

MEMORANDUM

JULY 17, 2012

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

Please find attached the original and six copies of the AMENDED 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. While the Direct Testimony of Rhonda Hicks, in itself, which was filed on July 16, 2012, was correct, the exhibit that was attached was not correct. The Amended Direct Testimony of Rhonda Hicks contains the correct Exhibit RLH-1, Pages 1-6.

KY/th
Attachment

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CLK I-ct.Rep.

DOCUMENT NUMBER-DATE

04758 JUL 17 2012

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 17, 2012

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the Amended 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 17th day of July, 2012, to the following:

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

WITNESS: AMENDED 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 17, 2012

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DOCUMENT NUMBER-DATE

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FPSC-COMMISSION CLERK

1 AMENDED DIRECT TESTIMONY OF RHONDA L. HICKS

2 Q. Please state your name and address.

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

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

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

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

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

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

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

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

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

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FPSC-COMMISSION CLERK

1 Q. What is the purpose of your testimony?

2 A. The purpose of my testimony is to advise the Commission of the number of consumer

3 complaints logged against Florida Power and Light Company under Rule 25-22.032,

4 Florida Administrative Code, Consumer Complaints, from July 1, 2009 through June

5 30, 2012. My testimony will also provide information on the type of complaints

6 logged and those complaints that appear to be rule violations.

7 Q. What do your records indicate concerning the number of complaints logged against

8 Florida Power and Light Company?

9 A. From July 1, 2009, through June 30, 2012, the Florida Public Service Commission

10 logged 19,434 complaints against Florida Power and Light Company. Of those,

11 16,200 complaints were transferred directly to the company for resolution via the

12 Commission's Transfer-Connect Program.

13 Q. What have been the most common types of complaints logged against Florida Power

14 and Light Company?

15 A. During the specified time period, approximately seventy percent (13,644) of the

16 complaints logged with the Florida Public Service Commission concerned billing

17 issues, while approximately thirty percent (5,570) of the complaints involved quality of

18 service issues.

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

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

21 Q. Would you explain Exhibit RLH-1?

22 A. Yes. Exhibit RLH-1 is a summary listing of complaints logged against Florida Power

23 and Light Company under Rule 25-22.032, Florida Administrative Code. The

24 complaints, received July 1, 2009 through June 30, 2012, were captured in the

25 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 07/01/2009 AND 06/30/2012
 FOR FLORIDA POWER & LIGHT COMPANY

Docket No. 120015-EI
 Summary of Complaints
 Exhibit RLH-1, Page 1 of 6

TYPE:	
Total Cases For PreClose Type:	1
Total Cases For PreClose Type: DELAY IN CONNECTION	1
Total Cases For PreClose Type: DEPOSIT	1
Total Cases For PreClose Type: IMPROPER BILLS	18
Total Cases For PreClose Type: IMPROPER DISCONNECTS	3
Total Cases For PreClose Type: OUTAGES	15
Total Cases For PreClose Type: QUALITY OF SERVICE	2
Total Cases For PreClose Type: REPAIR	2
Total Cases For PreClose Type: SAFETY ISSUE	2
Total Cases For Type	45
TYPE: EB-23 IMPROPER BILLING FOR FRAUD OR	
Total Cases For PreClose Type: IMPROPER BILLS	1
Total Cases For Type EB-23	1
TYPE: EB-24 BILLING WRONG CUSTOMER	
Total Cases For PreClose Type: IMPROPER BILLS	1
Total Cases For Type EB-24	1
TYPE: ES-21 ENERGY AUDIT NOT CONDUCTED	
Total Cases For PreClose Type: QUALITY OF SERVICE	1
Total Cases For Type ES-21	1
TYPE: ES-49 FAILURE TO RESPOND TO COMMISSION	
Total Cases For PreClose Type: DELAY IN CONNECTION	1
Total Cases For Type ES-49	1

TYPE: GI-02 COURTESY CALL/WARM TRANSFER

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Summary of Complaints
Exhibit RLH-1, Page 2 of 6

