

MEMORANDUM

JULY 16, 2012

REC'D  
12 JUL 16 AM 11:44  
COMMISSION  
CLERK

TO: OFFICE OF COMMISSION CLERK  
FROM: KEINO YOUNG, SENIOR ATTORNEY *KY jsc*  
RE: DOCKET NO. 120015-EI - PETITION FOR INCREASE IN RATES BY  
FLORIDA POWER & LIGHT COMPANY.

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Please find attached the original and six copies of the Direct Testimony of Rhonda Hicks, appearing on behalf of the staff of the Florida Public Service Commission, to be filed in the above-referenced Docket.

KY/th  
Attachment

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DOCUMENT NUMBER-DATE  
04689 JUL 16 12  
FPSC-COMMISSION CLERK

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition for increase in rates by Florida  
Power & Light Company.

DOCKET NO. 120015-EI

DATED: JULY 16, 2012

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the Direct Testimony of Rhonda L. Hicks, appearing on behalf of the staff of the Florida Public Service Commission, has been served by U.S. Mail, on this 16<sup>th</sup> day of July, 2012, to the following:

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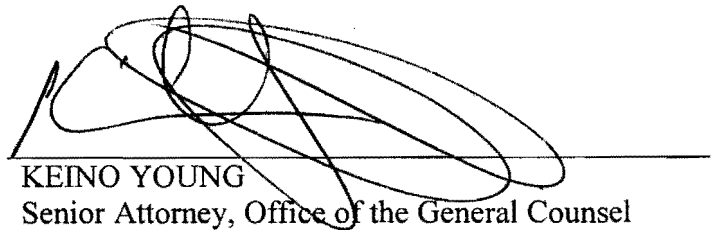
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DOCKET NO. 120015-EI Petition for increase in rates by Florida  
Power and Light Company.

WITNESS: Direct Testimony of Rhonda L. Hicks, Florida Public  
Service Commission; Appearing on Behalf of the Staff of the  
Florida Public Service Commission.

DATE FILED: July 16, 2012

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FPSC-COMMISSION CLERK

DIRECT TESTIMONY OF RHONDA L. HICKS

Q. Please state your name and address.

A. My name is Rhonda L. Hicks. My address is 2540 Shumard Oak Boulevard; Tallahassee, Florida; 32399-0850.

Q. By whom are you employed and in what capacity?

A. I am employed by the Florida Public Service Commission (FPSC) as Chief of the Bureau of Consumer Assistance in the Office of Consumer Assistance and Outreach.

Q. Please give a brief description of your educational background and professional experience.

A. I graduated from Florida A&M University in 1986 with a Bachelor of Science degree in Accounting. I have worked for the Florida Public Service Commission for 26 years. I have varied experience in the electric, gas, telephone, and water and wastewater industries. My work experience includes rate cases, cost recovery clauses, depreciation studies, tax, audit, consumer outreach and consumer complaints. I currently work in the Bureau of Consumer Assistance within the Office of Consumer Assistance and Outreach where I manage consumer complaints and inquiries.

Q. What is the function of the Bureau of Consumer Assistance?

A. The bureau's function is to resolve disputes between regulated companies and their customers as quickly, effectively, and inexpensively as possible.

Q. Do all consumers, who have disputes with their regulated company, contact the Bureau of Consumer Assistance?

A. No. Consumers may initially file their complaint with the regulated company and reach resolution without the bureau's intervention. In fact, consumers are encouraged to allow the regulated company the opportunity to resolve the dispute prior to any Commission involvement.

DOCUMENT NUMBER-DATE

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Q. What is the purpose of your testimony?

A. The purpose of my testimony is to advise the Commission of the number of consumer complaints logged against Florida Power and Light Company under Rule 25-22.032, Florida Administrative Code, Consumer Complaints, from July 1, 2009 through June 30, 2012. My testimony will also provide information on the type of complaints logged and those complaints that appear to be rule violations.

Q. What do your records indicate concerning the number of complaints logged against Florida Power and Light Company?

A. From July 1, 2009, through June 30, 2012, the Florida Public Service Commission logged 19,434 complaints against Florida Power and Light Company. Of those, 16,200 complaints were transferred directly to the company for resolution via the Commission's Transfer-Connect Program.

Q. What have been the most common types of complaints logged against Florida Power and Light Company?

A. During the specified time period, approximately seventy percent (13,644) of the complaints logged with the Florida Public Service Commission concerned billing issues, while approximately thirty percent (5,570) of the complaints involved quality of service issues.

