

**REVISED EXHIBIT B**

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WITNESSES

DOCUMENT NUMBER-DATE

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FPSC-COMMISSION CLERK

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1	Workpaper					Number	
2	Number	Description				of Pages	
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CONFIDENTIAL

# CONFIDENTIAL

## 1 AUDIT FINDING NO. 1

2 **SUMMARY:** The script given to FPLES representatives who offer products and services  
3 to FPL customers does not require the representative to say that they work for FPLES.  
4 When calls were observed by Public Service Commission staff the representative did  
5 say that she worked for FPLES. Although the script does not require the representative  
6 to state what company he or she works for, the Key Elements section of the training  
7 manual says "Always advise customers and partners your name and company" as a  
8 critical element.

9 The way the question is phrased when providing the confirmation number and offering  
10 services insures that the customer has to answer yes to the question if they want their  
11 confirmation number. The confirmation number should be provided before they ask the  
12 customer if it is alright for them to offer other services.

13 **STATEMENT OF FACT:** Part of the FPLES representative training is related to  
14 handling the connect service business calls which are the transfer of certain customers  
15 needing new service from FPL to FPLES. After the collection of information by the FPL  
16 representative for the new service connection, the FPL representative then puts the  
17 customer on hold to wait for the confirmation number and transfers the call to FPLES.  
18 The manual calls for the FPLES representative to greet the customer as follows: "Good  
19 morning/afternoon Mr./Mrs. \_\_\_\_\_, my name is \_\_\_\_\_ and I will be providing you with  
20 your confirmation number, as well as offering some services to help you with your  
21 move. Is that ok? Thank you. Let me know when you are ready to write down your  
22 new number. Your confirmation number is \_\_\_\_\_ which is also your bill account  
23 number. Using this number for future inquiries and requests will ensure a quick  
24 response." The FPLES representative then proceeds to ask the customer if they are  
25 interested in the next service that appears on the screen such as telephone service,  
26 cable service, newspaper deliver, or other FPLES services such as Utility Guard. Some  
27 calls are never transferred to FPLES because when obtaining the new service  
28 connection information, it is determined that the caller does not meet the screening  
29 criteria. The screening criteria is whether the caller is the actual customer, whether they  
30 speak English or Spanish, if they have questions that require referral to another  
31 department, or when the caller does not have time when the FPL representative tells  
32 them when that they will be transferred.

33 **EFFECT ON GENERAL LEDGER IF FINDING IS ACCEPTED:** This finding does not  
34 impact the general ledger.

35 **EFFECT ON FILING IF FINDING IS ACCEPTED:** This audit does not have a filing.

# CONFIDENTIAL

1 **AUDIT FINDING NO. 2**

2 **SUMMARY:** FPLES offers several programs to FPL customers such as Utility Guard,  
3 Power Surge and Surge Shield Protection. A customer may believe FPLES is the  
4 regulated electric company.

5 **STATEMENT OF FACT:** FPLES offers several programs either through the transfer of  
6 Service Connect business or through billing inserts. These programs are for Utility  
7 Guard Insurance, Power Surge insurance and Surge Shield Protection. Utility Guard is  
8 insurance for protection of water lines and electric lines and it's offered to the customers  
9 when the call is transferred to the FPLES representative. Also, FPLES includes billing  
10 inserts for Power Surge and Surge Shield Protection in FPL's utility bills. Power Surge  
11 is an insurance to provide protection for the customer's electronics and appliances. It  
12 reimburses the customer for repair or replacement for covered losses, up to the  
13 maximum of their policy. Surge Shield Protection protects the appliances before surges  
14 enter through the customer's home's electric lines or other vulnerable points of entry.  
15 Surge protectors are installed on the meter and are monitored by FPLES.

16 When offering the Utility Guard Plan the representative says that the services are  
17 offered by FPLES. The billing inserts included in the electric bills shows that the Power  
18 Surge insurance and the Surge Shield Protection plan are being offered by FPLES, an  
19 affiliate of FPL.

20 Customers may not be aware that FPLES is a non-regulated company. Having FPL in  
21 the name may imply to the customer that FPLES is the regulated utility. A rule  
22 proposed by staff on March 24, 2000 related to Chapter 25-8 for a Code of Conduct for  
23 electric companies. This rule was never approved by the Commission. However, it  
24 stated that "A utility shall not give the appearance that the utility speaks on behalf of its  
25 affiliates or visa versa or that the customer will receive preferential treatment as a  
26 consequence of conducting business with the affiliates. A utility may not promote or  
27 advertise its affiliate's relationship with the utility nor allow the utility's logo or name to  
28 be used by the affiliate in all forms of media unless it is accompanied by a clear written  
29 or audio disclaimer that states that the affiliate is not the same company as the utility  
30 and is not regulated by the Commission."

31 **EFFECT ON GENERAL LEDGER IF FINDING IS ACCEPTED:** This finding does not  
32 impact the general ledger.

33 **EFFECT ON FILING IF FINDING IS ACCEPTED:** This audit does not have a filing.

CONFIDENTIAL

1 AUDIT FINDING NO. 3

2 **SUMMARY:** The customer's confidential information is transferred from FPL to FPLES  
3 in order for the FPLES representative to confirm the customer's electric service order  
4 and to provide their confirmation number. FPL has a confidentiality policy for information  
5 entered on its website that says that FPL does not reveal the customer's confidential  
6 information to third parties, including other subsidiaries of the FPL Group. The  
7 Commission has a rule establishing a Code of Conduct for gas companies that  
8 disallows the transfer of confidential information between affiliates. A rule written in  
9 March 2000 was proposed to provide standards for the electric companies on handling  
10 the confidential information between regulated electric companies and affiliates. The  
11 proposed rule for electric companies was never approved.

12 **STATEMENT OF FACT:** According to the company "when new service calls are  
13 transferred to an FPLES representative, only the information needed to confirm the  
14 electric service order, such as the customer's name, address, the connect order date  
15 and the confirmation number is provided. The customer is then asked for their  
16 permission prior to offering FPLES Connect Services. (See finding 1) If the customer  
17 gives their permission, then only the confirmation number and any other FPLES  
18 customer information needed to fulfill the services agreed to by the customer is retained  
19 in the FPLES database system. If the customer does not give their permission, then  
20 none of the customer information used by FPLES to confirm electric service is retained  
21 in the FPLES database system."

22 FPL has consistently throughout the years applied for confidentiality of customer's  
23 information such as customer's account number, name and address.

24 Even though once the call is ended the screen is erased the FPLES representative still  
25 receives the customer's information at the start of the call. If the customer verbally  
26 agrees that FPLES can provide further information, this information is also retained in  
27 the database system.

28 FPL's Privacy Policy on related to its website says "FPL does not reveal any personal  
29 information that is provided by our customers through our Web site to any third parties,  
30 including other subsidiaries of the FPL Group, except when requested to do so by a  
31 governmental agency having jurisdiction, or by a court of competent jurisdiction or other  
32 operation of law."

33 Commission Rule 25-7.072, 2 (b1) which is the Code of Conduct for gas service, states  
34 that the company "will not disclose, or cause to be disclosed, to any marketer, broker or  
35 agent, previously non-public information about a customer without that customer's prior  
36 authorization."  
37 This is a rule for gas service, but it appears reasonable that FPL should not disclose  
38 any customer information to any affiliate.

# P3

A Commission Rule was proposed by staff on March 24, 2000 related to Chapter 25-6 of the Florida Administrative Code for a Code of Conduct for electric companies. This rule was never approved by the Commission. Although this rule was never approved, the concept may be relevant to this issue. Item 9(C)(1) states: "Utilities may not release any proprietary customer information to any affiliate without the prior written consent of the customer."

**EFFECT ON GENERAL LEDGER IF SIGNIFICANT FINDING IS ACCEPTED:** This finding does not impact the general ledger.

**EFFECT ON FILING IS ACCEPTED:** This audit does not have a filing.

A

1 AUDIT FINDING NO. 4

B

C

2 **SUMMARY:** The FPL call care representative obtains personal information needed to  
3 establish electric service from the customer before the call is transferred to FPLES.  
4 Some of this information such as: name, address and phone number is used by  
5 FPLES. In addition, certain information obtained by FPL qualifies the customer for the  
6 transfer to FPLES. No time is allocated to FPLES for obtaining this information. FPLES  
7 is charged for 10 seconds per call which is the estimate of the time from when the FPL  
8 representative transfers the call to FPLES and waits for a response from the FPLES  
9 representative. The FPL representative then tells the FPLES representative the  
10 customer's name.

11 From the observation of new service calls it was determined that to gather customer's  
12 information takes from 3 minutes and 18 seconds to 7 minutes and 44 seconds  
13 depending on the type of call. Only 10 seconds of this time was charged to FPLES.  
14 Some of the information obtained by FPL is a benefit to FPLES.

15 **STATEMENT OF FACT:** FPL's representative obtains customer information such as:  
16 name, social security number, telephone contact, whether the person calling is the  
17 owner or the renter, current power status, closing date, billing address, email address,  
18 deposit information and verification of information. The computer does a credit check  
19 based on this information. The time it takes to process each call is ranges from 3  
20 minutes and 18 seconds to 7 minutes and 44 seconds. (See attached summary of calls  
21 observed). The cost for the time it takes to gather this information is not charged to  
22 FPLES. FPLES is not only benefiting from the transfer call but also from obtaining this  
23 information without having to spend additional time to obtain it on their own. Based on  
24 FPL's analysis of cost for call center representatives and managers every 10 seconds  
25 costs FPL \$1.46. See detail attached. Based on three month's data from 2004 there  
26 are an average of [REDACTED] call transferred to FPLES each month.

27 **EFFECT ON THE GENERAL LEDGER:** This finding does not affect the general  
28 ledger.

29 **EFFECT ON THE FILING:** There is no filing related to this audit.

CONFIDENTIAL

## SUMMARY OF CALLS AND TIMES

1) NEW SERVICE CALL

This call lasted 4 minutes and 20 seconds from the time the customer called up to the time the FPL representative transferred the call and spoke to the FPLES representative.

During the request for new service the customer requested the billing statement be sent to a different address. This added time on to the call.

2) NEW SERVICE CALL

This call lasted 3 minutes and 18 seconds. The customer's billing statement was sent to the customer's address.

3) NEW SERVICE CALL

This call lasted 5 minutes and 16 seconds. The call was made by a friend of the FPL customer. The FPL representative gave the confirmation number and the call was not transferred to an FPLES representative because the caller was not the customer.

4) NEW SERVICE CALL

This call lasted 4 minutes and 18 seconds. During the request for new service the customer requested his billing statement be sent to another address and this added time on to the call.

5) NEW SERVICE CALL

This call lasted 5 minutes and 21 seconds. During the request for new service the customer asked for the billing statement to be sent to another address. She also asked if the name on the bill should be under the person renting for the landlord which increased the length of the call. The customer seemed confused as to why the FPL representative was transferring her to get her confirmation number.

6) NEW SERVICE CALL

This call lasted 4 minutes and 51 seconds. The customer seemed confused between the confirmation number and the account number.

7) NEW SERVICE CALL

This call lasted 7 minutes and 44 seconds. The person calling was not the customer. The FPL representative gave her the confirmation number instead of transferring her to FPLES, because she was not the customer.

1 **CALCULATION OF THE COST PER 10 SECONDS**

2	<u>10 seconds</u>	# of seconds charged to FPLES per call
3	3600	60 seconds times 60 minutes (3600) total seconds in one hour
4	=	
5	.002777	Percent of time per call in one hour
6	<u>.002777</u>	Percent of time per hour per call
7	173	Total hours in a month
8	=	
9	.0000160565	Percent of time per month per call
10	.0000160565	
11	x	
12	1.15	Queuing factor for time lost for calls going through queue
13	=	
14	.00001846496	Percent of time with queuing factor per call
15	<u>.00001846496</u>	Percent of time with queuing factor per call
16	.7125	Adjustment for agent's productive time
17	=	
18	.00002591576	Non-exempt full time equivalent (Percent of time per call adjusted for queuing factor and productive time)
19		
20	\$50,736	Representative's salary and overhead
21	x	
22	<u>.00002591576</u>	Full time equivalent time
23	= <u>\$1.31486000</u>	Cost per 10 seconds for the representative
24	<u>.00002591576</u>	Full time equivalent
25	16	Span of Control (Supervisor handles 16 representatives)
26	= .00000161972	Full time equivalent for Supervisor per representative
27	.0000161972	Full time equivalent for Supervisor
28	x	
29	<u>\$91,163</u>	Supervisor's salary and overhead
30	=	
31	<u>.14765853436</u>	Cost per Supervisor
32	The total cost per 10 seconds is \$1.31 representative + .15 supervisor = \$1.46.	

