



RECEIVED-FPSC  
11 OCT 20 AM 8:57  
COMMISSION  
CLERK

October 20, 2011

**VIA HAND DELIVERY**

Ms. Ann Cole, Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Re: *Complaint No. 973806E of Casey E. and Allison L. Seaman against Progress Energy Florida, Inc. for alleged improper billing; Docket No. 110219-EI*

Dear Ms. Cole:

Please find enclosed for filing on behalf of Progress Energy Florida, Inc. ("PEF") the original and five (5) copies of PEF's responses to Staff's Data Request No. 1 dated October 6, 2011 in the above referenced docket.

Thank you for your assistance in this matter. Please call me at (727) 820-5184 should you have any questions.

Sincerely,

Dianne M. Triplett

COM \_\_\_\_\_  
APA \_\_\_\_\_  
ECR 2 DMT/lms  
GCL 3 \_\_\_\_\_  
RAD \_\_\_\_\_  
SRC \_\_\_\_\_  
ADM \_\_\_\_\_  
OPC \_\_\_\_\_  
CLK \_\_\_\_\_

DOCUMENT NUMBER-DATE

07669 OCT 20 =

FPSC-COMMISSION CLERK

**PROGRESS ENERGY FLORIDA, INC.'S RESPONSES TO STAFF DATA REQUEST NO. 1**  
**DOCKET NOS. 110219-EI**

**Q1. What type of meter is meter No. 5834154 (Seamans' old meter) (e.g. electromechanical, solid state, smart meter)?**

Response: Meter No. 5834154 is a solid state meter.

**Q2. How was the meter initialized when first installed at the customer's premises?**

Response: The meter was installed into the meter socket with nominal voltage present. When the meter was energized, the meter was 'initialized' or functioning.

**Q3. What type of meter is the Seamans' new meter No. 5488188?**

Response: The Seaman's new meter is single-phase solid state residential meter manufactured by Itron.

**Q4. How was it initialized when installed?**

Response: After the new meter was "set", the meter was energized and the meter was 'initialized' or functioning.

**Q5. What does the term "re-set the meter" mean?**

**a. Please explain the procedure for re-setting the meter?**

Response: There are two different procedures related to "re-setting a meter". One procedure is to replace an old meter with a new meter and when this is done, the meter is "set". This is what took place at the Seaman's residence – their new meter was "set". The other procedure takes place once an old meter is returned to the Meter Department. The old meter can be "re-set" where the register display would be re-set back to a 00000 kwh reading. "Re-setting" a meter back to a 00000 kwh usage is never done at a customer's residence.

DOCUMENT NUMBER-DATE

07669 OCT 20 =

FPSC-COMMISSION CLERK

- (a) Re-setting a meter back to a 00000 kwh reading can only be performed at PEF's Meter Department. When a meter is set back to a 00000 kwh reading, the meter is energized, the cover is removed, a handheld device with an insertion probe made specifically for the meter is engaged into the port on the top of the meter, the register display is re-set back to 00000, the insertion probe is removed, and the cover is replaced.

**Q6. Does PEF ever re-set any of its meters?**

- a. If yes, please explain under what circumstances would a meter be re-set?
- b. Does re-setting the meter affect the test for meter accuracy?
- c. Does re-setting a meter erase the usage information recorded on the meter prior to the reset?
- d. Does re-setting a meter involve removal and/or replacement of any batteries?

Response: Yes, PEF "re-sets" all meters that are returned to the Meter Department. Re-setting a meter back to a 00000 kwh reading is never done at a customer's residence.

- (a) All meters returned back to the Meter Department, that have not been damaged or tampered with, are re-set after they have been re-tested and documented.
- (b) No.
- (c) Yes.
- (d) No.

**Q7. Is it customary for field crews inspecting or servicing meters to inform customers that their meter needs to be re-set?**

- a. If yes, under what circumstances would the field crew inform the customer of the re-set?

Response: No.

