

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: FPSC Review of Customer Data
Security of Florida's Five Investor-Owned
Utilities.

Docket No. ~~Undocketed~~

Dated: December 12, 2007

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**AFFIDAVIT OF ELAINE McCALLISTER IN SUPPORT OF
PROGRESS ENERGY FLORIDA'S
REQUEST FOR CONFIDENTIAL CLASSIFICATION**

STATE OF NORTH CAROLINA

COUNTY OF WAKE

BEFORE ME, the undersigned authority duly authorized to administer oaths,
personally appeared Elaine McCallister, who being first duly sworn, on oath deposes and
says that:

1. My name is Elaine McCallister. I am over the age of 18 years old and I
have been authorized by Progress Energy Florida (hereinafter "PEF" or the "Company")
to give this affidavit in the above-styled proceeding on PEF's behalf and in support of
PEF's Request for Confidential Classification. The facts attested to in my affidavit are

- CMP 1
- COM
- CTR
- ECR 1
- GCL 1
- OPC
- RCA
- SCR
- SGA
- SEC
- OTH

based upon my personal knowledge.

2. I am the Senior Financial Specialist in the Customer and Marketing
Services Department. This section is responsible for the acquisition and maintenance of
customer information in order to administer electric service accounts.

3. As the Senior Financial Specialist, I am responsible, along with the other
members of the section, for establishing procedures for customer transactions involving

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personally identifying information and ensuring that procedures align with state and federal credit and privacy laws.

4. PEF is seeking confidential classification for portions of the FPSC's Review of Customer Data Security of Florida's Five Investor-Owned Utilities, PEF Responses to Data Requests 1 and 2, and information contained in Staff's audit workpapers. A detailed description of the confidential information at issue is contained in confidential Exhibit A to PEF's Request for Confidential Classification and is outlined in PEF's Justification Matrix that is attached to PEF's Request for Confidential Classification as Exhibit C. PEF is requesting confidential classification of this information because it contains sensitive business information, the disclosure of which would impair the Company's efforts to maintain confidentiality of its internal processes and security procedures.

5. PEF has in place internal processes and security procedures to protect PEF customers and the information they provide to establish an account. In order to obtain such information, however, PEF must be able to assure customers that sensitive business information, such as their social security numbers, will be kept confidential. With respect to the information at issue in this Request, PEF has kept confidential and has not publicly disclosed the confidential information included in the FPSC Review of Customer Data Security, PEF responses to Data Requests 1 and 2, and Staff's audit workpapers. Absent such measures, the Company would run the risk that sensitive business information that customers provide to PEF could be made available to the public and, as a result, could lead to adverse consequences for our customers.

6. Additionally, the disclosure of confidential account information, could adversely impact PEF's business interests. If such information was disclosed to the public, PEF's efforts to maintain the security of customer's account information could be compromised.

7. Upon receipt of confidential account information from customers, strict procedures are established and followed to maintain the confidentiality of the terms of the documents and information provided, including restricting access to those persons who need the information to assist the Company, and restricting the number of, and access to the information. At no time since receiving the information in question has the Company publicly disclosed that information. The Company has treated and continues to treat the information at issue as confidential.

8. This concludes my affidavit.

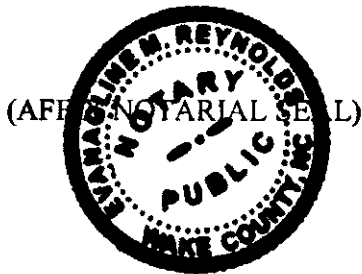
Further affiant sayeth not.

Dated the 5th day of December, 2007.

Elaine McCallister

(Signature)
Elaine McCallister
Senior Financial Specialist
Customer and Marketing Services Department
Progress Energy Carolinas
Post Office Box 1551
Raleigh, NC. 27602

THE FOREGOING INSTRUMENT was sworn to and subscribed before me this 5th day of December, 2007 by Elaine McCallister. She is personally known to me, or has produced her _____ driver's license, or her _____ as identification.



Evangeline M. Reynolds

(Signature)
Evangeline M. Reynolds

(Printed Name)
NOTARY PUBLIC, STATE OF N.C.

April 20, 2010

(Commission Expiration Date)

(Serial Number, If Any)

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