

**From:** [Cassidy, Eileen](#)  
**To:** [Parmer, Kelley](#)  
**Cc:** [Kelley, Todd](#)  
**Subject:** Re: Rate Case - CC after Acquisition  
**Date:** Thursday, January 20, 2022 7:25:00 AM

---

2011

Sent from my iPhone

On Jan 19, 2022, at 10:57 PM, Parmer, Kelley <kparmer@chpk.com> wrote:

**BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION  
DIRECT TESTIMONY AND EXHIBTS  
OF KELLEY PARMER  
ON BEHALF OF  
FLORIDA PUBLIC UTILITIES COMPANY**

Eileen—

Can you tell as of when we have had the ability to monitor customer calls for feedback?

I need this to complete the response for the rate case.

---

**From:** Cassidy, Eileen <ecassidy@chpk.com>  
**Sent:** Wednesday, January 19, 2022 10:15 AM  
**To:** Kelley, Todd <tkelley@chpk.com>; Parmer, Kelley <kparmer@chpk.com>  
**Subject:** Rate Case - CC after Acquisition