**Q8. Please provide any written procedural manual regarding PEF's field crew's instructions on communications with customers during investigation of meter complaints?**

Response: The following excerpt from PEF Procedure EGR-MISF-00024 , section V, subsection B(4) states, "The customer need not be present for the test. However, if the

*comments on the OMT order indicate that the customer would like to be present to witness the test, the FMT shall coordinate and schedule this with the customer. If the customer can't be contacted after three attempts (document dates w/times on the order), the FMT shall work the order according to their schedule." For the complete written procedure, please see Attachment A.*

**Q9. Please explain the procedure used to perform the two meter tests of the Seamans' old meter No. 5834154.**

Response: PEF used its "Single Phase Test" (PEF Procedure EGR-MISF-00029) to perform the tests on Meter No. 5834154. For the complete written procedure, please see Attachment B.

**Q10. Was the Seamans' old meter No. 5834154 "re-set" prior to either of the meter accuracy tests?**

Response: No.

**Q11. Please provide all records, notes, or report or any other source of data gathered by the technician(s) from July 2010 to present for the Seamans regarding meter No. 5834154.**

Response:

<ul style="list-style-type: none"><li>• Meter test completed 11/04/10. For complete report, please see Attachment C.</li></ul>
<ul style="list-style-type: none"><li>• Previous meter test completed on 09/20/10 - PEF completed a meter test at Mr. Seaman's residence. The results of the meter test confirmed that the meter is accurately recording consumption (Full Load – 99.86%, Light Load – 99.75 %, Weighted Average – 99.84 %, meter reading 016224). The meter reading obtained on September 13, 2010 was 014693, indicating usage of 1,531 kWh, a Daily Average of 218 kWh. The Daily Average on the September 2010 bill was 231 kWh.</li></ul>
<ul style="list-style-type: none"><li>• On 09/22/11 serviceman checked all connections, they were all good, only 2v drop under load, 122 w/load (within nominal voltage tolerance of -5% + 5%). Replaced meter as a courtesy to the customer.</li></ul>

**Q12. What is the current balance of the Seaman's disputed amount?**

- a. Are the Seamans current on their payments for the undisputed portion of their bills?**

Response: The current balance of the disputed amount is \$900.00. The Seaman's are current on their payments for their regular electric usage or undisputed portion of their bills.

**Q13. How long have the Seamans taken service at their current address?**

Response: The Seaman's service was activated on December 10, 1996.

**Q14. After service was first initiated at that address, was the Seamans' meter ever replaced prior to September 2010?**

- a. If yes, what were the circumstances surrounding the replacement?**

Response: Yes, the Seaman's meter was replaced prior to September 2010. PEF records indicate that meter number 5208611 was replaced on March 25, 2004 with meter number 7253779. Meter number 7253779 was replaced on April 28, 2006 with meter number 5834154. Meter number 5834154 was replaced on September 22, 2010 with meter number 5488188, the current meter of record.

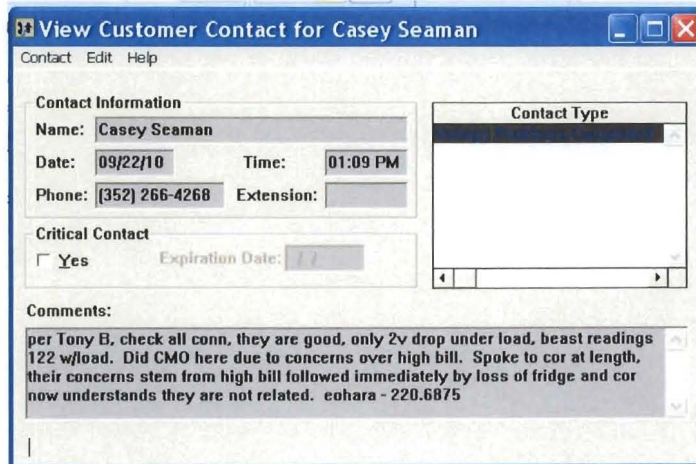
- (a) PEF completed a system wide change of meters in 2006. On September 22, 2010, Mr. Seaman contacted PEF's Customer Service and advised that his electrician states that the home is getting too much voltage and requested PEF conduct a voltage test. Shortly thereafter, a PEF Serviceman arrived at Mr. Seaman's residence. The Serviceman checked all the connections and found they were all good. The Serviceman also checked the voltage and found that the voltage is within guidelines (120 V, with a plus or minus 5 % tolerance). The Serviceman replaced meter number 5834154, meter reading 016385, with meter number 5488188, meter reading 000000, as a courtesy.

