY PERFORMANCE AREA: CUSTOMER SATISFACTION

INITIATIVES	IMPLEMENTATION TARGETS
*Implement customer communication processes: -- Implement process change to generate "estimated restoration time" for 100% of loss of service tickets.	*August 1998
-- Notify customers on 90% of pre-arranged outages.	*June 1998
-- Regain customer confidence by implementing follow up process for customers who have been inconvenienced due to poor quality of electric service (e.g. letter or phone call).	*June 1998
*Research customers' expectations / perceptions to identify areas of opportunities for Distribution.	*Quarterly

INDICATORS

Distribution Complaints to State Regulators (FPSC)

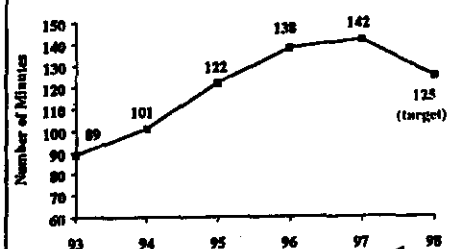


KEY PERFORMANCE AREA: QUALITY OF ELECTRIC SERVICE

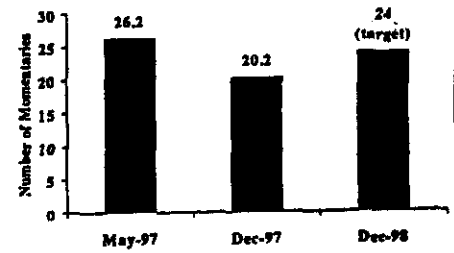
INITIATIVES	TARGETS
*Deploy *Reliability 2000* action plan (three year reliability plan to reduce the average minutes a customer is without power). Major projects:	
--Overloaded Transformers: replace 2,371 transformers	*December 1998
--Restoration Initiatives: change process to reduce restoration time	*Ongoing
--Distribution Automation: repair and maintain 400 switches	*Ongoing
--*Lateral Outlier*: upgrade 150 worst performing laterals	*September 1998
--Cable Replacement Feeder: replace 122 sections (440,000 ft. of cable)	*December 1998
--Feeder Outlier: upgrade 55 worst performing feeders	*March 1998
--Lightning Protection: upgrade 39 feeders	*May 1998
--Vegetation Management: line clearing of 6,600 miles	*December 1998
*Deploy *momentary control / reduction plan* to reduce momentary interruptions on worst performing feeders.	
--Inspect and correct 57 feeders	*June 1998

INDICATORS

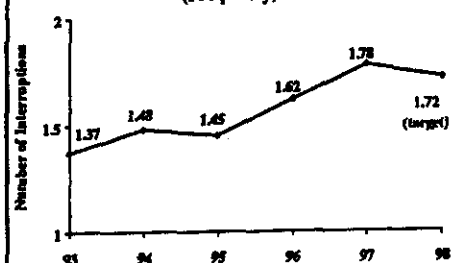
Average Number of Minutes a Customer is Without Power per Year (Service Unavailability or "S.U.")



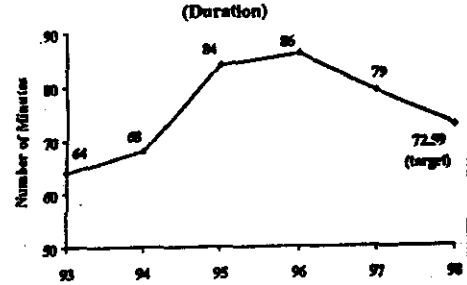
Average Number of Momentaries per Customer-Annually (MAIFI)



Average Number of Interruptions per Customer per Year (Frequency)



Average Number of Minutes a Customer is Without Power per Interruption per Year (Duration)



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Storm Data and Unusual Weather Phenomena

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February 1998

Location	Date	Time Local Standard	Path Length (Miles)	Path Width (Yards)	Number of Persons Killed	Number of Persons Injured	Estimated Damage Property	Estimated Damage Crops	Character of Storm

Note See February 2 on Pg 5, 8

DELAWARE

Continuing a trend that lasted the whole winter, February 1998 was unseasonably warm across the Delmarva Peninsula and ranked within the ten warmest Februarys on record. It was also an unseasonably wet month, especially across the lower half of the peninsula in Kent and Sussex Counties. At the New Castle County Airport near Wilmington, the mean temperature of 41.0 degrees for February was the 3rd warmest February of this century.

DISTRICT OF COLUMBIA

DCZ001 — District Of Columbia

	04	0800EST 2000EST	0	0			Gusty Winds

District Of Columbia

Northwest Portion	04 05	1200EST 1200EST	0	0			Flood

A powerful nor'easter, laden with abundant tropical moisture from the Gulf of Mexico and the Caribbean, dumped between 2 and 4 inches of rain across the Washington DC metropolitan region from early morning of the 4th through late evening on the 5th. In the city itself, storm totals ranged from 2 to 3 inches, with Reagan National Airport (DCA) recording 2.47 inches. The 2.01 inches that fell on the 4th shattered the 66 year old record of 1.61 inches for the date. Accompanying the rain were north to northeast winds which reached sustained values of 25 to 35 mph and gusted to 45 mph.

Routine flooding, especially given the already saturated soil, caused portions of Rock Creek to exceed bankful,and closed the adjacent Rock Creek Parkway for various lengths of time on the 4th and 5th. The gusty winds may have uprooted a few trees and knocked some limbs down. Power outages were scattered around the metropolitan region.

DCZ001 — District Of Columbia

	17	1300EST 1700EST	0	0			Gusty Winds

The gradient between developing low pressure over the southeast U.S. and departing strong high pressure over New England produced east winds which increased to 25 to 35 mph, with gusts to 40 mph, during the afternoon. The winds resulted in scattered tree and power line damage, causing some customers to lose electricity. No substantial property damage was reported.

DCZ001 — District Of Columbia

	24	1200EST 1700EST	0	0			Gusty Winds

An intensifying storm off the middle Atlantic coast produced sustained winds of 25 to 35 mph with frequent gusts between 40 and 45 mph over the Washington DC metropolitan region during the afternoon. Winds gradually diminished after sunset; a combination of the departing storm and the loss of daytime heating. Scattered tree, limb, and power line damage may have occurred as well.

FLORIDA, East Central

NOT RECEIVED.

FLORIDA, Northeastern

Suwannee County							
1 S Falmouth	15	2100EST	0	0	1.5K		Thunderstorm Wind
Large trees were blown down.							
Suwannee County							
Falmouth	15	2100EST	0	0	1.5K		Thunderstorm Wind
Large trees were blown down.							
Hamilton County							
Jasper	15	2245EST	0	0	250K		Thunderstorm Wind
Roof blown off of a large building.							
Flagler County							
Flagler Beach	16	1710EST 2300EST	0	0	10K		Flood
A1A completely covered by water. Three other roads were under water.							
Hamilton County							
Jasper	16	1957EST	0	0			Hail (1.00)
Baker County							
Sanderson	16	2030EST	0	0			Hail (2.00)
Baker County							
Taylor	16	2030EST	0	0			Hail (2.00)
Hamilton County							
Jasper	16	2135EST	0	0	1.5K		Thunderstorm Wind
Large trees were blown down.							
Baker County							
Macclenny	16	2235EST	0	0			Hail (1.00)

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Storm Data and Unusual Weather Phenomena

February 1998

Location	Date	Time Local Standard	Path Length (Miles)	Path Width (Yards)	Number of Persons Killed	Number of Persons Injured	Estimated Damage Property	Estimated Damage Crops	Character of Storm
FLORIDA, Northeastern									
Hamilton County									
7 E Jasper to 7.1 E Jasper	16	2245EST 2250EST	0.1	30	0	0	35K		Tornado (F0)
One home destroyed									
Hamilton County									
Jennings	16	2315EST			0	0	3K		Thunderstorm Wind
Large tress and power lines were blown down									
Columbia County									
Lake City	16	2318EST			0	0	1.5K		Thunderstorm Wind
Large tress and power lines were blown down.									
Nassau County									
Hilliard	17	0035EST			0	0	15K		Thunderstorm Wind
Mobile home damaged. Large trees and power lines were blown down.									
Suwannee County									
10 W Live Oak to 10 NE Live Oak	17	0045EST			0	0	900K		Thunderstorm Wind
More than 15 semi-trailers were overturned. Chicken processing plant damaged. One mobile home was distroyed. Large trees and power lines were blown down.									
Baker County									
Macclenny	17	0125EST			0	0	25K		Thunderstorm Wind
Mobile home destroyed									
Nassau County									
Nassauville	17	0150EST			0	0	3K		Thunderstorm Wind
Large trees and power lines were blown down.									
Duval County									
Jacksonville	17	0200EST			0	0			Hail (0.75)
Clay County									
Countywide	17	0235EST 2000EST			0	0			Flood
Numerous roads were flooded, secondary roads impassable.									
Columbia County									
Countywide	17	0235EST 2000EST			0	0			Flood
32 roads damaged, two homes flooded.									
Duval County									
Countywide	17	0235EST 2000EST			0	0			Flood
Flooding along Wills Branch with up to 5 feet of water in some locations. Widespread localized street flooding.									
Flagler County									
Countywide	17	0235EST 2000EST			0	0			Flood
Widespread crop and field flooding. Numerous roads closed.									
Gilchrist County									
Countywide	17	0235EST 2000EST			0	0			Flood
Road flooding along Route 337 South and 232.									
Hamilton County									
Countywide	17	0235EST 2000EST			0	0			Flood
US-41 undercut by water and several road were closed.									
Marion County									
Countywide	17	0235EST 2000EST			0	0			Flood
Nicholas Pond overflowing. Numerous road flooded.									
Nassau County									
Countywide	17	0235EST 2000EST			0	0			Flood
Road flooding. Many creeks were overflowing.									
Putnam County									
Countywide	17	0235EST 2000EST			0	0			Flood
Numerous roads closed due to flooding.									

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Storm Data and Unusual Weather Phenomena

February 1998

Location	Date	Time Local/ Standard	Path Length (Miles)	Path Width (Yards)	Number of Persons Killed	Number of Persons Injured	Estimated Damage Property	Estimated Damage Crops	Character of Storm
FLORIDA, Northeastern									
St. Johns County									
Countywide	17	0235EST 2000EST			0	0			Flood
	Extensive crop and field flooding.								
Suwannee County									
Countywide	17	0235EST 2000EST			0	0			Flood
	Numerous roads closed due to flooding. Several homes threatened.								
Union County									
Countywide	17	0235EST 2000EST			0	0			Flood
	Numerous road were closed due to flooding.								
Columbia County									
Lake City to Ft White	17	0330EST 1400EST			0	0	20K		Flood
	Numerous road were closed due to flooding.								
Duval County									
Jacksonville	17	0330EST 1400EST			0	0	20K		Flood
	Numerous road were closed due to flooding.								
Suwannee County									
Live Oak	17	0330EST			0	0	40K		Flood
	Numerous roads were closed due to flooding.								
Hamilton County									
Jasper	17	0330EST			0	0	30K		Flood
	Numerous road were closed due to excessive flooding.								
Nassau County									
Yulee	17	0330EST			0	0	20K		Flood
	Numerous roads were closed due to excessive flooding.								
Suwannee County									
Live Oak	22	1130EST			0	0	3K		Thunderstorm Wind
	Large trees and power lines were blown down.								
Hamilton County									
Jennings	22	1140EST			0	0			Hail (1.00)
Columbia County									
2 W Lake City	22	1149EST			0	0			Hail (0.88)
Union County									
Lake Butler	22	1200EST			0	0			Hail (0.75)
Baker County									
Taylor	22	1245EST			0	0	1.5K		Hail (0.75)
	Large trees and power lines were blown down.								
Duval County									
Jacksonville	22	1305EST			0	0	3.5K		Thunderstorm Wind
	Large tress and power lines were blown down.								
Clay County									
Orange Park	22	1315EST			0	0	1.5K		Thunderstorm Wind
	Large tress and power lines were blown down.								
Alachua County									
Archer	22	1420EST			0	0			Hail (0.75)
Alachua County									
Gainesville	22	1435EST			0	0	1.5K		Thunderstorm Wind
	Large tress and power lines were blown down.								
Marion County									
Ocala	22	1610EST			0	0	3.5K		Thunderstorm Wind
	Large tress and power lines were blown down.								
Putnam County									
Interlachen	22	1530EST			0	0			Hail (1.75)
Putnam County									
Palatka	22	1538EST			0	0			Hail (1.00)
St. Johns County									
Riverdale	22	1538EST			0	0			Hail (0.88)

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Storm Data and Unusual Weather Phenomena

February 1998

Location	Date	Time Local Standard	Path Length (Miles)	Path Width (Yards)	Number of Persons Killed	Number of Persons Injured	Estimated Damage Property	Estimated Damage Crops	Character of Storm
FLORIDA, Northeastern									
Putnam County									
Hollister to .2 W Hollister	22	1545EST	0.2	30	0	0	4K		Tornado (F0)
Large trees were blown down									
St. Johns County									
Marineland	22	1703EST			0	0			Hail (0.75)
Flagler County									
Flagler Beach	22	1704EST			0	0			Hail (1.00)
FLORIDA, Northwest									
Franklin County									
St Teresa	16	1905EST			0	0			Hail (0.88)
Nickel size hail damaged deputy squadcar windshield near Alligator Point									
Taylor County									
Perry	16	2000EST 2100EST			0	0			Hail (0.75)
Numerous reports of marble to dime size hail from Perry, Salem and Athena.									
Taylor County									
Perry	16	2030EST 2145EST			0	0			Hail (1.25)
Numerous reports of quarter size hail received.									
Lafayette County									
Mayo	16	2245EST 2315EST			0	0	15K		Thunderstorm Wind
Thunderstorm winds downed trees and a transformer was struck by lightning. Power outages reported countywide.									
Bay County									
Tyndall Afb	22	0900EST			0	0			Thunderstorm Wind (G63)
72 mph wind gust observed on wind equipment located at end of runway									
Gulf County									
Indian Pass	22	0902EST			0	0			Thunderstorm Wind (G52)
60 mph wind gut recorded at the Cape San Blas C-MAN station.									
Gulf County									
Port St Joe	22	0925EST			0	0			Hail (0.75)
Dime size hail covering the ground at the Gulf County Sheriffs office.									
Franklin County									
East Pt	22	0929EST			0	0			Thunderstorm Wind (G64)
72 mph wind gust recorded by wind equipment on the St. George Island toll bridge									
Franklin County									
Apalachicola	22	0935EST			0	0	5K		Thunderstorm Wind
Thunderstorm winds blew down large trees onto power lines									
Liberty County									
Hosford	22	0955EST			0	0			Hail (0.75)
Dime size hail reported by Liberty County Sheriff's deputy									
Wakulla County									
Medart	22	1015EST			0	0			Hail (0.75)
Dime size hail reported by National Weather Service personnel.									
Leon County									
Tallahassee	22	1035EST			0	0			Hail (0.88)
Dime to nickel size hail reported in southeast Tallahassee.									
Jefferson County									
Lloyd	22	1040EST			0	0	5K		Thunderstorm Wind
Trees blown down onto State Highway 90 east of Lloyd.									
Taylor County									
Salem	22	1049EST			0	0			Hail (1.00)
Taylor County									
Perry	22	1050EST			0	0	5K		Thunderstorm Wind
Quarter size hail near Salem and dime size hail two miles west of Rocky Creek road. Trees down just north of Perry on Woods Creek Road. Power lines down near the Florida Highway Patrol Headquarters Post one mile north of Perry.									
Taylor County									
Keaton Beach	22	1051EST			0	0			Thunderstorm Wind (G53)
61 mph wind gust recorded at Keaton Beach C-MAN station.									
Taylor County									
Salem	22	1055EST			0	0			Hail (0.75)

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Storm Data and Unusual Weather Phenomena

