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12 JAN 13 AM 9:49

RECEIVED-FPSC

Public Service Commission

January 13, 2012

Mr. John T. Butler
Managing Attorney
Florida Power & Light Company
700 Universe Boulevard
Juno Beach, FL 33408

Re: Docket No. 100077-EI; revised script for FPL customer service representatives transferring connect-service calls to FPL Energy Services (FPLES)

Dear John:

Commission staff has reviewed your letter of January 4, 2012 in which you revised the proposed call-transfer script language. The revised, script reads as follows:

...your order to connect service is now complete. Please remember to check your circuit breakers upon arrival. I can provide your order confirmation number now or transfer you and your account information to a representative from FPL Energy Services, our non-regulated affiliate, who will provide the order confirmation number and review other valuable services that may further assist you with your move. It is OK to transfer you now? (Wait for yes or no)

(If no) Your confirmation number is XXXX. It has been my pleasure to assist you and I hope you have a nice day.

(If yes) Thank you, I will transfer your call now, have a nice day.

We feel that the above revised script meets the spirit and intent of Order No. 11-0378-PAA-EI. Therefore, Commission staff finds the language acceptable. We will not need to bring this back to the Commission and will close the docket.

DOCUMENT NUMBER 00000000

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FPSC-COMMISSION CLERK

Mr. John T. Butler

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January 12, 2012

Thank you for your attention to this matter.

Sincerely,

A handwritten signature in black ink that reads "Lisa C. Bennett". The signature is written in a cursive style with a large, looped "L" and "B".

Lisa C. Bennett
Senior Attorney

LCB/th

cc: Connie Kummer
Ann Cole, Commission Clerk