

State of Florida



ORIGINAL

Public Service Commission

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TALLAHASSEE, FLORIDA 32399-0850

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

DATE: April 18, 2007
TO: Ann Cole, Commission Clerk - PSC, Office of Commission Clerk
FROM: Kira Scott, Senior Attorney, Office of the General Counsel *KS*
RE: Undocketed — Review of Existing Rules Relating to Customer Information and Relocation of Facilities.

Please file the attached post-workshop comments and suggestions hand delivered to me in regards to the above-referenced undocketed matter in generic Docket No. 070000. These additional comments and suggestions were jointly submitted by Florida Power & Light Company, Progress Energy Florida, Inc., Tampa Electric Company, and Gulf Power Company.

Thank you for your assistance. Please contact me at 413-6216 if there are any questions.

KS

cc: Timolyn Henry
Hong Wang

DOCUMENT NUMBER-DATE

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RUTLEDGE, ECENIA, PURNELL & HOFFMAN

PROFESSIONAL ASSOCIATION
ATTORNEYS AND COUNSELORS AT LAW

STEPHEN A. ECENIA
RICHARD M. ELLIS
KENNETH A. HOFFMAN
LORENA A. HOLLEY
MICHAEL G. MAIDA
MARTIN P. McDONNELL
J. STEPHEN MENTON

POST OFFICE BOX 551, 32302-0551
215 SOUTH MONROE STREET, SUITE 420
TALLAHASSEE, FLORIDA 32301-1841

TELEPHONE (850) 681-6788
TELECOPIER (850) 681-6515

R. DAVID PRESCOTT
HAROLD F. X. PURNELL
MARSHA E. RULE
GARY R. RUTLEDGE
MAGGIE M. SCHULTZ

GOVERNMENTAL CONSULTANTS
PARSONS B. HEATH

MARGARET A. MENDUNI

RECEIVED
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OFFICE OF THE
GENERAL COUNSEL
FLORIDA PUBLIC SERVICE COMMISSION

April 18, 2007

Kira Scott, Esq.
Office of General Counsel
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Re: Undocketed: In re: Review of Existing Rules Relating to Customer Information and Relocation of Facilities
Joint Comments of Investor-Owned Utilities

Dear Ms. Scott:

These Post-Workshop Comments are submitted on behalf of Florida Power & Light Company ("FPL"), Progress Energy Florida, Inc. ("PEF"), Tampa Electric Company, and Gulf Power Company, hereinafter referred to collectively as the Investor-Owned Utilities or "IOUs."

A. BACKGROUND

As you know, a Staff Workshop was held on March 20, 2007. The workshop arose as a result of proceedings in Docket No. 060745-EI, In re: Complaint of Danielle Dobbs against Progress Energy Florida, Inc. and Request for Reconfiguration of Overhead Distribution Facilities to Serve Dommerich Hills Neighborhood in Maitland ("Dommerich Hills"). In the Dommerich Hills matter, Mrs. Danielle Dobbs filed a complaint with the Commission challenging PEF's implementation of its arbitrated agreement to transfer its electric facilities in and around the City of Winter Park ("Winter Park") to Winter Park's new municipal electric utility. An arbitration panel established the price and other terms of the transfer of PEF's distribution system to Winter Park, including approval of the geographic area that PEF and Winter Park agreed would be the City's service area.

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In order to make the transfer to Winter Park safe and reliable, and to maintain reliability for customers in the area remaining on its distribution system, PEF was required to make changes to the configuration of its system along the boundary of the City's new service area. These changes included the relocation of overhead distribution lines that had previously been located in the backyards of Mrs. Dobbs' neighborhood to the front of and at the entrance to the neighborhood.

The Commission ultimately dismissed Mrs. Dobbs' complaint and, in so doing, found that:

1. PEF had not violated any regulatory statute, rule or policy of the Commission when it reconfigured its distribution system in anticipation of the transfer of facilities to Winter Park;
2. PEF is not required to notify its customers every time it makes a change to its distribution system; and
3. Customers do not have the due process right to a hearing regarding PEF's configuration of its electrical system.