February 1998

Location	Date	Time Local Standard	Path Length (Miles)	Path Width (Yards)	Number of Persons Killed	Injured	Estimated Damage Property	Crops	Character of Storm
FLORIDA, Northwest									
	Dime size hail reported near Salem.								
Lafayette County									
Day	22	1110EST			0	0			Hail (1.75)
	WTWC TV News 40 Tallahassee meteorologist reported golfball size hail accumulated 4" deep in Day								
Madison County									
Madison	22	1115EST			0	0	5K		Thunderstorm Wind
	Thunderstorm winds downed trees along State Highway 53 10 miles south-southeast of Madison.								
Walton County									
Miramar	26	2300EST 2315EST			0	0			Thunderstorm Wind (G52)
	Estimated 60 mph winds reported at Miramar Beach The Walton County Sheriff dispatch center was evacuated Minor flooding observed along County Road 1084.								
FLORIDA, Southern									
FLZ067>069-071>078	Inland Palm Beach - Coastal Palm Beach - Coastal Collier - Inland Broward - Coastal Broward - Inland Dade - Coastal Dade - Mainland Monroe - Monroe/Upper Keys - Monroe/Middle Keys - Monroe/Lower Keys								
	02	0800EST 2200EST			1	0			High Wind (G40)
	M55BO								
Monroe County									
Duck Key	02	1540EST			0	0			Thunderstorm Wind (G65)
Monroe County									
Big Pine	02	1625EST 1630EST			0	0			Thunderstorm Wind (G65)
	Two trees fell into house								
Monroe County									
Duck Key	02	1725EST			0	0			Thunderstorm Wind (G71)
	Reported from Conch Key just north of Duck Key.								
Monroe County									
Marathon	02	1735EST			0	0			Thunderstorm Wind (G61)
	Recorded at C-MAN SMKF								
Monroe County									
Duck Key	02	1740EST 1750EST			0	0			Thunderstorm Wind (G85)
	Sustained wind 50 KTS at 1740 EST ..Sustained 65 KTS at 1745...Gust to 85 KTS at 1750 EST.								
Monroe County									
Marathon	02	1845EST			0	0			Tstm Wind/Hail
	Golf ball size hail. Several trees blown down.								
Monroe County									
Marathon	02	1847EST 1850EST	1	50	0	0	20M		Tornado (F1)
	Tornado moved from south across Grassy Key near MM 56.5.								
Monroe County									
Islamadora	02	1910EST 1915EST	0.5	25	0	0			Tornado (F0)
	Tornado moved from the south across Islamorada near MM 80. Extensive damage to homes and businesses. Widespread tree and vegetation loss.								
Monroe County									
Key Largo	02	1952EST			0	0			Thunderstorm Wind (G73)
	Recorded at C-MAN MLRF.								
Monroe County									
Longkey	02	2000EST			0	0			Thunderstorm Wind (G104)
	Recorded at C-MAN LONF1. Not reported in real time as primary sensor blew away and was found down the beach.								
Dade County									
(Hst)Homestead Afb	02	2011EST 2020EST			0	0			Thunderstorm Wind (G57)
Dade County									
Cutler Ridge	02	2015EST 2020EST			0	0			Thunderstorm Wind (G61)
Dade County									
(Mia)Miami Intl to Carol City	02	2022EST 2034EST	14	200	0	0	175M		Tornado (F2)
	At 2022 est f1-f2 tornado touched down nw 36th st/curtis parkway damaging about 12 planes at mia international airport. The mia asos recorded a gust of 90 knots. The f2 tornado crossed through virginia gardens and south miami springs in a 100-200 yard path								

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Location	Date	Time Local / Standard	Path Length (Miles)	Path Width (Yards)	Number of Persons Killed	Injured	Estimated Damage Property	Crops	Character of Storm

FLORIDA, Southern

damaging many buildings and hurling a 2 by 4 board through an apartment door. Showing f1 intensity the tornado continued through miami springs uprooting trees and damaging roof tops. At 2027 est the tornado intensified to f2 into south hialeah severly damaging structures. the tornado weakened to f1 near hialeah race track and the path widened to one to three miles with indications of three or four individual tornadoes of f1 intensity moving in tandem to the north.. at 2031 est the main tornado reintensified to f2 status as it approached opa locka airport severly damaging the roof of the ups facility then damaging or destroying 140 aircraft and a hangar at the airport blowing some debris nearly a half mile. The tornadoes weakened to f1 status as they moved through carol city damaging homes and utility poles

Broward County

Miramar to Plantation 02 2034EST 2044EST " 200 0 0 30M **Tornado (F1)**

At 2034 est the f1 tornadoes crossed the dade-broward counties line and damaged a strip shopping center in miramar. The multiple tornadoes moved across north perry airport at 2036 est where 40 aircraft were destroyed and 40 aircraft were damaged. The tornadoes weakened to f0-f1 intensity as they continued north-northeast damaging a shopping center in davie near orange rd.hiatus rd

a developing low pressure over the north gulf of mexico resulted in a tightening pressure gradient over south florida and adjacent waters. Southeast winds sustained at gale force with higher gusts occurred through most of 02 02/98. A pre-frontal trough of low pressure developed over the southeastern gulf of mexico early 02/02/98. This resulted in a highly unstable airmass which was lifted by strong mid and upper level jets by late afternoon. Tornado and severe thunderstorm producing storms moved through the florida keys between 1530
And 1930 est. The thunderstorms moved over south florida between 1930 and 2130 est. The culmination of gail force winds...several severe thunderstorms and two tornadoes resulted in widespread damage in the florida keys. Trees.. power lines and light poles were down most locations south of key largo. Some minor coastal flooding occurred. Boats were capsized and docks were damaged. A support buoy for an underwater lab was dislodged and drifted ashore. Fema reported one house completely destroyed and 23 homes damaged. Several businesses were damaged. Extensive damage occurred to the fishing industry primarily loss of lobster traps.

FLZ069 **Coastal Collier**

02 1200EST 2200EST 0 0 **High Wind (G40)**

Strong southeast winds sustained near 40 knots resulted in snaped tree limbs and downed power lines.

Collier County

Marco 02 1837EST 1845EST 0 0 **Funnel Cloud**

Funnel cloud spotted west of the JUDGE S.S. JOLLEY bridge.

Broward County

Hollywood to Davie 02 2000EST 0 0 **Thunderstorm Wind (G60)**

Widespread reports of downed trees and power lines. street flooding primarily in hollywood.

Glades County

Lakeport 02 2130EST 2200EST 0 0 **Thunderstorm Wind (G60)**

One home lost porch roof and half of residences roof. Numerous trees and power lines down over much of eastern Glades county

Hendry County

Clewiston 02 2130EST 2200EST 0 0 **Thunderstorm Wind (G60)**

Metal utility building was blown off its foundation. Numerous trees and power lines down.

Glades County

Lakeport 02 2150EST 2200EST 0.2 25 0 0 100K **Tornado (F1)**

Tornado touched down in Buckhead Ridge. Two homes had their roofs torn off. Ten homes had roof damage. Numerous trees and powerlines down.

Collier County

Goodland 06 1956EST 2005EST 0.2 40 0 0 **Tornado (F1)**

F1 tornado touched down near 321 Pear Tree AVE. Several trees were downed and a wooden storage shed was destroyed. Two mobile homes and a RV were extensively damaged.

Collier County

Marco 06 1959EST 2007EST 0.2 25 0 0 50K **Tornado (F0)**

F0 touched down near 1165 Bald Eagle DR. Roof was torn off screen enclosure. Large festival tents were blown down and damaged. Several trees were downed.

Collier County

Goodland 06 2000EST 2010EST 0 0 **Hail (1.00)**

Hail reported in wake of tornado.

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Storm Data and Unusual Weather Phenomena

February 1998

Location	Date	Time Local Standard	Path Length (Miles)	Path Width (Yards)	Number of Persons Killed	Number of Persons Injured	Estimated Damage Property	Estimated Damage Crops	Character of Storm
FLORIDA, Southern									
Palm Beach County									
Loxahatchee to Lake Worth	06	2115EST 2140EST			0	0			Tstm Wind/Hail
Three quarter inch hail covered the ground in many locations Trees and power lines were down.									
Palm Beach County									
Delray Beach	06	2135EST 2145EST	0.2	25	0	0			Tornado (F1)
Reported by Florida Highway Patrol crossing 195 at Linton BLVD. Uprooted 10 feet in diameter Ficus trees and downed power lines. Tipped over a tractor trailer									
FLZ074	**Coastal Dade**								
	15	1200EST 2200EST			0	0			High Wind (G40)
A 30 foot sailboat capsized with two people rescued. Two tugboats one towing the other, lost power and grounded around 2200 est just off Sunny Isles near Newport pier.									
Palm Beach County									
Palm Beach Gardens	17	1020EST 1025EST			0	0			Funnel Cloud
Three funnel clouds were spotted by teacher at H.L. WATKINS Middle School 9480 Macarther BLVD.									
Broward County									
Coral Spgs	28	1025EST 1030EST	0.2	10	0	0			Tornado (F0)
Small funnel cloud touched down. Uprooted trees and downed street signs.									
Broward County									
Pompano Beach	28	1525EST 1535EST			0	0			Thunderstorm Wind (G60)
Tree fell on car. Some roof damage.									
Broward County									
Deerfield Beach	28	1530EST 1540EST	1	40	0	2	382K		Tornado (F1)
Touched down near dixie just north of Sample Rd. Proeceeded north northwest to Pompano Beach High School on SW 15th ST then proceeded northeast to SE 2nd AVE/SE 10th ST The tornado may have skipped off the ground a few times. At Deerfield High School a dugout on the athletic field was destroyed. At SE 10th ST SW First Way several trees were uprooted and roofing material travelled two blocks through the air. There was a report of a dumpster traveling rapidly down the street. Most of the damage was uprooted trees...damaged roofs and power outages. Car accidents resulted and commercial signs were destroyed									
FLORIDA, West Central									
Sarasota County									
25 SE Sarasota	01 13	0000EST 0800EST			0	0	10K	0	River Flood
The Myakka River at Myakka State Park crested at 7.5 feet on the 1st, one half foot above the flood stage of seven feet.									
De Soto County									
1 W Arcadia	01 02	0000EST 0800EST			0	0	5K	0	River Flood
The Peace River along State Road 70 in Arcadia crested at 11.6 feet on the 1st, over one half foot above the flood stage of 11 feet									
Citrus County									
1 N Citrus Spgs	01 06	0000EST 0800EST			0	0	5K	0	River Flood
The Withlacoochee River at Dunnellon crested at 29.2 feet, less than a half foot above the flood stage of 29 feet, on the 4th									
Citrus County									
Holder	02 28	0800EST 2359EST			0	0	500K	0	River Flood
The Withlacoochee River at Holder crested at 10.0 feet, two feet above the flood stage of eight feet, on the 28th. Several homes incurred water damage from the floodwaters.									
Charlotte County									
Englewood to Port Charlotte	02	1900EST 1915EST			0	0	50K	0	Thunderstorm Wind
Thunderstorm winds estimated at 60 to 70 mph downed several trees and damaged the roofs of a few mobile homes from Englewood to Port Charlotte.									
Lee County									
Cape Coral	02	1900EST			0	0	10K	0	Thunderstorm Wind
Thunderstorm winds estimated at 60 to 70 mph downed several trees in Cape Coral.									
Sarasota County									
Venice	02	1915EST			0	0	5K	0	Tstm Wind (G45)
Thunderstorm winds estimated at 50 mph caused minor damage to a few lanais and carports in Venice.									

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Storm Data and Unusual Weather Phenomena

February 1998

Location	Date	Time Local Standard	Path Length (Miles)	Path Width (Yards)	Number of Persons Killed	Number of Persons Injured	Estimated Damage Property	Estimated Damage Crops	Character of Storm
FLORIDA, West Central									
Pinellas County									
Indian Rocks Beach to Belleair Beach	02	1920EST			0	0	50K	0	Thunderstorm Wind
Thunderstorm winds caused minor to moderate damage to a few homes and downed a few trees in Indian Rocks Beach and Belleair Beach. A cable television meteorologist estimated winds from the thunderstorm to be between 65 and 70 mph while he conducted an outdoor weathercast from Indian Rocks Beach.									
Pasco County									
New Port Richey	02	1940EST			0	0	50K	0	Thunderstorm Wind
Thunderstorm winds snapped several power poles and downed trees in New Port Richey.									
Pasco County									
6 WSW Dade City	02	1945EST	0.1	5	0	0	5K	0	Tornado (F0)
A short-lived tornado touched down along State Road 52 near San Antonio and caused minor roof damage to a few homes before it lifted and dissipated. Several large tree limbs were also snapped by the brief tornado.									
Pasco County									
3 S Hudson	02	1946EST			0	0	25K	0	Thunderstorm Wind (G56)
A Skywarn Spotter reported a wind gust of 64 mph and several downed large branches.									
Pinellas County									
6 N St Petersburg to 3.5 N St Petersburg	02	2032EST 2034EST			0	0	75K	0	Thunderstorm Wind
Thunderstorm winds caused roof, lanai and carport damage to a few homes and downed numerous large tree branches along 4th Street between 66th Avenue and Gandy Boulevard.									
Hillsborough County									
11 NW Tampa to 13 N Tampa	02	2050EST 2100EST			0	0	100K	0	Thunderstorm Wind
Thunderstorm winds downed several trees and power lines from Citrus Park northeast to Lutz in northern Hillsborough County. Over 5,000 thousand electrical customers were without power from wind downed power lines.									
Hernando County									
Countywide	02	2100EST 2300EST			0	0	20K	0	Urban/Sml Stream Fld
Hillsborough County									
Countywide	02	2100EST 2300EST			0	0	10K	0	Urban/Sml Stream Fld
Pasco County									
Countywide	02	2100EST 2300EST			0	0	10K	0	Urban/Sml Stream Fld
Pinellas County									
Countywide	02	2100EST 2300EST			0	0	5K	0	Urban/Sml Stream Fld
Three to five inches of rain in less than three hours caused localized street flooding between the U.S. Highway 19 and 41 corridors from Hillsborough County north to Hernando County. Several vehicles incurred water damage from standing water.									
Pasco County									
18 W Zephyrhills	03 28	0800EST 2359EST			0	0	5K	0	River Flood
The Cypress Creek at Worthington Gardens along State Road 54 crested at 12.0 feet, four feet above the flood stage of eight feet, on the 20th. Minor flooding and water damage occurred at a fish and trailer camp along State Road 54.									
Manatee County									
27 E Bradenton	03 05	0800EST 0800EST			0	0	5K	75K	River Flood
The Manatee River at Myakka Head along State Road 64 crested at 9.6 feet on the 4th, two and a half feet above the flood stage of seven feet. Minor crop damage occurred, mainly tomatoes, from the floodwaters.									
Hillsborough County									
Brandon	03	2100EST			0	0	30K	0	Thunderstorm Wind
Thunderstorm winds downed several trees atop power lines and caused power outages in Brandon. Nearly 5,000 electrical customers in Brandon were without power for several hours.									
Lee County									
Cape Coral	04	1000EST 1500EST			0	0	15K	0	High Wind (G40)
Gradient wind of up to 45 mph caused $15,000 dollars worth of damage to the front door of Fire Station No. 4 on Santa Barbara Boulevard in Cape Coral.									
Polk County									
Lakeland to Winter Haven	04	1000EST 1500EST			0	0	3K	0	High Wind (G40)
Gradient wind of up to 45 mph downed a few trees and caused roof and carport damage to a home in Lakeland.									

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Storm Data and Unusual Weather Phenomena

February 1998

Location	Date	Time Local Standard	Path Length (Miles)	Path Width (Yards)	Number of Persons Killed	Number of Persons Injured	Estimated Damage Property	Estimated Damage Crops	Character of Storm
FLORIDA, West Central									
Lee County									
Cape Coral	06	2015EST			0	0	5K	0	Thunderstorm Wind
Thunderstorm winds downed several power lines along Del Prado Boulevard in Cape Coral									
Manatee County									
27 E Bradenton	15	0800EST			0	0	25K	250K	River Flood
	21	0800EST							
The Manatee River at Myakka Head along State Road 64 crested at 13.7 feet on the 17th, over six and a half feet above the flood stage of seven feet. Crop damaged occurred, mainly tomatoes, from the floodwaters									
Lee County									
15 SW Cape Coral	15	1935EST	0.1	5	0	0	20K	0	Tornado (F0)
A short lived tornado touched down along Sanibel Captiva Road near Blind Pass on Sanibel Island and downed a few trees before it lifted and dissipated									
Lee County									
12 SW Cape Coral	15	1945EST			0	0	10K	0	Thunderstorm Wind
Thunderstorm winds downed several power lines along Sanibel Captiva Road on Sanibel Island									
Lee County									
2 SW Cape Coral	15	1945EST			0	0	0	0	Hail (0.75)
Lee County									
2 SW Cape Coral	15	1945EST			0	0	5K	0	Thunderstorm Wind
		1955EST							
Thunderstorm winds damaged pool cages and downed two large trees in Cape Coral									
Charlotte County									
Englewood	15	*2000EST*			0	0	5K	0	Tstm Wind (G45)
Thunderstorm winds of 50 mph damaged a mobile home's lanai and roof on the 2800 block of Kiskadee Drive in Englewood.									
Hillsborough County									
21 SSE Tampa	16	0800EST			0	0	300K	0	River Flood
	25	1300EST							
In Hillsborough County, heavy rains caused the Little Manatee River to crest at 16.6 feet, over five and a half feet above the eleven feet flood stage at U.S. Highway 301. Several homes were damaged by floodwaters in Ruskin.									
Citrus County									
1 N Citrus Spgs	16	0800EST			0	0	10K	0	River Flood
The Withlacoochee River at Dunnellon crested at 29.4 feet, less than a half foot above the flood stage of 29 feet, on the 17th.									
Hillsborough County									
13 SE Tampa	16	0800EST			0	0	400K	0	River Flood
	25	0800EST							
The Alafia River at Riverview crested at 17.3 feet, nearly four and a half feet above the flood stage of 13 feet, on the 21st. Several rental homes along and or near the Alafia River were damaged by floodwaters.									
Hardee County									
1 N Zolfo Spgs	16	0800EST			0	0	7K	0	River Flood
	26	*0800EST*							
The Peace River at Zolfo Springs crested its banks and severely damaged the river gage.									
Citrus County									
1 NW Crystal River	16	0935EST	0.1	5	0	0	50K	0	Tornado (F0)
A short-lived tornado touched down and destroyed a 10 by 18 foot building that housed well and pump equipment at the St. Martin's Marsh and Aquatic Preserve west of U.S. Highway 19.									
Citrus County									
Citrus Spgs	16	0955EST			0	0	0	0	Hail (0.75)
Dime sized hail was reported by a Skywarn Spotter.									
Citrus County									
Countywide	16	1000EST			0	0	10K	0	Urban/Sml Stream Fld
		1800EST							
Hernando County									
Countywide	16	1000EST			0	0	10K	0	Urban/Sml Stream Fld
		1800EST							
Hillsborough County									
Countywide	16	1000EST			0	0	30K	400K	Urban/Sml Stream Fld
		1800EST							
Pasco County									
Countywide	16	1000EST			0	0	40K	100K	Urban/Sml Stream Fld
		1800EST							
Pinellas County									
Countywide	16	1000EST			0	0	10K	0	Urban/Sml Stream Fld
		1800EST							