**CONFIDENTIAL**

#19

1 **AUDIT FINDING NO. 5**

2 **SUMMARY:** FPLES revenues for 2004 related to the connect service business are  
3 [REDACTED] and the related expenses are [REDACTED]

4 **EFFECT ON THE GENERAL LEDGER:** This finding does not affect the general  
5 ledger.

6 **EFFECT ON THE FILING:** There is no filing related to this audit.

**CONFIDENTIAL**

#1 P8

1 AUDIT FINDING NO. 1

24-31  
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4

5 **SUMMARY:** The script given to FPLES representatives who offer products and services  
6 to FPL customers does not require the representative to say that they work for FPLES.  
7 When calls were observed by Public Service Commission staff the representative did  
8 say that she worked for FPLES. Although the script does not require the representative  
9 to state what company he or she works for, the Key Elements section of the training  
10 manual says "Always advise customers and partners your name and company" as a  
11 critical element.

29-18  
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14 The way the question is phrased when providing the confirmation number and offering  
15 services insures that the customer has to answer yes to the question if they want their  
16 confirmation number. The confirmation number should be provided before they ask the  
17 customer if it is alright for them to offer other services.

18 **STATEMENT OF FACT:** Part of the FPLES representative training is related to  
19 handling the connect service business calls which are the transfer of certain customers  
20 needing new service from FPL to FPLES. After the collection of information by the FPL  
21 representative for the new service connection, the FPL representative then puts the  
22 customer on hold to wait for the confirmation number and transfers the call to FPLES.  
23 The manual calls for the FPLES representative to greet the customer as follows: "Good  
24 morning/afternoon Mr./Mrs. \_\_\_\_\_, my name is \_\_\_\_\_ and I will be providing you with  
25 your confirmation number, as well as offering some services to help you with your  
26 move. Is that ok? Thank you. Let me know when you are ready to write down your  
27 new number. Your confirmation number is \_\_\_\_\_ which is also your bill account  
28 number. Using this number for future inquiries and requests will ensure a quick  
29 response." The FPLES representative then proceeds to ask the customer if they are  
30 interested in the next service that appears on the screen such as telephone service,  
31 cable service, newspaper deliver, or other FPLES services such as Utility Guard. Some  
32 calls are never transferred to FPLES because when obtaining the new service  
33 connection information, it is determined that the caller does not meet the screening  
34 criteria. The screening criteria is whether the caller is the actual customer, whether they  
35 speak English or Spanish, if they have questions that require referral to another  
36 department, or when the caller does not have time when the FPL representative tells  
37 them when that they will be transferred.

38 **EFFECT ON GENERAL LEDGER IF FINDING IS ACCEPTED:** This finding does not  
39 impact the general ledger.

40 **EFFECT ON FILING IF FINDING IS ACCEPTED:** This audit does not have a filing.

**CONFIDENTIAL**

#1 P.

6381

**AUDIT FINDING NO. 2**

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**SUMMARY:** FPLES offers several programs to FPL customers such as Utility Guard, Power Surge and Surge Shield Protection. A customer may believe FPLES is the regulated electric company.

**STATEMENT OF FACT:** FPLES offers several programs either through the transfer of Service Connect business or through billing inserts. These programs are for Utility Guard insurance, Power Surge insurance and Surge Shield Protection. Utility Guard is insurance for protection of water lines and electric lines and it's offered to the customers when the call is transferred to the FPLES representative. Also, FPLES includes billing inserts for Power Surge and Surge Shield Protection in FPL's utility bills. Power Surge is an insurance to provide protection for the customer's electronics and appliances. It reimburses the customer for repair or replacement for covered losses, up to the maximum of their policy. Surge Shield Protection protects the appliances before surges enter through the customer's home's electric lines or other vulnerable points of entry. Surge protectors are installed on the meter and are monitored by FPLES.

When offering the Utility Guard Plan the representative says that the services are offered by FPLES. The billing inserts included in the electric bills shows that the Power Surge insurance and the Surge Shield Protection plan are being offered by FPLES, an affiliate of FPL.

Customers may not be aware that FPLES is a non-regulated company. Having FPL in the name may imply to the customer that FPLES is the regulated utility. A rule proposed by staff on March 24, 2000 related to Chapter 25-6 for a Code of Conduct for electric companies. This rule was never approved by the Commission. However, it stated that "A utility shall not give the appearance that the utility speaks on behalf of its affiliates or visa versa or that the customer will receive preferential treatment as a consequence of conducting business with the affiliates. A utility may not promote or advertise its affiliate's relationship with the utility nor allow the utility's logo or name to be used by the affiliate in all forms of media unless it is accompanied by a clear written or audio disclaimer that states that the affiliate is not the same company as the utility and is not regulated by the Commission."

**EFFECT ON GENERAL LEDGER IF FINDING IS ACCEPTED:** This finding does not impact the general ledger.

**EFFECT ON FILING IF FINDING IS ACCEPTED:** This audit does not have a filing.

**CONFIDENTIAL**

#1 P2

25-1P1 + P2

CONFIDENTIAL

1 **AUDIT FINDING NO. 3**

2 **SUMMARY:** The customer's confidential information is transferred from FPL to FPLES  
3 in order for the FPLES representative to confirm the customer's electric service order  
4 and to provide their confirmation number. FPL has a confidentiality policy for information  
5 entered on its website that says that FPL does not reveal the customers confidential  
6 information to third parties, including other subsidiaries of the FPL Group. The  
7 Commission has a rule establishing a Code of Conduct for gas companies that  
8 disallows the transfer of confidential information between affiliates. A rule written in  
9 March 2000 was proposed to provide standards for the electric companies on handling  
10 the confidential information between regulated electric companies and affiliates. The  
11 proposed rule for electric companies was never approved.

12 **STATEMENT OF FACT:** According to the company "when new service calls are  
13 transferred to an FPLES representative, only the information needed to confirm the  
14 electric service order, such as the customer's name, address, the connect order date  
15 and the confirmation number is provided. The customer is then asked for their  
16 permission prior to offering FPLES Connect Services. (See finding 1) If the customer  
17 gives their permission, then only the confirmation number and any other FPLES  
18 customer information needed to fulfill the services agreed to by the customer is retained  
19 in the FPLES database system. If the customer does not give their permission, then  
20 none of the customer information used by FPLES to confirm electric service is retained  
21 in the FPLES database system."

22 FPL has consistently throughout the years applied for confidentiality of customer's  
23 information such as customer's account number, name and address.

24 Even though once the call is ended the screen is erased the FPLES representative still  
25 receives the customer's information at the start of the call. If the customer verbally  
26 agrees that FPLES can provide further information, this information is also retained in  
27 the database system.

28 FPL's Privacy Policy on related to its website says "FPL does not reveal any personal  
29 information that is provided by our customers through our Web site to any third parties,  
30 including other subsidiaries of the FPL Group, except when requested to do so by a  
31 governmental agency having jurisdiction, or by a court of competent jurisdiction or other  
32 operation of law."

33 Commission Rule 25-7.072, 2 (b1) which is the Code of Conduct for gas service, states  
34 that the company "will not disclose, or cause to be disclosed, to any marketer, broker or  
35 agent, previously non-public information about a customer without that customer's prior  
36 authorization."  
37 This is a rule for gas service, but it appears reasonable that FPL should not disclose  
38 any customer information to any affiliate.

#1 P3

gs-182

A Commission Rule was proposed by staff on March 24, 2000 related to Chapter 25-8 of the Florida Administrative Code for a Code of Conduct for electric companies. This rule was never approved by the Commission. Although this rule was never approved, the concept may be relevant to this issue. Item 9(C) (1) states: "Utilities may not release any proprietary customer information to any affiliate without the prior written consent of the customer."

**EFFECT ON GENERAL LEDGER IF SIGNIFICANT FINDING IS ACCEPTED:** This finding does not impact the general ledger.

**EFFECT ON FILING IS ACCEPTED:** This audit does not have a filing.

#1 P4

4384-84 A

B

C

AUDIT FINDING NO. 4

2 **SUMMARY:** The FPL call care representative obtains personal information needed to  
3 establish electric service from the customer before the call is transferred to FPLES.  
4 Some of this information such as: name, address and phone number is used by  
5 FPLES. In addition, certain information obtained by FPL qualifies the customer for the  
6 transfer to FPLES. No time is allocated to FPLES for obtaining this information. FPLES  
7 is charged for 10 seconds per call which is the estimate of the time from when the FPL  
8 representative transfers the call to FPLES and waits for a response from the FPLES  
9 representative. The FPL representative then tells the FPLES representative the  
10 customer's name.

11 From the observation of new service calls it was determined that to gather customer's  
12 information takes from 3 minutes and 18 seconds to 7 minutes and 44 seconds  
13 depending on the type of call. Only 10 seconds of this time was charged to FPLES.  
14 Some of the information obtained by FPL is a benefit to FPLES.

15 **STATEMENT OF FACT:** FPL's representative obtains customer information such as:  
16 name, social security number, telephone contact, whether the person calling is the  
17 owner or the renter, current power status, closing date, billing address, email address,  
18 deposit information and verification of information. The computer does a credit check  
19 based on this information. The time it takes to process each call is ranges from 3  
20 minutes and 18 seconds to 7 minutes and 44 seconds: (See attached summary of calls  
21 observed). The cost for the time it takes to gather this information is not charged to  
22 FPLES. FPLES is not only benefiting from the transfer call but also from obtaining this  
23 information without having to spend additional time to obtain it on their own. Based on  
24 FPL's analysis of cost for call center representatives and managers every 10 seconds  
25 costs FPL \$1.46. See detail attached. Based on three month's data from 2004 there  
26 are an average of [redacted] call transferred to FPLES each month.

27 **EFFECT ON THE GENERAL LEDGER:** This finding does not affect the general  
28 ledger.

29 **EFFECT ON THE FILING:** There is no filing related to this audit.

CONFIDENTIAL

#1 P5

43 P<sub>3</sub>

### SUMMARY OF CALLS AND TIMES

- 1) **NEW SERVICE CALL**  
This call lasted 4 minutes and 20 seconds from the time the customer called up to the time the FPL representative transferred the call and spoke to the FPLES representative.  
During the request for new service the customer requested the billing statement be sent to a different address. This added time on to the call.
- 2) **NEW SERVICE CALL**  
This call lasted 3 minutes and 18 seconds. The customer's billing statement was sent to the customer's address.
- 3) **NEW SERVICE CALL**  
This call lasted 5 minutes and 16 seconds. The call was made by a friend of the FPL customer. The FPL representative gave the confirmation number and the call was not transferred to an FPLES representative because the caller was not the customer.
- 4) **NEW SERVICE CALL**  
This call lasted 4 minutes and 18 seconds. During the request for new service the customer requested his billing statement be sent to another address and this added time on to the call.
- 5) **NEW SERVICE CALL**  
This call lasted 5 minutes and 21 seconds. During the request for new service the customer asked for the billing statement to be sent to another address. She also asked if the name on the bill should be under the person renting for the landlord which increased the length of the call. The customer seemed confused as to why the FPL representative was transferring her to get her confirmation number.
- 6) **NEW SERVICE CALL**  
This call lasted 4 minutes and 51 seconds. The customer seemed confused between the confirmation number and the account number.
- 7) **NEW SERVICE CALL**  
This call lasted 7 minutes and 44 seconds. The person calling was not the customer. The FPL representative gave her the confirmation number instead of transferring her to FPLES, because she was not the customer.