PAA Order No. PSC-06-1066-PAA-EI issued December 26, 2006, at 3-4.¹

The Dommerich Hills order is but the most recent expression of Commission policy that the IOUs must retain the authority to plan, manage and construct their linear electric facilities and, apart from an issue such as safety that falls within the Commission's jurisdiction, the Commission will not attempt to accommodate customer issues or complaints that implicate matters outside of the Commission's jurisdiction. Some four years earlier, the Commission issued a similar decision in response to a complaint filed by a few customers against FPL regarding the placement of a particular FPL transmission line. Although the Commission recognized in that proceeding that it had jurisdiction to address issues concerning National Electric Safety Code compliance, the Commission dismissed the complaints on all of the other grounds for lack of jurisdiction. In so doing, the Commission emphasized that it had no power to require FPL to relocate that particular transmission line based on concerns such as diminished property values and loss of quiet enjoyment of property. See In re: Complaint against Florida Power & Light Company regarding placement of power poles and transmission lines by Amy & Jose Gutman, Teresa Badillo, and Jeff Lessera, Order No. PSC-02-0788-PAA-EI issued June 10, 2002 (the "Gutman Order").²

¹Effective and made final by Consummating Order No. PSC-07-0062-CO-EI issued January 23, 2007.

²Protests to the PAA Order were dismissed pursuant to Order No. PSC-02-1516-FOF-EI issued November 5, 2002.

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The Dommerich Hills order underscores the conclusion that new or amended rules are not necessary or appropriate in addressing the provision of customer notice or information regarding distribution and transmission, construction and relocation. The City of Winter Park's municipalization of PEF's facilities and customers was a unique situation involving a municipal takeover and purchase of an IOU's facilities and customers. Prior instances of municipalization of IOU facilities and customers are rare in Florida's history and such an "exception" to normal operations does not justify promulgation of new or amended rules. Further, in Dommerich Hills, the Commission recognized that the IOUs must retain the flexibility and authority to plan, manage, construct and operate their systems so long as there is compliance with applicable Commission statutes, rules and policies. The IOUs' service obligations accrue to all of their customers and, as recognized in Dommerich Hills, tailoring a customer-specific accommodation is not appropriate if the result is a violation of the Commission's statutes or rules and/or the imposition of costs on the IOU's remaining body of customers.

The IOUs have been and remain mindful, however, that the provision of information to customers under the variety of situations and circumstances that give rise to distribution and transmission construction and relocation are an integral part of the utility service process. From that standpoint, the IOUs remain committed to continuing the use of the various information tools and procedures that have been in place for years to provide information or notices to customers when new construction, expansion or relocations take place.

B. THE IOUS' POSITIONS ON THE ISSUES RAISED BY STAFF

The IOUs' basic position in this matter is that the procedures in place for providing information to customers are comprehensive. These procedures and the various methods of communication preserve the IOUs' need to maintain authority and flexibility over construction and relocation of facilities in meeting their service obligations while recognizing the need to keep affected customers informed. Each of the IOUs will present an attachment to these comments providing an overview and description of the procedures and tools utilized in providing notice and information to customers in addressing material events and circumstances such as service outages and transmission and distribution construction and relocations.

At the conclusion of the Workshop, Staff offered a general set of questions or issues on which comments were invited. The IOUs' Comments will follow that general framework.

1. Is standardization of information possible?

Yes, to some extent. The IOUs' experience indicates that it is best to communicate consistently when dealing with similar situations, although that is not always possible. Sometimes, additional communication methods are necessary. The IOUs have standard methods of

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communicating with customers under various circumstances. These events and efforts include prearranged outages, communications to address unusually long outages including storm-related outages, system improvements and relocations, cable upgrade and restoration, and line clearing. Generally speaking, the IOUs utilize outbound calls from customer call centers to contact customers and provide scripted messages with the desired information; letters or postcards with pertinent information; door hangers with pertinent information; the Company website to communicate with customers on construction or service issues; and/or a media advisory when a situation affects a large number of customers such as an outage affecting a large number of customers or a storm restoration situation. A description of each IOU's methods of providing information to customers is attached hereto as Composite Exhibit A.

2. Should each IOU have a stated policy on customer information/notice requirements?

The IOUs have policies and procedures in place addressing customer information and notice. Please see Composite Exhibit A.