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Storm Data and Unusual Weather Phenomena

February 1998

Location	Date	Time Local Standard	Path Length (Miles)	Path Width (Yards)	Number of Persons Killed	Number of Persons Injured	Estimated Damage Property	Estimated Damage Crops	Character of Storm
FLORIDA, West Central									
Polk County									
Countywide	16	1000EST 1800EST			0	0	10K	200K	Urban/Sml Stream Fld
Heavy rainfall of three to five inches in less than eight hours caused localized flooding of low-lying roads and areas of poor drainage from Lutz in Hillsborough County north to Crystal River in Citrus County. Over 70 percent of the strawberry crop in Hillsborough, Pasco and Polk Counties was destroyed by the heavy rainfall Nearly 400 homes were inaccessible in the Fairway Springs subdivision along State Road 54 in New Port Richey due to the heavy rainfall. Water two to four deep covered roadways from the heavy rainfall over portions of Pasco County								
Hernando County									
Spring Hill	16	1245EST			0	0	100K	0	Thunderstorm Wind
Thunderstorm winds damaged two metal commercial buildings on the 17000 block of Spring Hill Drive in Spring Hill.									
Hernando County									
5 SSW Brooksville	16	1300EST	2	10	0	0	125K	0	Tornado (F0)
A tornado touched down and destroyed a large metal building near the Hernando County Airport. The tornado also caused significant structural damage to a building at a plant nursery and snapped several pine trees along Powell Road before it lifted and dissipated.									
Manatee County									
10 N Bradenton	16	1330EST			0	0	0	0	Hail (0.75)
Dime sized hail was reported by a Skywarn Spotter.									
Hillsborough County									
10 NW Tampa	16	1334EST			0	0	0	0	Thunderstorm Wind (G52)
Thunderstorm winds produced a 60 mph wind gust along Lukes Lake Fern Road, near the intersection of Hillsborough Avenue and Dale Mabry Boulevard.									
Hillsborough County									
Ruskin	16	1355EST			0	0	0	0	Hail (0.75)
Hillsborough County									
Sun City	16	1355EST 1400EST			0	0	0	0	Hail (1.00)
Daisy shaped and clear one inch hailstones were reported in Sun City.									
Hillsborough County									
8 NE Ruskin	16	1359EST			0	0	0	0	Hail (1.00)
One inch hail was reported by a Skywarn Spotter near U.S. Highway 301 and Balm Road.									
Sumter County									
3 NW Wildwood	16	1425EST			0	0	5K	0	Thunderstorm Wind
Thunderstorm wind destroyed a barn and downed trees and power lines at County Road 237 near State Road 466									
Polk County									
5 S Lake Wales	16	1431EST 1432EST			0	0	0	0	Waterspout
A large waterspout touched down on Crooked Lake east of U.S. Highway 27 and south of County Road 640. The waterspout moved onshore near North Crooked Lake Drive.									
Polk County									
5 SE Lake Wales	16	1432EST 1433EST	1.5	10	0	0	150K	0	Tornado (F0)
A tornado touched down along U.S. Highway 27A and North Crooked Lake Drive and lifted near Gulf View Cutoff Road in Babson Park. Five homes in a Babson Park division incurred roof damage by the tornado while several trees and power lines were downed before the tornado lifted and dissipated.									
Polk County									
4 S Lakeland	16	1450EST			0	0	0	0	Hail (0.75)
Polk County									
Haines City	16	1520EST			0	0	50K	0	Thunderstorm Wind
Thunderstorm winds downed several power lines in the Haines City and Davenport areas.									
Pinellas County									
Largo	17	0348EST			0	0	10K	0	Thunderstorm Wind (G52)
Thunderstorm winds of 60 mph were reported by a Skywarn Spotter in Largo.									
Pasco County									
Land O Lakes	17	0400EST			0	0	10K	0	Thunderstorm Wind
Thunderstorm winds peeled the roof off a home and downed several large trees along U.S. Highway 41 and Decision Road.									
Hillsborough County									
Temple Terrace	17	0415EST			0	0	5K	0	Thunderstorm Wind
Thunderstorm winds damaged several windows of a home in Temple Terrace.									

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Location	Date	Time Local Standard	Path Length (Miles)	Path Width (Yards)	Number of Persons Killed	Number of Persons Injured	Estimated Damage Property	Estimated Damage Crops	Character of Storm
FLORIDA, West Central									
Sarasota County									
5 N Venice	17	0425EST 0426EST			0	0	0	0	Waterspout
Sarasota County									
5 N Venice to 6 N Venice	17	0426EST 0428EST	0.2	10	0	0	200K	0	Tornado (F1)
A tornado touched down and blew over several large trees atop homes which caused significant roof damage along Bellini and Picasso Roads near Casey Key. A resident with an anemometer located 50 feet above ground level reported a wind gust of 109 mph at the 1800 block of Casey Key. Several power poles, wires, trees and chimneys were downed by the tornado before it lifted and dissipated.									
Sarasota County									
Sarasota	17	0430EST			0	0	4K	0	Thunderstorm Wind
Thunderstorm winds downed several large branches on Wilkenson and Proctor Roads in Sarasota.									
Manatee County									
Palmetto	17	0445EST			0	0	100K	0	Thunderstorm Wind
Thunderstorm winds severely damaged the roof of a restaurant on 8th Avenue West and Riverside Drive. Numerous large tree limbs and power lines were also downed by the thunderstorm winds.									
De Soto County									
Countywide	17	0500EST 1200EST			0	0	10K	0	Urban/Sml Stream Fld
Highlands County									
Countywide	17	0500EST 1200EST			0	0	10K	0	Urban/Sml Stream Fld
Lee County									
Countywide	17	0500EST 1200EST			0	0	20K	0	Urban/Sml Stream Fld
Manatee County									
Countywide	17	0500EST 1200EST			0	0	20K	0	Urban/Sml Stream Fld
Sarasota County									
Countywide	17	0500EST 1200EST			0	0	40K	0	Urban/Sml Stream Fld
Heavy rain of five to seven inches caused localized flooding of roadways and low-lying areas from Sarasota east across Wauchula to Avon Park and southwest to Ft Myers.									
Manatee County									
7 W Myakka City to 2 W Myakka City	17	0511EST 0522EST	5	10	0	0	200K	0	Tornado (F1)
A tornado tore off the roof of a milking facility, two barns and a shed, damaged feed silos and downed power lines in a rural area of eastern Manatee County along State Road 70.									
Polk County									
6 E Ft Meade	17	0525EST	0.2	10	0	0	15K	0	Tornado (F1)
A tornado briefly touched down and damaged the Stokes and Imperial Citrus Nurseries along Stokes Road. Nearly 40 orange trees were uprooted along Stokes Road.									
Polk County									
Lake Wales	17	0540EST 0542EST	1.6	10	0	0	175K	0	Tornado (F1)
A tornado touched down at Fourth and Johnson Streets in Lake Wales and caused significant roof damage to 25 homes, damaged a few vehicles, downed numerous large tree limbs and power lines along an intermittent path. Five homes in the North Point subdivision incurred moderate roof and lanai damage. One large vehicle was rolled and severely damaged by the tornado before it lifted and dissipated in the Crown Pointe subdivision along Burns Avenue in Lake Wales.									
Hardee County									
Wauchula	17	0545EST			0	0	5K	0	Thunderstorm Wind
Thunderstorm winds downed several large tree limbs and power lines along West Orange Street.									
Highlands County									
Avon Park	17	0630EST			0	0	10K	0	Thunderstorm Wind
Thunderstorm winds removed the roof of a shed and downed several power lines in Avon Park.									
De Soto County									
1 W Arcadia	17 28	0800EST 0800EST			0	0	500K	0	River Flood
The Peace River along State Road 70 in Arcadia crested at 16.0 feet on the 16th, over five feet above the flood stage of eleven feet.									
Sarasota County									
25 SE Sarasota	17 28	0800EST 2359EST			0	0	200K	0	River Flood

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Location	Date	Time Local Standard	Path Length (Miles)	Path Width (Yards)	Number of Persons Killed	Number of Persons Injured	Estimated Damage Property	Estimated Damage Crops	Character of Storm
FLORIDA, West Central									
	The Myakka River at Myakka State Park crested at 10.1 feet on the 20th, over three feet above the flood stage of seven feet. Over 20 homes downstream were damaged from floodwaters of the Myakka.								
Polk County									
1 E Bartow	17 28	0800EST 2359EST			0	0	5K	0	River Flood
	The Peace River along State Road 60 in Bartow crested at 9.0 feet, one foot above the flood stage of eight feet, on the 23rd.								
Hillsborough County									
21 NE Tampa	17 23	0800EST 0800EST			0	0	10K	0	River Flood
	The Hillsborough River at Hillsborough State Park crested at 11.7 feet, over one and a half foot above the flood stage of ten feet on the 21st, before the river receded.								
Lee County									
Pineland	17	0940EST			0	0	2K	0	Thunderstorm Wind
	Thunderstorm winds downed several large trees at a Pine Island golf course along County Road 767.								
Lee County									
Ft Myers	17	0950EST			0	0	0	0	Hail (0.75)
	Dime sized hail was reported at U.S. Highway 41 and Boyscout Road.								
De Soto County									
8 W Arcadia	18 24	0800EST 0800EST			0	0	50K	0	River Flood
	The Horse Creek crested at 15.0 feet, three feet above the flood stage of twelve feet, on the 19th. A few homes in the Hidden Acres subdivision received minor to moderate flood damage.								
Pinellas County									
Indian Rocks Beach	19	1605EST			0	0	10K	0	Thunderstorm Wind
	Thunderstorm winds of up to 70 mph downed several large branches in Indian Rocks Beach. A few homes had roof and tile damage from the thunderstorm wind.								
Pinellas County									
9 NNW St Petersburg	19	1608EST			0	0	50K	0	Thunderstorm Wind
	Thunderstorm winds flipped and damaged a plane at the St. Petersburg-Clearwater Airport.								
Hillsborough County									
5 ENE Tampa	19	2029EST			0	0	5K	0	Thunderstorm Wind
	Thunderstorm winds downed several power lines in Thonotosassa.								
Pasco County									
5 NW Zephyrhills	19	2100EST			0	0	10K	0	Thunderstorm Wind
	Thunderstorm winds downed several large limbs and power lines along State Road 52 near San Antonio.								
Manatee County									
10 W Bradenton	19	2210EST			0	0	117K	0	Thunderstorm Wind
	Thunderstorm wind shattered the windows of 21 vehicles, blew off the roofs of several home and downed numerous large trees in Holmes Beach and Anna Maria.								
Manatee County									
8 NNE Bradenton	19	2230EST	0.1	5	0	0	50K	0	Tornado (F0)
	A weak short-lived tornado caused minor damage to a mobile home park along Moccasin Wallow Road and Imperial Circle near Interstate 75.								
Hillsborough County									
Countywide	19 20	2245EST 1100EST			0	0	40K	0	Urban/Sml Stream Fld
Manatee County									
Countywide	19 20	2245EST 1100EST			0	0	20K	0	Urban/Sml Stream Fld
Pasco County									
Countywide	19 20	2245EST 1100EST			0	0	30K	0	Urban/Sml Stream Fld
Pinellas County									
Countywide	19 20	2245EST 1100EST			0	0	30K	0	Urban/Sml Stream Fld
Polk County									
Countywide	19 20	2245EST 1100EST			0	0	20K	0	Urban/Sml Stream Fld
	Heavy rain of two to four inches caused localized flooding of roadways and areas of poor drainage from Bradenton in Manatee County, north to Port Richey in Pasco County and east across Hillsborough and Polk Counties. Several cars incurred water damage at flooded roadways and intersections.								
Manatee County									
Ellenton	19	2255EST			0	0	20K	0	Thunderstorm Wind
	Thunderstorm wind severely damaged a mobile home and downed a few trees in Ellenton along U.S. Highway 301.								

Location	Date	Time Local	Time Standard	Path Length (Miles)	Path Width (Yards)	Persons Killed	Persons Injured	Estimated Damage Property	Estimated Damage Crops	Character of Storm
FLORIDA, West Central										
Polk County										
2 S Lakeland	19		2325EST			0	0	10K	0	Thunderstorm Wind (G77)
A thunderstorm wind gust of 88 mph was reported by a Skywarn Spotter. Several large trees and branches were downed by the thunderstorm winds.										
Hillsborough County										
Ruskin to Wimauma	20		0220EST 0230EST			0	0	50K	0	Thunderstorm Wind
Thunderstorm winds downed numerous trees and power lines across the southern portion of Hillsborough County.										
Manatee County										
2 NNE Bradenton	20		0225EST			0	0	5K	0	Thunderstorm Wind
Thunderstorm winds destroyed a carport in Bradenton.										
Polk County										
2 S Lakeland	20		0230EST			0	0	25K	0	Thunderstorm Wind
Thunderstorm winds downed several power lines over southern parts of Lakeland.										
Hernando County										
11 E Brooksville	20 28		0800EST 2359EST			0	0	10K	50K	River Flood
The Withlacoochee at Croom crested at 9.7 feet, less than a foot above the flood stage of nine feet, on the 28th. Crops were also damaged by the floodwaters.										
Pasco County										
Trilby	22 28		0800EST 2359EST			0	0	500K	0	River Flood
The Withlacoochee River rose to 14.0 feet on the 28th, nearly two feet above the flood stage of twelve feet, which caused water damage to properties along the river.										
Levy County										
2 N Bronson	22		1407EST			0	0	0	0	Hail (0.75)
Dime sized hail was reported by a Skywarn Spotter along County Road 337.										
FLZ055	Manatee									
	22		1610EST			0	4	15K	0	High Wind
Non-thunderstorm winds blew down a large tree atop a vehicle and injured four passengers.										
Levy County										
Bronson to Cedar Key	22		1730EST 2200EST			0	0	10K	0	Urban/Sml Stream Fld
Heavy rainfall over three to four inches in less than five hours caused localized flooding on roadways between Bronson and Cedar Key. A few vehicles incurred water damage from the floodwaters.										
Citrus County										
Homosassa	22		2118EST			0	0	0	0	Hail (0.75)
Dime sized hail was reported by a Skywarn Spotter.										
Sumter County										
Coleman	22		2150EST	0.1	5	0	0	20K	0	Tornado (F0)
A short-lived tornado touched down along U.S. Highway 301 near County Road 468 and damaged a mobile home, a few sheds, downed trees and a few power lines before it lifted.										
Polk County										
Kathleen	23		0000EST			0	0	10K	0	Thunderstorm Wind
Thunderstorm winds downed several power poles along County Road 35A in Kathleen.										
Polk County										
Polk City	23		0020EST			0	0	0	0	Hail (0.88)
Nickel sized hail was observed in Polk City along State Road 33.										
Pinellas County										
2 W Tarpon Spgs	27		0910EST			0	0	0	0	Waterspout
Citrus County										
Crystal River	28		0824EST			0	0	0	0	Hail (0.75)
Pasco County										
Port Richey	28		0930EST			0	0	0	0	Hail (0.75)
Pasco County										
Port Richey	28		0939EST			0	0	0	0	Hail (0.88)
Citrus County										
Crystal River to Chassahowitzka	28		1000EST 1100EST			0	0	10K	0	Urban/Sml Stream Fld
Hernando County										
Spring Hill to Brooksville	28		1000EST 1100EST			0	0	20K	0	Urban/Sml Stream Fld

