

**REDACTED**

070599-EI

# Exhibit B

**REDACTED**

CMP \_\_\_\_\_  
COM \_\_\_\_\_  
CTR \_\_\_\_\_  
ECR   1   \_\_\_\_\_  
GCL \_\_\_\_\_  
OPC \_\_\_\_\_  
RCA \_\_\_\_\_  
SCR \_\_\_\_\_  
SGA \_\_\_\_\_  
SEC \_\_\_\_\_  
OTH \_\_\_\_\_

DOCUMENT NUMBER-DATE

09226 OCT-98

FPSC-COMMISSION CLERK

PEF RESPONSE TO SUPPLEMENTAL QUESTIONS REGARDING  
FPSC COMPLAINT #742137E - CLARA PHYLLIS FRYER  
OCTOBER 9, 2007

1. Staff requested that PEF provide a list of damage claims of \$5,000 or more submitted to the company for the last 3 years. (Refer to Supplemental Request No. 1, Question 4) It appears we received information only for claims that PEF paid. Please provide a listing of all damage claims of \$5,000 or more. For each claim, provide the name and address of the claimant, describe the claim, provide the amount of the claim, provide the amount approved (if any), and provide the reason for denying/approving the claim.

Answer:

With regard to PEF's answer to question #4 in Staff's first set of questions to PEF, PEF does not have the information Staff is requesting here for the following reasons. When a potential claimant calls PEF, PEF's first step is to

[REDACTED]

[REDACTED]

2. Explain the basis for the "3 times" criteria that is utilized by PEF before a claim is paid.

Answer:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

3. Of those damage claims of \$5,000 or more filed against PEF by any customer, whether or not PEF ultimately determined the claim to be valid, please provide a listing of those claims that were reported to the PSC pursuant to Rules 25-6.019(2)(a) and 25-6.0345(6)(a), F.A.C.

Answer:

Please see PEF's response to Question 1 above. [REDACTED]

[REDACTED]

In situations where PEF accepts liability and a claim is \$5,000 or more, PEF provides such information to Tony Velazquez, Supervisor PSC, on the form attached hereto as Attachment A. Once that information is sent to Mr. Velazquez, PEF has not historically maintained copies of such transmissions since they are kept on file with the PSC, but PEF will keep copies of such reports on a prospective basis so that PEF can have a summary of such reports easily available should the PSC wish to see that data.

4. **Provide a detailed map (more detailed than the map provided in Exhibit A) which indicates where Mrs. Fryer's home is located in relation to the damaged line. Also, explain what is meant by the "island or flower bed" notation reflected on the sketch.**

Answer:

No other drawings were made of the scene. The PEF employee who made this drawing recalls that an "island or flower bed" referred to an area landscaped with bricks and plantings. The PEF employee states that this planted area appeared to be added after the original installation of PEF's underground service, and PEF believes that its facilities were damaged during the installation of this landscaped area. Please see Attachment B attached hereto for photographs of the area in question.