**Q15. Prior to July 2010, did the Seamans ever file a complaint or question the accuracy of meter No. 5834154 with PEF?**

Response: No, according to PEF's records, the customer did not file a complaint or question the accuracy of their meter prior to July 2010.

**Q16. Why was the Seamans' meter No. 5834154 replaced in September 2010? Please provide a copy of the work order for the meter replacement.**

Response: Please see response to Question 14(a) above. PEF does not maintain a hard copy of the meter replacement work order in its records, however, PEF does have the work order noted electronically in its computer system. As indicated above in the response to Q14(a), the meter was changed out as a courtesy to the customer over high bill concerns, not because the customer requested a new meter.



ISSUED	REQUEST_DATE	DISPATCHED	DISPID	DISPATCHER	USERID	SVC TECH	COMPLETED	ENDED	HOW ENDED	DT REFERRED	OPC
9/20/10 7:40:33 AM	9/20/2010	9/20/10 8:17:01 AM	OT03259d	Crisp, Debra	OT06038t	Corley, Rick	9/20/10 2:12:45 PM	9/20/10 2:12:45 PM	ASSIGNMENT COMPLETED		
9/22/10 10:16:03 AM	9/22/2010	9/22/10 10:50:04 AM	E60722d	Jones, Tommy	OT08048t	Barnes, Tony	9/22/10 1:08:54 PM	9/22/10 1:08:54 PM	ASSIGNMENT COMPLETED		
9/22/10 12:42:20 PM	9/22/2010	9/22/10 12:47:00 PM	E60722d	Jones, Tommy	OT08048t	Barnes, Tony	9/22/10 1:10:00 PM	9/22/10 1:10:00 PM	ASSIGNMENT COMPLETED		

---

# Attachment A

---

DOCUMENT NUMBER-DATE

07669 OCT 20 =

FPSC-COMMISSION CLERK

---

Document title

# High Bill Investigation

Document number

**EGR-MISF-00024**

Applies to: Progress Energy Florida, Inc. – Meter and Information Services

Keywords: engineering; meter shop procedures

---

**I. Purpose**

Provide direction for investigating and testing of meters as a result of a “high bill” complaint assigned to Meter and Information Systems (MIS).

**II. Scope**

This procedure applies to any meter identified as a result of a customer complaint in the Customer Service System (CSS) via an “On-Site Meter Test” (OMT).

**III. Approval and Revisions**

This procedure becomes effective as of the date reflected in the bottom center of this form.

**IV. Reference Documents**

1. N/A

**V. Actions and Responsibilities**

- A. As a result of a customer complaint, the “High Bill Team will enter an OMT order into CSS. The Dispatcher will then print all the OMTs, by Field Meter Technician (FMT) daily. Then do the Following:
1. Sort the On-Site Meter Tests by FMT each day.
  2. Transmit the OMTs to each Field Meter Technician and indicate those that are Public Service Commission (PSC) related.
  3. The OMTs that are PSC related shall be processed and completed in 3 days (from the time it is entered into the system). The Dispatcher shall ensure that these are expedited to the FMT. All others shall be completed in 14 days (from the time it is entered into the system).



- B. The FMT shall upon receipt of OMTs from the Dispatcher do the following:
1. Review and sort all OMTs received via inter-office mail daily to ensure completion within the appropriate completion time.
  2. Prioritize all OMTs and those that are affected by the PSC must be completed in 3 days (from the time it is entered into the system). The FMT shall ensure that these are assigned a high priority as received.
  3. All other OMTs must be completed in 14 days (from the time it is entered into the system).
  4. The customer need not be present for the test. However, if the comments on the OMT order indicate that the customer would like to be present to witness the test, the FMT shall coordinate and schedule this with the customer. If the customer can't be contacted after three attempts (document dates w/times on the order), the FMT shall work the order according to their schedule.
- C. FMT shall select the first OMT and proceed to the site.
- D. Upon arrival at site, the FMT should try to establish contact with the customer and inform the customer of the reason for the FMT's visit. The FMT shall then fill the in the OMT. The following information shall be entered on the form:
1. In the Completion Information block (See Exhibit 1) enter:
    - a. Date in the "Date" block on Page 1.
    - b. Time arrived in the "Arrived" block on Page 1.
    - c. Your name in the "Worked By" block on Page 1.
- E. Once the information on Page 1 of the OMT has been completed, the FMT shall prepare to test the meter in accordance with the appropriate test procedure. The FMT shall do the following:
1. Obtain the current meter reading and enter that information in the "Current Reading" block on Page 2 of the OMT (See Exhibit 2).
  2. Then test the meter in accordance with the appropriate test procedure.
- F. When the test is complete the FMT shall:
1. Enter the meter accuracy into the "Accuracy" block on Page 2 of he OMT (See Exhibit 2).
  2. Verify that the data is correct and that the "Testers Number" has been entered on the form.