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Location	Date	Time Local Standard	Path Length (Miles)	Path Width (Yards)	Number of Persons Killed	Number of Persons Injured	Estimated Damage Property	Estimated Damage Crops	Character of Storm
FLORIDA, West Central									
Hillsborough County									
Tampa to Lutz	28	1000EST 1100EST			0	0	50K	0	Urban/Sml Stream Fld
Pasco County									
Holiday to Port Richey	28	1000EST 1100EST			0	0	40K	0	Urban/Sml Stream Fld
Pinellas County									
Dunedin to Tarpon Spgs	28	1000EST 1100EST			0	0	20K	0	Urban/Sml Stream Fld
Sumter County									
Wildwood to Bushnell	28	1000EST 1100EST			0	0	10K	0	Urban/Sml Stream Fld
Heavy rainfall of two to four inches caused localized street flooding from Port Richey in Pasco County northeast to Bushnell in Sumter County. Several vehicles incurred water damage from standing water at low-lying intersections									
Polk County									
Winter Haven	28	1157EST			0	0	1K	0	Thunderstorm Wind
Thunderstorm winds downed two large trees on 14th Street and Lake Link Road in Winter Haven.									
Pasco County									
New Port Richey	28	2040EST			0	0	150K	0	Hail (3.00)
Isolated tea cup sized hail was reported by the public at a restaurant in New Port Richey. A few vehicles and commercial rooftops incurred damage from the large hail.									
Pasco County									
New Port Richey	28	2053EST			0	0	0	0	Hail (0.75)
Pasco County									
New Port Richey	28	2058EST			0	0	10K	0	Thunderstorm Wind
Thunderstorm winds caused roof and shingle damage to a single family dwelling near County Road 587 and County Road 1.									
Pasco County									
14 ENE New Port Richey	28	2113EST			0	0	0	0	Hail (0.75)
Hernando County									
Spring Hill	28	2113EST			0	0	0	0	Hail (0.75)
Dime sized hail was reported near Cortez Boulevard in Spring Hill.									
Pasco County									
Port Richey	28	2130EST			0	0	100K	0	Thunderstorm Wind
Thunderstorm winds downed several large trees, numerous power lines, and damaged vehicles and the roofs of a few homes and businesses, mainly in the 6200 block of Florida Avenue in Port Richey									
FLORIDA, West Panhandle									
Santa Rosa County									
Pace to Milton	11	0230CST 0300CST			0	0	5K		Thunderstorm Wind (G50)
High winds damaged a building in Pace and damaged siding on a couple of homes just east of Milton. A few trees were also blown down in both Pace and Milton. A mobile home along with a barn and a couple of outbuildings were damaged just east of Berrydale.									
FLZ002	Coastal Escambia								
	15	1500CST 2100CST			0	0	30K		Flood
Coastal Flooding... Strong east to southeast winds caused high waves from Orange Beach Alabama to near Pensacola Pass. (See Alabama, Lower Baldwin and Mobile counties, for more information).									
Escambia County									
Pensacola Beach	16	1540CST 1541CST			0	0			Hail (0.75)
Dime size hail was reported on the eastern end of Pensacola Beach.									
Santa Rosa County									
Milton	16	1600CST 1601CST			0	0			Hail (1.00)
Quarter size hail was reported just north of Milton.									
Santa Rosa County									
Navarre	22	0445CST 0446CST			0	0			Hail (0.75)
Dime size hail was reported just east of Navarre.									
Okaloosa County									
Niceville	22	0530CST 0531CST			0	0			Hail (0.75)

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Doc	No.		Issue Date
1	99-01	Year 2000 - Phase III - Finance	01/07/1999
2	99-02	Y2K - Phase III - Rates and Regulatory	01/08/1999
3	99-03	Year 2000 - Phase III - Nuclear	01/11/1999
4	99-06	Year 2000 - Phase III - Customer Service	01/14/1999
5	99-07	Year 2000 - Phase III - Distribution	01/14/1999
6	99-08	Year 2000 - Phase III - Power Generation	01/14/1999
7	99-10	Year 2000 - Phase III - EMT	01/15/1999
8	99-11	Year 2000 - Phase III - HR	01/15/1999
9	99-12	Year 2000 - Phase III - Sales & Marketing	01/15/1999
10	99-13	Year 2000 - Phase III - Power Delivery/Power Supply	01/15/1999
11	99-14	Year 2000 - Phase III - IM	01/19/1999
12	99-15	OSHA Recordables - Nuclear Clinics	01/28/1999
13	99-16	Nuclear Budget & Accrual Process Review	02/01/1999
✓ 14	99-17	Service Unavailability	02/02/1999
15	99-18	Fossil Plant Injury Reporting Process	02/04/1999
16	99-19	Safe & Secure Workforce Policy Audit	02/08/1999
17	99-21	PBX Security Audit	02/12/1999
18	99-22	OASIS - Standards of Conduct - PD	02/11/1999
19	99-23	Orimulsion Contract Administration	02/12/1999
20	99-25	Richmond Payroll Process Review	02/22/1999
21	99-26	EMT Agency Agreement Audit	03/03/1999
22	99-27	Consignment - Positive Confirmations	03/05/1999
23	99-28	Audits of Collection Agencies	02/26/1999
24	99-29	Telecommuting Exposures	03/15/1999
25	99-30	Merit System - Application & Security Assessment	03/23/1999
26	99-31	Security of Notes Mail Servers	03/29/1999
27	99-32	CTI Server Audit	03/31/1999
28	99-33	ARAMARK Cafeteria Operations at Golden Bear	03/31/1999
29	99-34	PTN Variable Work Schedule	03/31/1999
30	99-35	Review of Contract Car Program	03/30/1999
31	99-36	Segregation of Duties - ARMS / C&A / METro	04/01/1999
32	99-37	Dormant Materials Evaluation	04/06/1999
33	99-38	IM Telecommunications Special	04/15/1999
34	99-39	PTN Inventory Review	04/16/1999
35	99-40	HR Credit Union Audit	04/21/1999
36	99-41	Segregation of Duties - ARMS/On-Line JV/METro-HR	04/21/1999
37	99-42	Mainframe Program Change Control - Outsourced	04/23/1999
38	99-42	MVS Change Control - Outsourced	04/23/1999
39	99-44	CSAR - Follow-Up	04/21/1999
40	99-45	FPLE-PGBU Y2K Phase III Audit	04/30/1999
41	99-46	Employee Benefits Bank Account Review	04/30/1999
42	99-47	Segregation of Duties - ARMS/JV/LDS-METro	04/30/1999
43	99-48	Power Billing Accounts (Revenue Protection)	04/30/1999
44	99-49	Segregation of Duties - ARMs/JV/LDS-METro	05/07/1999
45	99-50	Segregation of Duties - AMRs/JV/LDS-METro	05/05/1999
46	99-51	Franchise Designation Review	05/07/1999
47	99-52	Security Over Forecasted Earnings	05/14/1999
48	99-53	Segregation of Duties - ARMS/On-line JV/METro - IM	05/14/1999
49	99-58	Credit Policy for Commercial/Industrial Customers - F	05/21/1999
50	99-60	Review of Non-Utility Allocations (Affiliate Manageme	05/27/1999
51	99-61	Segregation of Duties - ARMS/OnlineJV/METro - EMT	05/28/1999

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Doc	No.		Issue Date
52	99-62	OPAL NT Workstation Security	06/01/1999
53	99-63	Employee/Vendor Conflict of Interest Review	06/01/1999
54	99-64	Fidelity Thrift Plan Audit	06/02/1999
55	99-65	Injury Reporting Guidelines	06/03/1999
56	99-66	HR - Conflict of Interest Special	06/07/1999
57	99-67	Segregation of Duties - ARMs/On-Line JV/METro - Pow	06/07/1999
58	99-68	CS - Conflict of Interest Special	06/03/1999
59	99-69	MECA - Change Process	06/01/1999
60	99-70	RACF Controls - Outsourced	06/08/1999
61	99-71	Payroll Audit	06/18/1999
62	99-72	Foundation - Special Audit	06/21/1999
63	99-73	Review of Payroll Process - Phone Center	06/18/1999
64	99-74	Review of Payroll Process - Meter Reading	06/18/1999
65	99-75	Risk Management Control Review	06/21/1999
66	99-76	Critical Unix Server - NEPA	06/28/1999
67	99-77	PG - Conflict of Interest Special	07/01/1999
68	99-78	Conflict of Interest - Fleet Services	07/06/1999
69	99-79	Conflict of Interest - Urban Operations	07/06/1999
70	99-80	Conflict of Interest - Safety; Training; Methods and De	07/06/1999
71	99-81	Conflict of Interest - Urban Operations	07/06/1999
72	99-82	UKU Processing & Billing	07/08/1999
73	99-83	Conflict of Interest Special - Sales & Mktng	07/09/1999
74	99-84	Segregation of Duties-ARMS/Online JV/METro - Sales	07/12/1999
75	99-85	Conflict of Interest Special - Power Generation Opns.	07/16/1999
76	99-86	Conflict of Interest Special - Fleet Services	07/15/1999
77	99-87	Conflict of Interest Special - Distribution Support Serv	07/22/1999
78	99-88	Conflict of Interest Special - Customer Systems	07/22/1999
79	99-89	Conflict of Interest Special - Safety, Training, Methods	07/22/1999
80	99-90	Conflict of Interest Special - Revenue Recovery	07/22/1999
81	99-91	Review of Overtime - Meter Reading	07/26/1999
82	99-93	Inventory Services / Fleet Parts Request Process	07/27/1999
83	99-94	Conflict of Interest Special - Suburban Operations	07/28/1999
84	99-95	Conflict of Interest Special Audit - Suburban Operatior	07/28/1999
85	99-96	Conflict of Interest Special - Suburban Operations	07/28/1999
86	99-97	REMACS Replacement Controls Review	07/29/1999
87	99-98	EDM Bill Payment Process Review	07/30/1999
88	99-99	Telecommunication Business Unit	07/30/1999
89	99100	Conflict of Interest Special - Power Systems	08/02/1999
90	99101	Paid File WestCorp Server Review	08/04/1999
91	99102	PPC Follow-Up	08/05/1999
92	99104	FPL Utility Charges to FPLE	08/18/1999
93	99105	FPLPAC Audit	08/20/1999
94	99106	Y2K - Phase IV - Customer Service	08/24/1999
95	99107	Y2K - Phase IV - EMT	08/24/1999
96	99108	Y2K - Phase IV - Sales & Marketing	08/24/1999
97	99109	Y2K - Phase IV - IM	08/24/1999
98	99110	Y2K - Phase IV - Nuclear	08/24/1999
99	99111	Y2K - Phase IV - FPLE / PGBU	08/24/1999
100	99112	Y2K - Phase IV - Power Generation	08/24/1999
101	99113	Y2K - Phase IV - Power Delivery/Power Supply	08/24/1999
102	99115	Y2K - Phase IV - Distribution	08/24/1999

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Doc	No.		Issue Date
103	99117	Y2K - Phase IV - Human Resources	08/24/1999
104	99118	Y2K - Phase IV - Finance/Accounting/Tax	08/20/1999
105	99119	PassPort Application Review	09/08/1999
106	99120	EDI Transaction Process Review	09/15/1999
107	99121	Audit of Fleet License Plates 1998	09/29/1999
108	99123	Pay for Performance Review - Care Center	10/12/1999
109	99124	DME Special	10/11/1999
110	99125	FPLE/PGD Lamar Construction Project Y2K Review	10/27/1999
111	99128	Safe & Secure Workplace Policy	11/22/1999
112	99129	ACL Duplicate Payment	11/30/1999
113	99130	S&M Transition Process	09/28/1999
114	99131	Sales & Marketing Transition Issues Summary No. 2	10/29/1999
115	99132	ARMS / CARMS Conversion Review	12/01/1999
116	99133	Critical Server Review - EDI (Finance)	12/02/1999
117	99134	HR Commission Payments Review Special	12/07/1999
118	99135	RACF Controls Follow-Up	12/10/1999
119	99136	American Express Reimbursements	12/10/1999
120	99137	Treasury Workstation Audit	12/10/1999
121	99139	License Tracking Process Review	07/30/1999

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Doc	No.		Issue Date
1	20-02	FPL Controlled Substance and Alcohol Abuse Policy F	12/16/1999
2	20-04	Streetlight Billing	01/03/2000
3	20-05	Review of 1999 Accruals	01/05/2000
4	20-06	Review of Corporate Procurement Cost Savings Repo	01/11/2000
5	20-07	Pronet Special	01/12/2000
6	20-08	CMS Server Audit	01/31/2000
7	20-09	Sales & Marketing Transition Issues Summary No.3	01/31/2000
8	20-10	Nuclear Fuel Procurement Contract & Bid Process Rev	02/10/2000
9	20-11	Trading Procedures Audit	02/11/2000
10	20-12	Safe & Secure Wokplace - Kohler Construction	02/14/2000
11	20-13	Ft. Myers Repowering Procurement Review	02/17/2000
12	20-14	East Broward Collections Office Special	02/17/2000
13	20-15	Supply Chain Project Governance	02/17/2000
14	20-16	Merit System - Security Review	02/25/2000
15	20-17	Service Unavailability	02/28/2000
16	20-18	Pompano Service Center - Cash Controls Audit	03/03/2000
17	20-19	Officer Expenses	03/03/2000
18	20-20	Review of Distribution Receivables	03/10/2000
19	20-21	Nuclear Dormant Materials Special	03/10/2000
20	20-22	EDI Application Security Audit - Finance	03/17/2000
21	20-23	Putnam Plant Audit	03/21/2000
22	20-24	EMT Risk Management Review Follow-Up	03/22/2000
23	20-25	Review of CILC Credits	03/22/2000
24	20-26	Nuclear Access Authorization and Fitness for Duty Pr	03/31/2000
25	20-27	South Dade Mitigation Bank Audit	03/31/2000
26	20-28	Facilities Maintenance Outsourcing Process Review	03/31/2000
27	20-29	Duct Bank Procurement Review	04/23/2000
28	20-30	Nucleus Application Controls - Security Configuration	04/23/2000
29	20-31	PTN License Renewal Process	05/05/2000
30	20-32	ISCMS Project Review	05/05/2000
31	20-33	Cable Rehabilitation - Contract Administration	05/10/2000
32	20-34	PGD Fuel Resources Group Transition to EMT/PMI Au	05/16/2000
33	20-35	Distribution - FPL - Contract Administration	05/17/2000
34	20-36	Executive Compensation Audit	05/19/2000
35	20-37	FPL FPSC Revenue Refund Review	05/19/2000
36	20-38	St. Lucie Participation Agreement	05/22/2000
37	20-39	Power Systems Dormant Material Review	05/23/2000
38	20-40	OPAL Controls Review	05/25/2000
39	20-41	Central Receiving Facility Process/Security Review	05/31/2000
40	20-42	EMT - Contract Administration Audit	06/01/2000
41	20-43	IM - Hardware & Software Acquisition Process REview	06/06/2000
42	20-44	Disaster Recovery Plan - Distributed Systems	06/08/2000
43	20-45	Review of ITC Deltacom Revenue Reporting Process	06/06/2000
44	20-46	HR Direct Project Review	06/09/2000
45	20-47	PGD - Fuel Terminal & Pipeline Transition Audit	06/16/2000
46	20-49	PGD - Turkey Point Plant Administration Audit	06/01/2000
47	20-50	PGBU - Cape Canaveral Plant Audit	06/15/2000
48	20-51	EDM Reconciliations Review	06/23/2000
49	20-52	IM/HR - ISCMS Project - SAP Production UNIX Servers	06/30/2000
50	20-53	EMT/FPLE PMI Credit Procedures Audit	07/18/2000
51	20-54	HR Corporate Services - CRS Investment Recovery	07/19/2000