3. What are the problems with certain approaches?

This question is difficult to address given the nature of the issue. As a general proposition, the IOUs do not generally encounter extraordinary problems or issues with facility construction or relocation although customer dissatisfaction does occur from time to time. As the Commission has recognized, the IOUs must retain the ability to construct and manage their systems in a safe and cost effective manner and in compliance with applicable statutes and rules. The primary goal should be to balance that obligation with a commitment to keep customers informed. Any communication policy must balance the need for customers to be informed on issues such as service interruptions and safety with the potential problems and associated costs with providing customers extensive information on the countless day-to-day activities that the IOUs perform throughout their extensive service territory. Thus, the IOUs strive, through their arsenal of communications methods, to insure that customers are informed on major issues that impact their service or their safety and not the day-to-day activities concerning the IOUs' facility construction and relocation activities.

The IOUs do not see "problems with certain approaches" as suggested in Staff's question. Instead, the issue, if there is an issue, would typically be whether the method of communication for a particular specific situation is adequate or whether additional information is needed. For example, in a given situation, the use of outbound calls from an IOU's call center may not be adequate if the IOU sees that inquiries are coming in regarding a particular project. In such a case, the IOU may need to supplement communications by the use of letters or door hangers. In all cases, the IOU attempts to tailor communication plans to specific project needs to achieve that balance of cost efficiently and timely providing service with the desire to keep customers informed.

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4. What are some approaches to mitigate problems?

Again, without identifying any particular problem, it is difficult for the IOUs to comment with any level of detail. That being said, however, the IOUs believe that their current procedures mitigate almost all problems that typically arise from notification issues.

C. Local Government's Lack of Authority over the Siting of Distribution and Transmission Lines

At the Staff Workshop, there was brief discussion regarding the role of local government in the siting of electric facilities. As explained below, relevant case law, statutes and administrative orders, including orders of the Commission, confirm that local governments have no jurisdiction over siting of transmission lines and distribution lines.³

In Florida Power Corporation v. Seminole County, 579 So.105 (Fla. 1991), the Supreme Court of Florida addressed the issue of whether Seminole County and the City of Lake Mary had the authority to enact ordinances requiring Florida Power Corporation to relocate certain power lines underground. The trial court upheld the ordinances. On appeal, the Florida Supreme Court reversed, holding that the Commission's jurisdiction "to regulate rates and services of public utilities preempts the authority of the city and county to require FPC to place its lines underground." 579 So.2d at 107.

Some twelve years later, the Commission addressed a similar issue involving a proposed transmission line that was not subject to the Transmission Line Siting Act ("TLSA"). In Docket No. 030159-EU, the City of Parker filed a Petition for Declaratory Statement which raised the issue of whether the City had the authority, under its comprehensive plan and land development regulations, to deny or prohibit Gulf Power Company's proposed aerial non-TLSA transmission line or whether any such local authority was preempted by the jurisdiction of the Commission. Relying in part on the Seminole County decision, the Commission determined that its statutory responsibility to insure that electric service is provided in an adequate, reliable and cost-effective manner preempted the City's application of its comprehensive plan, land development regulations and city codes and ordinances, with respect to Gulf's proposed aerial non-TLSA transmission line. Order No. PSC-03-0598-DS-EU issued May 12, 2003 (the "Parker Declaratory Statement"). The Commission also

³Electric utilities will often have to utilize the condemnation authority granted by the Legislature under Sections 361.01 and 361.12, Florida Statutes, to establish routes and locations for linear electrical facilities. In such eminent domain proceedings, the electric utility must show that it considered several factors in establishing the necessity for the taking of the private property, to-wit: (1) the availability of an alternate route, (2) cost, (3) environmental factors, (4) long range planning, and (5) safety considerations. See, e.g., Cordones v. Brevard County, 781 So.2d 519, 522 (Fla. 5th DCA 2001).

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noted that its preemptive statutory authority with respect to local government is clearly set forth in Section 366.04(1), Florida Statutes, which grants the Commission the exclusive authority to:

Regulate and supervise each public utility with respect to its rates and service; ...The jurisdiction conferred upon the commission shall be exclusive and superior to that of all other boards, agencies, political subdivisions, municipalities, towns, villages, or counties, and, in each case of conflict therewith, all lawful acts, orders, rules and regulations of the commission shall in each instance prevail.

Id., at 13.

