

**Susan D. Ritenour**  
Secretary and Treasurer  
and Regulatory Manager

One Energy Place  
Pensacola, Florida 32520-0781

Tel 850.444.6231  
Fax 850.444.6026  
SDRITENO@southernco.com



October 7, 2011

Ms. Ann Cole, Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32355-0850

Re: Follow-up to Service Hearings, Docket No. 110138-EI

Dear Ms. Cole:

The recent Service Hearings in Pensacola and Panama City gave us the opportunity to hear firsthand from our customers about the service we provide in northwest Florida. Our customers spoke and we listened. Most of them spoke about issues impacting their lives – very few were related to the level or reliability of service we provide. However, we understand their challenges and we want to help. In preparation for these hearings, Gulf Power established a customer service team to assist customers before, during and after the hearings. Several customers who met with our onsite team were able to resolve their concerns immediately. We continued to follow-up with the others after the Service Hearing to resolve any issues. Please find attached a summary log of the customers we assisted. The summary identifies these customers and their concerns. It also addresses the immediate action we took to resolve their questions and provides an outline of the actions taken.

In addition, we are contacting each of our customers who spoke at the Hearings to offer additional assistance, along with company contact information. We will also offer comprehensive information about energy efficiency, billing programs and offer personalized assistance such as organizations in their area that can provide bill payment assistance.

We heard our customers and value their comments. Our commitment and customer focus is reflected in the comments provided by many of our customers at the Service Hearings and in our annual customer satisfaction rankings. Gulf Power has proudly provided safe and reliable service since 1926 and we look forward to continuing to serve northwest Florida in the coming years.

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07424 OCT 10 =  
FPSC-COMMISSION CLERK

Respectfully submitted,

*Susan D. Ritenour*

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Enclosures

cc: Beggs & Lane  
Jeffrey A. Stone, Esq.  
Florida Public Service Commission  
Hon. Art Graham, Chairman  
Hon. Lisa Polk Edgar, Commissioner  
Hon. Ronald A. Brisé, Commissioner  
Hon. Eduardo E. Balbis, Commissioner  
Hon. Julie Imanuel Brown, Commissioner  
Office of Public Counsel  
Joseph McGlothlin  
Tricia Merchant  
JR Kelly  
Erik Sayler  
Office of the General Counsel  
Caroline Klanke  
Martha Barrera  
Keino Young  
Federal Executive Agencies  
Karen White  
Maj. Chris Thompson  
Florida Industrial Power Users Group  
Vicki G. Kaufman  
Jon C. Moyle, Jr.  
Gardner Law Firm / Florida Retail Federation  
Robert Scheffel Wright  
Gunster Law Firm  
Charles A. Guyton  
Richard Melson

PSC Service Hearings  
September 15, 2011  
Customer Service Issues/Contacts

The following information is a summary of Gulf Power's customer service requests from the September Service Hearings.

**Pensacola:**

10:00 am  
September 15, 2011  
School Board of Escambia County  
J.E. Hall Educational Services Center  
Room 160  
30 Texar Drive  
Pensacola, FL 32503

***Greg Walter – 1143 Mary Kate, Gulf Breeze***

Service Hearing Comment - Energy Select issues

Action taken: Customer wants to participate in Energy Select program but his humidistat is not compatible with Energy Select. A Residential Energy Consultant contacted the customer, explained the technical issue, offered to add his name to a list of customers to be contacted when the new compatible equipment is available and offered an energy audit. Customer declined an energy audit but requested his name be added to the list. Energy Consultant mailed the customer a follow up letter and included Energy Solutions book for additional energy efficiency information.

***Mrs. Leroy B Hall – 2612 N 13<sup>th</sup>, Pensacola***

Walk-up customer Issue - High bill and outdoor light billing

Action taken: After repeated attempts to contact the customer, an energy audit is scheduled for 10/10/11 at 11:00am. Outdoor light billing issues will be discussed at this meeting.

***Thomas Chapel – 10930 Tara Dawn Circle, Pensacola***

Service Hearing Comment – Voltage fluctuations

Action taken: Service crew changed connectors at the service entrance and at the transformer on 9/15/11.

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***Harry Jackson – 515 N 57<sup>th</sup> Ave, Pensacola (Marilyn)***

Service Hearing Comment - High Bills & Estimated Bills

Action taken: Reviewed account with the customer and determined usage is normal; 1 month estimated billing; meter was reread and corrected. Energy audit completed by Residential Marketing Representative. Customer was contacted by a Customer Service Supervisor and payment arrangements were made, and an itemized billing summary from 4/11 through 9/11 was compiled and sent to the customer. The customer has the supervisor's direct number for future reference.

***James Futrell – 6004 Chandelle Circle, Pensacola***

Walk-up customer - Rates & usage questions

Action taken: Followed up with customer about Energy Select program. On 9/28/11, Energy Select was installed.