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Doc	No.		Issue Date
52	20-55	Review of Intercompany Charges for FPL FiberNet	07/28/2000
53	20-56	FPL - Review of Cogeneration Payments	08/03/2000
54	20-57	Training and Methods Center Review	08/03/2000
55	20-58	Power Systems - Transmission & Substation Contract	08/11/2000
56	20-59	PPC - Application Security Review	08/10/2000
57	20-60	IM - DRP Critical System Test 2000	08/17/2000
58	20-61	IM/HR Project - Review of Configuration Security	08/23/2000
59	20-62	HR/IM - ISCMS Project - IA Ongoing Support to PMO -	08/23/2000
60	20-63	HR/IM - ISCMS Project - Review of SAP Basis System	08/23/2000
61	20-64	HR/IM - ISCMS Project - 2Q00 Review Issues	08/23/2000
62	20-65	PGD - Ft. Myers Repowering Bid Confirmations	08/31/2000
63	20-67	NUC - Dormant Material Process Review	09/07/2000
64	20-68	CARMS Application Review	09/12/2000
65	20-69	Employee Relocation Process Review	09/14/2000
66	20-70	Vehicle Fueling Service Contract	09/20/2000
67	20-71	TACF - Security Administration Review	09/29/2000
68	20-73	IM - Review of Radio Frequency Licensing Process	10/13/2000
69	20-74	Nuclear Injury Reporting Process Follow-up	10/27/2000
70	20-75	CS - FPL - Daytona Meter Reading Special	11/01/2000
71	20-76	PS - OSHA Recordables - Power Systems	11/07/2000
72	20-78	CC - EquiServe Online Proxy Voting	11/14/2000
73	20-79	IM - Data Repair Process	11/17/2000
74	20-81	IM - Confidential Information on INFPL	11/29/2000
75	20-82	Change Management - Distributed Systems - OPAL	11/29/2000
76	20-83	NDS Corporate Tree Security Assessment - Corp Com	12/05/2000
77	20-84	NDS Corporate Tree Security Assessment - CS	12/05/2000
78	20-85	NDS Corporate Tree Security Assessment - EMT	12/05/2000
79	20-86	NDS Corporate Tree Security Assessment - Fin	12/05/2000
80	20-88	NDS Corporate Tree Security Assessment - GC	12/05/2000
81	20-89	NDS Corporate Tree Security Assessment - HR	12/05/2000
82	20-90	NDS Corporate Tree Security Assessment - IM BU	12/05/2000
83	20-91	NDS Corporate Tree Security Assessment - IA	12/05/2000
84	20-92	NDS Corporate Tree Security Assessment - S&M	12/05/2000
85	20-93	NDS Corporate Tree Security Assessment - NUC	12/05/2000
86	20-94	NDS Corporate Tree Security Assessment - PGD	12/05/2000
87	20-95	NDS Corporate Tree Security Assessment - PS	12/05/2000
88	20-96	NDS Corporate Tree Security Assessment - PD	12/05/2000
89	20-97	NDS Corporate Tree Security Assessment - R&R	12/05/2000
90	20-98	NDS Corporate Tree Security Assessment - RA&P	12/05/2000
91	20-99	NDS Corporate Tree Security Assessment - IM	12/05/2000
92	20100	PPC - Critical Server Review	12/06/2000
93	20102	PS - Distribution Service Center Self Audit Review	12/12/2000
94	20105	Nuclear Contract Administration Audit - NPS	12/14/2000
95	20106	HR - Merit Security Project	12/15/2000
96	20107	EMT/FPLE PMI Back Office Audit	12/15/2000
97	20108	Company Car Follow-Up	12/15/2000
98	20S01	Care Center PFP Self-Audit Guidelines	01/20/2000
99	20S02	Safe & Secure Workplace Policy Self Audit Guidelines	02/18/2000
100	20S03	PGD - Confidential Information Special	03/16/2000
101	20S04	Vendor Selection Process Review	03/29/2000
102	20S05	Review of IA's Documentation Practices	03/16/2000

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Doc	No.		Issue Date
103	20S06	Nuclear OT Policy Review	03/23/2000
104	20S07	HR - Web Security Checklist	05/26/2000
105	20S08	IM - STARS Auditing Services	05/25/2000
106	20S09	Self Audit Guidelines - Phase II	06/01/2000
107	20S10	Self Audit Guidelines - Phase I	02/22/2000
108	20S11	Review of Audit Practices and Guidelines	05/25/2000
109	20S12	TACF/UNIX Self Audit Project	01/06/2000
110	20S13	Courion Password Reset Preimplementation Review	06/27/2000
111	20S14	Access to Payroll Reports via SAR Process Review	07/28/2000
112	20S15	Florida Gas Consulting	08/03/2000
113	20S16	Expense Reimbursement - Special Audit	10/24/2000

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Doc	No.		Issue Date
1	21-01	PS - Daytona Meter Shop Local Disbursements Specia	01/24/2001
2	21-02	EMT - Risk Management Review Follow-Up II	01/30/2001
3	21-03	EMT - Trading Procedures Follow-up	01/30/2001
4	21-04	Software Licensing Process - Follow-Up - Corp Com	02/06/2001
5	21-05	Software Licensing Process - Follow-Up - CS	02/06/2001
6	21-06	Software Licensing Process - Follow-Up - EMT	02/06/2001
7	21-08	Software Licensing Process - Follow-Up - FIN	02/06/2001
8	21-11	Software Licensing Process - Follow-Up - GA	02/06/2001
9	21-12	Software Licensing Process - Follow-Up - HR	02/06/2001
10	21-13	IM - Software Licensing Process - Follow-Up	02/06/2001
11	21-14	Software Licensing Process - Follow-Up - IA	02/06/2001
12	21-15	Software Licensing Process - Follow-Up - NUC	02/06/2001
13	21-16	Software Licensing Process - Follow-Up - PGD	02/06/2001
14	21-17	Software Licensing Process - Follow-Up - PS	02/06/2001
15	21-18	Software Licensing Process - Follow-Up - Reg Af	02/06/2001
16	21-19	Software Licensing Process - Follow-Up -RA&P	02/06/2001
17	21-20	Software Licensing Process - Follow-Up - GC	02/06/2001
18	21-21	EMT - Fuel Oil Procurement Audit	02/16/2000
19	21-22	Nuclear Disaster Recovery Plan	02/22/2001
20	21-23	PSL Inventory Review	02/26/2001
21	21-24	FIN - Amex Credit Card Notification Review	02/23/2001
22	21-25	Review of Year-End Accurals	02/26/2001
23	21-26	CS - Review of Prepay Meters Beta Test Program	03/08/2001
24	21-27	CS - Collection - 45th Street Care Center Review	03/22/2001
25	21-28	CS - Residential - 45th Street Service Center Review	03/22/2001
26	21-29	OASIS Standard of Conduct Review Follow-up	03/30/2001
27	21-30	PG - Coal Procurement Audit	03/27/2001
28	21-31	EMT/FPLEPMI Credit Procedures Follow-Up	04/05/2001
29	21-32	NUC - Turkey Point Nuclear - Inventory Follow-Up Aud	04/12/2001
30	21-33	NUC - Nuclear Contract Administration - Numanco	04/17/2001
31	21-34	EMT/PMI Special Review by IA, HR and RM	03/27/2001
32	21-35	IM - DB2 Security	04/20/2001
33	21-37	PS - Walton Service Center	05/09/2001
34	21-38	eProcurement Project Review	05/07/2001
35	21-39	EMT - Mark to Market Review	05/24/2001
36	21-40	PS - Power Systems Tech 21 Project 1Q2001	06/01/2001
37	21-41	HR - Vehicle Auction Special	06/01/2001
38	21-42	PS - West Palm Beach Service Center	05/23/2001
39	21-43	Workers' Compensation Audit	06/13/2001
40	21-44	SAP - Local Disbursements	06/11/2001
41	21-45	HR - Trammel Crow - Limited Contract Administration	06/20/2001
42	21-46	CS - Residential - ECCR Contractor Incentive Payment	06/15/2001
43	21-47	CS - Analysis of 2000 ECCR Contractor Inventive Payn	06/15/2001
44	21-48	HR - Vehicle Auction Special Addendum	06/29/2001
45	21-49	ISC - Corporate Recycling Services Process Review F	06/29/2001
46	21-50	ISC - IR Inventory Tracking Benchmarking Study	06/29/2001
47	21-52	NUC - PTN License Renewal Per Diem - Special Revie	06/29/2001
48	21-53	CS - Prepay Meters Part 2	06/25/2001
49	21-54	IM - Corporate Firewall	07/12/2001
50	21-55	PGD - FOS Review	07/23/2001
51	21-56	FIN - New SAP On-line Approval Requirement (when e	07/27/2001

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Doc	No.		Issue Date
52	21-57	PS - Double Invoicing to FPL by Quantum Resources	07/30/2001
53	21-58	IM/CS - CTI Server	08/09/2001
54	21-59	HR - CRE Facilities Construction Special	08/17/2001
55	21-60	CS - Analysis of RES-MIS Inspection Query	08/15/2001
56	21-61	FIN - FPL and FPLE Duplicate Payments Review	08/28/2001
57	21-62	FIN - Benford's Law Transactions Review	09/06/2001
58	21-63	CS - Commercial/Industrial - ECCR Contractor Incenti	09/11/2001
59	21-64	FIN - Direct Release Security Review	09/18/2001
60	21-65	FIN - Review of Bank Reconciliation	09/06/2001
61	21-67	HR - PMK Inventory Audit	09/25/2001
62	21-69	HR - TCC Reimbursable Overheads, Allocations and P	09/26/2001
63	21-70	PGD - Sanford Repowering Contract Administration R	09/24/2001
64	21-71	CS - Review of CS OSHA Recordables	09/27/2001
65	21-74	ISC/IM - ePro Server Audit	09/27/2001
66	21-75	PS - Power Systems Information Warehouse Server R	10/05/2001
67	21-76	ISC - Business Warehouse Security	10/08/2001
68	21-77	ISC - Nuclear Inventory Optimization Project	10/10/2001
69	21-79	IM - e-Pro Project Status EOM September 2001	10/19/2001
70	21-80	ISC - Power Systems Inventory Conversion to SAP	10/25/2001
71	21-81	CS - Florida Gas Audit	11/06/2001
72	21-82	PS - Power Systems Information Warehouse	11/07/2001
73	21-83	FIN - Review of Expense Advances	11/09/2001
74	21-84	PS - Power Systems Tech 21 - Fleet	11/09/2001
75	21-85	PGD - Review of OSHA Recordables	11/15/2001
76	21-86	IM - Compucom Contract Administration Review	11/20/2001
77	21-88	Rate Case Server Security Review	11/28/2001
78	21-89	PS - Review of Local Disbursements Staff Locations -	11/28/2001
79	21-90	PS - Review of Local Disbursements Staff Locations -	11/28/2001
80	21-91	PS - Review of Local Disbursement at Staff Locations	11/28/2001
81	21-92	PS - Review of Local Disbursements Staff Locations -	11/28/2001
82	21-93	PS - Clarke Service Center	11/28/2001
83	21-94	PS - Company Car Follow-Up	11/28/2001
84	21-95	NDS Security Follow-up - CS	12/11/2001
85	21-96	NDS Security Follow-up -EMT	12/11/2001
86	21-97	NDS Security Follow-up - IM	12/11/2001
87	21-98	NDS Security Follow-up - PGD	12/11/2001
88	21-99	NDS Security Follow-up - PS	12/11/2001
89	21100	NDS Security Assessment Follo-w-Up - IM General	12/11/2001
90	21101	PS - Tech 21 - WMS Control Assessment of Critical Int	12/11/2001
91	21102	PS - OSHA Recordables Follow-Up	12/11/2001
92	21103	IA - Basic Fiduciary Responsibilities	11/26/2001
93	21105	PS - Review of Local Disbursements Staff Locations -	12/12/2001
94	21S03	HR - Bid Evaluation Threshold Review	01/30/2001
95	21S04	HR - Merit System Access Testing	02/23/2001
96	21S05	HR - ISC DME Procedures Review	03/15/2001
97	21S06	FPL - Review of 2001 FPSC Revenue Rebate	05/25/2001
98	21S08	FIN - Direct Release Implementation Review	06/26/2001
99	21S10	EMT - Self-Audit of Confirmations	08/31/2001

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FPL
Test Reliability Indices
AUS: #03-002-4-1 Undocketed
TYE: 12/31/02

Title: Doc Req 71

09/02/2003 11:31 FAX 305 552 2834 REGULATORY AFFAIRS 003
08/29/2003 16:21 3054705606 FPSC MIAMI PAGE 02

FLORIDA PUBLIC SERVICE COMMISSION
AUDIT DOCUMENT/RECORD REQUEST
NOTICE OF INTENT

TO: Bob Valdez
UTILITY: FPL
FROM: Gabriela Noel
(AUDIT MANAGER) (AUDITOR PREPARING REQUEST)

REQUEST NUMBER: 71
AUDIT PURPOSE: Reliability Index
DATE OF REQUEST: 8/29/03

REQUEST THE FOLLOWING ITEM(S) BE PROVIDED BY: 9/2/03 (DATE)

REFERENCE RULE 25-22.006, F.A.C., THIS REQUEST IS MADE: ☐ INCIDENT TO AN INQUIRY ☒ OUTSIDE OF AN INQUIRY

ITEM DESCRIPTION:

Ticket 206 dated 9/23/02 shows the following customers as inactive: (A)

1 Ann Infante
2 1252 SW 13th Street
3 Elsa Alonso
4 1304 SW 13th Avenue

when we looked at the Marketing Data Warehouse System it showed these customers as being active on the date of the outage.

TO: AUDIT MANAGER Kathy Welch DATE: 9/2/03

THE REQUESTED RECORD OR DOCUMENTATION:

(1) ☒ HAS BEEN PROVIDED TODAY (provided in meeting on 9/2/03)

(2) ☐ CANNOT BE PROVIDED BY THE REQUESTED DATE BUT WILL BE MADE AVAILABLE BY _____

(3) ☐ AND IN MY OPINION, ITEM(S) _____ IS(ARE) PROPRIETARY AND CONFIDENTIAL BUSINESS INFORMATION AS DEFINED IN 364.183, 366.093, OR 367.156, F.S. TO MAINTAIN CONTINUED CONFIDENTIAL HANDLING OF THIS MATERIAL, THE UTILITY OR OTHER PERSON MUST, WITHIN 21 DAYS AFTER THE AUDIT EXIT CONFERENCE, FILE A REQUEST FOR CONFIDENTIAL CLASSIFICATION WITH THE DIVISION OF RECORDS AND REPORTING. REFER TO RULE 25-22.006, F.A.C.

(4) ☐ THE ITEM WILL NOT BE PROVIDED. (SEE ATTACHED MEMORANDUM)

R. A. Hee, Regulatory Analyst
(SIGNATURE AND TITLE OF RESPONDENT)

DISTRIBUTION:
White: Utility Complete and Return to Auditor
Pink: Audit File Copy
Canary: Utility Retain

PSC/AFA-6 (Rev.2/95)

10-71

FPL
Test Reliability Indices
AUS: #03-002-4-1 Undocketed
TYE: 12/31/02

Title: Doc Req 72

CONFIDENTIAL

09/02/2003 11:31 FAX 305 552 2534 REGULATORY AFFAIRS 002
08/29/2003 16:21 3054705606 FPSC MIAMI PAGE 03

FLORIDA PUBLIC SERVICE COMMISSION
AUDIT DOCUMENT/RECORD REQUEST
NOTICE OF INTENT

TO: Bob Valdez
UTILITY: FPL
FROM: Gabriela Lego
(AUDIT MANAGER) (AUDITOR PREPARING REQUEST)

REQUEST NUMBER: 72
AUDIT PURPOSE: Reliability Indices
DATE OF REQUEST: 8/29/03

REQUEST THE FOLLOWING ITEM(S) BE PROVIDED BY: 9/ /03 (DATE)

REFERENCE RULE 25-22.006, F.A.C., THIS REQUEST IS MADE: ☐ INCIDENT TO AN INQUIRY ☒ OUTSIDE OF AN INQUIRY

ITEM DESCRIPTION:

(1) Ticket # 1398 dated 7/17/02 - The backup for this ticket showed customer Carol Drawdy as being inactive, however, the Marketing Data Warehouse system shows this customer as being active.

TO: AUDIT MANAGER Kathy Welch DATE: 9/2/03

THE REQUESTED RECORD OR DOCUMENTATION:

(1) ☒ HAS BEEN PROVIDED TODAY (provided in meeting on 9/2/03)

(2) ☐ CANNOT BE PROVIDED BY THE REQUESTED DATE BUT WILL BE MADE AVAILABLE BY _____

(3) ☐ AND IN MY OPINION, ITEM(S) _____ IS(ARE) PROPRIETARY AND CONFIDENTIAL BUSINESS INFORMATION AS DEFINED IN 364.183, 366.093, OR 367.156, F.S. TO MAINTAIN CONTINUED CONFIDENTIAL HANDLING OF THIS MATERIAL, THE UTILITY OR OTHER PERSON MUST, WITHIN 21 DAYS AFTER THE AUDIT EXIT CONFERENCE, FILE A REQUEST FOR CONFIDENTIAL CLASSIFICATION WITH THE DIVISION OF RECORDS AND REPORTING. REFER TO RULE 25-22.006, F.A.C.

(4) ☐ THE ITEM WILL NOT BE PROVIDED. (SEE ATTACHED MEMORANDUM)

[signature] Regulatory Analyst
(SIGNATURE AND TITLE OF RESPONDENT)

DISTRIBUTION:
White: Utility Complete and Return to Auditor
Pink: Audit File Copy
Canary: Utility Retain

PSC/AFA-6 (Rev.2/95)

10-72

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030930-EI

VIEW 2.0 BROWSE - G000TCMS2TKT ---------- REC 1280380 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

No remarks.