In a legal memorandum dated November 4, 2003, former Commission General Counsel Rick Melson addressed the issue of whether a local government has the ability to control the location of a non-TLSA transmission line. Former General Counsel Melson noted the precedential authority of the Seminole County decision as well as the subsequent Parker Declaratory Statement, commenting that “the language in the Parker Declaratory Statement is fairly broad, and implies that the City of Parker was completely preempted with respect to regulating any aspect of Gulf Power’s transmission line.” Memorandum from Rick Melson, General Counsel, dated November 4, 2003, at 5. Mr. Melson cautioned, however, that the Parker Declaratory Statement involved an undergrounding dispute and might be distinguishable on a different set of facts. Mr. Melson’s legal memo noted that a more conclusive resolution on the issue of whether local government has siting jurisdiction over non-TLSA lines was currently pending in a Petition for Declaratory Statement filed with the Department of Community Affairs (“DCA”) by two individual residents of the City of Parker with respect to that same Gulf Power proposed aerial non-TLSA transmission line. The basic issue, as accurately framed by Mr. Melson, was whether local government jurisdiction over transmission lines constitutes “development” within the meaning of the Local Government Comprehensive Planning and Land Development Regulation Act, Sections 163.3161-.3245, Florida Statutes.

Section 163.3164(6), Florida Statutes, provides that “[d]evelopment” has the meaning given to it in Section 380.04, Florida Statutes. Section 380.04(3), Florida Statutes, provides as follows:

(3) The following operations or uses shall not be taken for the purpose of this chapter to involve “development” as defined in this section:

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* * *

(b) Work by any utility and other persons engaged in the distribution or transmission of ... electricity... for the purpose of inspecting, repairing, renewing, or constructing on established rights-of-way any... power lines, towers, poles, tracks, or the like....

* * *

(h) The creation or termination of rights of access, riparian rights, easements, covenants concerning development of land, or other rights and land. (emphasis supplied).

In 2004, the question raised by Mr. Melson in his legal memorandum was definitively answered by the DCA in a Declaratory Statement issued in In re: Petition for Declaratory Statement filed by George M. Hughes and Barbara Knowles, Final Order DCA-03-DEC-295. In that Final Order, the DCA held that Gulf's proposed non-TLSA aerial power line was not "development" as defined under Section 380.04(3), Florida Statutes. The DCA noted that Gulf Power will create the new right-of-way for the power line and that a right-of-way is a "right of access," an "easement," or "other right in land," under subsection 380.04(3)(h). The DCA also found that Gulf Power would construct the power line on that newly established right-of-way and, thus, the construction of the power line in the established right-of-way falls within the exception to "development" under Section 380.04(3)(b), Florida Statutes.

The above cases and administrative orders clearly support the conclusion that local government lacks jurisdiction over the siting of transmission and distribution lines. This conclusion is in no way weakened by the fact that the Commission has adopted and incorporated the safety standards in the National Electric Safety Code ("NESC"). Under Section 366.04(6)(b), Florida Statutes, the Commission has been authorized by the Legislature to adopt **safety standards**. Under the statute, as minimum **safety** standards, the Commission shall adopt the NESC. The statute goes on to state that the standards prescribed by the Code "shall constitute acceptable and adequate requirements for the protection of the **safety** of the public..." Rule 25-6.0345, Florida Administrative Code, adopted pursuant to Section 366.04(6)(b) addresses the issue of **safety** standards for construction of new transmission and distribution facilities. Thus, it is clear that the Commission's statutory mandate to utilize the NESC is for the sole and exclusive purpose of furthering the exercise of the Commission's jurisdiction "to prescribe and enforce safety standards."

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Nothing in the pertinent statute or rule remotely indicates that the Commission's use of the NESC is for the purpose of addressing siting issues.

In the Gutman Order, the Commission emphasized that Section 366.04(6)(b), Rule 25-6.0345 and the NESC adopted and incorporated by reference in that Rule provide "the applicable safety standard for electrical transmission and distribution facilities under our safety jurisdiction." In Gutman, the Commission quoted Section 231(B)(4) of the NESC which states:

Where the governmental authority exercising jurisdiction over structure location has issued a permit for, or otherwise approved, specific locations for the supporting structures, that permit or approval shall govern.