3. Complete the form including the "departure time" on page one (See Exhibit 1).
  4. Route the completed OMT form to the Meter Data Acquisition group.
- G. Upon completion of the meter test, and at the customer's request, the FMT shall do the following:
1. Provide the customer with the test results verbally and if insistent, give the customer the results on a "door tag" (See Exhibit 3).
  2. If the customer is not present, fill out a "door tag" (See Exhibit 3), enter the results and hang on the customer's door.
  3. Complete the OMT form and route the completed form to the Meter Data Acquisition group.
- H. The Meter Data Acquisition Group shall upon receipt of a completed OMT:
1. Enter the Test accuracies for the particular meter into the Enhanced Meter and Information System (EMIS).
  2. Ensure that out of tolerance meters are replaced.
- I. CSS will track the completion of an open OMT. If, in 14 days, or possibly sooner, the OMT is still open, CSS will contact the Dispatcher to expedite closure of the OMT.
1. Upon notification from CSS that an OMT has not been completed in 14 days, the Dispatcher shall expedite the OMT from the FMT.

**Exhibit 1**

**On-Site Meter Test Order Form  
Page 1**

**On-Site Meter Test Order**

<b>Premise Information</b>	
Premise Number: <b>319451779</b>	
15217 COUNTY ROAD 455 MONTVERDE FL 34736	
 	Operating Center: <b>Clermont</b>
	Bill Group: <b>11</b> Meter Route: <b>691</b>
	Work Area: <b>54</b>
Site:	Station Number: <b>1299750 - 0639200</b>
<b>Order Information</b>	
<b>On-Site Meter Test</b>	Order Number: <b>399834</b>
Cust had a fire and meter was changed in May. They are not comfortable and want the meter tested. Bills are higher now than before. Terri Wallace LM-287-2687	Assigned To: <b>SAMUEL L NELSON</b>
	Date/Time Scheduled: <b>7/28/2003 00.00.00</b>
	Date Wanted: <b>7/23/2003</b>
Requested By: <b>RICHARD F HOFFMAN</b>	Phone: <b>( 407 ) 469-2670</b> Extension:
<b>Reading Instructions</b>	<b>Customer Information</b>
<b>Dog</b>	<b>RICHARD F HOFFMAN</b>
	Primary: <b>( 407 ) 469-2670</b> Extension:
	Alternate: <b>( )</b> Extension:
	Best Time to Call:
<b>Completion Information</b>	
Date: ___/___/___	Arrived : ___:___ <input type="checkbox"/> AM <input type="checkbox"/> PM Worked By: _____
<input type="checkbox"/> Unable to Complete	Departed: ___:___ <input type="checkbox"/> AM <input type="checkbox"/> PM Site Name? _____
<b>Account Information</b>	
Bill Account: <b>10911 - 61215</b>	Budget Billing: <b>N</b> Credit Rating: <b>A</b>
Revenue Class: <b>Residential</b>	Premise Square Footage: <b>3,800</b> Notices: <b>0</b>
Premise Type: <b>Single Family</b>	Age of Premise (years): <b>22</b> Returned Items: <b>0</b>
Last Contact: <b>High Bill Team Request</b>	Disconnects: <b>0</b>
<b>Load Management Details</b>	Deposit: <b>\$0.00</b>
Heat:	Bill Due: <b>8/6/2003</b>
Air Conditioning:	Amount Due: <b>\$430.42</b>
Pool:	Overdue: <b>\$0.00</b>
Water Heater:	

V01 Printed: 7/28/200 10:00:34 AM Batch: OT03259 /09.59.55 Order No: 399834 Group 1 of 1 Page 1 of 6