Q. Do you have any exhibits attached to your testimony?

A. Yes. I am sponsoring Exhibit RLH-1.

Q. Would you explain Exhibit RLH-1?

A. Yes. Exhibit RLH-1 is a summary listing of complaints logged against Florida Power and Light Company under Rule 25-22.032, Florida Administrative Code. The complaints, received July 1, 2009 through June 30, 2012, were captured in the Commission's Consumer Activity Tracking System (CATS). The summary groups the

1 complaints by Close Type and within each Close Type, the complaints are segregated  
2 by Pre-Close Type. The first grouping has no Close Type because they are pending  
3 complaints. The remaining groupings are categorized by Close Type codes such as  
4 EB-23, ES-21, GI-02, etc.

5 Q. What is a Pre-Close Type?

6 A. A Pre-Close Type is an internal categorization code that is applied to each complaint  
7 upon receipt. A complaint is assigned a Pre-Close Type based solely on the initial  
8 information provided by the consumer.

9 Q. What is a Close Type?

10 A. A Close Type is also an internal categorization code. It is assigned to each complaint  
11 once staff completes its investigation and a proposed resolution is provided to the  
12 consumer. In some instances, the Pre-Close Type will differ from the Close Type  
13 because staff's investigation reveals facts that were not available upon receipt of the  
14 complaint.

15 Q. A great majority of complaints were resolved as Close Type GI-02, Courtesy  
16 Call/Warm Transfer. Can you explain this Close-Type?

17 A. Yes. Florida Power and Light Company participates in the Commission's Transfer-  
18 Connect (Warm Transfer) System. This system allows the Commission to directly  
19 transfer a customer to the company's customer service personnel. Once the call is  
20 transferred to Florida Power and Light Company, it provides the customer with a  
21 proposed resolution. Customers who are not satisfied with the company's proposed  
22 resolution have the option of recontacting the Commission. While the Commission is  
23 able to assign a Pre-Close Type to each of the complaints in this category, a specific  
24 Close Type is not assigned because the proposed resolution is provided by Florida  
25 Power and Light Company. Consequently, the assigned Close Type allows staff to

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monitor the number of complaints resolved via the Commission's Transfer-Connect System.

Q. How many of the complaints summarized on your exhibit has staff determined may be a violation of Commission rules?

A. Of the 19,434 complaints, staff determined that four appear to be violations of Commission rules.

Q. What was the nature of the apparent rule violations?

A. The apparent rule violations were failure to respond to the customer (ES-49), improper billing (EB-23, EB-24), and service quality (ES-21).

Q. Does this conclude your testimony?

A. Yes, it does.





**FLORIDA PUBLIC SERVICE COMMISSION  
COMPLAINTS BY CLOSE TYPE FOR SINGLE COMPANY  
RECEIVED BETWEEN 07/01/2007 AND 06/30/2009  
FOR FLORIDA POWER & LIGHT COMPANY**

TYPE:	
Total Cases For PreClose Type: DEPOSIT	1
Total Cases For PreClose Type: IMPROPER BILLS	21
Total Cases For PreClose Type: IMPROPER DISCONNECTS	3
Total Cases For PreClose Type: OUTAGES	12
Total Cases For PreClose Type: QUALITY OF SERVICE	8
Total Cases For PreClose Type: REPAIR	1
Total Cases For PreClose Type: SAFETY ISSUE	1
<b>Total Cases For Type</b>	<b>47</b>
TYPE: ES-08 FAILURE TO RESPOND TO CUSTOMER	
Total Cases For PreClose Type: QUALITY OF SERVICE	1
<b>Total Cases For Type ES-08</b>	<b>1</b>
TYPE: ES-14 SERVICE IMPROPERLY DISCONNECTED	
Total Cases For PreClose Type: QUALITY OF SERVICE	1
<b>Total Cases For Type ES-14</b>	<b>1</b>
TYPE: GI-02 COURTESY CALL/WARM TRANSFER	
Total Cases For PreClose Type: DELAY IN CONNECTION	467
Total Cases For PreClose Type: DEPOSIT	896
Total Cases For PreClose Type: IMPROPER BILLS	1671
Total Cases For PreClose Type: IMPROPER DISCONNECTS	423
Total Cases For PreClose Type: OUTAGES	300
Total Cases For PreClose Type: PAYMENT ARRANGEMENT	6710
Total Cases For PreClose Type: QUALITY OF SERVICE	1473
Total Cases For PreClose Type: REPAIR	145
Total Cases For PreClose Type: SAFETY ISSUE	151
<b>Total Cases For Type GI-02</b>	<b>12236</b>

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TYPE:	GI-03	PAYMENT ARRANGEMENTS	
Total Cases For PreClose Type:	IMPROPER BILLS		4
Total Cases For PreClose Type:	PAYMENT ARRANGEMENT		1
Total Cases For Type	GI-03		5

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TYPE:	GI-05	HIGH BILL	
Total Cases For PreClose Type:	IMPROPER BILLS		91
Total Cases For PreClose Type:	IMPROPER DISCONNECTS		1
Total Cases For PreClose Type:	OUTAGES		1
Total Cases For PreClose Type:	QUALITY OF SERVICE		12
Total Cases For PreClose Type:	REPAIR		1
Total Cases For Type	GI-05		106