The above passage from Gutman must be viewed in its proper context and with due regard to the four corners of the Commission's jurisdiction, specifically:

1. As far as context goes, the above-quoted statement from the NESC assumes that in a particular jurisdiction, local government has some level of authority with respect to location of electric poles.

2. The NESC is a nationwide code. The Commission has recognized in the Gutman Order that the NESC "is mostly silent regarding the location of poles." The NESC, as a matter of law, cannot convey authority on the Commission to address siting issues. That authority could only come from the Legislature.

3. Similarly, the NESC cannot grant authority to municipalities and counties in Florida to address siting issues. The authority of such local governmental entities are a function of the powers granted and the limitations on such powers set forth in the Florida Constitution and the Florida Statutes. The Legislature has not expressly granted siting authority to local governments and with good reason - - the ability of every municipality and county in Florida to approve or relocate proposed distribution and non-TLSA transmission lines would result in delays and an enormous waste of time and resources, and would undermine an electric utility's ability to cost efficiently and effectively plan, engineer and construct necessary electric facilities.

In Florida, the permitting authority that rests with local government is administrative or ministerial in nature. Once the utility makes its decision on the placement of a transmission or

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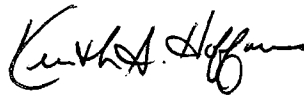
distribution line,⁴ then local government or, for that matter, other affected agencies such as the Department of Transportation, The Turnpike District, or a water management district, will issue permits for the use of that entity's right-of-way. These right-of-way permits are administrative or ministerial in nature and are typically issued to the electric utility so long as certain typical, standard criteria are met.⁵

The Commission certainly has limited authority in its substantive areas of jurisdiction that may affect the placement of a transmission or distribution pole. For example, as discussed in Gutman, the Commission has Grid Bill authority under Section 366.05(8), Florida Statutes, to ensure an adequate and reliable source of power for the State of Florida. As discussed in Gutman, the Commission could exercise its Grid Bill authority or its safety authority with respect to a particular transmission or distribution facility.

D. CONCLUSION

In conclusion, the IOUs believe that the current procedures in place for providing notice and information to customers is effective and has successfully achieved the balance between the IOUs service obligations and the need to keep customers informed on material issues that affect their service. While customer complaints will arise from time to time, the Commission has recognized that the IOUs must remain in control of the ability to plan, manage and construction their facilities and system and that customers do not have a right to halt that process so long as the IOUs comply with applicable Commission statutes and rules. The IOUs remain committed to the use of these communications tools to insure that customers are adequately informed of material facilities construction and relocations and look forward to participating in a follow-up workshop if deemed necessary by the Commission staff.

Respectfully submitted,



Kenneth A. Hoffman

⁴The routing and location of a transmission line under the TLSA is subject to approval by the Governor and Cabinet sitting as the Siting Board. See Section 403.529, Florida Statutes.

⁵Examples of such criteria include clear zone widths measured from the edge of travel ways, based on posted or designed speed limits; electric poles positioned as close to the right-of-way edge as feasible; accommodation of Americans with Disabilities Act requirements, if poles encumber any sidewalks; and minimum vertical clearances over roadways, canals, etc.

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cc: Martha Carter Brown, Esq.
Ms. Connie Kummer
Mr. Bob Valdez
Ms. Lynne Adams
Susan F. Clark, Esq.
Ms. Lisa Stright
Mr. Billy Stiles
Mr. Howard Bryant
Russell Badders, Esq.
James Beasley, Esq.

fpl/scott.ltr

COMPOSITE EXHIBIT A

GULF POWER COMPANY

Gulf Power Company

Customer Notification Guidelines

Gulf Power has a very good relationship with its customers and strives to maintain it every day. As evidenced by the statistics below, Gulf Power is recognized by the communities it serves for the efforts put forth by the employees of the Company.

Gulf Power Customer Survey: In 100 customer surveys taken by phone each month by an independent consulting firm, here's how our customers rated Gulf Power in 2006 on the following customer service questions:

- **“Keeping you informed”** -- 83% positive responses (Improved 6 percentage points since 2000)
- **“Caring about its customers as individuals”** -- 74% positive responses (Improved 10 percentage points since 2000)

Gulf Power attempts to minimize interruptions of service to customers during construction of new facilities and routine maintenance on its transmission and distribution (T&D) facilities. Crews capable of performing energized line work are utilized wherever possible in order to maintain service. Gulf has customer service standards that set guidelines for customer notifications for work when there is a planned customer interruption. The majority of work done by Gulf does not require customer outages. Gulf takes into consideration a variety of factors in order to determine the extent of customer notification required for new construction, relocations and routine maintenance when there is no direct customer involvement.

