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COMMISSION
CLERK



December 1, 2011

Jane Faurot, RPR
Chief Hearings Reporter
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

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Re: Gulf Power Company Late Filed Exhibits, Docket No. 110138-EI

Dear Ms. Faurot:

Enclosed are Late-Filed Exhibits 1 through 4 and 7 to the deposition of Gulf witness Margaret D. Neyman conducted on November 15, 2011. Also attached is her signed Errata Sheet.

Respectfully submitted,

nm

Enclosures

COM _____ cc: Beggs & Lane
APA _____ Jeffrey A. Stone, Esq.
ECR _____ Office of Public Counsel
GCL _____ Joseph McGlothlin
RAD _____ Tricia Merchant
SRC _____ JR Kelly
ADM _____ Erik Saylor
OPC _____
CLK CF. RPR Office of the General Counsel

DOCUMENT NUMBER 110138-EI

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Martha Barrera
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Federal Executive Agencies
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Maj. Chris Thompson
Florida Industrial Power Users Group
Vicki G. Kaufman
Jon C. Moyle, Jr.
Gardner Law Firm / Florida Retail Federation
Robert Scheffel Wright
Gunster Law Firm
Charles A. Guyton
Richard Melson

Average Calls per Customer Service Representative 2011

2011 Actual Calls & CSR Staffed					Operational Adjustments				
	2011 Handled by CSRs	2011 Full Time CSR Staffed Taking Calls		2011 Service Level	2011 Shrinkage	2011 TurnOver	2011 Internet Inquiries	2011 Overtime	
2011	*Actual Monthly Calls	** FTEs	CSR Calls/Month	† Actual Monthly SL%	29.86% FTE Equivalent YTD Actual	2.55% FTE Equivalent YTD Actual	1 FTE Equivalent YTD Actual	3 FTE Equivalent YTD Actual	FTEs Required
Jan	76,390	52	1,469	62.8%	16	1	1	0.23	70.09
Feb	71,721	49	1,464	67.9%	15	1	1	0.07	65.95
Mar	75,837	55	1,379	89.9%	16	1	1	0.10	73.92
Apr	70,781	54	1,311	89.9%	16	1	1	0.12	72.62
May	73,074	54	1,353	91.2%	16	1	1	0.08	72.58
Jun	79,485	54	1,472	83.2%	16	1	1	0.13	72.63
Jul	79,622	55	1,448	58.0%	16	1	1	0.25	74.07
Aug	92,986	51	1,823	66.2%	15	1	1	0.38	68.90
Sep	90,822	56	1,622	47.2%	17	1	1	0.88	76.03
Oct	82,594	59	1,400	56.7%	18	2	1	0.77	79.90
Year to Date	793,312			70.0%					

54

-----> Average <-----

73

† Calculated Figure

* Excludes 34,955 Abandoned Calls

** Includes All Full Time FTEs Taking Calls - Excludes New Hires In Training & Trainers

Operational Adjustments:

Shrinkage - Any time for which agents are paid but were not available to take calls (including PTO, breaks, meetings, training sessions, off-phone work, etc.). Shrinkage is a reduction to capacity.

Turnover - Terminations, retirements and transfers which result in reduced capacity.

Internet Inquiries - Time spent responding to Internet Inquiries, which results in reduced capacity.

.5 FTEs captured in shrinkage calculation.

Overtime - Time worked by employees to cover unstaffed shifts and to work beyond their normal schedules in response to call volume.

Note: Overtime applied is fractional FTE portion of the total OT hours.

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FTE's in Customer Service and Information

2011						
May	June	July	Aug	Sept	Oct	Nov
102	104	105	106	109	109	113 ¹

¹ As of November 2011, there are 15 vacancies in Customer Service and Information when compared to the 2012 test year. However, all of these vacancies are FTEs recovered through the Energy Conservation Cost Recovery (ECCR) clause. There are no vacancies as of November 2011 in Customer Service and Information for which Gulf is seeking recovery in this proceeding.

Number of FTEs in Customer Accounts, Current

FTEs as of 11/11/11
200 ²

² This number includes 16 probationary temporary positions in Gulf's Customer Service Center who will be offered full-time employment once their work proves to be satisfactory.

AMI FTE Reductions to Date

Total Meter Reader Position Reductions
30

As of October 31, 2011, Gulf Power has eliminated 30 meter reading positions as a result of the Company's AMI deployment. Of those 30, 24 were eliminated during the first ten months of 2011.

Please refer to Gulf's response to Citizens' interrogatory numbers 31 and 32 for further information regarding Gulf's meter reader reductions as a result of AMI.

Components of A&G Overheads Allocated to Premium Surge

The A&G Overhead recovers a portion of expenses related to A&G personnel (FERC 920), Office Supplies & Expenses (FERC 921) and A&G related Outside Services (FERC 923). The rate includes labor, expenses, outside services, direct payroll benefits, pensions, insurance, variable pay and payroll taxes for the A&G function(s) at Gulf Power.

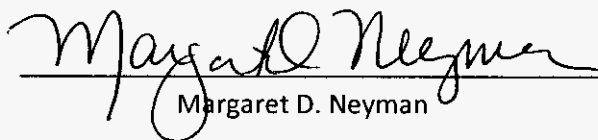
ERRATA SHEET

RE: DOCKET 110138-EI
NAME: Margaret D. Neyman
DATE: November 30, 2011

Page	Line	Change
5	15	"MS. TYE" should read "MS. TODD"
5	15	"Jennifer Tye" should read "Jennifer Todd"
10	5	"57.2 percent" should read "57.3 percent"
18	20	"calls handled by CSC" should read "calls received at the CSC"
21	10	"all the customer comes" should read "all the customers come"
25	23	"our customers' experiencing" should read "our customers' experience"
31	16	"We will more FTEs" should read "We will have more FTEs"
40	12	"FERC satisfaction accounts" should read "FERC customer accounts"
59	6	"Yes." should read "No."
59	11-12	The sentence "I do not believe there is." should be stricken.
59	22-24	The entire answer should be replaced with "Customers do not have an opt out option."
72	20	"program manager" should read "Product Development Specialist"
80	6	"so many minutes" should read "so many seconds"
98	8	"MS. DODSON" should read "MR. DODD"

Under penalties of perjury, I declare that I have read my deposition and that it is true and correct subject to any changes in form or substance entered here.

11/30/11
Date


Margaret D. Neyman