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January 16, 2018

**Hand Delivery**

Ms. Carlotta Stauffer, Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-FPSC  
2018 JAN 16 PM 4:04  
COMMISSION  
CLERK

**Re: DOCKET NO. 20170179-GU - Petition for rate increase and approval of depreciation study by Florida City Gas.**

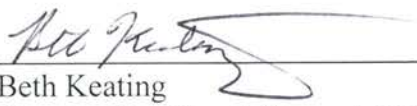
**REDACTED**

Dear Ms. Stauffer:

Enclosed for filing, please find the original and seven (7) copies of Florida City Gas's Request for Confidential Classification and Motion for Protective Order for certain information provided in response to Commission Staff's Fifth Set of Interrogatories to the Company. Also included with this filing are one highlighted and two redacted copies of the referenced material.

As always, please don't hesitate to let me know if you have any questions. Thank you for your assistance with this filing.

Kind regards,

  
Beth Keating  
Gunster, Yoakley & Stewart, P.A.  
215 South Monroe St., Suite 601  
Tallahassee, FL 32301  
(850) 521-1706

cc:/ (Service List)

- COM \_\_\_\_\_
- AFD 1
- APA 1
- ECO 4 + 1 redacted copy
- ENG 1
- GCL \_\_\_\_\_
- IDM \_\_\_\_\_
- CLK \_\_\_\_\_

**BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION**

In re: Petition for rate increase by Florida City  
Gas.

DOCKET NO. 20170179-GU

DATED: January 16, 2018

**REQUEST FOR CONFIDENTIAL CLASSIFICATION  
AND MOTION FOR PROTECTIVE ORDER**

FLORIDA CITY GAS (FCG or the Company), by and through undersigned counsel, and pursuant to Rule 25-22.006, Fla. Admin. Code, requests that the Florida Public Service Commission (the Commission) enter an order protecting from public disclosure information contained in the additional attachment provided with the Company's response to Staff Interrogatory 61. In support of this request, the Company states:

1. On October 23, 2017, FCG filed its Petition for Rate Increase, and *inter alia*, the prefiled direct testimony and supporting exhibits of its witnesses and Minimum Filing Requirements.

2. On December 20, 2017, the Staff of the Commission (Staff), served FCG with its Fifth Set of Interrogatories (Nos. 59-78). A document provided as the Company's response to Interrogatory 61, contains material and information that FCG treats as highly confidential, which has not otherwise been publicly disclosed. Given the nature of the information provided, the Company believes that disclosure would cause harm to FCG and its customers.

3. The information for which FCG seeks confidential classification is information that meets the definition of "proprietary confidential business information" as set forth in Section 366.093(3), Florida Statutes, which provides:

(3) Proprietary confidential business information means information, regardless of form or characteristics, which is owned or controlled by the person or company, is intended to be and is treated by the person or company as private in that the disclosure of the information would cause harm to the ratepayers or the person's or company's business operations, and has not been disclosed unless disclosed pursuant to a statutory provision, an order of a court or administrative body, or private agreement that provides that the information will not be released to the public.

Proprietary confidential business information includes, but is not limited to:

- (a) Trade secrets.
- (b) Internal auditing controls and reports of internal auditors.
- (c) Security measures, systems, or procedures.
- (d) Information concerning bids or other contractual data, the disclosure of which would impair the efforts of the public utility or its affiliates to contract for goods or services on favorable terms.
- (e) Information relating to competitive interests, the disclosure of which would impair the competitive business of the provider of the information.
- (f) Employee personnel information unrelated to compensation, duties, qualifications, or responsibilities.

4. With regard to the document provided as the response to Staff's Interrogatory 61, this document contains customer-specific account information that the Company treats as confidential. Disclosure of this information would impair FCG's competitive interests by enabling competitors to target customers identified in the document and would harm FCG's customers, as well as FCG's business relationship with these customers, by disclosing customer-specific information that has, to date, been maintained as confidential. As such, disclosure of



this information as a public document would cause harm to both the Company and its ratepayers.

5. FCG seeks confidential classification as follows:

<b>Document Production</b>	<b>Page/Lines -Document</b>	<b>Rationale</b>
Attachment ROG 5-61	Page 1 of 1, highlighted information in all lines of columns "Customer Name," "Account Number," "Complaint Rec'vd Date," and "Complaint Details"	Proprietary Confidential Business Information that is competitively sensitive and meets the definition in Section 366.093(3)(e), F.S.

6. Release of any of this information would ultimately impair the Company's ability to provide services to its ratepayers.

7. Submitted herewith, in substantial compliance with Rule 25-22.006, Florida Administrative Code, are one highlighted, and two redacted copies of the referenced information.

8. FCG further requests that the Commission issue a protective order, in accordance with Rule 25-22.006(6), Florida Administrative Code, to protect this information when provided to the Office of Public Counsel, which is a party to this proceeding.