***Claudia Hicks – 415 Bremen Ave, Pensacola***

Walk-up customer – Location of pole in front of home.

Action taken: Representatives met with the customer at the customer's home and offered alternative locations. Pole has been relocated to the property line.

***Mrs. Parton – 1822 Whaley Ave, Pensacola***

Walk-up customer – Power surges

Action taken: A voltage recorder was set at this location on 9/16/11. Data was analyzed on 9/23/11 and no problems were detected. Discussed findings with customer and asked customer to notify us of any additional problems.

***Mr. Hunt – 8229 Monticello Dr, Pensacola***

Service Hearing Comment – Voltage fluctuations

Action taken: A voltage recorder was set at this location. Analysis indicated that the voltage was dipping out of tolerance when the air conditioning compressor turned on. We are replacing the 1/0 underground cable with 4/0 triplex.

***Clifford Bellows and Cynthia Bellows - 1001 Gulf Beach Hwy, Suite D, Pensacola***

Service Hearing Comment – Past due amounts, service disconnected for non-pay

We offered to assist Mr. Bellows during the Service Hearings. Mr. Bellows refused assistance.

Customer History:

4/23/10-- Unauthorized use on inactive meter (\$111.85) was discovered.

Cynthia was on site and indicated her husband (Clifford) would be calling in. Account in Cynthia's name and she has several services in her name -- all of which are currently in collections. Cynthia Bellows was required to pay \$1180.12 before service would be connected in her name (\$818.27 final bill, \$250 deposit, and \$111.85 unauthorized usage; waived the \$75

revenue protection charge). Customer informed service would be reconnected when fees were paid.

Clifford Bellows called in numerous times attempting to get different people to waive fees.

Clifford has a delinquent balance of \$1,346.57 from 39 Eglin Pkwy SE from 8/06/07.

He also has two prior current diversion/unauthorized use cases in Ft. Walton 2005 and 2007 @ 21 Solar St. in Mary Esther. The charges for these are still outstanding to date.

Daughter, Amanda Bellows has a delinquent account that has been moved to collections from 2008 in Ft. Walton.

We have numerous contacts in our customer service system indicating the customer has threatened to put service in a family member's name, as well as instances where he has cursed at and hung up on our employees.

**Panama City:**

6:00 pm

September 15, 2011

Holiday Inn Select

Main Ballroom

2001 North MLK/Cove Blvd

Panama City, FL 32405

***Stanley Porter- 402 E. Hwy 90, Bonifay***

Service Hearing Comment – High bills and Time-of-use (TOU) rates

Customer history: Customer purchased existing business in September 2010. Previous customer had installed a new electric boiler and moved to the TOU rate for savings. Several representatives have met with Mr. Porter to explain the rates and operation of the boiler for maximum savings. We have also worked to make arrangements for payments as needed on both this account and another in Bonifay.

Action Taken: All of Mr Porter's accounts were reviewed to determine any savings opportunities. All accounts are now on the optimal rate.

***Robert Wright – 416 Harrison Avenue, Panama City***

Service Hearing Comment - tax on customer charge, broken meter replaced with new meter, demand rate.

Action taken: Representatives onsite reviewed the customer's account with him and explained the demand component of the bill. We were able to show him that his demand was very constant. His average demand for the past 12 months was 28 kW and his peak was 29 kW.

***Mary Robinson – 1121 Grace Avenue, Panama City***

Service Hearing Comment – impact of billing increases over past 3 yrs; energy audit - made changes but higher bills

Action taken: District manager spoke with customer during the hearings and explained the base rate and fuel charge components and charges.

***George McNitt – 140 Grand Heron, Panama City Beach***

Service Hearing Comment - Energy Select customer, energy efficiency improvements made but bill continues to increase

Action taken: Company representative onsite spoke with customer about Energy Select. On 9/16/11, a representative contacted Mr. McNitt to review a rate analysis showing \$190.80 savings over the standard RS rate.

***Allison Rivers – 1128 South Gay Avenue, Callaway***

Service Hearing Comment – Rising costs and on a fixed income, billing discrepancy

Action taken: Representative onsite assisted Ms. Rivers during the Service Hearing. Customer had contacted our office that day to extend her bill due date. We agreed to an extension and put customer in contact with local relief agency who has agreed to submit a payment voucher for a portion of her bill.

***Joe Anderson – 1531 Oak Avenue, Panama City***

Service Hearing Comment – Additional deposit charged

Action taken: Representatives onsite assisted Mr. Anderson -- the account is listed under his wife's name, Kimberly Diane Anderson. After a discussion about his payment history, we agreed to credit the additional deposit to his current bill with the understanding that if the account were to become past due again the deposit will be billed and not removed.