#, P<sub>6</sub>

13 R4

1 CALCULATION OF THE COST PER 10 SECONDS

2	<u>10 seconds</u>	# of seconds charged to FPLES per call
3	3600	60 seconds times 60 minutes (3600) total seconds in one hour
4	=	
5	.002777	Percent of time per call in one hour
6	<u>.002777</u>	Percent of time per hour per call
7	173	Total hours in a month
8	=	
9	.0000160565	Percent of time per month per call
10	.0000160565	
11	x	
12	1.15	Queuing factor for time lost for calls going through queue
13	=	
14	.00001846496	Percent of time with queuing factor per call
15	<u>.00001846496</u>	Percent of time with queuing factor per call
16	.7125	Adjustment for agent's productive time
17	=	
18	.00002591576	Non-exempt full time equivalent (Percent of time per call adjusted for queuing factor and productive time)
19		
20	\$50,736	Representative's salary and overhead
21	x	
22	<u>.00002591576</u>	Full time equivalent time
23	= \$1.31486000	Cost per 10 seconds for the representative
24	<u>.00002591576</u>	Full time equivalent
25	16	Span of Control (Supervisor handles 16 representatives)
26	= .00000161972	Full time equivalent for Supervisor per representative
27	.0000161972	Full time equivalent for Supervisor
28	x	
29	<u>\$91,163</u>	Supervisor's salary and overhead
30	=	
31	<u>.14765853436</u>	Cost per Supervisor

CONFIDENTIAL

32 The total cost per 10 seconds is \$1.31 representative + .15.supervisor= \$1.46.

#1 R4

**AUDIT FINDING NO. 5**

3  
3

**SUMMARY:** FPLES revenues for 2004 related to the connect service business are [REDACTED] and the related expenses are [REDACTED]

**EFFECT ON THE GENERAL LEDGER:** This finding does not affect the general ledger.

**EFFECT ON THE FILING:** There is no filing related to this audit.

**CONFIDENTIAL**

#, Pj



212  
11/1/06

Title: Notes

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2	
3	Co. has provided all scripts for ES
4	
5	Product line on FPL held -
6	held by for ES, FPL sets
7	numbered by ES
8	
9	* Code of conduct for Group and
10	confidential process for all
11	affiliates
12	
13	
14	* Entry for rates - applicable entries
15	between ES and FPL
16	
17	They explained some letters are
18	monthly, quarterly, or yearly
19	type it should be indicated
20	
21	
22	All stoppers directly related to
23	FPL - not ES
24	
25	ES would use a stopper if not
26	only related to ES program
27	
28	* What accounts stoppers, revenues
29	and related
30	
31	
32	* Script for FPL
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12  
JAX

1/1/06  
 3/1/06

The Wells Meeting

JL  
 1/06

Meeting	Confidential Classification/Explanation or cost allocation	DEPT
VAPORS		
Staples call center	FPL'S call center	work load / same methodology but different
separate entity	<b>CONFIDENTIAL</b>	
Track calls of multiply calls x seconds = full time equiv	rate x FTE = change	
FPL'S doesn't answer in 5 seconds	FPL gets dial	
Time answered in 5 seconds		
	Name	
	Address	
	social security data	
	phone #	
avg salary of a Manager		
# of calls to work load by second group for month	FTE	
FTE x Rate on exempt	\$50,000	
To get price related to Non-Exempt		
(used LFO) Assume equivalent for mgmt	90000	

5B p.1

YTB 2/7/06  
SL  
1/06

YTB: Notes Meeting

1 COMPANY: FPL  
2 TITLE: MEETING RELATED TO THE FPL SERVICE CONNECT PROCESS  
3 PERIOD: 2004 AND 2006  
4 AUDITOR: GABRIELA LEON

*Confidential*

- 5 FPLES has its own 1-800
- 6 Calls that come to FPL related to FPLES can be tracked.
- 7 calls times the seconds = FTE (MANPOWER=FULLY LOADED RATE)
- 8 The rates provided in DRR#5 are applied to FTE.
- 9 5 second time of waiting for the FPLES rep. After a 5 second wait, if the call is not
- 10 picked up by FPLES then the call is routed back to FPL.
- 11 \$91,183 = AVERAGE SALARY OF A MANAGER
- 12 \$50,738 = AVERAGE SALARY OF REPRESENTATIVE
- 13 total seconds for the group times the FTE (full time equivalent)

**CONFIDENTIAL**

SBP

*WJ 11/16/06*  
*KS 11/16/06*

**CONFIDENTIAL**

Florida Power & Light Company  
Docket No. Undocketed  
FPLES Service Connect Process Audit  
Audit Request No. 9  
Page 1 of 1

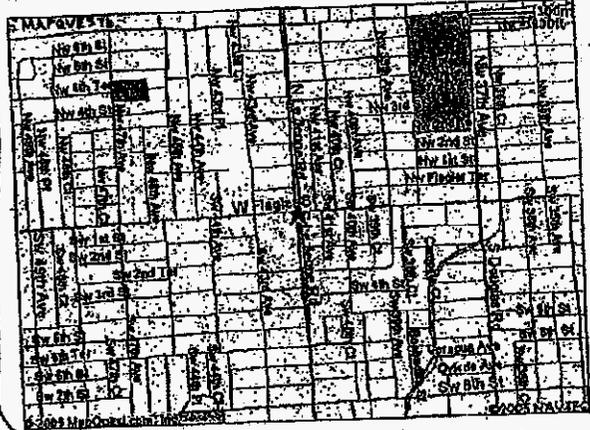
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Q. Please arrange for me to observe one of the FPLES representatives that answer the transfer calls at their workstation.

B C D E

A. **A**  
Date: December 28, 2005  
Time: 2:00 to 3:00 PM  
Location: LFO Building  
Security Access: Will be arranged for Gabby Leon and Ilana Piedra  
Call Phone Contact: Maria Besada 305-778-8886  
Meeting Location: Maria Besada will meet you in the LFO lobby and direct you to the call center location  
LFO Address: 4200 West Flagler  
LFO Map:

EXHIBIT #19



20 Please note that all auditor's notes will be designated as confidential.

21 Conclusion: After making the observation  
22 of one of the FPLES representatives  
23 it was determined that the customer's confidential  
24 information is transferred to TPLS in order  
25 for FPLES to offer give FPL's customers their  
26 account number and to open services. Please  
27 see audit finding #3 on pg 25-1.p.1. 25 p

Val/Hilo/10/05  
12/05  
Yed/Hilo/05

Observation of FPLES Rep

- 1 "Notes" Observation of FPLES Representative
- 2 The FPL core representative announces the
- 3 call. The name of the customer is given, also
- 4 it distinguishes the call when it's from a
- 5 Spanish speaking customer.
- 6 The customer's confirmation number is always
- 7 its FPL account number.
- 8 The calls that are transferred are for New Service
- 9 only and are prequalified at the FPL core center.
- 10 For example: If the landlord calls in for new
- 11 service at a particular residence then that particular
- 12 call is not transferred to FPLES. In such a case,
- 13 the FPL core representative gives the customer
- 14 the account number. For a list of the prequalified
- 15 call see Wp. \_\_\_\_\_
- 16 Also if the customer desires to be transferred then
- 17 the FPL core representative gives the customer its
- 18 confirmation number.
- 19 Once the call is transferred to the FPLES representative
- 20 introduced herself and that she was from
- 21 FPL Energy Services. She said that she would
- 22 give the customer their confirmation number as
- 23 well as providing them products or services offers.
- 24 The Order of products and services provided were as
- 25 follows:
- 26
- 27 depending on { 1) Newspapers < Miami Herald
- 28 the customer is { 2) Utilities < Sun Sentinel
- 29 was in the { 3) Local/Long Distance phone < BellSouth
- 30 location { 4) Cable/Satellite < FPL Telecom

CONFIDENTIAL

1 We observed that if a customer is transferred  
2 to another department or another business the  
3 call is ended and the representatives cannot  
4 offer the next product or service.

5 On the particular call - customer # [REDACTED]  
6 the configuration # was given and the [REDACTED]  
7 Utility Guard was agreed.

8 Customer # 77793-06435 - the following services were  
9 offered  
10 Pt. St. Lucie News  
11 Ocala (Fla.)

CONFIDENTIAL

12 There is a contractual agreement between FPLS  
13 and its partners what they want to include  
14 for example: The Miami Herald may not use it to  
15 deliver to certain areas, therefore, certain zip codes  
16 are eliminated for this inclusion.

17 Once the FPLS representative ends the call, the  
18 entire customer's information is erased. I asked  
19 if she could go back and have access to this  
20 information again and she said no that once  
21 it's erased she can't retrieve.

25 P3

25 P2

12/28

12/28 observation -  
ES rep

Observation by FPLES

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① Spanish (did not offer) <sup>introduction - Maria, Pedro talking</sup>  
 offered <sup>at 51 line</sup> newspaper - offer made  
 by newspaper and Energy Svs, 3. ntk  
 for price of 2 ntk.  
 declined,  
 offered weekend package.  
 declined  
 call passed over to BS.  
 if call going to BS nothing else is offered.  
 the screen shows customer #, connect date

CONFIDENTIAL

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② reps name w/ FPL Energy Svs  
 gives # and offerings, customer said no  
 to offerings.

③ reps name w/ FPL Energy Svs  
 offered utility guard - explained insurance electric + water lines  
 protection, declined  
 offered Direct TV, ES + Direct TV offer  
 together, declined  
 offered photo # for future if demand  
 is made to inquire about offer (877-968-7375)

\* Remarks

- 23
- 24
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New Service call transferred only  
 based on prequalification criteria  
 transfer only <sup>send customers</sup> the prequalified calls  
 Didny explained only qualify for  
 certain products ① area ② what  
 only?  
 are other qualifications? ③ what are  
 all the offerings

25 P4

1 # records to give confirmation of #

2 #

3 " (4) name, mentioned FPL Energy Svs.

4 same #3, utility guard

5 declined, offered 1-877 #

6 He had a question about FPL services,

7 so call was transferred back to FPL

8 no other offers made.

9 " (5) name, mentioned FPL Energy Svs

10 offered BS - customer hung up.

11 " (6) confirmed, connect Helos, rep name/ES

12 Palm Beach Sun Sentinel. at 50%

13 declined, offered weekend ptg, declined

14 transferred to Adelpia, mentioned FPL

15 is a courtesy of Energy Svs to get

16 info on services for your area.

17 " (7) rep name w/ FPL Energy Services, help

18 # —, help you with servs in your

19 new address, PT at Miami newspaper office

20 on behalf of FPL ES <sup>man</sup> #3 with for price of 2nd.

21 accepted, transferred to Adelpia)

22 " declined.

23 \* let (8) Business call. conf #, rep, with Energy Svs.

24 <sup>in desk</sup> Naples offered FPN - phone, internet

25 declined)

26 (9) rep name w/ Energy Svs, conf #.

27 offered Broward Herald declined)

28 question about deposit, transferred

29 back to Adelpia.

CONFIDENTIAL

ASFB

- 1 (i) conf #, rep name w/ FPL Enu Svs,  
2 Harold offered, accepted, transferred.  
3 to BS mentioned) FPL En Svs is kept  
4 with avs offered in area.
- 5 (ii) mentioned Enoug Svs.

CONFIDENTIAL

25/12

What is FPL paying. ES

What is FPL saving.

WJL/olo  
2/17/06

Title: Audit Finding

1 **AUDIT FINDING NO. 3**

*Confidential*

2 **SUMMARY:** The customer's confidential information is transferred from FPL to FPL  
3 Energy Services (FPLES) in order for the FPLES representative to give the customer  
4 their account number. Florida Power and Light has a confidentiality policy on their  
5 website that says that FPL does not reveal the customers confidential information to  
6 third parties, including other subsidiaries of the FPL Group. The Commission has a rule  
7 establishing a Code of Conduct for gas companies that disallows the transfer of  
8 confidential information between affiliates. A rule written in March 2000 was proposed  
9 to provide standards for the electric companies on handling the confidential information  
10 between regulated electric companies and affiliates. The proposed rule for electric  
11 companies was never approved.

12 **STATEMENT OF FACT:** According to the company "when new service calls are  
13 transferred to an FPLES representative, only the information needed to confirm the  
14 electric service order, such as the customer's name, address, the connect order date  
15 and the confirmation number is provided. The customer is then asked for their  
16 permission prior to offering FPLES Connect Services. (See finding 1) if the customer  
17 gives their permission, then only the confirmation number and any other FPLES  
18 customer information needed to fulfill the services agreed to by the customer is retained  
19 in the FPLES database system. If the customer does not give their permission, then  
20 none of the customer information used by FPLES to confirm electric service is retained  
21 in the FPLES database system."