**Exhibit 2**

**On-Site Meter Test Order Form  
Page 2**

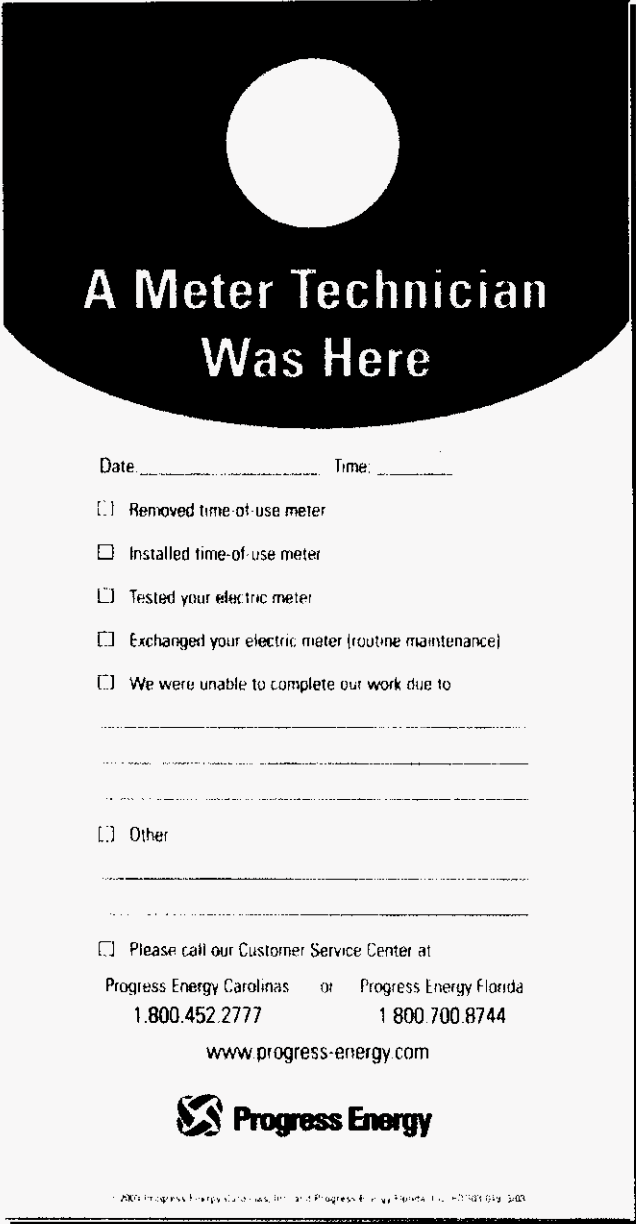
<b>Last Reading</b> Date: <input type="text" value="7/15/2003"/> KWH: <input type="text" value="8681"/>	<b>Current Reading</b> <input type="checkbox"/> Readings not found Total KWH: _____	<b>Accuracy</b> Full Load: _____ % Light Load: _____ % Weighted Average: _____ Tester number: _____
<b>Meter Information</b>		
Number: <b>7287193</b> Location: <b>On Pole</b> Description: <b>DAKOTA AND MOOSE</b>	Type: <b>Electric</b> Status: <b>On</b> Phase: <b>Single</b> Elapsed Days Since Reading: <b>13</b>	Set Date: <b>5/18/2003</b> Last Reconnect: <b>6/10/1981</b> Multiplier: <b>1</b>

