

RECEIVED-FPSC

12 SEP 26 PM 4: 09

COMMISSION
CLERK

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: FPSC Review of the Payment
Arrangement Programs offered by
The Florida Electric Industry.

Docket No. Undocketed

Dated: September 26, 2012

**AFFIDAVIT OF KENNETH TALBOT IN SUPPORT OF
PROGRESS ENERGY FLORIDA'S
REQUEST FOR CONFIDENTIAL CLASSIFICATION**

STATE OF FLORIDA

COUNTY OF PINELLAS

BEFORE ME, the undersigned authority duly authorized to administer oaths,
personally appeared Kenneth Talbot, who being first duly sworn, on oath deposes and
says that:

1. My name is Kenneth Talbot. I am over the age of 18 years old and I have
been authorized by Progress Energy Florida (hereinafter "PEF" or the "Company") to
give this affidavit in the above-styled proceeding on PEF's behalf and in support of
PEF's Request for Confidential Classification. The facts attested to in my affidavit are
based upon my personal knowledge.

2. I am the Supervisor of Consumer Affairs in the Customer Service
Department. This section is responsible for handling and monitoring to customer service
and programs and complaints.

3. As the Supervisor of Consumer Affairs, I am responsible, along with the
other members of the section, for handling and monitoring to customer service and
programs and complaints.

COM _____
AFD _____
APA _____
ECO _____
ENG _____
GCL _____
DM _____
TEL _____
CLK _____

DOCUMENT NUMBER-DATE

06467 SEP 26 12

FPSC-COMMISSION CLERK

4. PEF is seeking confidential classification for certain information, specifically Page 27 to the FPSC Review of the Payment Arrangement Programs offered by the Florida Electric Industry. A detailed description of the confidential information at issue is contained in confidential Exhibit A to PEF's Request for Confidential Classification and is outlined in PEF's Justification Matrix that is attached to PEF's Request for Confidential Classification as Exhibit C. PEF is requesting confidential classification of this information because it contains sensitive internal policies and procedures of the Company, the disclosure of which could impair the efforts of the Company to protect internal business information.

5. PEF establishes and maintains internal policies and procedures. PEF must ensure that their sensitive account information, such as their internal policies and procedures, will be kept confidential. With respect to the information at issue in this Request, PEF has kept confidential and has not publicly disclosed confidential information such as the payment arrangement extension terms. Absent such measures, it could affect customers' behaviors pertaining to payment arrangement programs and how they do business with PEF. Without PEF's measures to maintain the confidentiality of its internal policies and procedures, the Company would impair the interests for both PEF and its customers.

6. Upon receipt of confidential information from customers, and with its own confidential information, strict procedures are established and followed to maintain the confidentiality of the Company's policies and procedures, including restricting access to those persons who need the information to assist the Company, and restricting the number of, and access to the information. At no time since receiving the information in

question has the Company publicly disclosed that information. The Company has treated and continues to treat the information at issue as confidential.

8. This concludes my affidavit.

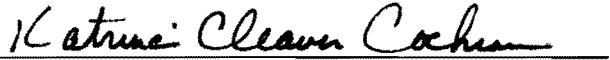
Further affiant sayeth not.

Dated the 17th day of September, 2012.



(Signature)
Kenneth Talbot
Supervisor, Consumer Affairs
Customer Service Department
Progress Energy Florida
5225 Tech Data Dr
Clearwater, Fl. 33760

17th THE FOREGOING INSTRUMENT was sworn to and subscribed before me this day of September, 2012 by Kenneth Talbot. He is personally known to me, or has produced his _____ driver's license, or his _____ as identification.



(Signature)
KATRINA CLEAVER COCHRAN

(Printed Name)
NOTARY PUBLIC, STATE OF FLORIDA

(AFFIX NOTARIAL SEAL)

(Commission Expiration Date)

(Serial Number, If Any)