22 FPL has consistently throughout the years applied for confidentiality of customer's  
23 information such as customer's account number, name and address.

24 Even though once the call is ended the screen is erased the FPLES representative still  
25 receives the customer's information at the start of the call. If the customer verbally  
26 agrees that FPLES can provide further information, this information is also retained in  
27 the database system.

28 Florida Power and Light's Privacy Policy on their website says "FPL does not reveal any  
29 personal information that is provided by our customers through our Web site to any third  
30 parties, including other subsidiaries of the FPL Group, except when requested to do so  
31 by a governmental agency having jurisdiction, or by a court of competent jurisdiction or  
32 other operation of law."

33 Commission Rule 25-7.072, 2 (b1) which is the Code of Conduct for gas service, states  
34 that the company "will not disclose, or cause to be disclosed, to any marketer, broker or  
35 agent, previously non-public information about a customer without that customer's prior  
36 authorization."

**CONFIDENTIAL**

This is a rule for gas service, but it appears reasonable that FPL should not disclose any customer information to any affiliate or any other vendor for which they sell services.

A Commission Rule was proposed by staff on March 24, 2000 related to Chapter 25-6 of the Florida Administrative Code for a Code of Conduct for electric companies. This rule was never approved by the Commission. Although this rule was never approved, the concept may be relevant to this issue. Item 9(C) (1) states: "Utilities may not release any proprietary customer information to any affiliate without the prior written consent of the customer."

**EFFECT ON GENERAL LEDGER IF SIGNIFICANT FINDING IS ACCEPTED:** This finding does not impact the general ledger.

**EFFECT ON FILING IS ACCEPTED:** This audit does not have a filing.

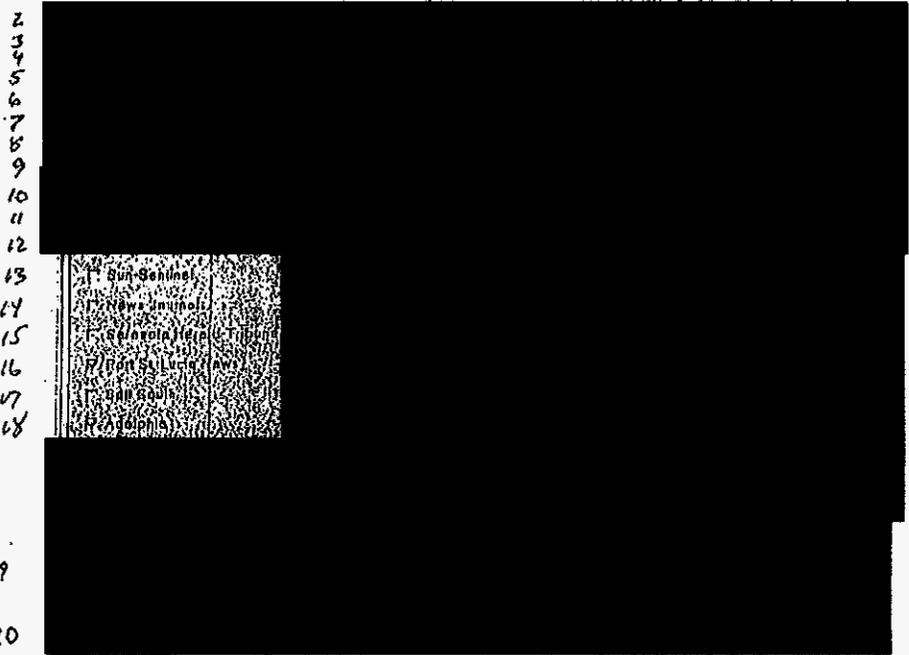
FPL  
Elexis Connect Process  
RCA: 195-215-4-1 Unblocked  
TYE: 1271105

Title: Print Screens  
VA PORS

*confidential*

*kwj  
2/17/04*

CONFIDENTIAL



*Call John and ask him if  
he considers this cust info  
as confidential*

KW 2/11/06  
KW 2/11/06

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Company: FPL  
Title: Summary of FPL care representative training on finalizing New Service Orders  
Date: 3-Jan-08  
Author: Gabriela Leon

FPL  
Service Connect Process  
RCA: 805423-4-1 Undeleted  
TR: 12/1/05

Title: FPL Representative Training

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A customer makes a call to FPL to establish new service. Once all the necessary steps are performed and the call is ready to be finalized the FPL care representative goes through the following steps:

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If customer has additional questions/inquiries or requests related to FPL business

Examples:  
Connect Outdoor Lighting  
On call  
Transfer to Premise Risk

15  
16  
17  
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19

Then select:  
Transfer to other department and the representative provides the confirmation number which is the same as the bill account number clicks ok and stop.

20  
21

If same as previous customer  
Example: Re-open same customer

22  
23  
24

Then select:  
Same customer and gives the confirmation number clicks ok and stop

25  
26  
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28  
29

Is not customer of record or family member  
Examples:  
Landlord  
Realtor  
Secretary

30  
31  
32

Then select:  
Not Decision Maker and the FPL care representative gives the customer the confirmation number

33

Is not transferred for any other reason

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Examples:  
Does not speak English or Spanish (French/Creole only)  
Does not have time or does not want to be transferred

39  
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Then select:  
Other  
Type reason for not transferring and the FPL care representative gives the customer the confirmation number clicks ok and stop

44

If none of the above

45  
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47

Then select:  
Transferred to Sales Center Specialist and clicks ok, and transfers to Sales Center Specialist

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The VAPORS (Value Added Programs Opportunities for Retail Sales) Introduction window is the bridge between the connect service order and the Sales Center product offer, and  
For tracking purposes, shows you to select the reason you may not be transferring a qualified customer to a Sales Center Specialist

53

VAPORS transfer script

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Mr./Mrs. \_\_\_\_\_ your order to connect is now complete. Please remember to check your circuit breakers upon arrival. Now allow me to transfer you for your order confirmation number, and thank you for calling FPL. It has been my pleasure to assist you.

58  
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61

Conclusion: See Credit finding #3 on wp 25-1. If the customer desires involvement in Connect Services then FPL gives them their account number.

CONFIDENTIAL

28 A

*Key  
2/16/06*

1 Company: Florida Power and Light  
2 Title: Notes from the FPLES training manual  
3 Period: 2004  
4 Date: 6-Jan-06  
5 Auditor: Gabriela Leon

6 The FPLES Sales Center provides customers with products and services at the time  
7 of connection.

8 **Call Process Flows**

- 9 1 Customer calls FPL to connect or transfer service
- 10 2 Call is routed to a Service Orders Representative
- 11 3 Service Order entered in FPL's system
- 12 4 VAPORS (Value Added Product Opportunities for Retail Sales)  
13 system pre-qualifies customers for Products and Services
- 14 5 Qualified customers are transferred to Sales Specialist
- 15 6 Sales Specialist provides confirmation number and  
16 offers Products and Services
- 17 7 Process order and/or transfer customer to partner

18 **VAPS (VALUE ADDED PRODUCTS AND SERVICES)-ORDER OF OFFERS**

- 19 Newspapers
- 20 Warranties
- 21 Local/Long Distance Phone
- 22 Cable/Satellite

**CONFIDENTIAL**

23 On the Key Elements Summary  
24 under Critical Elements it says "always advise customer and partners your name and company"  
25 however, the script does not mention that the employee has to include who he/she works for.

26 Ask what does it mean "NEVER CLEAR THE SCREEN IF YOU SPOKE TO THE CUSTOMER"  
27 I did see in the observation that the screen was erased, but don't remember if she erased herself  
28 or if after the call the screen is erased automatically.





VWJ/1/10/11  
2/1/11  
Kee/1/10/11  
2/1/11  
1/01

Title: FPL/ES - Reg #4

CONFIDENTIAL

2a

Miami/Broward Herald Script

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"Mr. / Mrs. ( ) are you currently subscribed/receiving Miami/Broward Herald your local newspaper?"

"Great to welcome you to the area, FPL Energy Services and the Miami/Broward Herald are offering you a 3 month subscription at nearly 50% off which is only ( ) week.

"I can schedule your delivery to begin on ( ) (start date). Will you be in the residence to receive the paper?"

"Also, during that time the Miami/Broward Herald may contact you at ( ) (Phone number) to verify your delivery and satisfaction with the paper."

"Is this the telephone number where you can be reached at your new home?"

"Great, we can also include the previous Sunday's paper so you can immediately take advantage of the TV Book and coupons; Is that ok?"

Confirmation Statement:

"Mr. / Mrs. ( ), to confirm/ recap/ summarize your newspaper order,

- A 3 month subscription for the Miami/Broward Herald will begin on ( ) (start date).
- You have agreed to have the Herald subscription charge appear on the FPL bill correct?
- The introductory rate for the first 3 months will be at nearly 50% off only (\$ per month) including tax and delivery. After the first 3 months you still qualify for a special 33% discount for the following 3 months which will be (\$ per month) before it converts to the regular rate. OK?
- If you do not wish to renew your subscription, you must call the Herald's customer service center at 305-350-2000 (Dade) 954-462-3000 (Broward).

CONFIDENTIAL

29/13









Title: FPLES - Reg # 4

Y 21' 10 21'  
1/06

**CONFIDENTIAL**

2f

Scripts Script

(Port Saint Lucie News / Stuart News / Press Journal / Tribune)

"Mr. / Mrs. ( ) are you currently subscribed/receiving the (Newspaper Name) your local newspaper?"

"Great to welcome you to the area, FPL Energy Services and (Newspaper Name) is offering you 3 months for the price of 2 a 33% savings which is only ( ) a week.

"I can schedule your delivery to begin on ( ) (start date). Will you be in the residence to receive the paper?"

"Also, during that time the (Newspaper Name) may contact you at ( ) (Phone number) to verify your delivery and satisfaction with the paper."

"Is this the telephone number where you can be reached at your new home?"

Confirmation Statement:

"Mr. / Mrs. \_\_\_\_\_, to confirm/ recap/ summarize your newspaper order,

- A 3 month subscription for the price of 2 will begin on ( ) (start date).
- You will receive a bill in the mail from the (Newspaper Name) for the total amount of ( ).

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**CONFIDENTIAL**

29/08

FPL  
Service Center Process  
BOA: 855-215-411 Unlocked  
TYPE: 129105

WV/10/11  
2/11/06  
WV/10/11  
2/11/06  
1/06

Title: FPLES - Reg # 4

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**CONFIDENTIAL**

2g

Florida Today Script

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"Mr. / Mrs. ( ) are you currently subscribed/receiving the Florida Today your local newspaper?"

"Great to welcome you to the area, FPL Energy Services and Florida Today is offering you an 11 week subscription at 40% off which is only \$2.89 a week.

"I can schedule your delivery to begin on ( ) (start date). Will you be in the residence to receive the paper?"

"Also, during that time the ( ) Florida Today may contact you at ( ) (Phone number) to verify your delivery and satisfaction with the paper."

"Is this the telephone number where you can be reached at your new home?"

We can also include the previous Sunday's paper so you can immediately take advantage of the TV Book and coupons; Is that ok?  
(If no, type INS in the remarks)

Confirmation Statement:

- "Mr. / Mrs. \_\_\_\_\_, to confirm/ recap/ summarize your newspaper order,
- An 11 week subscription for the Florida Today will begin on ( ) (start date).
  - You will receive a bill in the mail from the ( ) Florida Today for the total amount of \$31.80.

**CONFIDENTIAL**

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FPL  
Service Contact Process  
RDA: 888-213-4111 Unrestricted  
TTY: 1231405

Handwritten notes: *1/21/06*, *1/21/06*, *1/21/06*

IN: FPLES - Reg #4

**CONFIDENTIAL**

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SurgeShield Script

Verify: \*Own  
\*Single family home / Town home / Trailer house / Duplex

Mr./Ms. \_\_\_\_\_, FPL Energy Services is offering SurgeShield, which is a program that prevents surges from entering your home and damaging your major appliances, providing you and your family with the peace of mind that the things you depend on every day are protected from costly surge-related damage.

We can install a heavy duty device at your meter which will prevent surges from damaging your major appliances such as your air conditioner, water heater, refrigerator, stove, and washer/dryer and so on. This does not cover electronic devices. This preventative service is ONLY \$8.95 (.30/day) plus tax per month which can be conveniently added to your FPL bill.