Device Stack

Meter:
TLN:
LLN:
OCR:
Feeder: 8-6466-6797-4-F

Customer Representative

ID:
Name:

==========
CALL OVERVIEW

Customer/Call Information

Call Date/Time: 03:56:00 07/11/2002
Name: **NANCY CRUZ**
Address: **8230 NW 200TH TER**
City: **HIALEAH**
ZipCode: **33015**

CONFIDENTIAL

CONFIDENTIAL

VIEW 2.0 BROWSE - G00BTCMS2TKT ---------- REC 1280405 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

Phone Number: **(305)829-4609**
Account Number: **46976-33362**
PPID: **3410329**
ITR: **05:45:00 07/11/2002 (N)**
Last Callback:

Customer Trouble Reported

No Current

Customer remarks

VRU ENTRY CREATED AUTOMATICALLY ON CUST INQUIRY

Device Stack

Meter: 5C08915
TLN: 8-6367-5384-0
LLN: 8-6367-5995-1
OCR: 9041
Feeder: 8-6466-6797-4-F

Customer Representative

ID:

VIEW 2.0 BROWSE - G000TCMS2TKT ---------- REC 1280430 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE
Name:

==========

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 03:57:00 07/11/2002
Name: **RAYSA BARRENECHE**
Address: **7321 COLDSTREAM DR**
City: **HIALEAH**
ZipCode: **33015**
Phone Number: **(305)889-2177**
Account Number: **79941-79021**
PPID: **799287342**
ITR: **05:45:00 07/11/2002 (N)**
Last Callback:

Customer Trouble Reported

No Current

Customer remarks

VRU ENTRY CREATED AUTOMATICALLY ON CUST INQUIRY

VIEW 2.0 BROWSE - G000TCMS2TKT ---------- REC 1280455 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

Device Stack

Meter: 5C64580
TLN: 8-6467-5177-0
LLN: 8-6467-2388-1 S
OCR:
Feeder: 8-6466-6797-4-F

Customer Representative

ID:
Name:

==========

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 03:59:00 07/11/2002
Name: **GRACIELLA RIVERA-GUZMAN**
Address: **8323 NW 201ST ST**
City: **HIALEAH**
ZipCode: **33015**
Phone Number: **(305)829-8252**

CONFIDENTIAL

VIEW 2.0 BROWSE - G000TCMS2TKT ---------- REC 1280480 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

Account Number: **44034-08133**
PPID: 3442653
ITR: 05:45:00 07/11/2002 (N)
Last Callback:

Customer Trouble Reported

No Current

Customer remarks

VRU ENTRY CREATED AUTOMATICALLY ON CUST INQUIRY

Device Stack

Meter: **5C51688**
TLN: **8-6367-4291-0**
LLN: **8-6367-5995-1**
OCR: **9011**
Feeder: **8-6466-6797-4-F**

Customer Representative

ID:
Name:

VIEW 2.0 BROWSE - G000TCMS2TKT ---------- REC 1280505 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

==========

CALL OVERVIEW

Customer/Call Information (A)

Call Date/Time: 03:59:00 07/11/2002
Name: **CHERYL A DOMINGUEZ**
Address: **19580 NW 84TH AV**
City: **HIALEAH**
ZipCode: **33015**
Phone Number: **(305)829-7639**
Account Number: **83359-23192**
PPID: **3584917**
ITR: 05:45:00 07/11/2002 (N)
Last Callback:

Customer Trouble Reported

No Current

Customer remarks

VRU ENTRY CREATED AUTOMATICALLY ON CUST INQUIRY

VIEW 2.0 BROWSE - G000TCMS2TKT ---------- REC 1280530 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

Device Stack

Meter: 5C02944
TLN: 8-6367-3953-0
LLN: 8-6367-4565-9 S
OCR: 9041
Feeder: 8-6466-6797-4-F

Customer Representative

ID:
Name:

==========

CALL OVERVIEW

Customer/Call Information (A)

Call Date/Time: 04:00:00 07/11/2002
Name: **OSVALDO VEGA**
Address: **19511 E OAKMONT DR**
City: **HIALEAH**
ZipCode: **33015**
Phone Number: **(305)829-3411**
Account Number: ***98988-30253***

VIEW 2.0 BROWSE - G000TCMS2TKT ---------- REC 1280580 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

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CALL OVERVIEW

Customer/Call Information

Call Date/Time: 04:00:00 07/11/2002
Name: **JOSE FIGUEROA**
Address: **19612 NW 83RD CT**
City: **HIALEAH**
ZipCode: **33015**
Phone Number: **(305)829-1034**
Account Number: **94709-70659**
PPID: **3610048**
ITR: 05:45:00 07/11/2002 *(N)*
Last Callback:

Customer Trouble Reported

No Current

Customer remarks

VRU ENTRY CREATED AUTOMATICALLY ON CUST INQUIRY

Device Stack

VIEW 2.0 BROWSE - G000TCMS2TKT ——————————— REC 3952007 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

Part On Time 20:05:00 06/24/2002 95% by MDTSERVER at 20:26:00 06/24/2002
Completed With Truck 1415 by MDTSERVER at 20:26:00 06/24/2002
Work Order DCWT by MDTSERVER at 20:26:00 06/24/2002
Restore Time 20:15:00 06/24/2002 by MDTSERVER at 20:26:00 06/24/2002
Support Code by MDTSERVER at 20:26:00 06/24/2002
TLM Error UnChecked by MDTSERVER at 20:26:00 06/24/2002
Completed By EAK by EAK0KFL at 20:28:00 06/24/2002
Completed With Truck 1415 by EAK0KFL at 20:28:00 06/24/2002
Interruption Category oa by MXB0DXY at 10:00:00 06/26/2002

Follow-up Investigations:

. . TLM Error . . Engr . . UPR . . Claims . . CFR

==========

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 19:14:00 06/24/2002
Name: JOHN SIGNER
Address: 5911 TARRAGON DR

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 3952032 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

City: WEST PALM BEACH
ZipCode: 33415 (A)
Phone Number: (561)642-2607
Account Number: 20227-17074
PPID: 726866
ITR: 22:15:00 06/24/2002 (N)
Last Callback:

Customer Trouble Reported

No Current
See Remarks

Customer remarks

cust heard loud boom transformer blew can confrm neighbours are out also

Device Stack

Meter: 5C16191
TLN: 6-7618-4319-0
LLN: 6-7618-7137-0
OCR:
Feeder: 6-7718-9820-0-F

CONFIDENTIAL

Date: 4/8/03 Time: 9:57:44 AM

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 3952057 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

Customer Representative

ID:
Name:

==========

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 19:18:00 06/24/2002
Name: PAMELA J BOVA
Address: 2124 E BOND DR
City: WEST PALM BEACH
ZipCode: 33415
Phone Number: (561)968-8815
Account Number: 91653-16051
PPID: 721623
ITR: 22:15:00 06/24/2002 (N)
Last Callback:

Customer Trouble Reported

No Current

CONFIDENTIAL

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 3952082 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

Customer remarks

NEIGHBORS ALSO OUT OF SERVICE

Device Stack

Meter: 5C72152
TLN: 6-7618-5929-0
LLN: 6-7618-7137-0
OCR:
Feeder: 6-7718-9820-0-F

Customer Representative

ID:
Name:

==========

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 19:18:00 06/24/2002
Name: DOLORES EMPH
Address: 5870 TARRAGON DR

CONFIDENTIAL

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 3952107 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> (A) SCROLL ===> PAGE

City: WEST PALM BEACH
ZipCode: 33415
Phone Number: (561)968-4829
Account Number: 20177-10043
PPID: 726864
ITR: 22:15:00 06/24/2002 (N)
Last Callback:

Customer Trouble Reported

No Current

Customer remarks

NEIGHBORS ALSO OUT OF SERVICE

Device Stack

Meter: 5C03691
TLN: 6-7618-5120-0
LLN: 6-7618-7137-0
OCR:
Feeder: 6-7718-9820-0-F

Customer Representative

Date: 4/8/03 Time: 9:57:59 AM

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 3952132 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

ID:
Name:

==========

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 19:17:00 06/24/2002
Name: LISA C ODELL
Address: 5832 TARRAGON DR
City: WEST PALM BEACH
ZipCode: 33415
Phone Number: (561)357-0636
Account Number: 88144-86448
PPID: 726861
ITR: 22:15:00 06/24/2002 (N)
Last Callback:

Customer Trouble Reported

No Current
Customer checked breaker

918

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 3952157 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

Customer remarks

cust says transformer blew

Device Stack

Meter: 5C51587
TLN: 6-7618-5120-0
LLN: 6-7618-7137-0
OCR:
Feeder: 6-7718-9820-0-F

Customer Representative

ID:
Name:

==========

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 19:17:00 06/24/2002
Name: SUSAN CHRISTIAN
Address: 5843 PURDY LN

Date: 4/8/03 Time: 9:58:08 AM

CONFIDENTIAL

VIEW 2.0 BROWSE - 6000TCMS2TKT ——— REC 3952182 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> (A) SCROLL ===> PAGE

City: WEST PALM BEACH
ZipCode: 33415
Phone Number: (561)439-7210
Account Number: 10137-15071
PPID: 726826
ITR: 22:15:00 06/24/2002 (N)
Last Callback:

Customer Trouble Reported

No Current
Customer checked breaker

Customer remarks

Device Stack

Meter: 5C80063
TLN: 6-7618-5120-0
LLN: 6-7618-7137-0
OCR:
Feeder: 6-7718-9820-0-F

CONFIDENTIAL

30

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 3952207 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

Customer Representative

ID:
Name:

==========

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 19:19:00 06/24/2002
Name: NANCY SUAREZ
Address: 5861 TARRAGON DR
City: WEST PALM BEACH
ZipCode: 33415
Phone Number: (561)439-8496
Account Number: 20327-10036
PPID: 726872
ITR: 22:15:00 06/24/2002 (N)
Last Callback:

Customer Trouble Reported

No Current
Loud Bang

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 3952232 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

Customer remarks

TRANSFORMER POPPED

Device Stack

Meter: 5C69215
TLN: 6-7618-4626-0
LLN: 6-7618-7137-0
OCR:
Feeder: 6-7718-9820-0-F

Customer Representative

ID:
Name:

==========

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 19:20:00 06/24/2002
Name: J J MARSHALL

Date: 4/8/03 Time: 9:58:23 AM

CONFIDENTIAL

VIEW 2.0 BROWSE - GD00TCMS2TKT ——— REC 3952257 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> (A) SCROLL ===> PAGE

Address: 2051 KUDZA RD
City: WEST PALM BEACH
ZipCode: 33415
Phone Number: (561)968-5199
Account Number: 30257-14019
PPID: 726914
ITR: 22:15:00 06/24/2002 (N)
Last Callback:

Customer Trouble Reported

No Current
Customer checked breaker

Customer remarks

Device Stack

Meter: 5C78657
TLN: 6-7618-6037-0
LLN: 6-7618-7137-0
OCR:
Feeder: 6-7718-9820-0-F

CONFIDENTIAL

Date: 4/8/03 Time: 9:58:27 AM

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 3952282 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

Customer Representative

ID:
Name:

==========

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 19:20:00 06/24/2002
Name: PATRICK KNOWLES
Address: 5858 TARRAGON DR
City: WEST PALM BEACH
ZipCode: 33415
Phone Number: (561)964-4624
Account Number: 20167-12016
PPID: 726863
ITR: 21:45:00 06/24/2002 (N)
Last Callback:

Customer Trouble Reported

No Current

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 3952307 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

Customer remarks

loud bang and then no power

Device Stack

Meter: 5C90048
TLN: 6-7618-5120-0
LLN: 6-7618-7137-0
OCR:
Feeder: 6-7718-9820-0-F

Customer Representative

ID:
Name:

==========

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 19:19:00 06/24/2002
Name: AMY DE JESUS

Page: 1 Document Name: untitled

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 3952332 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> (A) SCROLL ===> PAGE

Address: 5791 PURDY LN
City: WEST PALM BEACH
ZipCode: 33415
Phone Number: (561)371-0900
Account Number: 76413-61469
PPID: 726830
ITR:
Last Callback:

Customer Trouble Reported

No Current
Loud Bang

Customer remarks

transformer blew

Device Stack

Meter: 5C57493
TLN: 6-7618-5620-0
LLN: 6-7618-7137-0
OCR:
Feeder: 6-7718-9820-0-F

CONFIDENTIAL

Date: 4/8/03 Time: 9:58:41 AM

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 3952357 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

Customer Representative

ID:
Name:

==========

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 19:22:00 06/24/2002
Name: DONALD E LACHER JR
Address: 5871 PURDY LN
City: WEST PALM BEACH
ZipCode: 33415
Phone Number: (561)965-7663
Account Number: 10117-19018
PPID: 726824
ITR: 21:45:00 06/24/2002 (N)
Last Callback:

Customer Trouble Reported

No Current

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 3952382 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

Customer remarks

No remarks.

Device Stack

Meter: 5C19419
TLN: 6-7618-5120-0
LLN: 6-7618-7137-0
OCR:
Feeder: 6-7718-9820-0-F

Customer Representative

ID:
Name:

==========

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 19:22:00 06/24/2002
Name: MARK TIETBOEHL

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 3952407 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> (A) SCROLL ===> PAGE

Address: 2051 TARRAGON RD
City: WEST PALM BEACH
ZipCode: 33415
Phone Number: (561)236-6140
Account Number: 90907-35383
PPID: 726890
ITR: 22:15:00 06/24/2002 (N)
Last Callback:

Customer Trouble Reported

No Current
Customer checked breaker
Loud Bang

Customer remarks

pwr went off around 5 min ago/ neighbors are w/out pwr/ trsnfr blew at loc

Device Stack

Meter: 5C28860
TLN: 6-7618-6535-0
LLN: 6-7618-7137-0
OCR:

Date: 4/8/03 **Time:** 9:58:55 AM

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 3952432 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE
Feeder: 6-7718-9820-0-F

Customer Representative

ID:
Name:

==========

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 19:22:00 06/24/2002
Name: PAMELA HUGHES
Address: 5842 S BOND DR
City: WEST PALM BEACH
ZipCode: 33415
Phone Number: (561)596-0093
Account Number: 70071-82244
PPID: 721615
ITR: 22:15:00 06/24/2002 (N)
Last Callback:

Customer Trouble Reported

CONFIDENTIAL

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 3952482 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> (A) SCROLL ===> PAGE

Name: PAUL W MERRING
Address: 5887 TARRAGON DR
City: WEST PALM BEACH
ZipCode: 33415
Phone Number: (561)433-4586
Account Number: 20307-16084
PPID: 726870
ITR: ~~01:45:00 06/24/2002 (N)~~
Last Callback:

Customer Trouble Reported

No Current

Customer remarks

VRU ENTRY CREATED AUTOMATICALLY ON CUST INQUIRY

Device Stack

Meter: 5C85424
TLN: 6-7618-4626-0
LLN: 6-7618-7137-0
OCR:
Feeder: 6-7718-9820-0-F

CONFIDENTIAL

Date: 4/8/03 Time: 9:59:10 AM

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 3952507 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

Customer Representative

ID:
Name:

==========

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 19:25:00 06/24/2002
Name: OWEN J TOLKKINEN
Address: 2066 KUDZA RD
City: WEST PALM BEACH
ZipCode: 33415
Phone Number: (561)963-3321
Account Number: 62238-07303
PPID: 726892
ITR: 21:45:00 06/24/2002 (N)
Last Callback:

Customer Trouble Reported

No Current

CONFIDENTIAL

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 3952532 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

Customer remarks

VRU ENTRY CREATED AUTOMATICALLY ON CUST INQUIRY

Device Stack

Meter: 5C46762
TLN: 6-7618-6535-0
LLN: 6-7618-7137-0
OCR:
Feeder: 6-7718-9820-0-F

Customer Representative

ID:
Name:

==========

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 19:29:00 06/24/2002
Name: L W WHITE

Page: 1 Document Name: untitled

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 3952557 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> (A) SCROLL ===> PAGE

Address: 2131 W BOND DR
City: WEST PALM BEACH
ZipCode: 33415
Phone Number: (561)965-7643
Account Number: 91343-18048
PPID: 721611
ITR: 22:30:00 06/24/2002 (N)
Last Callback:

Customer Trouble Reported

No Current

Customer remarks

NEIGHBORS ALSO OUT OF SERVICE

Device Stack

Meter: 5C44058
TLN: 6-7618-4929-0
LLN: 6-7618-7137-0
OCR:
Feeder: 6-7718-9820-0-F

CONFIDENTIAL

Date: 4/8/03 Time: 9:59:23 AM

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 3952582 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

Customer Representative

ID:
Name:

==========

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 19:36:00 06/24/2002
Name: J J MARSHALL
Address: 2051 KUDZA RD
City: WEST PALM BEACH
ZipCode: 33415
Phone Number: (561)968-5199
Account Number: 30257-14019
PPID: 726914
ITR: 21:45:00 06/24/2002 (N)
Last Callback:

Customer Trouble Reported

No Current

CONFIDENTIAL

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 3952607 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

Customer remarks

VRU ENTRY CREATED AUTOMATICALLY ON CUST INQUIRY

Device Stack

Meter: 5C78657
TLN: 6-7618-6037-0
LLN: 6-7618-7137-0
OCR:
Feeder: 6-7718-9820-0-F

Customer Representative

ID:
Name:

==========

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 19:38:00 06/24/2002
Name: JORGE MARTINEZ
Address: 2062 W BOND DR

Date: 4/8/03 Time: 9:59:32 AM

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 3952632 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> (A) SCROLL ===> PAGE

City: WEST PALM BEACH
ZipCode: 33415
Phone Number: (561)967-1835
Account Number: 95408-55138
PPID: 721660
ITR: 22:45:00 06/24/2002 (N)
Last Callback:

Customer Trouble Reported

No Current
Customer checked breaker

Customer remarks

Device Stack

Meter: 5C91736
TLN: 6-7618-5435-0
LLN: 6-7618-7137-0
OCR:
Feeder: 6-7718-9820-0-F