Total Cases For PreClose Type: DELAY IN CONNECTION	586
Total Cases For PreClose Type: DEPOSIT	1123
Total Cases For PreClose Type: DSL (BILLING)	9
Total Cases For PreClose Type: FCC-OTHER (BILLING)	1
Total Cases For PreClose Type: FCC-OTHER (SVC)	1
Total Cases For PreClose Type: IMPROPER BILLS	1623
Total Cases For PreClose Type: IMPROPER DISCONNECTS	476
Total Cases For PreClose Type: LIFELINE	1
Total Cases For PreClose Type: OUTAGES	399
Total Cases For PreClose Type: PAYMENT ARRANGEMENT	9430
Total Cases For PreClose Type: PAYPHONE SERVICE	1
Total Cases For PreClose Type: PREPAID CALLING CARDS	9
Total Cases For PreClose Type: QUALITY OF SERVICE	2130
Total Cases For PreClose Type: REPAIR	171
Total Cases For PreClose Type: SAFETY ISSUE	234
Total Cases For PreClose Type: TELEPHONE SERVICE	6
Total Cases For Type GI-02	16200

TYPE: GI-03 PAYMENT ARRANGEMENTS

Total Cases For PreClose Type: IMPROPER BILLS	1
Total Cases For Type GI-03	1

TYPE: GI-05 HIGH BILL

Total Cases For PreClose Type: IMPROPER BILLS	54
Total Cases For PreClose Type: IMPROPER DISCONNECTS	1
Total Cases For PreClose Type: QUALITY OF SERVICE	2
Total Cases For PreClose Type: REPAIR	1
Total Cases For Type GI-05	58

TYPE:	GI-06	CURRENT DIVERSION		
Total Cases For PreClose Type:	IMPROPER BILLS		57	Docket No. 120015-EI Summary of Complaints Exhibit RLH-1, Page 3 of 6
Total Cases For PreClose Type:	IMPROPER DISCONNECTS		2	
Total Cases For Type	GI-06		59	
TYPE:	GI-08	RULES & TARIFFS		
Total Cases For PreClose Type:	DEPOSIT		8	
Total Cases For Type	GI-08		8	
TYPE:	GI-11	REPAIR SERVICE		
Total Cases For PreClose Type:	REPAIR		9	
Total Cases For PreClose Type:	SAFETY ISSUE		1	
Total Cases For Type	GI-11		10	
TYPE:	GI-15	OUTAGES (All Industries)		
Total Cases For PreClose Type:	IMPROPER BILLS		2	
Total Cases For PreClose Type:	OUTAGES		89	
Total Cases For PreClose Type:	QUALITY OF SERVICE		2	
Total Cases For PreClose Type:	REPAIR		3	
Total Cases For PreClose Type:	SAFETY ISSUE		1	
Total Cases For Type	GI-15		97	
TYPE:	GI-17	SAFETY ISSUES		
Total Cases For PreClose Type:	QUALITY OF SERVICE		1	
Total Cases For PreClose Type:	REPAIR		1	
Total Cases For PreClose Type:	SAFETY ISSUE		13	
Total Cases For Type	GI-17		15	
TYPE:	GI-18	TREE TRIMMING		
Total Cases For PreClose Type:	QUALITY OF SERVICE		1	
Total Cases For PreClose Type:	SAFETY ISSUE		1	
Total Cases For Type	GI-18		2	