**Historical Data**

Date	KWH Usage	Days	Daily KWH Avg	KW	On-Peak KWH	On-Peak KW	Rate	Reading Source	Bill Amount	Budget Bl	San Cu
07/03	5044	32	158	0	0	0	001 R	\$430.42	\$0	Y	
06/03	4022	29	139	0	0	0	001 S	\$342.80	\$0	Y	
05/03	3974	31	128	0	0	0	001 R	\$338.69	\$0	Y	
04/03	3577	31	115	0	0	0	001 R	\$304.66	\$0	Y	
03/03	3035	29	105	0	0	0	001 R	\$247.80	\$0	Y	
02/03	3125	30	104	0	0	0	001 R	\$255.38	\$0	Y	
01/03	3515	31	113	0	0	0	001 R	\$287.51	\$0	Y	
12/02	3171	30	106	0	0	0	001 R	\$258.85	\$0	Y	
11/02	4372	34	129	0	0	0	001 R	\$357.65	\$0	Y	
10/02	3837	30	128	0	0	0	001 R	\$313.63	\$0	Y	
09/02	3735	29	129	0	0	0	001 R	\$305.25	\$0	Y	
08/02	3623	29	125	0	0	0	001 R	\$296.03	\$0	Y	
07/02	4064	32	127	0	0	0	001 R	\$332.31	\$0	Y	
06/02	3427	29	118	0	0	0	001 R	\$266.72	\$0	Y	
05/02	3955	33	120	0	0	0	001 R	\$306.54	\$0	Y	
04/02	3024	29	104	0	0	0	001 R	\$258.79	\$0	Y	
03/02	2286	29	79	0	0	0	001 R	\$197.85	\$0	Y	
02/02	2560	29	88	0	0	0	001 R	\$220.47	\$0	Y	
01/02	3356	33	102	0	0	0	001 R	\$286.19	\$0	Y	
12/01	2618	30	87	0	0	0	001 R	\$229.85	\$0	Y	
11/01	2394	32	75	0	0	0	001 R	\$210.96	\$0	Y	
10/01	2497	29	86	0	0	0	001 R	\$219.64	\$0	Y	
09/01	3072	31	99	0	0	0	001 R	\$268.13	\$0	Y	
08/01	2778	31	90	0	0	0	001 R	\$243.34	\$0	Y	

Exhibit 3

Progress Energy Customer Service Door Tag



A Meter Technician  
Was Here

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Removed time-of-use meter

Installed time-of-use meter


Tested your electric meter

Exchanged your electric meter (routine maintenance)

We were unable to complete our work due to  
\_\_\_\_\_  
\_\_\_\_\_

Other  
\_\_\_\_\_  
\_\_\_\_\_

Please call our Customer Service Center at  
Progress Energy Carolinas or Progress Energy Florida  
1.800.452.2777 1.800.700.8744  
[www.progress-energy.com](http://www.progress-energy.com)



© 2003 Progress Energy Carolinas, Inc. and Progress Energy Florida, Inc. #2003 049 5/03

---

# Attachment B

---

DOCUMENT NUMBER-DATE

07669 OCT 20 =

FPSC-COMMISSION CLERK

---

Document title

# Single Phase Complaint Test

Document number

**EGR-MISF-00029**

Applies to: Progress Energy Florida, Inc. – Metering and Information Systems

Keywords: engineering; meter shop procedures

---

## **I. Purpose**

Provide a list of formulas and define terms commonly used in the field.

## **II. Scope**

This procedure applies to formulas and metering terminology used by Progress Energy qualified tester (Field Meter Technicians or Metermen).

## **III. Approval and Revisions**

This procedure becomes effective as of the date reflected in the bottom center of this form.