CONFIDENTIAL

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 3952657 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

Customer Representative

ID:
Name:

==========

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 19:40:00 06/24/2002
Name: YESENIA RODRIGUEZ
Address: 2151 TARRAGON RD
City: WEST PALM BEACH
ZipCode: 33415
Phone Number: (561)434-5593
Account Number: 69636-99019
PPID: 726882
ITR: 22:45:00 06/24/2002 (N)
Last Callback:

Customer Trouble Reported

No Current

VIEW 2.0 BROWSE - G000TCMS2TKT ---------- REC 3952682 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

Customer remarks

NEIGHBORS ALSO OUT OF SERVICE

Device Stack

Meter: 5C33918
TLN: 6-7618-6528-0
LLN: 6-7618-7137-0
OCR:
Feeder: 6-7718-9820-0-F

Customer Representative

ID:
Name:

==========

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 19:44:00 06/24/2002
Name: MR & MRS MAURICE KANDEL
Address: 2107 E BOND DR

Date: 4/8/03 Time: 9:59:45 AM

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 3952707 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> A SCROLL ===> PAGE

City: WEST PALM BEACH
ZipCode: 33415
Phone Number: (561)968-5761
Account Number: 01274-18010
PPID: 721648
ITR: 21:45:00 06/24/2002 (N)
Last Callback:

Customer Trouble Reported

No Current

Customer remarks

VRU ENTRY CREATED AUTOMATICALLY ON CUST INQUIRY

Device Stack

Meter: 5C62585
TLN: 6-7618-5435-0
LLN: 6-7618-7137-0
OCR:
Feeder: 6-7718-9820-0-F

Customer Representative

Date: 4/8/03 Time: 9:59:50 AM

CONFIDENTIAL

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 3952732 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

ID:
Name:

==========

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 19:48:00 06/24/2002
Name: ELIZABETH J BRADY
Address: 2074 W BOND DR
City: WEST PALM BEACH
ZipCode: 33415
Phone Number: (561)357-9553
Account Number: 01604-12086
PPID: 721659
ITR: 21:45:00 06/24/2002 (N)
Last Callback:

Customer Trouble Reported

No Current

Customer remarks

CONFIDENTIAL

Date: 4/8/03 Time: 9:59:55 AM

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 3952757 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

VRU ENTRY CREATED AUTOMATICALLY ON CUST INQUIRY

Device Stack

Meter: 5C46440
TLN: 6-7618-5435-0
LLN: 6-7618-7137-0
OCR:
Feeder: 6-7718-9820-0-F

Customer Representative

ID:
Name:

==========

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 19:54:00 06/24/2002
Name: TRACY J HAYES
Address: 5903 TARRAGON DR
City: WEST PALM BEACH

CONFIDENTIAL

Page: 1 Document Name: untitled

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 3952782 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> (A) SCROLL ===> PAGE

ZipCode: 33415
Phone Number: (561)964-1594
Account Number: 65145-06085
PPID: 726867
ITR: 21:45:00 06/24/2002 (N)
Last Callback:

Customer Trouble Reported

No Current

Customer remarks

No remarks.

Device Stack

Meter: 5C90045
TLN: 6-7618-4626-0
LLN: 6-7618-7137-0
OCR:
Feeder: 6-7718-9820-0-F

Customer Representative

CONFIDENTIAL

Date: 4/8/03 Time: 10:00:04 AM

(B) (C)

VIEW 2.0 BROWSE - G000TCMS2TKT ---------- REC 3952807 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE
ID:
Name:

==========

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 19:54:00 06/24/2002
Name: WOODY H REED SR
Address: 2116 KUDZA RD
City: WEST PALM BEACH
ZipCode: 33415
Phone Number: (561)967-3628
Account Number: 20837-15066
PPID: 726896
ITR: 23:00:00 06/24/2002 (N)
Last Callback:

Customer Trouble Reported

No Current
Customer checked breaker

Customer remarks

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 3952832 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

No remarks.

Device Stack

Meter: 5C38969
TLN: 6-7618-6530-0
LLN: 6-7618-7137-0
OCR:
Feeder: 6-7718-9820-0-F

Customer Representative

ID:
Name:

==========

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 19:56:00 06/24/2002
Name: FELIPE BARRIGA
Address: 2121 E BOND DR
City: WEST PALM BEACH

CONFIDENTIAL

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 3952857 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> A SCROLL ===> PAGE

ZipCode: 33415
Phone Number: (561)968-5339
Account Number: 19823-65114
PPID: 721649
ITR: 21:45:00 06/24/2002 (N)
Last Callback:

Customer Trouble Reported

No Current

Customer remarks

VRU ENTRY CREATED AUTOMATICALLY ON CUST INQUIRY

Device Stack

Meter: 5C62373
TLN: 6-7618-5435-0
LLN: 6-7618-7137-0
OCR:
Feeder: 6-7718-9820-0-F

Customer Representative

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 3952882 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE
ID:
Name:

==========

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 19:57:00 06/24/2002
Name: FELIPE BARRIGA
Address: 2121 E BOND DR
City: WEST PALM BEACH
ZipCode: 33415
Phone Number: (561)968-5339
Account Number: 19823-65114
PPID: 721649
ITR: 21:45:00 06/24/2002 (N)
Last Callback:

Customer Trouble Reported

No Current

Customer remarks

CONFIDENTIAL

498 CONFIDENTIAL

RETR RETRIEVAL INPUT PREMISE/ADDRESS 05/13/03 10:55:34
RETR ENTRY 3523716370 GWA
PAGE 1 OF 1

(A) (B)

SEL	SERVICE ADDRESS	DIST	CUSTOMER NAME	TYP	STAT
	4320 FLAGLER ESTATES BLVD	12	ROBERT L WASHINGTON J	ELE	ACT
	4325 FLAGLER ESTATES BLVD	12	REV PAUL A BASS	ELE	ACT
	4320 FLAGLER ESTATES BLVD # OL	12	ROBERT L WASHINGTON J OL		ACT

NEXT TYPE FIND GWA
TOP OF LIST
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VIEW 2.0 BROWSE - G000TCMS2TKT ---------- CHARS '498-06/19' FOUND
COMMAND ===> SCROLL ===> PAGE

Daytona - DYD
SEARCH: 498-06/19/2002
TCMS/2 TICKET OVERVIEW created at 18:01:00 on 09/28/2002

Ticket Creation Information

Ticket number: 498
Ticket Date & Time: 11:37:52 06/19/2002
Ticket Type: SNC
Ticket Key: 207587081
Interruption Type: Secondary
Priority: I
Ticket Referred Time: 13:32:34 06/19/2002
Threat Code: . .

Interruption Information

Location: **4320 FLAGLER ESTATES BLV**
Trouble Coordinate: **3-5237-1637**
Customers Affected: 1

Trouble Reported Summary

Cable Cut - 1
No Current - 1

A

CONFIDENTIAL

VIEW 2.0 BROWSE - G000TCMS2TKT ---------- REC 2827101 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

Completed By TWS by TWS0JYL at 13:27:00 07/25/2002

Follow-up Investigations:

. . TLM Error . . Engr . . UPR . X . Claims . X . CFR

==========

CALL OVERVIEW

Customer/Call Information

(A)

Call Date/Time:	11:36:21 06/19/2002
Name:	**ROBERT L WASHINGTONJR**
Address:	**4320 FLAGLER ESTATES BLV**
City:	**HASTINGS**
ZipCode:	**32145**
Phone Number:	**(904)692-4394**
Account Number:	**75688-47193**
PPID:	**719320851**
ITR:	14:30:00 06/19/2002 (N)
Last Callback:	13:33:05 06/19/2002

728

RETR RETRIEVAL INPUT PREMISE/ADDRESS 05/13/03 10:53:57
RETR ENTRY 8756216700 GWA
PAGE 1 OF 1 (B)

(A)

SEL	SERVICE ADDRESS	DIST	CUSTOMER NAME	TYP	STAT	
	1940 NE 118TH RD	86	MINOT F JELKE	ELE	ACT	(1)
	1950 NE 118TH RD	86	JOEL F GIURTINO	ELE	ACT	(2) — called at 19:17
	1955 NE 118TH RD	86	DAVID STONE	ELE	FBL	
	1955 NE 118TH RD ✓	86	LUIS RUBIO	ELE	ACT	(3) — called 16:10
	1965 NE 118TH RD	86	FRANCO ROSSI SR	ELE	ACT	(4)

CONFIDENTIAL

5th ♦ 4

NEXT TYPE FIND GWA
TOP OF LIST
02-TOP LIST NEWS
FACT

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p1

VIEW 2.0 BROWSE - G000TCMS2TKT ---------- REC 0684055 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

==========

CALL OVERVIEW

Customer/Call Information (A)

Call Date/Time:	16:19:00 11/04/2002
Name:	**LUIS RUBIO**
Address:	**1955 NE 118TH RD**
City:	**NORTH MIAMI**
ZipCode:	**33181**
Phone Number:	**(305)893-5251**
Account Number:	**99161-76226**
PPID:	**2656619**
ITR:	18:15:00 11/04/2002 (N)
Last Callback:	17:42:00 11/04/2002

Customer Trouble Reported

No Current

Customer remarks

NEIGHBORS ALSO OUT OF SERVICE

VIEW 2.0 BROWSE - G000TCMS2TKT ---------- REC 0684080 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

Device Stack

Meter: 5C89291
TLN: 8-7562-1670-0
LLN: 8-7562-0582-0
OCR:
Feeder: 8-7462-3241-1-F

Customer Representative

ID:
Name:

==========

CALL OVERVIEW

Customer/Call Information A

Call Date/Time: 17:59:00 11/04/2002
Name: **LUIS RUBIO**
Address: **1955 NE 118TH RD**
City: **NORTH MIAMI**
ZipCode: **33181**
Phone Number: **(305)893-5251**
Account Number: **99161-76226**

CONFIDENTIAL

VIEW 2.0 BROWSE - G000TCMS2TKT ---------- REC 0684130 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

==========

CALL OVERVIEW

Customer/Call Information (A)

Call Date/Time:	19:07:00 11/04/2002
Name:	**FRANCO ROSSI SR**
Address:	**1965 NE 118TH RD**
City:	**NORTH MIAMI**
ZipCode:	**33181**
Phone Number:	**(305)892-0684**
Account Number:	**56457-08297**
PPID:	**2656627**
ITR:	21:00:00 11/04/2002 (N)
Last Callback:	

Customer Trouble Reported

No Current

Customer remarks

NEIGHBORS ALSO OUT OF SERVICE

Device Stack

CONFIDENTIAL

VIEW 2.0 BROWSE - G000TCMS2TKT ---------- REC 0684155 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

Meter: 5E99164
TLN: 8-7562-1670-0
LLN: 8-7562-0582-0
OCR:
Feeder: 8-7462-3241-1-F

Customer Representative

ID:
Name:

==========

CALL OVERVIEW

Customer/Call Information (A)

Call Date/Time: 19:17:00 11/04/2002
Name: **JOEL F GIURTINO**
Address: **1950 NE 118TH RD**
City: **NORTH MIAMI**
ZipCode: **33181**
Phone Number: **(305)790-2367**
Account Number: **09203-08434**
PPID: 2656618

CONFIDENTIAL

RETR RETRIEVAL INPUT PREMISE/ADDRESS 05/13/03 11:09:40
RETR ENTRY 6576648660 GWA

CONFIDENTIAL

PAGE 1 OF 1

(A) (B)

SEL	SERVICE ADDRESS	DIST	CUSTOMER NAME	TYP	STAT
	8391 NW COMMERCE CENTRE DR #CNST	46	KOLTER SIGNATURE HOME	ELE	ACT
	8401 NW COMMERCE CENTRE DR	46	KOLTER SIGNATURE HOME	ELE	ACT
	8565 NW COMMERCE CENTRE DR	46	PGA GOLF DEVELOPMENT	ELE	ACT
	8561 S COMMERCE CENTRE DR #PGA LIGHTING	46		ELE	PAC
	8561 S COMMERCE CENTRE DR #PGA LIGHTING	46	PGA GOLF DEVELOPMENT	ELE	PAC
	STREET LIGHTS #PGA GOLF DEV	46	PGA GOLF DEVELOPMENT	RFM	ACT

ticket ID does not tie to REAL ESTATE please reason on summary page

NEXT TYPE FIND GWA
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VIEW 2.0 BROWSE - G000TCMS2TKT ---------- REC 3412134 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

Restore Time 14:45:00 06/14/2002 by MDTSERVER at 15:00:13 06/14/2002
Support Code by MDTSERVER at 15:00:13 06/14/2002
TLM Error UnChecked by MDTSERVER at 15:00:13 06/14/2002
Completed By RAV at 15:01:19 06/14/2002
Completed With Truck 1344 by RAV0FKL at 15:01:19 06/14/2002
Number Of Affected Customers 1 by DDA0FXT at 11:24:07 06/16/2002

Follow-up Investigations:

. . TLM Error . . Engr . . UPR . . Claims . . CFR

==========

CALL OVERVIEW

Customer/Call Information (A)

Call Date/Time: 10:46:48 06/14/2002
Name: **PGA GOLF DEVELOPMENT INC**
Address: **8565 NW CMMRC CNTR DR**
City: **PORT SAINT LUCIE**
ZipCode: **34986**
Phone Number: **(561)468-7686**

CONFIDENTIAL

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 3532353 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

==========

CALL OVERVIEW

Customer/Call Information

(A)

Call Date/Time: 03:29:31 06/08/2002
Name: DR ALLEN SATER
Address: 5501 OLD MYSTIC CT
City: JUPITER
ZipCode: 33458
Phone Number: (561)575-9984
Account Number: 79692-53595
PPID: 3476170
ITR: 06:30:00 06/08/2002 (N)
Last Callback: 08:48:54 06/08/2002

Customer Trouble Reported

No Current

Customer remarks

No remarks.

CONFIDENTIAL

ple

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 3532378 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

Device Stack

Meter: 5C75959
TLN: 6-7740-5343-0
LLN: 6-7740-1943-0
OCR:
Feeder: 6-7739-4615-0-F

Customer Representative

ID:
Name:

==========

CALL OVERVIEW

Customer/Call Information

(A)

Call Date/Time: 03:33:31 06/08/2002
Name: EDWARD DEMIRGIAN
Address: 5372 SHIRLEY DR
City: JUPITER
ZipCode: 33458
Phone Number: (561)747-9225

CONFIDENTIAL

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Page: 1 Document Name:

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 3532403 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> (A) SCROLL ===> PAGE

Account Number: 43230-24309
PPID: 704119
ITR: 06:30:00 06/08/2002 (N)
Last Callback:

Customer Trouble Reported

No Current
Customer checked breaker

Customer remarks

Device Stack

Meter: 5C82788
TLN: 6-7740-5443-0
LLN: 6-7740-1943-0
OCR:
Feeder: 6-7739-4615-0-F

Customer Representative

ID:

CONFIDENTIAL

Date: 7/18/03 Time: 1:31:52 PM

8

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 3532428 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE
Name:

==========

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 03:35:22 06/08/2002 (A)
Name: RICHARD A BONNEAU
Address: 5601 OLD MYSTIC CT
City: JUPITER
ZipCode: 33458
Phone Number: (561)747-6868
Account Number: 63210-23399
PPID: 3307494
ITR: 06:00:00 06/08/2002 (N)
Last Callback:

Customer Trouble Reported

No Current

Customer remarks

VRU ENTRY CREATED AUTOMATICALLY ON CUST INQUIRY

CONFIDENTIAL

Date: 7/18/03 Time: 1:32:00 PM

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 3532453 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

Device Stack

Meter: 5C85955
TLN: 6-7740-4043-0
LLN: 6-7740-1943-0
OCR:
Feeder: 6-7739-4615-0-F

Customer Representative

ID:
Name:

==========

CALL OVERVIEW

Customer/Call Information

(A)

Call Date/Time: 03:31:26 06/08/2002
Name: CHARLES LANDERGOTT
Address: 5378 PENNOCK POINT RD
City: JUPITER
ZipCode: 33458
Phone Number: (561)747-0962

CONFIDENTIAL

010

Page: 1 Document Name:

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 3532478 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> (A) SCROLL ===> PAGE

Account Number: 33590-24381
PPID: 3118726
ITR: 06:30:00 06/08/2002 (N)
Last Callback:

Customer Trouble Reported

No Current
Customer checked breaker

Customer remarks

Device Stack

Meter: 5C93725
TLN: 6-7740-5251-0
LLN: 6-7740-1952-0
OCR:
Feeder: 6-7739-4615-0-F

Customer Representative

ID:

Date: 7/18/03 Time: 1:32:13 PM

CONFIDENTIAL

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 3532503 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE
Name:

==========

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 03:36:01 06/08/2002 (A)
Name: ERNST SHWAYRI
Address: 5580 OLD MYSTIC CT
City: JUPITER
ZipCode: 33458
Phone Number: (561)575-7241
Account Number: 49441-22250
PPID: 3647365
ITR: 06:30:00 06/08/2002 (N)
Last Callback:

Customer Trouble Reported

No Current

Customer remarks

NEIGHBORS ALSO OUT OF SERVICE

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 3532528 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

Device Stack

Meter: 5C88824
TLN: 6-7740-3733-0
LLN: 6-7740-2033-0
OCR:
Feeder: 6-7739-4615-0-F

Customer Representative

ID:
Name:

==========

CALL OVERVIEW

Customer/Call Information

(A)

Call Date/Time: 03:36:32 06/08/2002
Name: JAMES A DUTTON
Address: 5403 PENNOCK POINT RD
City: JUPITER
ZipCode: 33458
Phone Number: (561)746-0269

CONFIDENTIAL

Date: 7/18/03 Time: 1:32:24 PM

Page: 1 Document Name:

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 3532553 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> (A) SCROLL ===> PAGE

Account Number: 23940-24323
PPID: 704420
ITR: 06:30:00 06/08/2002 (N)
Last Callback:

Customer Trouble Reported

No Current

Customer remarks

NEIGHBORS ALSO OUT OF SERVICE

Device Stack

Meter: 5C76355
TLN: 6-7740-5363-0
LLN: 6-7740-1955-0
OCR:
Feeder: 6-7739-4615-0-F

Customer Representative

ID:
Name:

CONFIDENTIAL

Date: 7/18/03 Time: 1:32:32 PM

pg

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 3532578 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

==========

CALL OVERVIEW

Customer/Call Information

(A)

Call Date/Time: 03:36:23 06/08/2002
Name: R G LEUZINGER JR
Address: 5475 SHIRLEY DR
City: JUPITER
ZipCode: 33458
Phone Number: (561)575-9316
Account Number: 33670-23391
PPID: 704125
ITR: 06:30:00 06/08/2002 (N)
Last Callback:

Customer Trouble Reported

No Current
Customer checked breaker

Customer remarks

CONFIDENTIAL

pls

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 3532603 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

Device Stack

Meter: 5C40346
TLN: 6-7740-4251-0
LLN: 6-7740-1952-0
OCR:
Feeder: 6-7739-4615-0-F

Customer Representative

ID:
Name:

==========

CALL OVERVIEW

Customer/Call Information

(A)

Call Date/Time: 03:37:32 06/08/2002
Name: ROBERT B MARTIN
Address: 5395 PENNOCK POINT RD
City: JUPITER
ZipCode: 33458
Phone Number: (561)743-7413

CONFIDENTIAL

Date: 7/18/03 Time: 1:32:44 PM

pld

Page: 1 Document Name:

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 3532703 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

1 PPID: 3118726
ITR: 05:30:00 06/08/2002 (N)
Last Callback:

Customer Trouble Reported

No Current

Customer remarks

VRU ENTRY CREATED AUTOMATICALLY ON CUST INQUIRY

Device Stack

Meter: 5C93725
TLN: 6-7740-5251-0
LLN: 6-7740-1952-0
OCR:
Feeder: 6-7739-4615-0-F

Customer Representative

ID:
Name:

CONFIDENTIAL

Date: 7/18/03 Time: 1:33:00 PM

212

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 3026567 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

. . TLM Error . . Engr . . UPR . . Claims . . CFR

==========

CALL OVERVIEW

Customer/Call Information

(A)

Call Date/Time: 16:51:46 06/15/2002
Name: BARBARA SMITH MARTIN
Address: 11940 ASHFORD LN
City: FORT LAUDERDALE
ZipCode: 33325
Phone Number: (954)424-6504
Account Number: 88371-66746
PPID: 3418164
ITR:
Last Callback:

Customer Trouble Reported

Wire Down on Ground
No Loss of Service
See Remarks

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 3026592 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

Customer remarks

cust sz wire down on 26th st & close to flamingo- N-PROP Y-ACC N-PROP Y-ACC

Device Stack

Meter: 5C86252
TLN: 8-6577-4584-0
LLN: 8-6577-3063-0 N
OCR:
Feeder: 8-6478-5812-6-F

Customer Representative

ID:
Name:

==========

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 17:01:21 06/15/2002
Name: (1) operator 16browar county fire

Page: 1 Document Name:

VIEW 2.0 BROWSE - G000TCMS2TKT REC 3026617 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> (A) SCROLL ===> PAGE

Address: sw 26th & sw 121st
City: Davie
ZipCode:
Phone Number: (954)765-5100
Account Number:
PPID:
ITR:
Last Callback:

Customer Trouble Reported

Wire Down on Ground
PRIORITY 1

Customer remarks

wires down at intersection-fire dept on site

Device Stack

Meter:
TLN:
LLN:
OCR:
Feeder:

CONFIDENTIAL

Date: 7/18/03 Time: 1:30:03 PM

PS

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 3026642 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

Customer Representative

ID:
Name:

==========

CALL OVERVIEW

Customer/Call Information

(A)

Call Date/Time: 16:50:40 06/15/2002
Name: CLARA DIAZ
Address: 12041 SW 32ND ST
City: DAVIE
ZipCode: 33330
Phone Number: (954)236-6382
Account Number: 75110-49178
PPID: 759209828
ITR: 19:45:00 06/15/2002 (N)
Last Callback:

Customer Trouble Reported

No Current

75

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 3026667 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

Customer remarks

all neighbors without power

Device Stack

Meter: 5C65742
TLN: 8-6577-3708-0
LLN: 8-6577-3063-0 N
OCR:
Feeder: 8-6478-5812-6-F

Customer Representative

ID:
Name:

==========

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 16:51:44 06/15/2002
Name: (1) GARY MORRIS

CONFIDENTIAL

pl0

Page: 1 Document Name:

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 3026692 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> (A) SCROLL ===> PAGE

Address: 11980 SW 31ST PL
City: DAVIE
ZipCode: 33330
Phone Number: (954)473-2514
Account Number: 54030-67894
PPID: 1442633
ITR: 19:45:00 06/15/2002 (N)
Last Callback:

Customer Trouble Reported

No Current

Customer remarks

NEIGHBORS ALSO OUT OF SERVICE

Device Stack

Meter: 5C36937
TLN: 8-6577-3818-0
LLN: 8-6577-3063-0 N
OCR:
Feeder: 8-6478-5812-6-F

CONFIDENTIAL

Date: 7/18/03 Time: 1:30:16 PM

PH

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 3026717 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

Customer Representative

ID:
Name:

==========

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 16:53:22 06/15/2002
Name: ELEANOR C KUHLMANN
Address: 12010 SW 32ND ST
City: DAVIE
ZipCode: 33330
Phone Number: (954)472-8483
Account Number: 44830-67809
PPID: 1442625
ITR: 19:15:00 06/15/2002 (N)
Last Callback:

Customer Trouble Reported

No Current

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 0761087 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

Customer/Call Information

(A)

Call Date/Time: 17:58:00 07/16/2002
Name: WILLIAM H KENNAMER
Address: 1511 BASS CIR
City: FORT MYERS
ZipCode: 33919
Phone Number: (239)432-9629
Account Number: 23507-56199
PPID: 1037720
ITR: 21:00:00 07/16/2002 (N)
Last Callback:

Customer Trouble Reported

No Current
Loud Bang

Customer remarks

N-DOG

Device Stack

Meter: 5C89321

CONFIDENTIAL

Date: 7/18/03 Time: 1:38:44 PM

96

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 0761112 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

TLN: 5-5609-7733-0
LLN: 5-5408-1829-0
OCR:
Feeder: 5-5306-6746-4-F

Customer Representative

ID:
Name:

==========

CALL OVERVIEW

Customer/Call Information (A)

Call Date/Time: 18:16:00 07/16/2002
Name: NEAL TROTTIER
Address: 8090 S WOODS CIR#15
City: FORT MYERS
ZipCode: 33919
Phone Number: (239)565-6737
Account Number: 68403-06366
PPID: 2955772
ITR: 21:15:00 07/16/2002 (N)
Last Callback:

CONFIDENTIAL

2

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 0761162 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

Customer/Call Information

(A)

Call Date/Time: 18:14:00 07/16/2002
Name: NORMAN KARLIN
Address: 8171 S WOODS CIR#1
City: FORT MYERS
ZipCode: 33919
Phone Number: (941)489-2278
Account Number: 75132-30362
PPID: 2925974
ITR: 21:15:00 07/16/2002 (N)
Last Callback:

Customer Trouble Reported

No Current

Customer remarks

to open gate call Mr Karlin by pressing 0801 N-DOG

Device Stack

Meter: 5C75316

Date: 7/18/03 Time: 1:38:57 PM

CONFIDENTIAL

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 0761187 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

TLN: 5-5709-1828-0
LLN: 5-5408-1829-0
OCR:
Feeder: 5-5306-6746-4-F

Customer Representative

ID:
Name:

==========

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 18:23:00 07/16/2002
Name: DEBORAH AVERY
Address: 8151 S WOODS CIR#11
City: FORT MYERS
ZipCode: 33919
Phone Number: (941)433-9494
Account Number: 88426-48233
PPID: 2918503
ITR: 20:45:00 07/16/2002 (N)
Last Callback:

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VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 0260248 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

Restore Time 08:45:00 09/15/2002 by MDTSERVER at 08:51:00 09/15/2002
Support Code by MDTSERVER at 08:51:00 09/15/2002
TLM Error UnChecked by MDTSERVER at 08:51:00 09/15/2002
Completed By TLS by TLS0LUA at 09:00:00 09/15/2002
Completed With Truck 1034 by TLS0LUA at 09:00:00 09/15/2002
Interruption Category oa by WCF0FIB at 08:25:00 09/16/2002

Follow-up Investigations:

. . TLM Error . . Engr . . UPR . . Claims . . CFR

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CALL OVERVIEW

Customer/Call Information

(A)

Call Date/Time: 07:59:00 09/15/2002
Name: ROBERT J GOLDING
Address: 243 TREASURE BEACH RD
City: SAINT AUGUSTINE
ZipCode: 32080
Phone Number: (904)471-4690

(1)

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VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 0260273 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> (A) SCROLL ===> PAGE

Account Number: 19312-08480
PPID: 3288203
ITR: 11:00:00 09/15/2002 (N)
Last Callback:

Customer Trouble Reported

No Current
Customer checked breaker

Customer remarks

N-DOG

Device Stack

Meter: 5C15116
TLN: 3-6346-2211-0
LLN: 3-6346-6304-0
OCR:
Feeder: 3-6144-5430-0-F

Customer Representative

ID:

Date: 4/15/03 Time: 8:36:03 AM

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 0260298 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE
Name:

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CALL OVERVIEW

Customer/Call Information

Call Date/Time: 08:02:00 09/15/2002 (A)
Name: PHILIP PRATO (2)
Address: 6099 COSTANERO RD
City: SAINT AUGUSTINE
ZipCode: 32080
Phone Number: (904)461-9816
Account Number: 94287-25114
PPID: 156938
ITR: 11:00:00 09/15/2002 (N)
Last Callback:

Customer Trouble Reported

No Current

Customer remarks

NEIGHBORS ALSO OUT OF SERVICE

CONFIDENTIAL

Date: 4/15/03 Time: 8:36:08 AM

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 0260323 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

Device Stack

Meter: 5C73834
TLN: 3-6346-5111-0
LLN: 3-6346-6304-0
OCR:
Feeder: 3-6144-5430-0-F

Customer Representative

ID:
Name:

==========

CALL OVERVIEW

Customer/Call Information

(A) (3)

Call Date/Time: 08:07:00 09/15/2002
Name: FRANK P MUCCIO
Address: 228 TREASURE BEACH RD
City: SAINT AUGUSTINE
ZipCode: 32084
Phone Number: (904)471-1104

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 0260348 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> (A) SCROLL ===> PAGE

Account Number: 19402-03415
PPID: 156929
ITR: 10:30:00 09/15/2002 (N)
Last Callback:

Customer Trouble Reported

No Current

Customer remarks

VRU ENTRY CREATED AUTOMATICALLY ON CUST INQUIRY

Device Stack

Meter: 5C69820
TLN: 3-6346-3310-0
LLN: 3-6346-6304-0
OCR:
Feeder: 3-6144-5430-0-F

Customer Representative

ID:
Name:

CONFIDENTIAL

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 0260373 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

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CALL OVERVIEW

Customer/Call Information

(A)

Call Date/Time: 08:11:00 09/15/2002 (4)
Name: DORRIT C GARVER
Address: 245 TREASURE BEACH RD
City: SAINT AUGUSTINE
ZipCode: 32080
Phone Number: (904)461-3057
Account Number: 69849-78301
PPID: 62925814
ITR: 10:30:00 09/15/2002 (N)
Last Callback:

Customer Trouble Reported

No Current

Customer remarks

N-DOG

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 0260398 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

Device Stack

Meter: 5C11843
TLN: 3-6346-2211-0
LLN: 3-6346-6304-0
OCR:
Feeder: 3-6144-5430-0-F

Customer Representative

ID:
Name:

==========

CALL OVERVIEW

Customer/Call Information

(A)

Call Date/Time: 08:21:00 09/15/2002
Name: TRACY A RICHARDS
Address: 207 HILDAGO RD
City: SAINT AUGUSTINE
ZipCode: 32080
Phone Number: (904)461-2607
Account Number: 27701-70468

(5)

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VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 0260423 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

PPID: (1) 156866
ITR: 11:15:00 09/15/2002 (N)
Last Callback:

Customer Trouble Reported

No Current
Customer checked breaker

Customer remarks

Device Stack

Meter: 5C69670
TLN: 3-6346-5404-0
LLN: 3-6346-6304-0
OCR:
Feeder: 3-6144-5430-0-F

Customer Representative

ID:
Name:

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VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 0260448 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

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CALL OVERVIEW

Customer/Call Information

(A)

Call Date/Time: 08:28:00 09/15/2002
Name: JOHN RETETAGOS (B)
Address: 260 TREASURE BEACH RD
City: SAINT AUGUSTINE
ZipCode: 32080
Phone Number: (904)471-6717
Account Number: 09962-08401
PPID: 156908
ITR: 10:30:00 09/15/2002 (N)
Last Callback:

Customer Trouble Reported

No Current

Customer remarks

VRU ENTRY CREATED AUTOMATICALLY ON CUST INQUIRY

CONFIDENTIAL

3
W

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 0260473 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

Device Stack

Meter: 5C74396
TLN: 3-6346-1009-0
LLN: 3-6346-6304-0
OCR:
Feeder: 3-6144-5430-0-F

Customer Representative

ID:
Name:

==========

CALL OVERVIEW

Customer/Call Information

(A)

Call Date/Time: 08:30:00 09/15/2002
Name: JOSEPH J KUTZ (7)
Address: 6098 ROJO RD
City: SAINT AUGUSTINE
ZipCode: 32084
Phone Number: (904)471-0021
Account Number: 19322-04405

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p14

VIEW 2.0 BROWSE - G000TGMS2TKT ——— REC 0260498 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

PPID: 156924
ITR: 10:30:00 09/15/2002 (N)
Last Callback:

Customer Trouble Reported

No Current

Customer remarks

no dog

Device Stack

Meter: 5C24497
TLN: 3-6346-2211-0
LLN: 3-6346-6304-0
OCR:
Feeder: 3-6144-5430-0-F

Customer Representative

ID:
Name:

VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 0260523 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

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CALL OVERVIEW

Customer/Call Information

Call Date/Time: 08:36:00 09/15/2002
Name: RUDY W PRANGE
Address: 6095 AJO RD
City: SAINT AUGUSTINE
ZipCode: 32080
Phone Number: (904)471-9496
Account Number: 19042-00480
PPID: 156911
ITR: 10:30:00 09/15/2002 (N)
Last Callback:

Customer Trouble Reported

No Current

Customer remarks

VRU ENTRY CREATED AUTOMATICALLY ON CUST INQUIRY

Device Stack

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VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 0260548 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

Meter: 5C41508
TLN: 3-6346-1415-0
LLN: 3-6346-6304-0
OCR:
Feeder: 3-6144-5430-0-F

Customer Representative

ID:
Name:

==========

CALL OVERVIEW

Customer/Call Information

(A)

Call Date/Time: 08:38:00 09/15/2002
Name: HENRY FORD (9)
Address: 6092 ROJO RD
City: SAINT AUGUSTINE
ZipCode: 32080
Phone Number: (904)471-1459
Account Number: 19232-09470
PPID: 156921

CONFIDENTIAL

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VIEW 2.0 BROWSE - G000TCMS2TKT ——— REC 0260598 PG 0000001.255 LOCK 00 COL 001 132
COMMAND ===> SCROLL ===> PAGE

CALL OVERVIEW

Customer/Call Information

Call Date/Time: 08:41:00 09/15/2002
Name: ROBERT E SMITH
Address: 241 TREASURE BEACH RD
City: SAINT AUGUSTINE
ZipCode: 32084
Phone Number: (904)461-3054
Account Number: 09692-00401
PPID: 156899
ITR: 10:30:00 09/15/2002 (N)
Last Callback:

Customer Trouble Reported

No Current

Customer remarks

VRU ENTRY CREATED AUTOMATICALLY ON CUST INQUIRY

Device Stack

CONFIDENTIAL