TYPE:	GI-19	MOMENTARY ELECTRIC OUTAGES(LESS	
Total Cases For PreClose Type:	OUTAGES		19
Total Cases For PreClose Type:	REPAIR		1
Total Cases For Type	GI-19	20	
TYPE:	GI-25	IMPROPER BILLING (ADDED 7/03)	
Total Cases For PreClose Type:	DEPOSIT		1
Total Cases For PreClose Type:	IMPROPER BILLS		351
Total Cases For PreClose Type:	IMPROPER DISCONNECTS		5
Total Cases For PreClose Type:	OUTAGES		1
Total Cases For PreClose Type:	QUALITY OF SERVICE		6
Total Cases For Type	GI-25	364	
TYPE:	GI-26	IMPROPER BILLING (ADDED 7/03)	
Total Cases For PreClose Type:	IMPROPER BILLS		2
Total Cases For Type	GI-26	2	
TYPE:	GI-28	IMPROPER DISCONNECT (ADDED 7/03)	
Total Cases For PreClose Type:	DELAY IN CONNECTION		2
Total Cases For PreClose Type:	IMPROPER DISCONNECTS		71
Total Cases For PreClose Type:	REPAIR		1
Total Cases For Type	GI-28	74	
TYPE:	GI-29	DELAY IN CONNECTION (ADDED 7/03)	
Total Cases For PreClose Type:	DELAY IN CONNECTION		26
Total Cases For PreClose Type:	IMPROPER DISCONNECTS		1
Total Cases For Type	GI-29	27	
TYPE:	GI-30	QUALITY OF SERVICE (ADDED 7/03)	
Total Cases For PreClose Type:	IMPROPER BILLS		6
Total Cases For PreClose Type:	IMPROPER DISCONNECTS		1
Total Cases For PreClose Type:	OUTAGES		1
Total Cases For PreClose Type:	QUALITY OF SERVICE		62
Total Cases For PreClose Type:	REPAIR		2
Total Cases For Type	GI-30	72	

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Summary of Complaints
Exhibit RLH-1, Page 4 of 6

TYPE:	GI-31	ESTIMATED METER READINGS (ADDED 7/03)	
Total Cases For PreClose Type:	IMPROPER BILLS		3
Total Cases For PreClose Type:	QUALITY OF SERVICE		1
Total Cases For Type	GI-31		4
TYPE:	GI-32	PROCESS REVIEW CASE	
Total Cases For PreClose Type:	IMPROPER BILLS		57
Total Cases For PreClose Type:	IMPROPER DISCONNECTS		1
Total Cases For PreClose Type:	OUTAGES		2
Total Cases For PreClose Type:	QUALITY OF SERVICE		3
Total Cases For PreClose Type:	REPAIR		2
Total Cases For Type	GI-32		65
TYPE:	GI-72	72 HOUR RULE	
Total Cases For PreClose Type:	DELAY IN CONNECTION		74
Total Cases For PreClose Type:	DEPOSIT		194
Total Cases For PreClose Type:	IMPROPER BILLS		712
Total Cases For PreClose Type:	IMPROPER DISCONNECTS		145
Total Cases For PreClose Type:	OUTAGES		648
Total Cases For PreClose Type:	PAYMENT ARRANGEMENT		1
Total Cases For PreClose Type:	QUALITY OF SERVICE		225
Total Cases For PreClose Type:	REPAIR		142
Total Cases For PreClose Type:	SAFETY ISSUE		122
Total Cases For Type	GI-72		2263
TYPE:	GI-99	OTHER	
Total Cases For PreClose Type:	DELAY IN CONNECTION		1
Total Cases For PreClose Type:	DEPOSIT		1
Total Cases For PreClose Type:	IMPROPER BILLS		3
Total Cases For PreClose Type:	IMPROPER DISCONNECTS		1
Total Cases For PreClose Type:	QUALITY OF SERVICE		2
Total Cases For Type	GI-99		8

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Summary of Complaints
Exhibit RLH-1, Page 5 of 6

TYPE: NJ-04 DAMAGE CLAIM

Total Cases For PreClose Type: QUALITY OF SERVICE 1

Total Cases For Type NJ-04 1

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Summary of Complaints
Exhibit RLH-1, Page 6 of 6

TYPE: NJ-99 OTHER

Total Cases For PreClose Type: QUALITY OF SERVICE 1

Total Cases For Type NJ-99 1

TYPE: PR-03 DEPOSITS

Total Cases For PreClose Type: DELAY IN CONNECTION 1

Total Cases For PreClose Type: DEPOSIT 25

Total Cases For PreClose Type: IMPROPER BILLS 6

Total Cases For Type PR-03 32

TYPE: PR-05 BACKBILLING

Total Cases For PreClose Type: IMPROPER BILLS 1

Total Cases For Type PR-05 1

TYPE: PR-06 RULES & TARIFFS

Total Cases For PreClose Type: IMPROPER BILLS 1

Total Cases For Type PR-06 1

Total Complaints Late Responding: 1

Total Complaints Infraction: 4

Grand Total: 19434