Florida is the lightning capital of the US, and we know it causes millions of dollars in losses every year. For example, lightning causes over 40% of the damage to air conditioners.

I can have a contractor install this device within the next 15-20 days, are you interested in signing up for this service?

**CONFIDENTIAL**

Confirmation Statement:

- Thank you for choosing FPL Energy Services SurgeShield Protection for your home. For quality control purposes, the remainder of the call will be recorded.
- Mention customer name and address
- You are purchasing SurgeShield Protection for \$8.95 plus tax per month which will be included in your FPL bill is that correct?
- Please note that the first bill amount will be prorated for actual days of use. Those who do not make the billing cycle for the first month will see a greater billed amount the following month.
- This meter unit alone cannot fully protect the entire home as surges can enter through the phone, cable and data lines. If you are interested in point-of-use protection for your electronics, you can visit FPL.COM / SurgeShield or call 1-888-288-8843 for assistance.
- Is your meter accessible?
  - o If Yes: A contractor will be at your home within 15 to 20 days to install your system. You will not have to be home for the installation and we will leave you a notice that we were there and the installation is complete.

Handwritten note: *29 p. 10*



FPL  
Service Contact Process  
KCC-85-28-43 Unlocked  
TVE:1931RS

Mr 2/10/01  
KJ 2/10/01  
2/10/01

Mr. FPLES - Reg # 4

CONFIDENTIAL

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UtilityGard Script

Verify: Own

- \*\* Single family home / Town home / Trailer home / Duplex
- \*\* Are the electric lines and water lines in currently good working order?

Mr. /Ms. \_\_\_\_\_, FPL Energy Services is offering a Service Plan for home owners called UtilityGard which repairs or replaces your inside electric lines, as well as your inside and outside water lines in the event they become damaged due to normal wear and tear. This plan is only \$8.99 a month, which is conveniently included in your FPL bill. And best of all, there is no deductible, and you will have 24-hour assistance, 365 days a year. All I need to process your enrollment today is to verify some information, okay?

Confirmation Statements:

- Mr. /Mrs. ( ) today's date ( ) and with your permission the next few moments will be tape recorded to confirm your enrollment and ensure the correct information. Okay?
- Now that I have your permission to record I'd like to confirm your enrollment in Utility Gard. This program provides services that will help pay the cost to repair or replace your inside electric lines and your inside and outside water lines in the even there is a problem with them due to normal wear and tear.
- The monthly cost of this program is \$8.99 a month and with your permission the monthly fee will be included in your next FPL bill and every 30 days there after unless you cancel. You may cancel by calling 1-866-782-9163. Is that OKAY?
- Today's date is ( )
- I show your name as ( )
- And you own the single family-home at ( )
- And your lines are in good working order?
- ElectricLineGuard pays up to \$500 per calendar year for the repair or replacement of the inside electric lines. OutsideWaterLineGard pays up to \$3000 per occurrence and InsideWaterLineGard pays up to \$1000 per occurrence for repair or replacement of these water lines.
- Your coverage begins in 30 days and you will receive your service agreement in about two weeks. It will explain all of the benefits of the program in detail. As with all services there are some exclusions and limitations.

CONFIDENTIAL

29 Apr







*Confidential*

*Confidential*

*Full  
2/14/06  
GL*

1 AUDIT FINDING NO. 1

2 SUMMARY: The script given to FPL Energy Services (FPLES) representatives who  
3 offer products and services to FPL customers does not require the representative to say  
4 that they work for FPLES. When calls were observed by PSC staff the representative  
5 did say that she worked for Florida Power and Light Energy Services (FPLES).  
6 Although the script does not require the representative to state what company he or she  
7 works for, the Key Elements section of the training manual says "Always advise  
8 customers and partners your name and company" as a critical element.

9 The way the question is phrased when providing the confirmation number and offering  
10 services insures that the customer has to answer yes to the question if they want their  
11 confirmation number, which they need. The confirmation number should be provided  
12 before they ask the customer if it is alright for them to offer other services.

13 STATEMENT OF FACT: Part of the Florida Power and Light Energy Services (FPLES)  
14 representative training is related to handling the Value Added Programs Opportunities  
15 for Retail Sales (VAPORS) calls which are the transfer call for certain customers  
16 needing new service from FPL to FPLES. If the customer is pre-qualified for other  
17 services based on their answers to other questions, the FPL representative takes the  
18 information needed to connect the new service. The FPL representative then puts the  
19 customer on hold to wait for the confirmation number and then transfers the call to  
20 FPLES. The manual calls for the FPLES representative to greet the customer as  
21 follows: "Good morning/afternoon Mr./Mrs. \_\_\_\_\_, my name is \_\_\_\_\_ and I will be  
22 providing you with your confirmation number, as well as offering some services to help  
23 you with your move. Is that ok? Thank you. Let me know when you are ready to write  
24 down your new number. Your confirmation number is \_\_\_\_\_ which is also your bill  
25 account number. Using this number for future inquiries and requests will ensure a  
26 quick response." The FPLES representative then proceeds to ask the customer if they  
27 are interested in the next service that appears on the screen such as telephone service,  
28 cable service, newspaper deliver, or other FPLES services such as Utility Guard.

29 EFFECT ON GENERAL LEDGER IF FINDING IS ACCEPTED: This finding does not  
30 impact the general ledger.

31 EFFECT ON FILING IF FINDING IS ACCEPTED: This audit does not have a filing.

**CONFIDENTIAL**

















1 COMPANY: FPL  
2 TITLE: COST ALLOCATION  
3 PERIOD: TYE 12/31/04  
4 DATE: FEBRUARY 16, 2008  
5 AUDITOR: GABRIELA LEON

Service Contract Product  
RCL: 785-321-4-1 Updated  
TYE: 12/31/05

Title: Cost Allocation

Confidential



gc  
2/16/07  
Kao  
2/16/07

6 Per Maria Besada's explanation of the Ballsouth FTEs

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NON-EXEMPT

[REDACTED] (U3-1 P.)  
[REDACTED] SECONDS (U3-1 P.)  
DIVIDED BY [REDACTED] 60 seconds times 60 minutes (total seconds per hour)  
[REDACTED] divided by [REDACTED]  
[REDACTED] TIMES QUEING FACTOR OF [REDACTED]  
2023468 times [REDACTED]  
[REDACTED] DIVIDED BY THE ADJUSTMENT FOR THE AGENT'S PRODUCTIVE TIME  
OF [REDACTED]  
NON EXEMPT FTE

CONFIDENTIAL

FOR EXEMPT FTE

[REDACTED] DIVIDED BY [REDACTED] FOR THE SPAN OF CONTROL  
WHICH MEANS FOR EVERY [REDACTED] REPRESENTATIVES THERE  
IS ONE SUPERVISOR.  
[REDACTED] for exempt FTE  
(U3-1 P.)  
(3-1 P.)

Conclusion:

The cost for the time it takes FPL to gather the customer's information is not charged to FPLES. See Audit Finding #4 on 43 P2-4.

On Audit Finding 5 we show the amount of Revenue and Expenses of FPLES related to the VAPORS calls. (see wp 43ps).

Audit Finding #2 (wp 43p6) mentions that a customer may believe FPLES is the regulated company and this benefits FPLES.

4371

Audit Finding 4

YW 10/10/06  
2/16/07

1 AUDIT FINDING NO. 4

Confidential

2 SUMMARY: The Florida Power and Light call care representative obtains personal  
3 information from the customer before the call is transferred to FPLES. Some of this  
4 information such as: name, address and phone number is used by FPLES. In addition,  
5 certain information obtained by FPL qualifies the customer for the transfer to FPLES.  
6 No time is allocated to FPLES for obtaining this information. FPLES is charged for 10  
7 seconds per call which is the estimate of the time from when the FPL representative  
8 transfers the call to FPLES and waits for a response from the FPLES representative.  
9 The FPL representative then tells the FPLES representative the customer's name.

10 From the observation of new service calls it was determined that to gather customer's  
11 information takes from 3 minutes and 18 seconds to 7 minutes and 44 seconds  
12 depending on the type of call. Only 10 seconds of this time was charged to FPLES.  
13 Some of the information obtained by FPL is a benefit to FPLES.

14 STATEMENT OF FACT: FPL's representative obtains customer information such as:  
15 name, social security number, telephone contact, whether the person calling is the  
16 owner or the renter, current power status, closing date, billing address, email address,  
17 deposit information and verification of information. The computer does a credit check  
18 based on this information. The time it takes to process each call is ranges from 3  
19 minutes and 18 seconds to 7 minutes and 44 seconds. (See attached summary of calls  
20 observed). The cost for the time it takes to gather this information is not charged to  
21 FPLES. FPLES is not only benefiting from the transfer call but also from obtaining this  
22 information without having to spend additional time to obtain it on their own. Based on  
23 FPL's analysis of cost for call center representatives and managers every 10 seconds  
24 costs FPL \$1.46. See detail attached. Based on three month's data from 2004 there  
25 are an average of [redacted] call transferred to FPLES each month.

26 EFFECT ON THE GENERAL LEDGER: This finding does not affect the general  
27 ledger.

28 EFFECT ON THE FILING: There is no filing related to this audit.

CONFIDENTIAL

Title: Audit Findings

*fw*  
*2/16/07*

SUMMARY OF CALLS AND TIMES

~~Confidential~~

- 1) **NEW SERVICE CALL**  
This call lasted 4 minutes and 20 seconds from the time the customer called up to the time the FPL representative transferred the call and spoke to the FPLES representative.  
During the request for new service the customer requested the billing statement be sent to a different address. This added time on to the call.
- 2) **NEW SERVICE CALL**  
This call lasted 3 minutes and 18 seconds. The customer's billing statement was sent to the customer's address.
- 3) **NEW SERVICE CALL**  
This call lasted 6 minutes and 16 seconds. The call was made by a friend of the FPL customer. The FPL representative gave the confirmation number and the call was not transferred to an FPLES representative because the caller was not the customer.
- 4) **NEW SERVICE CALL**  
This call lasted 4 minutes and 18 seconds. During the request for new service the customer requested his billing statement be sent to another address and this added time on to the call.
- 5) **NEW SERVICE CALL**  
This call lasted 5 minutes and 21 seconds. During the request for new service the customer asked for the billing statement to be sent to another address. She also asked if the name on the bill should be under the person renting for the landlord which increased the length of the call. The customer seemed confused as to why the FPL representative was transferring her to get her confirmation number.
- 6) **NEW SERVICE CALL**  
This call lasted 4 minutes and 51 seconds. The customer seemed confused between the confirmation number and the account number.
- 7) **NEW SERVICE CALL**  
This call lasted 7 minutes and 44 seconds. The person calling was not the customer. The FPL representative gave her the confirmation number instead of transferring her to FPLES, because she was not the customer.

*Confidential*

1 CALCULATION OF THE COST PER 10 SECONDS

Title: *Audit Finding 4*

*Put  
2/16/06*

2	<u>10 seconds</u>	# of seconds charged to FPLES per call
3	3600	60 seconds times 60 minutes (3600) total seconds in one hour
4	=	
5	.002777	Percent of time per call in one hour
6	<u>.002777</u>	Percent of time per hour per call
7	173	Total hours in a month
8	=	
9	.0000160566	Percent of time per month per call
10	<u>.0000160566</u>	
11	1.15	Queuing factor for time lost for calls going through queue
12	=	
13	.00001846498	Percent of time with queuing factor per call
14	<u>.00001846498</u>	Percent of time with queuing factor per call
15	.7125	Adjustment for agent's productive time
16	=	
17	.00002591576	Non-exempt full time equivalent (Percent of time per call adjusted for queuing factor and productive time)
18		
19	\$50,736	Representative's salary and overhead
20	x	
21	.00002591576	Full time equivalent time
22	= <u>\$1,31488000</u>	Cost per 10 seconds for the representative
23	<u>.00002591576</u>	Full time equivalent
24	16	Span of Control (Supervisor handles 16 representatives)
25	= .00000161972	Full time equivalent for Supervisor per representative
26	.0000161972	Full time equivalent for Supervisor
27	x	
28	<u>\$91,163</u>	Supervisor's salary and overhead
29	=	
30	<u>.14765853436</u>	Cost per Supervisor
31		The total cost per 10 seconds is \$1.31 representative + .15 supervisor = \$1.46.