Gulf Power uses the following general guidelines for determining when and how notification of customers will take place:

For work on existing facilities:

Distribution:

- Notification can take the form of personal contact, door hangers, signs posted in subdivision, automated calls to customers, targeted mailings and radio/TV announcements.
- The method of notification is determined by the characteristics of the situation. Considerations such as magnitude of work, working on customer property, locating a pole outside the rights-of-way or not on a property line are all considered when determining the level of customer contact.
- Notifications of planned outages are documented in Gulf's Trouble Call Management System (TCMS) system.

Transmission:

- Pole replacement – rural: When replacing a transmission structure in a rural area, transmission does not make it a practice to contact the land owner unless a private roadway must be used for access.

- Pole replacement – urban: When replacing a transmission structure directly behind a home or business, transmission department attempts to make contact with the owner of the property or the management of the business one week prior to the work. Contact is usually made in person or by phone and gives prior warning to the customer of the activity.
- Rebuild: transmission department works with corporate communications to develop a communications plan for each project. These plans involve the drafting of a standard Q&A sheet, making a list of internal groups for a project briefing and planning for any door-hangers or mail-outs that will be sent.

For construction of new facilities:

Distribution:

- As with work on existing facilities, notification can take the form of personal contact, door hangers, signs posted in subdivision, automated calls to customers, targeted mailings and radio/TV announcements.
- The method of notification is determined by the characteristics of the situation. Considerations such as magnitude of work, working on customer property, locating a pole outside the rights-of-way or not on a property line are all considered when determining the level of customer contact.
- Notifications of planned outages are documented in Gulf's Trouble Call Management System (TCMS) system.

Transmission:

- New easement: When acquiring the rights to build the transmission line, all affected property owners are contacted.
- Existing easement: This scenario is very similar to the rebuild scenario. A communication plan is developed and implemented by Corporate Communications and Transmission Department.

TAMPA ELECTRIC COMPANY

Tampa Electric's Construction Notification Processes

Tampa Electric utilizes a variety of methods to inform its customers of the construction of new facilities as well as the relocation of existing facilities. The three primary areas of construction and relocation are distribution, transmission and substation facilities. The specific notification process for each area is provided below.

Distribution:

For new construction of distribution facilities on private property or in public right-of-ways, a Tampa Electric representative works directly with the property owner, governmental agency, or the property owner's/governmental agency's representative(s) such as a builder, contractor, sub-contractor, engineer, or consultant to design new facilities that the company will build.

For facility replacements or relocations associated with a governmental agency's project, located in the public right-of-way, a Tampa Electric representative works directly with the agency and attends field meetings as necessary to coordinate construction activities. Non-governmental customer contact in this situation is minimal and usually not necessary.

For facility replacements or relocations on private property, a Tampa Electric representative notifies any affected party in person or by door hanger concerning the replacement or relocation.

Within the City of Tampa and Hillsborough County, Tampa Electric must apply for a large facilities permit on all construction involving poles that are 24 inches in diameter or greater, or poles that are 75 feet in height or higher. Part of the permitting process for these large facilities is a requirement to hold community meetings and mass notification mailings to all affected parties located within a 250 foot circumference of the construction activity.

Notice periods vary depending on the specify project or construction being undertaken. Periods can range from 24-48 hours of notice in the case of a customer outage, and up to a year or more for large undertakings such as new circuit projects. Most notices to customers include a contact number for a designated company representative.

Transmission:

For the vast majority of transmission construction activities, Tampa Electric follows the same steps employed for distribution construction.

Again, within the City of Tampa and Hillsborough County, Tampa Electric must apply for a large facilities permit on all construction involving poles that are 24 inches in

diameter or greater, or poles that are 75 feet in height or higher. Part of the permitting process for these large facilities is a requirement to hold community meetings and mass notification mailings to all affected parties located within a 250 feet circumference of the construction activity.