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TYPE:	GI-06	CURRENT DIVERSION	
Total Cases For PreClose Type:	IMPROPER BILLS		47
Total Cases For PreClose Type:	IMPROPER DISCONNECTS		9
Total Cases For PreClose Type:	PAYMENT ARRANGEMENT		1
Total Cases For PreClose Type:	QUALITY OF SERVICE		4
Total Cases For Type	GI-06		61

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TYPE:	GI-08	RULES & TARIFFS	
Total Cases For PreClose Type:	DEPOSIT		3
Total Cases For PreClose Type:	IMPROPER BILLS		8
Total Cases For PreClose Type:	QUALITY OF SERVICE		5
Total Cases For PreClose Type:	SAFETY ISSUE		1
Total Cases For Type	GI-08		17

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TYPE:	GI-11	HIGH BILL	
Total Cases For PreClose Type:	IMPROPER BILLS		1
Total Cases For PreClose Type:	OUTAGES		1
Total Cases For PreClose Type:	QUALITY OF SERVICE		1
Total Cases For PreClose Type:	REPAIR		11
Total Cases For PreClose Type:	SAFETY ISSUE		2
Total Cases For Type	GI-11		16

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<b>TYPE:</b>	<b>GI-15</b>	<b>OUTAGES (All Industries)</b>	
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<b>Total Cases For PreClose Type:</b>	<b>DEPOSIT</b>		<b>1</b>
<b>Total Cases For PreClose Type:</b>	<b>OUTAGES</b>		<b>83</b>
<b>Total Cases For PreClose Type:</b>	<b>QUALITY OF SERVICE</b>		<b>4</b>
<b>Total Cases For PreClose Type:</b>	<b>REPAIR</b>		<b>1</b>
<b>Total Cases For PreClose Type:</b>	<b>SAFETY ISSUE</b>		<b>1</b>
<b>Total Cases For Type</b>	<b>GI-15</b>	<b>90</b>	

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<b>TYPE:</b>	<b>GI-17</b>	<b>SAFETY ISSUES</b>	
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<b>Total Cases For PreClose Type:</b>	<b>OUTAGES</b>		<b>2</b>
<b>Total Cases For PreClose Type:</b>	<b>SAFETY ISSUE</b>		<b>10</b>
<b>Total Cases For Type</b>	<b>GI-17</b>	<b>12</b>	

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<b>TYPE:</b>	<b>GI-18</b>	<b>TREE TRIMMING</b>	
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<b>Total Cases For PreClose Type:</b>	<b>QUALITY OF SERVICE</b>		<b>1</b>
<b>Total Cases For Type</b>	<b>GI-18</b>	<b>1</b>	

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<b>TYPE:</b>	<b>GI-19</b>	<b>MOMENTARY ELECTRIC OUTAGES(LESS</b>	
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<b>Total Cases For PreClose Type:</b>	<b>OUTAGES</b>		<b>9</b>
<b>Total Cases For PreClose Type:</b>	<b>QUALITY OF SERVICE</b>		<b>2</b>
<b>Total Cases For PreClose Type:</b>	<b>REPAIR</b>		<b>2</b>
<b>Total Cases For Type</b>	<b>GI-19</b>	<b>13</b>	

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<b>TYPE:</b>	<b>GI-25</b>	<b>IMPROPER BILLING (ADDED 7/03)</b>	
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<b>Total Cases For PreClose Type:</b>	<b>DELAY IN CONNECTION</b>		<b>4</b>
<b>Total Cases For PreClose Type:</b>	<b>DEPOSIT</b>		<b>1</b>
<b>Total Cases For PreClose Type:</b>	<b>IMPROPER BILLS</b>		<b>331</b>
<b>Total Cases For PreClose Type:</b>	<b>IMPROPER DISCONNECTS</b>		<b>19</b>
<b>Total Cases For PreClose Type:</b>	<b>PAYMENT ARRANGEMENT</b>		<b>1</b>
<b>Total Cases For PreClose Type:</b>	<b>QUALITY OF SERVICE</b>		<b>22</b>
<b>Total Cases For PreClose Type:</b>	<b>REPAIR</b>		<b>1</b>
<b>Total Cases For Type</b>	<b>GI-25</b>	<b>379</b>	

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**TYPE: GI-26 BILLING WRONG CUSTOMER (ADDED 7/03)**

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**Total Cases For PreClose Type: IMPROPER BILLS 2**  
**Total Cases For Type GI-26 2**

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**TYPE: GI-28 IMPROPER DISCONNECT (ADDED 7/03)**