CONFIDENTIAL

4324

10/16/06  
2/16/07  
JLC  
9/16/07

- 1 AUDIT FINDING NO. 5
- 2
- 3 **SUMMARY:** FPLES revenues for 2004 related to the VAPORS program are  
and the related expenses are [REDACTED]
- 4 **EFFECT ON THE GENERAL LEDGER:** This finding does not affect the general  
5 ledger.
- 6 **EFFECT ON THE FILING:** There is no filing related to this audit.

*Confidential.*

**CONFIDENTIAL**

KW  
2/16/06

1 **AUDIT FINDING NO. 2**

2 **SUMMARY:** FPL Energy Services offers several programs to FPL customers such as  
3 Utility Guard, Power Surge and Shield Protection. A customer may believe FPL Energy  
4 Services is the regulated electric company.

5 **STATEMENT OF FACT:** Florida Power and Light Energy Services offers several  
6 programs either through the transfer of VAPORS calls or through billing inserts. These  
7 programs are for Utility Guard insurance, Power Surge insurance and Shield Protection.  
8 Utility Guard is insurance for protection of water lines and electric lines and it's offered  
9 to the customers when the call is transferred to the FPLES representative. Also, FPLES  
10 includes billing inserts for Power Surge and Shield Protection in FPL's utility bills.  
11 Power Surge is an insurance to provide protection for the customer's electronics and  
12 appliances. It reimburses the customer for repair or replacement for covered losses, up  
13 to the maximum of their policy. Shield Protection protects the appliances before surges  
14 enter through the customer's home's electric lines or other vulnerable points of entry.  
15 Surge protectors are installed on the meter and are monitored by FPL.

16 When offering the Utility Guard Plan the representative says that the services are  
17 offered by FPL Energy Services. The billing inserts included in the electric bills shows  
18 that the Power Surge insurance and the Shield Protection plan are being offered by FPL  
19 Energy Services, an *affiliate* of FPL.

20 Customers may not be aware that FPL Energy Services is a non-regulated company.  
21 Having FPL in the name may imply to the customer that Energy Services is the  
22 regulated utility. A rule proposed by staff on March 24, 2000 related to Chapter 25-6  
23 for a Code of Conduct for electric companies. This rule was never approved by the  
24 Commission. However, it stated that "A utility shall not give the appearance that the  
25 utility speaks on behalf of its affiliates or vice versa or that the customer will receive  
26 preferential treatment as a consequence of conducting business with the affiliates. A  
27 utility may not promote or advertise its affiliate's relationship with the utility nor allow  
28 the utility's logo or name to be used by the affiliate in all forms of media unless it is  
29 accompanied by a clear written or audio disclaimer that states that the affiliate is not the  
30 same company as the utility and is not regulated by the Commission."

31 **EFFECT ON GENERAL LEDGER IF FINDING IS ACCEPTED:** This finding does not  
32 impact the general ledger.

33 **EFFECT ON FILING IF FINDING IS ACCEPTED:** This audit does not have a filing.

**CONFIDENTIAL**

43PL

(PPL)

CONFIDENTIAL  
CONFIDENTIAL

Florida Power & Light Company  
Docket No. Undocketed  
FPLES Service Connect Process Audit  
Audit Request No. 15  
Page 1 of 1

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Q  
A

Please set up a meeting with the person responsible for answering Document Record Request #5, for next Tuesday if possible.

A meeting was conducted on January 13, 2006 to discuss the response to question #5. At the meeting, the Auditors requested the amounts FPL billed FPLES for 2004 related to the calls transferred to FPLES Connect Services. They also requested the April 2004 entry related to this expense.

Attached is the entry for April 2004 that was billed by FPL to FPLES for the calls transferred to FPLES Connect Services. The April entry is for the billing related to March's call activity.

As noted in the discussion on Jan. 13th, the billing is based on the number of calls transferred from FPL to FPLES multiplied by the transfer time associated with these calls. We discussed that FPLES uses [redacted] as the transfer time. If during the transfer process the FPLES Representative does not pick up the call within [redacted] then the call is routed back to the FPL Representative who provides the service connect confirmation number and completes the call. The billing is based on a more conservative [redacted] to ensure that all time and costs incurred by FPL are accounted for in the billing.

Schedule B is an excerpt of the support document that is the basis of the entry. It shows that the number of calls transferred from FPL to FPLES for March 2004 was [redacted]. The total monthly calls are then distributed across the FPLES products. Schedule B shows the breakdown of the total March call volume across the various FPLES products.

The product specific call count is multiplied by 10 seconds to determine the workload associated with handling these calls. This workload amount is converted to non-exempt full time equivalents (FTE) using a formula provided by the FPL Care Center. This formula accounts for the workload associated with handling these calls over a one month period taking into account a queuing factor (system delay time) and a call handling factor of 29% that applies to all call types.

Using the [redacted] line as an example on schedule C, 16,339 [redacted] related calls (reference schedule B) result in a non-exempt FTE of 0.42. The 0.42 non-exempt FTE is used to determine the Exempt FTE supervision based on a 1 to 16 span of control. The resulting Exempt FTE is 0.03. The FTE amounts are then multiplied by one twelfth of the corresponding fully loaded rates provided in the analysis submitted in response to question #5.

H-3-1  
P

April Entry 2004

REPORT: 0412-001-040428

FLORIDA POWER & LIGHT COMPANY  
ON-DEMAND CARRY REPORT

PAGE 002

3

COMPANY : 01

LEDCR DATE 040404 01 0000 03000 COMPLETED  
POSTED DATE 040404 01 0000  
ACCRUAL REVERSE YES  
SCHEDULED INFORMATION STAFF DATE STOP DATE FREQUENCY (NOT SCHEDULED)

APPROVAL INFORMATION DATE TIME PERSON ENTERED/LAST CHANGED INFORMATION TIME PERSON EXCEPTION APPROVAL INFORMATION LOG SUCT DATE TIME PERSON  
0304-04-28 15.52 MERCEDES-LEON 0009 0046

REMARKS TO RECORD FOR SYSTEM CHANGES FOR MARCH 2004

AB C D E F G H I J K L M N O P Q R S T U

REL D/C NO	AMOUNT	END	DAY	DESCRIPTION	GL ACCT NO	EA	LOG	FL ACCT	DAS	EXCHG	TYPE
02030 032	4.00	730		SYSTEM CHGS CHECK PROCESS	146.904	00000	000	0078	000.0000	***	100.00 MOOP
04475 032	4.00	730		SYSTEM CHGS CHECK PROCESS	146.904	00000	000	0042	000.0000	***	100.00 MOOP
03120 032	15.00	730		SYSTEM CHGS CHECK PROCESS	146.904	00000	000	0042	000.0000	***	100.00 MOOP
04475 032	7.00	730		SYSTEM CHGS CHECK PROCESS	146.904	00000	000	0044	000.0000	***	100.00 MOOP
04475 032	31.00	730		SYSTEM CHGS CHECK PROCESS	146.910	00000	000	0042	000.0000	***	100.00 MOOP
03492 032	122.00	730		SYSTEM CHGS CHECK PROCESS	146.910	00000	000	0044	000.0000	***	100.00 MOOP
04475 032	40.00	730		SYSTEM CHGS CHECK PROCESS	146.904	00000	000	0044	000.0000	***	100.00 MOOP
04475 032	122.00	730		SYSTEM CHGS CHECK PROCESS	146.904	00000	000	0078	000.0000	***	100.00 MOOP
01413 032	1391.00	730		CARE CENTER CHARGES	146.904	00000	000	0078	000.0000	***	100.00 MOOP
00075 032	1492.00	730		CARE CENTER CHARGES	146.904	00000	000	0078	000.0000	***	100.00 MOOP
01070 032	200.00	730		CARE CENTER CHARGES	146.904	00000	000	0078	000.0000	***	100.00 MOOP
01070 032	200.00	730		CARE CENTER CHARGES	146.906	00000	000	0078	000.0000	***	100.00 MOOP
00075 032	200.00	730		CARE CENTER CHARGES	146.906	00000	000	0078	000.0000	***	100.00 MOOP
01080 032	143.00	730		CARE CENTER CHARGES	146.906	00000	000	0078	000.0000	***	100.00 MOOP
04401 032	2,257.00	730		CARE CENTER CHARGES	146.906	00000	000	0078	000.0000	***	100.00 MOOP
04401 032	487.00	730		CARE CENTER CHARGES	146.906	00000	000	0078	000.0000	***	100.00 MOOP
04401 032	236.00	730		CARE CENTER CHARGES	146.906	00000	000	0078	000.0000	***	100.00 MOOP
04401 032	2,378.00	730		CARE CENTER CHARGES	146.906	00000	000	0078	000.0000	***	100.00 MOOP
00860 032	794			PAIDMENT POWER	146.906	00000	000	0078	000.0000	***	100.00 MOOP
00872 032	794			PAIDMENT POWER	146.906	00000	000	0078	000.0000	***	100.00 MOOP
00882 032	794			PAIDMENT POWER	146.906	00000	000	0078	000.0000	***	100.00 MOOP
00882 032	794			PAIDMENT POWER	146.906	00000	000	0078	000.0000	***	100.00 MOOP
01012 032	730			SYSTEM CHANGES	146.906	00000	000	0042	000.0000	***	100.00 MOOP
04475 032	2,348.00	730		SYSTEM CHANGES	146.906	00000	000	0078	000.0000	***	100.00 MOOP
01055 032	285.20	730		SYSTEM CHANGES	146.906	00000	000	0078	000.0000	***	100.00 MOOP

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acts Rec FPIES Volus Gated Products

Sea Telephone Exp

Wet for PFC Comp  
Pinning Cellulose Tracheas

CONFIDENTIAL

43-1 P2

MD

REPORT: 0243-001-010428

KT

FLORIDA POWER & LIGHT COMPANY  
ON-BEHALF OF THE STATE

PAGE 002

SEL D/C NO

ACCOUNT  
CHP SDC/U LOC

AMOUNT END LOC DESCRIPTION

PAY

NOTE: THIS IS A PSEUDO TRANSLATION  
BASE TRANSLATION  
GL ACCT NO ER LOC PL ACCT END PERIOD TYPE

BATCH TOTAL: 11,486.10 TOTAL ENTRIES: 26

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43-18

**CONFIDENTIAL**

(B)

Product Line	Jan	Feb	Mar
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$$12,165 / 42,830 = 28.41\%$$

calls were transferred from FPL to FPLES for March 2004. The total calls are distributed across the FPLES products.

average

(13)

