

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition for Increase in Rates by
Progress Energy Florida, Inc.

Docket No.090079

**PROGRESS ENERGY FLORIDA'S AMENDED FIFTEENTH REQUEST FOR
CONFIDENTIAL CLASSIFICATION**

EXHIBIT B

16493676.1

DOCUMENT NUMBER-DATE

01594 MAR-89

FPSC-COMMISSION CLERK

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

Pages 1 through 5

South Large Segment Overall Customer Satisfaction Index

2009 Rank		Change from 2008	
1	CPS Energy	665	+10
2	Duke Energy - Carolinas	658	+6
3	Progress Energy Carolinas	657	+4
4	Alabama Power	654	-2
4	Georgia Power	654	+10
6	Oklahoma Gas and Electric	649	+10
	SOUTH LARGE SEGMENT AVERAGE	635	+5
7	Florida Power & Light	632	+8
8	South Carolina Electric & Gas	623	+3
9	Dominion Virginia Power	619	+8
9	Progress Energy Florida	619	-8
11	Tampa Electric	615	+18
12	Entergy Arkansas	603	+8
13	Entergy Louisiana	576	-6

Industry Average: 618

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