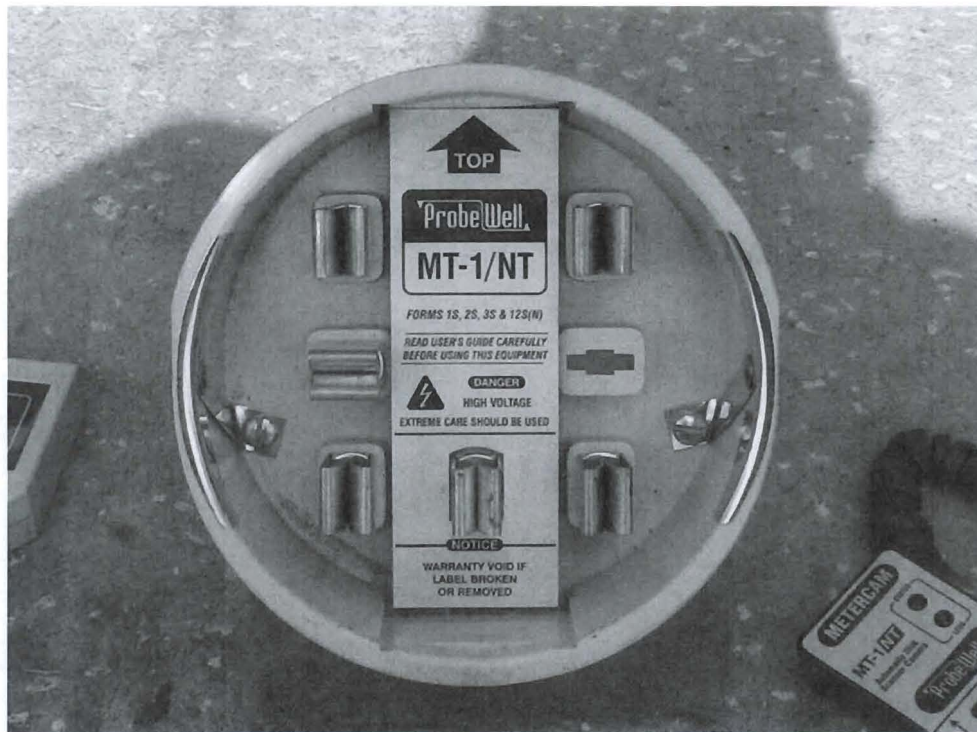
## **IV. Reference Documents**

1. EGR-MISF-00024, High Bill Investigation

## **V. Actions and Responsibilities**

- A. As a result of a customer complaint, the tester shall process the complaint in accordance with Reference 1 and this procedure.
- B. The tester should obtain as much information about the installation as possible prior to traveling to the site.
- C. Upon arrival at the site, the tester should do the following:
  1. Look over the meter installation and initiate any paperwork in accordance with Reference 1. Then:
    - a. Check for signs of damage to meter enclosure and meter.
    - b. Check the meter enclosure seal.

2. Then remove the meter from the meter socket and visually inspect the meter socket. Look for signs of:
  - a. Tampering,
  - b. Broken parts;
  - c. Lightning damage, etc.
3. The tester shall then check service voltage:
  - a. A-N (Tolerance = 120 V  $\pm$  5%) (114 V to 126 V)
  - b. B-N (Tolerance = 120 V  $\pm$  5%) (114 V to 126 V)
  - c. A-B (Tolerance = 240 V  $\pm$  5%) (228 V to 252 V)



**Figure 1 – ProbeWell Meter Adapter**



4. The tester may plug the ProbeWell Meter Adapter (See [Figure 1](#)) into the meter socket. Then prior to reinstalling the meter, visually inspect the meter for:
  - a. Damaged blades
  - b. Potential Links (Pot clips)
  - c. Other signs of damage.