**CONFIDENTIAL**

Confidential

163-114

CONFIDENTIAL

(C) 1/2

2004 FPLES Charge Back Summary - Product Development and Maintenance (PDM) Loan 0078

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Product Line	2004	FPL CO N-Exempt FTE	FPL CO Exempt FTE	Work Order Charged	FPL N-Exempt Expense	FPL Exempt Expense
	Jan	0.24	0.02	0070-00-000-340-078	\$ 1,028	\$ 115
	Feb	0.28	0.02	0070-00-000-340-078	\$ 1,119	\$ 128
	Mar	0.32	0.02	0070-00-000-340-078	\$ 1,833	\$ 180
	Apr			0070-00-000-340-078		
	May			0070-00-000-340-078		
	Jun			0070-00-000-340-078		
	Jul			0070-00-000-340-078		
	Aug			0070-00-000-340-078		
	Sep			0070-00-000-340-078		
	Oct			0070-00-000-340-078		
	Nov			0070-00-000-340-078		
	Dec			0070-00-000-340-078	\$ 3,480	\$ 391
	Jan		0.02	0080-00-000-340-078		
	Feb		0.02	0080-00-000-340-078		
	Mar		0.02	0080-00-000-340-078		
	Apr			0080-00-000-340-078		
	May			0080-00-000-340-078		
	Jun			0080-00-000-340-078		
	Jul			0080-00-000-340-078		
	Aug			0080-00-000-340-078		
	Sep			0080-00-000-340-078		
	Oct			0080-00-000-340-078		
	Nov			0080-00-000-340-078		
	Dec			0080-00-000-340-078		
	Jan	0.32	0.02	0075-00-000-340-078	\$ 1,848	\$ 153
	Feb	0.34	0.02	0075-00-000-340-078	\$ 1,448	\$ 122
	Mar	0.42	0.02	0075-00-000-340-078	\$ 1,780	\$ 202
	Apr			0075-00-000-340-078		
	May			0075-00-000-340-078		
	Jun			0075-00-000-340-078		
	Jul			0075-00-000-340-078		
	Aug			0075-00-000-340-078		
	Sep			0075-00-000-340-078		
	Oct			0075-00-000-340-078		
	Nov			0075-00-000-340-078		
	Dec			0075-00-000-340-078	\$ 4,597	\$ 518
	Jan	0.03	0.00	0074-00-000-340-078	\$ 174	\$ 14
	Feb	0.03	0.00	0074-00-000-340-078	\$ 193	\$ 16
	Mar	0.04	0.00	0074-00-000-340-078	\$ 152	\$ 17
	Apr			0074-00-000-340-078		
	May			0074-00-000-340-078		
	Jun			0074-00-000-340-078		
	Jul			0074-00-000-340-078		
	Aug			0074-00-000-340-078		
	Sep			0074-00-000-340-078		
	Oct			0074-00-000-340-078		
	Nov			0074-00-000-340-078		
	Dec			0074-00-000-340-078	\$ 400	\$ 48
	Jan	0.12	0.01	0076-00-000-340-078	\$ 487	\$ 56
	Feb	0.11	0.01	0076-00-000-340-078	\$ 474	\$ 53
	Mar	0.14	0.01	0076-00-000-340-078	\$ 505	\$ 60
	Apr			0076-00-000-340-078		
	May			0076-00-000-340-078		
	Jun			0076-00-000-340-078		
	Jul			0076-00-000-340-078		
	Aug			0076-00-000-340-078		
	Sep			0076-00-000-340-078		
	Oct			0076-00-000-340-078		
	Nov			0076-00-000-340-078		
	Dec			0076-00-000-340-078	\$ 1,058	\$ 175
Charge Backward Services	Jan		0.03	0078-00-000-340-078		
	Feb		0.00	0078-00-000-340-078		

CONFIDENTIAL

total  
115 = 1,473  
128 = 1,473  
180 = 1,473

45.38  
A = 50,739  
x 0.42

91,163  
x 0.42

158 = 1,580  
122 = 1,120  
202 = 1,991

14 = 138.00  
16 = 148.00  
17 = 169.00

55 = 550  
60 = 600  
65 = 650

Index  
to recalculate using  
the same method

Confidential

*Confidential*

© 2/2

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Mar		0.00	0178-88-000-340-078	\$	-	\$	
Apr			0078-88-000-340-078	\$	-	\$	
May			0078-88-000-340-078	\$	-	\$	
Jun			0078-88-000-340-078	\$	-	\$	
Jul			0078-88-000-340-078	\$	-	\$	
Aug			0078-88-000-340-078	\$	-	\$	
Sep			0078-88-000-340-078	\$	-	\$	
Oct			0078-88-000-340-078	\$	-	\$	
Nov			0078-88-000-340-078	\$	-	\$	
Dec			0078-88-000-340-078	\$	-	\$	
Jan		0.11	1070-88-000-340-078	\$	434	\$	363.194.00 (1)
Feb		0.10	0070-88-000-340-078	\$	437	\$	48.00 (1)
Mar		0.13	1070-88-000-340-078	\$	500	\$	63.00 (2)
Apr			1070-88-000-340-078	\$	-	\$	
May	X		1070-88-000-340-078	\$	-	\$	
Jun			1070-88-000-340-078	\$	-	\$	
Jul			1070-88-000-340-078	\$	-	\$	
Aug			1070-88-000-340-078	\$	-	\$	
Sep			1070-88-000-340-078	\$	-	\$	
Oct			1070-88-000-340-078	\$	-	\$	
Nov			1070-88-000-340-078	\$	-	\$	
Dec			1070-88-000-340-078	\$	1,448	\$	112.00 (1)
Jan		0.05	1000-88-000-340-078	\$	218	\$	24.00 (1)
Feb		0.05	1000-88-000-340-078	\$	227	\$	25.00 (1)
Mar		0.08	1000-88-000-340-078	\$	274	\$	31.00 (2)
Apr			1000-88-000-340-078	\$	-	\$	
May			1000-88-000-340-078	\$	-	\$	
Jun			1000-88-000-340-078	\$	-	\$	
Jul			1000-88-000-340-078	\$	-	\$	
Aug			1000-88-000-340-078	\$	-	\$	
Sep			1000-88-000-340-078	\$	-	\$	
Oct			1000-88-000-340-078	\$	-	\$	
Nov			1000-88-000-340-078	\$	717	\$	87.00 (1)
Dec			1000-88-000-340-078	\$	-	\$	
			<b>Grand Total</b>	\$	<b>18,198</b>	\$	<b>1,370</b>

\$13,569

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SOUTHERN SERVICE ORDERS		SERVICE ORDERS - 2000			
DIRECT COSTS		PER EMPLOYEE			
	EAO	CUST SVCS BUDGET	T&I	A&G	TOTAL
SERVICE ORDER PAYROLL	\$ 1,428,368	802	\$ 21,935		\$ 21,935
TAXES & INSURANCE	8.84% \$ 123,795		\$ 1,895		\$ 1,895
PAYROLL & FRINGE BENEFITS	\$ 1,549,562				
CONTRACTOR PAYMENTS	\$ -				
NON-PAYROLL	\$ 18,910	780	\$ 188		\$ 188
<b>TOTAL DIRECT COSTS</b>	<b>\$ 1,568,491</b>		<b>\$ 22,103</b>	<b>\$ 1,815</b>	<b>\$ -</b>
<b>INDIRECT COSTS</b>					
*MANAGER	2.06% \$ 42,170	803	\$ 437	\$ 41	\$ 170
*OPERATIONS SUPERVISOR	0.82% \$ 14,463	803	\$ 845	\$ 83	\$ 419
**ADMINISTRATIVE & GENERAL PAYROLL	14.06% \$ 200,631			\$ 3,088	\$ 3,088
**TAXES & INSURANCE	8.84% \$ 17,348		\$ 287		\$ 287
**ADMINISTRATIVE & GENERAL EXPENSES	25.46% \$ 393,288			\$ 5,828	\$ 5,828
<b>TOTAL INDIRECT COSTS</b>	<b>\$ 735,119</b>		<b>\$ 1,382</b>	<b>\$ 491</b>	<b>\$ 9,622</b>
<b>TOTAL COSTS</b>	<b>\$ 2,295,609</b>		<b>\$ 23,486</b>	<b>\$ 2,295</b>	<b>\$ 9,622</b>
# OF CALLS	1,982,709				
COST PER CALL-DIRECT	\$ 1.5111				
COST PER CALL-INDIRECT	\$ 0.7118				
<b>TOTAL COST PER CALL</b>	<b>\$ 2.2228</b>				
AVERAGE LENGTH OF CALL	290 SECONDS				
COST PER SECOND-SERVICE ORDERS	\$ 0.0077				
COST PER SECOND-INFRASTRUCTURE	\$ 0.0032				
<b>TOTAL COST PER SECOND</b>	<b>\$ 0.0109</b>				
<b>TOTAL COST PER MINUTE</b>	<b>\$ 0.6529</b>				
# OF FTES - SOUTHERN SERVICE ORDERS	65				
FTE COST - DIRECT	\$ 22,928				
FTE COST - INDIRECT	\$ 11,303				
FTE COST - SERVICE ORDERS	\$ 35,303				
FTE - TELECOMMUNICATIONS EXPENSE	\$ 3,858	811	\$ 3,858		\$ 3,858
FTE COST - INFRASTRUCTURE	\$ 11,477			\$ 11,477	\$ 11,477
<b>TOTAL FTE COST</b>	<b>\$ 80,798</b>		<b>\$ 3,858</b>	<b>\$ -</b>	<b>\$ 11,477</b>
<b>RECAP</b>					
**APPLIED TO PAYROLL					
**APPLIED TO A & G PAYROLL					
**APPLIED TO PAYROLL & CONTRACTOR					
43%	802	\$ 21,935	\$ -	\$ -	\$ 21,935
5%	403	\$ 1,382	\$ -	\$ -	\$ 1,382
0%	780	\$ 188	\$ -	\$ -	\$ 188
1%	811	\$ 3,858	\$ -	\$ -	\$ 3,858
54%	SUBTOTAL	\$ 27,442	\$ -	\$ -	\$ 27,442
5%	T&I	\$ -	\$ 2,295	\$ -	\$ 2,295
41%	A&G	\$ -	\$ -	\$ 20,989	\$ 20,989
100%		\$ 27,442	\$ 2,295	\$ 20,989	\$ 50,726

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SERVICE ORDERS - 2000

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FULLY LOADED SUPERVISOR  
(LEVEL 3) FOR SOUTHERN  
CARE CENTER SERVICE  
ORDERS.

EAG CUST SVCS BUDGET T&I A&G TOTAL

DIRECT COSTS

9	LEVEL 3 MID RANGE	\$ 50,960	803	\$ 50,960			\$ 50,960
10	TAXES & INSURANCE	8.84% \$ 4,401			\$ 4,401		\$ 4,401
11	NON PAYROLL	\$ 3,000	780	\$ 3,000			\$ 3,000
12	TOTAL DIRECT COSTS	\$ 58,361		\$ 53,960	\$ 4,401	\$ -	\$ 58,361

INDIRECT COSTS

14	*MANAGER	2.88% \$ 1,507	803	\$ 1,016	\$ 69	\$ 398	\$ 1,507
15	*OPERATION SUPERVISOR	8.62% \$ 3,378	803	\$ 2,108	\$ 216	\$ 963	\$ 3,378
16	*ADMINISTRATIVE & GENERAL PAYROLL	14.08% \$ 7,175				\$ 7,175	\$ 7,175
18	*ADMINISTRATIVE & GENERAL EXPENSES	28.88% \$ 13,697				\$ 13,687	\$ 13,687
20	**TAXES & INSURANCE	8.84% \$ 620			620		\$ 620
21	CALL CENTER RE-ENGINEERING	\$ 2,168				\$ 2,168	\$ 2,168
22	BUILDING COSTS						
23	140 SQ FT @ \$ 16.68	\$ 2,335				\$ 2,335	\$ 2,335
24	OFFICE & WORK STATION	\$ 2,038				\$ 2,038	\$ 2,038
25	TOTAL INDIRECT COSTS	\$ 32,802		\$ 3,211	\$ 931	\$ 28,659	\$ 32,802
26	TOTAL COSTS	\$ 91,163		\$ 57,171	\$ 5,333	\$ 28,659	\$ 91,163

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RECAP

59%	803	\$ 54,171	\$ -	\$ -	\$ -	\$ 54,171
3%	780	\$ 3,000	\$ -	\$ -	\$ -	\$ 3,000
63%	SUBTOTAL	\$ 57,171	\$ -	\$ -	\$ -	\$ 57,171
8%	T & I	\$ -	\$ 5,333	\$ -	\$ -	\$ 5,333
31%	A & G	\$ -	\$ -	\$ -	\$ 28,659	\$ 28,659
100%	TOTAL	\$ 57,171	\$ 5,333	\$ 28,659	\$ -	\$ 91,163

② Jan. 11, 1995

COMPANY : 01

LEADER	JVA	PAGE1	SEC	STATUS	DATE	POSTED	CIC	ACCURAL	REVERSE	START DATE	STOP DATE	EXPIRENCY
200403	21	0074	05000	COMPLETED				YES				(NOT SCHEDULED)

