

State of Florida



## Public Service Commission

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

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**DATE:** April 18, 2017  
**TO:** Carlotta Stauffer, Commission Clerk  
**FROM:** Keith Hetrick, General Counsel  
**RE:** Email correspondence re: call-transfer script

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Please place the attached email correspondence from Keith Hetrick to Ken Hoffman dated 4/18/17 in the undocketed correspondence file and under parties/interested persons correspondence in Docket No. 100077-EI.

Thank you.

KH/nah

## Mary Anne Helton

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**From:** Keith Hetrick  
**Sent:** Tuesday, April 18, 2017 10:29 AM  
**To:** 'Hoffman, Kenneth'  
**Cc:** 'john.butler@fpl.com'; JR Kelly; Mary Anne Helton; Jennifer Crawford; Greg Shafer; Mark Futrell  
**Subject:** FPL call-transfer script

Ken,

Thanks for providing us with the newly revised script. It is my understanding that the newly revised script includes a tweak by OPC, which you and OPC have agreed upon. The newly revised script reads as follows:

“I have completed your application for service. With your approval, I will transfer you to our third party company, FPL Energy Services. They will confirm your order and account information and explain optional service offerings you may find valuable.”

It is also my understanding that you have completed field testing this script for the past 30 days or so; and, armed with that experience, are pleased with the results. Therefore, this e-mail reflects our revised administrative approval of this new script, as contemplated originally in Order No. PSC – 11-0378-PAA-EI (9/12/11), Docket No. 100077-EI.

Kind Regards,

Keith

Keith Hetrick  
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