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**Total Cases For PreClose Type: DELAY IN CONNECTION 1**  
**Total Cases For PreClose Type: IMPROPER BILLS 1**  
**Total Cases For PreClose Type: IMPROPER DISCONNECTS 32**  
**Total Cases For PreClose Type: QUALITY OF SERVICE 1**  
**Total Cases For Type GI-28 35**

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**TYPE: GI-29 DELAY IN CONNECTION (ADDED 7/03)**

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**Total Cases For PreClose Type: DELAY IN CONNECTION 16**  
**Total Cases For PreClose Type: IMPROPER DISCONNECTS 4**  
**Total Cases For PreClose Type: QUALITY OF SERVICE 1**  
**Total Cases For Type GI-29 21**

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**TYPE: GI-30 QUALITY OF SERVICE (ADDED 7/03)**

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**Total Cases For PreClose Type: DELAY IN CONNECTION 4**  
**Total Cases For PreClose Type: IMPROPER BILLS 6**  
**Total Cases For PreClose Type: IMPROPER DISCONNECTS 3**  
**Total Cases For PreClose Type: QUALITY OF SERVICE 77**  
**Total Cases For PreClose Type: REPAIR 2**  
**Total Cases For PreClose Type: SAFETY ISSUE 2**  
**Total Cases For Type GI-30 94**

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**TYPE: GI-31 ESTIMATED METER READINGS (ADDED 7/03)**

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**Total Cases For PreClose Type: QUALITY OF SERVICE 2**  
**Total Cases For Type GI-31 2**

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**TYPE: GI-32 PROCESS REVIEW CASE**

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**Total Cases For PreClose Type: IMPROPER BILLS 34**  
**Total Cases For PreClose Type: IMPROPER DISCONNECTS 1**  
**Total Cases For PreClose Type: QUALITY OF SERVICE 2**  
**Total Cases For PreClose Type: SAFETY ISSUE 1**  
**Total Cases For Type GI-32 38**

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TYPE:	GI-72	72 HOUR RULE	
Total Cases For PreClose Type:	DELAY IN CONNECTION		61
Total Cases For PreClose Type:	DEPOSIT		121
Total Cases For PreClose Type:	IMPROPER BILLS		498
Total Cases For PreClose Type:	IMPROPER DISCONNECTS		54
Total Cases For PreClose Type:	OUTAGES		379
Total Cases For PreClose Type:	PAYMENT ARRANGEMENT		2
Total Cases For PreClose Type:	QUALITY OF SERVICE		196
Total Cases For PreClose Type:	REPAIR		101
Total Cases For PreClose Type:	SAFETY ISSUE		41
Total Cases For Type	GI-72	1453	

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TYPE:	GI-99	OTHER	
Total Cases For PreClose Type:	IMPROPER DISCONNECTS		1
Total Cases For PreClose Type:	QUALITY OF SERVICE		2
Total Cases For Type	GI-99	3	

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TYPE:	NJ-03	ELECTRIC COOPERATIVE	
Total Cases For PreClose Type:	DELAY IN CONNECTION		1
Total Cases For Type	NJ-03	1	

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TYPE:	NJ-04	DAMAGE CLAIM	
Total Cases For PreClose Type:	IMPROPER DISCONNECTS		2
Total Cases For PreClose Type:	QUALITY OF SERVICE		3
Total Cases For PreClose Type:	REPAIR		3
Total Cases For Type	NJ-04	8	

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TYPE:	NJ-99	OTHER	
Total Cases For PreClose Type:	QUALITY OF SERVICE		2
Total Cases For Type	NJ-99	2	

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TYPE:	PR-03	DEPOSITS	
Total Cases For PreClose Type:	DELAY IN CONNECTION		1
Total Cases For PreClose Type:	DEPOSIT		29
Total Cases For PreClose Type:	IMPROPER BILLS		11
Total Cases For PreClose Type:	IMPROPER DISCONNECTS		1
Total Cases For PreClose Type:	PAYMENT ARRANGEMENT		1
Total Cases For Type	PR-03	43	

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<b>TYPE:</b>	<b>PR-05</b>	<b>BACKBILLING</b>	
<b>Total Cases For PreClose Type: IMPROPER BILLS</b>			<b>5</b>
<b>Total Cases For Type PR-05</b>			<b>5</b>

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<b>TYPE:</b>	<b>PR-06</b>	<b>RULES &amp; TARIFFS</b>	
<b>Total Cases For PreClose Type: DEPOSIT</b>			<b>1</b>
<b>Total Cases For PreClose Type: IMPROPER BILLS</b>			<b>4</b>
<b>Total Cases For PreClose Type: QUALITY OF SERVICE</b>			<b>3</b>
<b>Total Cases For Type PR-06</b>			<b>8</b>

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**Total Complaints Late Responding: 30**

**Total Complaints Infraction: 2**

**Grand Total: 14700**

**\*\*Category**  
**\*I = INFRACTION**  
**\*C=NON-INFRACTION**