For large circuit projects which include the construction of new poles and lines or the relocation of existing poles and lines, Tampa Electric follows the large facilities permitting process even though it is not required.

Notice periods vary depending on the specify project or construction being undertaken. Periods can range from several days or weeks for a small project, and up to a year or more for large projects such as new circuits. Most notices to customers include a contact number for a designated company representative.

Substation:

When a new substation site is planned, Tampa Electric routinely notifies affected customers by mass mailings or through newspaper advertisements and conducts community meetings; however, this is not a requirement. The company may be required to have a public meeting if it is necessary to get a land use change.

If the capacity of an existing substation is being increased or otherwise expanded, Tampa Electric may conduct community meetings depending on the size and potential impact to the surrounding area. For other types of construction inside an existing substation, Tampa Electric will provide notification by utilizing significant signage announcing the upcoming construction activity. For example, 30 days before construction a sign may state "Tampa Electric Substation Improvement Project" and the sign will have contact information. The company does not post notification for routine improvement work. If a substation fence has to be expanded, community notification and possible meetings would be based on the size and impact of the addition.

Notice periods vary depending on the specify project or construction being undertaken. Periods can range from several days or weeks for a small project, and up to a year or more for large projects such as new circuits. Most notices to customers include a contact number for a designated company representative.

PROGRESS ENERGY FLORIDA

PROGRESS ENERGY FLORIDA:

Outage Notification:

Progress Energy Florida has written policies and procedures in place addressing customer information and notice related to outages. Progress Energy Florida's policy, entitled "Notification Methods Policy for Pre-arranged Outages" is intended to provide advanced notice to affected customers, whenever reasonable and practicable, when electric service is scheduled to be interrupted or curtailed. Progress Energy Florida uses several communications methods to notify customers of non-emergency, pre-arranged distribution outages. There is no set requirement as to what form of notification is to be used, since the particular sets of facts and circumstances surrounding the outage will dictate what form of communication(s) can and should be used. Progress Energy Florida uses one or more of the following forms of notification whenever practicable:

- (1) Written notification via Automated Reliability Notification (or ARNIE) letters: ARNIE is a web-based automated tool used to send written notification to customers of pre-arranged outages. The letter includes detailed information, as much as is practicable, regarding the day and time of the outage, and provides a name and contact number. To provide adequate time for mail delivery, Progress Energy Florida uses ARNIE letters to customers only when there are more than seven (7) days before the planned outage.
- (2) Customer phone calls: Progress Energy Florida personnel make phone contact with customers, speaking with customers directly or leaving a detailed message on answering machines at a confirmed contact number. If possible, customers that could not be reached by phone receive follow up notification via a door hanger or door communication.
- (3) Door hangers: Door hangers are placed on customers' doors to communicate the date, time and other information related to the outage. A name and contact number is provided.
- (4) Door communication: Progress Energy Florida personnel make visits to customers affected by the planned outage prior to the outage. This method is used when the other methods are not possible or reasonable under the circumstances.

Non-outage Notification:

Progress Energy Florida also has a notification process in place for non-outage events. Depending on the particular non-outage event, Progress Energy Florida notifies customers using the same methods as for notification of outages: (1) ARNIE letters, (2) customer phone calls, (3) door hangers, (4) door communications, and (5) bill inserts for system-wide communications. The method of communication is tailored to fit the non-outage event at hand, and a combination of the forms of notification may be used, depending on the situation.

FLORIDA POWER & LIGHT COMPANY

Power Systems Customer Communications

FPL has a number of processes in place to ensure appropriate and adequate communications with customers regarding their electric service. Various operational processes have process points/steps within it to ensure our employees understand when and how they need to communicate with customers. Communications within Power Systems is:

- Supported by a Customer Communications System that:
 - houses several direct-mail correspondence pieces
 - helps manage and document customers' communications
- Is proactive as well as responsive to customer inquiries or certain events. Our systems identify which customer will be, or have been impacted by events and initiatives
- Leverages several communication mediums and channels available to ensure customers receive information utilizing the best venue that will provide information in a timely and relevant manner.

