

VOTE SHEET

August 23, 2011

Docket No. 100077-EI – Investigation of the appropriateness of the affiliate product offerings to Florida Power & Light customers.

Issue 1: What action, if any, should the Commission take regarding FPL’s policy and practices with respect to transferring customer calls to FPLES?

Recommendation: The Commission should direct FPL to revise the script used by its customer service representatives to make clear, prior to transfer, that the regulated portion of the request is complete and that the customer is being transferred to a non-regulated entity. The revised script should be submitted to staff for review within 30 days of the date of the final order in this docket.

APPROVED *with direction for FPL and staff to work on and follow through on the concerns expressed by the Commissioners at the Commission Conference today.*

Issue 2: Should this docket be closed?

Recommendation: Once FPL has submitted the revised script as described in Issue 1, and staff has notified FPL that it complies with the Commission’s direction, the docket should be closed. If Staff and FPL cannot agree on new language, the docket will remain open and the matter brought back to the Commission for a decision.

APPROVED

COMMISSIONERS ASSIGNED: All Commissioners

COMMISSIONERS’ SIGNATURES

MAJORITY

DISSENTING

[Handwritten signatures in the majority column]

[Empty lines for dissenting signatures]

REMARKS/DISSENTING COMMENTS:

DOCUMENT NUMBER-DATE

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FPSC-COMMISSION CLERK