

REDACTED

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

IN RE: PETITION FOR INCREASE IN
RATES BY PROGRESS ENERGY
FLORIDA, INC.

Docket No. 090079-EI

ATTACHMENT B

COM _____
ECR I
GCL _____
OPC _____
RCP _____
SSC _____
SGA _____
ADM _____
CLK _____

Progress Energy Florida, Inc.
Docket No. 090079-EI

Confidential

Exhibit 265
2009 Electric Utility
Residential Customer Satisfaction StudySM
submitted at hearing on September 21, 2009

Progress Energy Florida, Inc.
Docket No. 090079-EI

Confidential

09RP-STAFFROG18-197-000025
through
09RP-STAFFROG18-197-000034