**WHEREFORE**, FCG respectfully requests that:

1. The Commission enter an order protecting the information in the following files, in its entirety, from public disclosure as proprietary confidential business information the

highlighted information in Attachment ROG 5-61, as described herein;

2. The Commission issue a protective order, in accordance with Rule 25-22.006(6), Florida Administrative Code, to protect this information when provided to the Office of Public Counsel; and

2. The Commission grant confidential classification for this information for a period of at least 18 months.

Respectfully submitted this 16th day of January, 2018, by:



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Beth Keating, Esquire  
Florida Bar No. 0022756  
Gunster Law Firm  
215 South Monroe Street Suite 601  
Tallahassee, FL 32301  
*Attorneys for Florida City Gas*

**CERTIFICATE OF SERVICE**

I hereby certify that a true and correct copy of the foregoing filing has been served by Hand Delivery or Electronic Mail (w/o confidential attachments) this 16th day of January, 2018, upon the following:

Walter Trierweiler  
Florida Public Service Commission  
General Counsel's Office  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

Virginia Ponder  
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Counsel c/o The Florida  
Legislature  
111 West Madison St., Rm 812  
Tallahassee, FL 32399-1400

A.J. Unsicker/L.L. Zieman/N.A. Cepak/R.K. Moore  
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By:



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Greg Munson  
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LDC	Customer Name	Account Number	Complaint Rec'd Date	Resolution Date	Complaint Details	Complaint Type	Root Cause (Complaint Subcategory)	Resolution Action	Resolution Details
						Billing	Billing Inquiry/Dispute	Waived Charges/Utility	Waived the \$50 SEC Fee
FCG						Billing	Billing Dispute - High Bill	Issued Credit to Customer/Apology	Issued customer a \$150 credit (\$80-\$30+\$50x3months=\$150) after it was determined customer was charged incorrect commercial base charge amount of \$80 vs. \$30 for 3 months.
FCG						Field Service	Turn On - Seeking Earlier Date	Waiting on Customer to Call Back	Service was connected when customer provided deed and ID after a previous disconnect due to CMI.
FCG						Field Service	SONP seeking earlier reconnection	Over Ride - Denied	Reconnection was scheduled and completed on 3/17/16 between 8-12 p.m.
FCG						Customer Service	Online Account Management	Apology	Reconnect fees were waived, service restored and explained auto enroll process for paperless billing to prevent future instances of missed bills.
FCG						Field Service	Customer Inconvenienced Due to Maintenance	Apology	Explained the meter change process to the customer's satisfaction
FCG						Field Service	SONP seeking earlier reconnection	Over Ride	Reconnect rescheduled to 5/10/16 (after disconnect due to non-payment/customer made payment arrangements) and \$37 reconnect fee waived as a one-time courtesy.
FCG						Field Service	SONP seeking earlier reconnection	Over Ride	Determined turn-on already scheduled and completed after receiving and investigating complaint
FCG						Field Service	SONP seeking earlier reconnection	Apology	Service center tech was sent to property on 6/07/16 to ensure safety of premise after customer turned off gas when tech missed appointment on 06/05/16.
FCG						Field Service	Service Request Processing Delay	Forward to Legal	<p>June 15, 2016, Florida City Gas ("FCG") responded to customer's property to perform a turn on after a leak on the customer fuel line was repaired. Customer contacted FCG to obtain a copy of the pressure test performed on June 15, 2016. It is FCG's policy that it does not provide company records without a valid subpoena. On June 16, 2016 the customer proceeded to hire a non-qualified entity to test his fuel line. That evening, the customer filed a complaint regarding FCG's policy requiring a subpoena to obtain company documents and the customer service wait times.</p> <p>FCG's investigation of customer's complaint showed that Miami-Dade County required the customer to provide certain test results of the customer's fuel line to close out a permit. According to the customer, this permit had been opened several years ago by another individual. On June 17, 2016, Miami-Dade County informed the customer that it would not accept the test results as the test was performed by a non-qualified entity. Miami-Dade County informed customer that a plumbing/gas contractor can perform the drip test and provide the information required to close out the permit. As a courtesy to the customer however, FCG provided documentation needed to close out the permit on June 22, 2016.</p> <p>In addition, on June 23, 2016, FCG's Director of Regional Operations and Market Development followed up with the customer. During this conversation, the customer requested to be reimbursed the \$180.00 he spent on the non-qualified entity to test his fuel line. Mr. Omaghoni was advised that FCG would evaluate his request and follow-up. On June 28, 2016, FCG informed the customer that it was declining the request for reimbursement.</p>
FCG						Customer Service	Customer Request for Company Record / Info	Apology	Supervisor from Health Consultant explained importance of leak survey to customer's satisfaction. Leak survey scheduled and completed.
FCG						Field Service	Maintenance Needed on Meter	Payment Arrangement	Contacted customer and advised account was no longer in jeopardy of being disconnected after a payment arrangement was placed on her account for the remaining outstanding balance.
FCG						Collections	Disconnect Notice	Over Ride	Contacted customer and scheduled an earlier reconnection date for 7/25/16.
FCG						Field Service	SONP seeking earlier reconnection	Apology	Explanation of appointment window timeframe provided to customer's satisfaction, reconnection scheduled and completed
FCG						Field Service	Turn On - Seeking Earlier Date	Unable to Reach Customer	Gas reconnected on 9/22 (earlier date) after disconnection for non pay.
FCG						Field Service	SONP seeking earlier reconnection	Apology	Waived \$5.00 late fee on his 10/26/16 gas bill as one time courtesy. Explained paperless billing option (view and pay online) and offered auto draft which was declined.
FCG						Billing	Bill Explanation / Inquiry	Waived Charges/Utility	Wave \$50 SEC and \$5.00 late payment fee as a one-time courtesy.
FCG						Billing	Bill Explanation / Inquiry		