Proactive and Responsive Communications

- Proactive Communications (Pre-Event) - When customers will or may be impacted by events such as extended outages or efforts to improve their service; FPL utilizes several methods to communicate our plans with them about the event. Examples of events that can trigger communications include:
 - Outages
 - Electrical System Upgrades & Improvements (e.g., new facilities, hardening of existing lines, overhead to underground conversion projects, etc.)
 - Scheduled Maintenance Programs (e.g., line clearing, Thermovision, pole inspections, etc.)

Responsive Communications (Post-Event) – When customers are impacted by unforeseen events/interruptions (e.g., storms) or we need to follow up on a customer inquiry, FPL has a number of systematic and customized letters for service recovery and follow-up. In these letters we:

- Provide customers with additional information on the event, e.g., what caused the interruption or power quality issue. We also provide customers with information on what work was performed or is planned to address the matter.
- Confirm that FPL is working every day to ensure reliable service, keep customers informed and keep them aware of activity that could impact their service.

Communication Methods

FPL utilizes various methods to communicate with customers. This would include: Postcards, letters, web messages, etc. Often, there may be more than one medium utilized to ensure customers receive a message. Channels and communications mediums used include, but are not limited to:

- Direct Mail – Post cards and letters are often utilized in proactive communication measures. We will also often refer customers to FPL's website where they can get additional details and information. Direct mail is also utilized to communicate with customers for other unique and less frequent situations. For example, pending facilities transfer between electric utilities as a result of territorial agreements. These letters include specific information such as rate comparisons, the transfer effective date, as well as contact information for both utilities involved.
- Phone Calls – Phone calls are usually the channel of choice on time sensitive material and follow-up calls.
 - Outbound Calls – This can be an automated or person-to-person call. Communications can be scripted messages or may be a personalized follow-up message such as following up on a customer inquiry.
 - Inbound Calls – Customers are provided with phone numbers to our Customer Service line. Also at times, FPL provides customers with the phone number to our Power Systems Specialty group which has a heightened knowledge of Power Systems related activities, or project specific 800-Numbers.

- Door Hangers – This is primarily utilized by field employees to inform customers of work completed as follow-up to field activity, and/or is left when FPL’s service personnel are unable to speak to the customer personally.
- Website – The website has become a useful medium to communicate with customers on our activities, plans, and policies. It also allows information to be customized to customers’ needs.
 - General content on our website is constantly updated with current information to provide customers an easy-to-access resource on their electrical service. This includes information on possible causes for power quality issues to as well as information about our various reliability programs.
 - Web messages often support many of the other mediums such as direct mail and outbound calls. Short personalized web messages are displayed at customer log-in. This method is very useful since many FPL customers have shifted their interaction with FPL to the internet.
 - Web Transactions are a new easy way customers can report concerns 24/7. The web transactions also allow customers to follow-up on previous inquiries.
- Media - Is utilized when large numbers of customers need to be informed of pending or current activities.
 - Radio T.V. Print Media is utilized when certain customers within an identifiable media market will be impacted.
 - Advisories are utilized when information needs to be disseminated to a significant number of customers. Examples would be severe storm outages affecting a substantial number of customers and storm restoration efforts.
 - Press Releases are sometimes utilized when multiple efforts or initiatives are taking place and their may be heightened FPL construction activity and visibility. This can be helpful for mitigating traffic or service concerns. For example, our preventative maintenance programs and Storm Secure efforts could be occurring in parallel within an area.
- One-on-One - FPL employees are prepared with key messages to answer certain specific questions from customers. This includes our designers, field crews and contractors. We also distribute these same messages to FPL Customer Care Center so that when a customer calls FPL or speaks to FPL’s field crews, the information is consistent and accurate.

FPL Transmission - Provision of Information to Customers

Overall Goals:

- Communicate with Customers about needed work, be a first and best source of information.
- Tailor communication plans to specific project needs based on an environmental scan.

Applications:

- New Transmission Line
- Major Relocations
 - * Customer requests need “letters of no objection” from neighbors.
 - * Forced relocations addressed as new construction.
- Select Maintenance (night work, other potentially disruptive work).

Tools/Techniques:

- Project Fact Sheets/Brochures
- Letters to Customers and/or Property Owners
- Community Advisory Panels
- Open Houses
- Web Pages
- Meetings with Community Groups, Homeowners Associations, Elected Officials, Agencies, etc.
- Email
- Phone Calls/800 number
- Press Releases/Media Coverage
- Spanish/Creole translations (print or in-person applications)