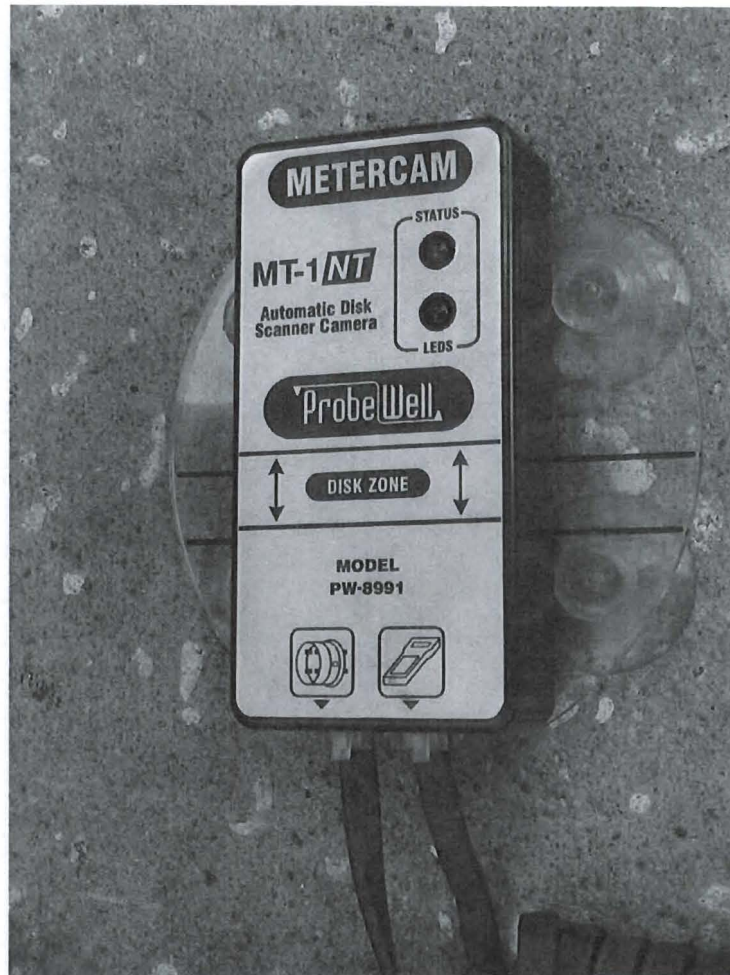


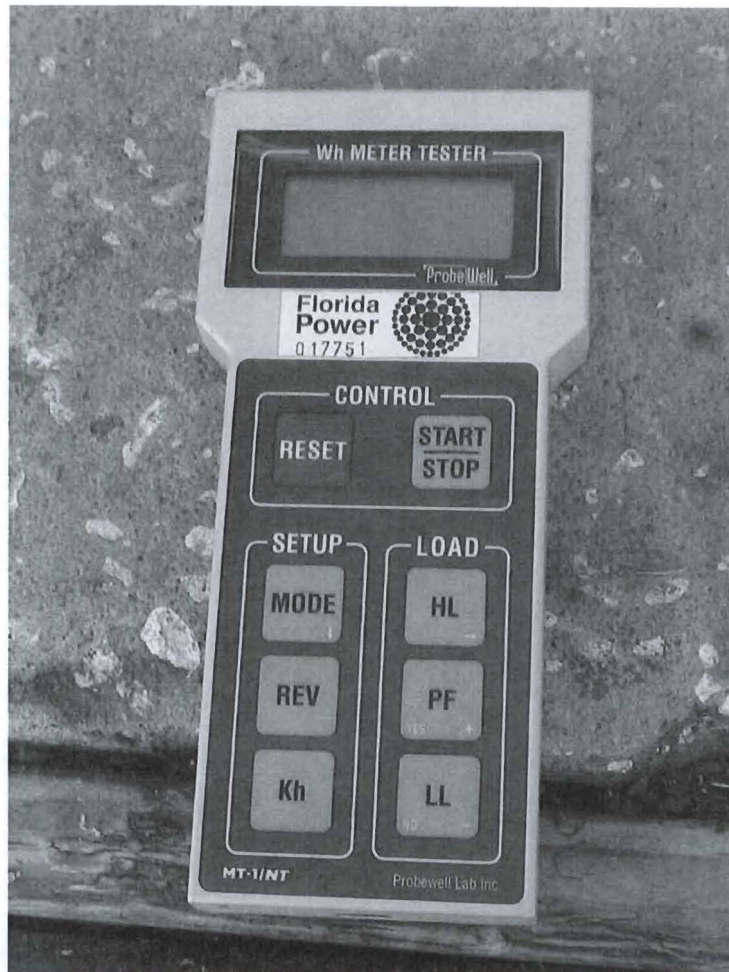
Figure 2 - ProbeWell MeterCam

5. The tester shall then plug the meter into the ProbeWell Meter Adapter (See [Figure 1](#)) in preparation for testing. Also connect the cables, Meter Cam (See [Figure 2](#)) and Kh Meter Tester (See [Figure 3](#)) to the ProbeWell Meter Adapter. The tester should attach the MeterCam (or optional magnetic pickup) to the front of the meter cover.

**CAUTION**

The tester may connect the ProbeWell Meter Adapter, The MeterCam, the Kh Meter Tester and associated cables in any sequence as long as the **“Power Switch”** on the side of the Meter Adapter is **turned on last**.

6. Prior to performing the meter test, the tester should try to establish contact with the customer in accordance with Reference 1.
7. The tester can then perform the meter test. If the meter is within tolerances, then inform the customer and process the appropriate paperwork in accordance with Reference 1.



**Figure 3 - ProbeWell Kh Meter Tester**

7. If the meter test results are out of Progress Energy limits (i.e., 100.5% - 99.5% FL, 101.0% - 99.0% LL) but with PSC limits ( $\pm 2\%$ ) the tester may adjust the meter to bring the tolerances back within Progress Energy limits. The tester shall then retest the meter to determine the meter accuracy. The tester should only attempt to adjust the meter one or two times.



**Figure 4 - ProbeWell Completed Assembly**

8. If the meter is still out of limits, the tester shall tag and replace the meter with one that has been tested and is within Progress Energy limits.

---

# Attachment C

---

DOCUMENT NUMBER-DATE

07669 OCT 20 =

FPSC-COMMISSION CLERK

---

