

State of Florida



# Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

---

**DATE:** December 16, 2011  
**TO:** Ann Cole, Commission Clerk, Office of Commission Clerk  
**FROM:** Connie S. Kummer, <sup>CSK</sup> Chief of Certification & Tariffs, Division of Economic Regulation  
**RE:** Docket No. 100077-EI, Investigation of the Appropriateness of the affiliate product offerings to Florida Power & Light Customers

---

Please add this document to Docket No. 100077-EI. It was sent directly to staff and should be included in the docket file. Thank you.

RECEIVED- FPSC  
11 DEC 19 PM 12:48  
COMMISSION  
CLERK

cc: Lisa Bennett, GCL

DOCUMENT NUMBER 09032

09032 DEC 19 =

FPSC-COMMISSION CLERK



December 14, 2011

**-VIA HAND DELIVERY-**

Lisa Bennett, Esq.  
Senior Attorney  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

REGULATION  
11 DEC 14 PM 1:50  
PUBLIC SERVICE

**Re: Docket No. 100077-EI; revised script for FPL customer service representatives transferring connect-service calls to FPL Energy Services ("FPLES")**

Dear Lisa:

I am writing in response to your November 3, 2011 letter, in which the Commission staff suggested call-transfer script language for FPL's consideration. FPL has carefully considered staff's suggested language and is prepared to accept it with the following minor revisions:

*... your order to connect service is now complete. Please remember to check your circuit breakers upon arrival. May I transfer you and your account information to FPL Energy Services, our non-regulated affiliate, for your order confirmation number and to review services that may assist you with your move? (Wait for yes or no. If no,) It has been my pleasure to assist you. (FPL provides the order confirmation number.) (If yes) Thank you, I will transfer your call now. ~~Please be aware that your personal information about your account will be transferred to FPLES.~~*

Let me briefly explain FPL's reasons for the revisions.

The first revision moves the reference to transferring account information up to the point in the script where the FPL customer service representative asks the customer for permission to transfer him or her to FPLES. FPL believes that this will be more helpful to the customer than waiting to the end of the conversation before advising that

DOCUMENT NUMBER-DATE

09032 DEC 19 =

FPSC-COMMISSION CLERK

Lisa Bennett, Esq.  
December 14, 2011  
Page 2

the account information will be transferred. FPL also prefers the term "account information" rather than "personal information about your account." The account information that FPL transfers is straightforward and innocuous. "Personal" could be misunderstood by customers to refer to various types of more sensitive information.

The second revision clarifies that the FPLES representative will provide a customer's order confirmation number following a transfer. That is the structure of FPL's connect-call program, and it is important for the script to conform to that structure. It could be confusing if customers were not told that they will get their confirmation number from the FPLES representative following the transfer, because they will not be receiving it from the FPL customer service representative before the transfer. If the customer does not wish to be transferred, the revised script provides for the FPL customer service representative to provide the confirmation number at the end of the call.

Finally, FPL has added a different concluding statement for customers who agree to be transferred. This final revision is simply to conform the script with FPL's first revision above. As a result of the first revision, customers will have already been advised about the transfer of account information, so there is no need to do so at the end of the call.

FPL looks forward to your confirmation that staff concurs with these minor revisions, so that we can move forward with the necessary computer programming changes to implement the revised script. Of course, if you have any questions or would like to discuss the revised script further, please feel free to contact me.

Sincerely,



for

John T. Butler

cc: Connie Kummer