DATE	TIME	PERSON	DATE	TYPE	PERSON	LOC	EXT	DATE	TIME	PERSON
2004-03-31	15.36	MERCEDDES	1500			0009	0046			

REMARKS: TO BE USED FOR SYSTEM CHANGES FOR JANUARY 2004

A B C D E F G H I J K L M N O P Q R S T U  
 -ACCOUNT-  
 -BOOK TRANSLATION-  
 -NOTE: THIS IS A FUNDING EXAMINATION-

SEL	D/C	NO	AM	CHP	AMT	LOC	AMOUNT	EXT	LOC	DESCRIPTION	CL	ACCT	NO	EX	LOC	PL	ACCT	EXT	FRONT	TYPE
***	D	02830	039	000	3100	0078	1.00	790		SYSTEM CHG CHECK PROCESS	146.906	00000	000	0078	000	0000	***	100.00	NOOP	
***	D	04475	032	000	0000	0042	1.00	790		SYSTEM CHG CHECK PROCESS	903.000	00000	000	0042	000	0000	***	100.00	OPER	
***	D	03129	039	000	0000	0013	1.00	790		SYSTEM CHG CHECK PROCESS	146.906	00000	000	0013	000	0000	***	100.00	NOOP	
***	C	04475	032	000	0000	0042	1.00	790		SYSTEM CHG CHECK PROCESS	903.000	00000	000	0042	000	0000	***	100.00	OPER	
***	C	01613	030	000	0300	0044	13.00	790		SYSTEM CHG CHECK PROCESS	321.100	00000	000	0044	000	0000	***	100.00	OPER	
***	D	03439	030	000	0000	0039	13.00	790		SYSTEM CHG CHECK PROCESS	146.906	00000	000	0039	000	0000	***	100.00	NOOP	
***	C	04475	032	000	0000	0042	13.00	790		SYSTEM CHG CHECK PROCESS	903.000	00000	000	0042	000	0000	***	100.00	OPER	
***	D	00075	039	000	3400	0074	20.00	790		SYSTEM CHG CHECK PROCESS	903.000	00000	000	0074	000	0000	***	100.00	OPER	
***	D	00070	039	000	3400	0074	20.00	790		SYSTEM CHG CHECK PROCESS	903.000	00000	000	0074	000	0000	***	100.00	OPER	
***	C	01613	030	000	0300	0044	20.00	790		SYSTEM CHG CHECK PROCESS	321.100	00000	000	0044	000	0000	***	100.00	OPER	
***	D	00075	039	000	3400	0074	20.00	790		SYSTEM CHG CHECK PROCESS	903.000	00000	000	0074	000	0000	***	100.00	OPER	
***	D	00070	039	000	3400	0074	20.00	790		SYSTEM CHG CHECK PROCESS	903.000	00000	000	0074	000	0000	***	100.00	OPER	
***	D	00076	039	000	3400	0074	20.00	790		SYSTEM CHG CHECK PROCESS	903.000	00000	000	0074	000	0000	***	100.00	OPER	
***	D	00074	039	000	3400	0074	20.00	790		SYSTEM CHG CHECK PROCESS	903.000	00000	000	0074	000	0000	***	100.00	OPER	
***	D	00076	039	000	3400	0074	20.00	790		SYSTEM CHG CHECK PROCESS	903.000	00000	000	0074	000	0000	***	100.00	OPER	
***	D	00074	039	000	3400	0074	20.00	790		SYSTEM CHG CHECK PROCESS	903.000	00000	000	0074	000	0000	***	100.00	OPER	
***	D	00076	039	000	3400	0074	20.00	790		SYSTEM CHG CHECK PROCESS	903.000	00000	000	0074	000	0000	***	100.00	OPER	
***	C	04401	032	000	0000	0224	117.00	790		CARE CENTER CHARGES	146.906	00000	000	0078	000	0000	***	100.00	NOOP	
***	C	04401	032	000	0000	0224	117.00	790		CARE CENTER CHARGES	146.906	00000	000	0078	000	0000	***	100.00	NOOP	
***	C	04401	032	000	0000	0224	117.00	790		CARE CENTER CHARGES	146.906	00000	000	0078	000	0000	***	100.00	NOOP	
***	C	04401	032	000	0000	0224	117.00	790		CARE CENTER CHARGES	146.906	00000	000	0078	000	0000	***	100.00	NOOP	
***	C	04401	032	000	0000	0224	117.00	790		CARE CENTER CHARGES	146.906	00000	000	0078	000	0000	***	100.00	NOOP	
***	C	03019	031	000	0000	0010	175.00	482		CARE CENTER CHARGES	903.150	00000	000	0226	000	0000	***	100.00	OPER	
***	C	03019	031	000	0000	0010	175.00	482		CARE CENTER CHARGES	903.150	00000	000	0226	000	0000	***	100.00	OPER	
***	C	03019	031	000	0000	0010	175.00	482		CARE CENTER CHARGES	903.150	00000	000	0226	000	0000	***	100.00	OPER	
***	C	03019	031	000	0000	0010	175.00	482		CARE CENTER CHARGES	903.150	00000	000	0226	000	0000	***	100.00	OPER	
***	D	00072	039	000	3400	0078	175.00	794		CARE CENTER CHARGES	903.150	00000	000	0226	000	0000	***	100.00	OPER	
***	D	00072	039	000	3400	0078	175.00	794		CARE CENTER CHARGES	903.150	00000	000	0226	000	0000	***	100.00	OPER	
***	D	00072	039	000	3400	0078	175.00	794		CARE CENTER CHARGES	903.150	00000	000	0226	000	0000	***	100.00	OPER	
***	D	00072	039	000	3400	0078	175.00	794		CARE CENTER CHARGES	903.150	00000	000	0226	000	0000	***	100.00	OPER	
***	C	01012	030	000	0300	0042	185.00	790		SYSTEM CHARGES	146.906	00000	000	0078	000	0000	***	100.00	NOOP	
***	C	01012	030	000	0300	0042	185.00	790		SYSTEM CHARGES	146.906	00000	000	0078	000	0000	***	100.00	NOOP	
***	C	04475	032	000	0000	0042	1,585.97	630		SYSTEM CHARGES	903.000	00000	000	0042	000	0000	***	100.00	OPER	
***	D	01012	030	000	0300	0078	189.21	794		SYSTEM CHARGES	146.906	00000	000	0078	000	0000	***	100.00	NOOP	

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DATE JVI PAGES ENC STATUS DATE POSTED ACCTUAL SCHEDULED INFORMATION  
 200403 31 0075 65000 COMPLETED DATE CYC REVERSE START DATE STOP DATE FREQUENCY  
 TEL (NOT SCHEDULED)

375  
6289

SPECIAL INFORMATION ENTERED/LAST CHANGED INFORMATION EXCEPTION APPROVAL INFORMATION  
 DATE TIME PERSON DATE TIME PERSON LOC SCDT DATE TIME PERSON  
 2004-03-31 15.51 MERCEDES LEON 0009 0046

ADJUST TO RECORD FOR SYSTEM CHARGES FOR FEBRUARY 2004

ABCDEF G H I J K L M N O P Q R S T

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NOTE: THIS IS A PERIOD TRANSLATION

SEL	D/C	NO	EX	CHG	SEC/V	LOC	AMOUNT	ENC	LOC	DESCRIPTION	CL	ACCT	NO	DA	LOC	YL	ACTY	ENC	PERCENT	TITLE
---	D	02230	099	000	3400	0078	4.00	790		SYSTEM CHG	00000	000	0078	000	0000	000	000	100.00	NOOP	
---	C	04475	092	000	0000	0042	1.00	790		SYSTEM CHG	00000	000	0042	000	0000	000	000	100.00	OPER	
---	C	03120	099	000	0000	0013	15.00	790		SYSTEM CHG	00000	000	0013	000	0000	000	000	100.00	NOOP	
---	C	04475	092	000	0000	0042	6.00	790		SYSTEM CHG	00000	000	0042	000	0000	000	000	100.00	OPER	
---	C	01415	099	000	0500	0044	25.00	790		SYSTEM CHG	00000	000	0044	000	0000	000	000	100.00	OPER	
---	D	03499	099	000	0000	0399	21.00	790		SYSTEM CHG	00000	000	0399	000	0000	000	000	100.00	NOOP	
---	C	04475	092	000	0000	0042	28.00	790		SYSTEM CHG	00000	000	0042	000	0000	000	000	100.00	OPER	
---	C	01415	099	000	0500	0044	82.00	630		SYSTEM CHG	00000	000	0044	000	0000	000	000	100.00	OPER	
---	D	00075	099	000	3400	0078	60.00	794		CARE CENTER CHARGES	00000	000	0078	000	0000	000	000	100.00	NOOP	
---	D	00070	099	000	3400	0078	2245.00	794		CARE CENTER CHARGES	00000	000	0078	000	0000	000	000	100.00	NOOP	
---	D	02070	099	000	3400	0078	795.00	794		CARE CENTER CHARGES	00000	000	0078	000	0000	000	000	100.00	NOOP	
---	D	00074	099	000	3400	0078	259.00	794		CARE CENTER CHARGES	00000	000	0078	000	0000	000	000	100.00	NOOP	
---	D	00074	099	000	3400	0078	277.00	794		CARE CENTER CHARGES	00000	000	0078	000	0000	000	000	100.00	NOOP	
---	D	01000	099	000	3400	0078	152.00	794		CARE CENTER CHARGES	00000	000	0078	000	0000	000	000	100.00	NOOP	
---	C	04401	092	000	0000	0326	116.00	803		CARE CENTER CHARGES	00000	000	0326	000	0000	000	000	100.00	OPER	
---	C	04401	092	000	0000	0326	1,844.00	803		CARE CENTER CHARGES	00000	000	0326	000	0000	000	000	100.00	OPER	
---	C	04401	092	000	0000	0326	333.00	811		CARE CENTER CHARGES	00000	000	0326	000	0000	000	000	100.00	OPER	
---	C	03029	091	000	0000	0010	193.00	760		CARE CENTER CHARGES	00000	000	0010	000	0000	000	000	100.00	OPER	
---	C	00225	092	000	3700	0010	1,729.00	876		CARE CENTER CHARGES	00000	000	0010	000	0000	000	000	100.00	OPER	
---	D	03060	099	000	3400	0078		794		PAYMENT POWER	00000	000	0078	000	0000	000	000	100.00	NOOP	
---	D	00074	099	000	3400	0078		794		UTILITY CHRG	00000	000	0078	000	0000	000	000	100.00	NOOP	
---	D	03008	099	000	3400	0078		794		SYSTEM CHARGES	00000	000	0078	000	0000	000	000	100.00	NOOP	
---	D	00065	099	000	3400	0078	3,000.01	794		SYSTEM CHARGES	00000	000	0078	000	0000	000	000	100.00	OPER	
---	C	01012	090	000	0300	0042	3,749.56	790		SYSTEM CHARGES	00000	000	0042	000	0000	000	000	94.00	OPER	
---	C	04475	092	000	0000	0042	2,099.22	630		SYSTEM CHARGES	00000	000	0042	000	0000	000	000	100.00	OPER	
---	D	01055	099	000	3400	0078	289.20	794		SYSTEM CHARGES	00000	000	0078	000	0000	000	000	100.00	NOOP	

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REPORT: 0245-051-640331

PS

FLORIDA POWER & LIGHT COMPANY  
ON-DEMAND QUERY REPORT

PAGE 003

~~NOTE: THIS IS A PSEUDO TRANSLATION~~  
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OL ACCT NO    EA    LOC    RL ACCT    ERG PERCENT TYPE

SUB D/C NO	ER	ACCOUNT- CHG REC/0 LOG	AMOUNT	ERC	LOC	DESCRIPTION	PAY
DATCH TOTAL:			18,257.78	TOTAL ENTRIES:		26	

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SERVICE ORDERS - 2000

Southern  
Care Center 5/1

1 PPL  
2 FULLY LOADED SUPERVISOR  
3 (LEVEL 3) FOR SOUTHERN  
4 CARE CENTER SERVICE  
5 ORDERS.

		EAG	CUST SVCS BUDGET	I & I	A & G	TOTAL
<b>DIRECT COSTS</b>						
4	LEVEL 3 MID RANGE	\$ 60,960	803	\$ 60,960		\$ 50,960
10	TAXES & INSURANCE	8.64% \$ 4,401		\$ 4,401		\$ 4,401
11	NON PAYROLL	\$ 3,000	790	\$ 3,000		\$ 3,000
12	<b>TOTAL DIRECT COSTS</b>	<b>\$ 58,361</b>		<b>\$ 53,960</b>	<b>\$ 4,401</b>	<b>\$ 58,361</b>
<b>INDIRECT COSTS</b>						
14	*MANAGER	2.96% \$ 1,507	803	\$ 1,018	\$ 95	\$ 398 \$ 1,507
15	*OPERATION SUPERVISOR	6.62% \$ 3,378	803	\$ 2,195	\$ 216	\$ 963 \$ 3,378
16	*ADMINISTRATIVE & GENERAL PAYROLL	14.08% \$ 7,175			\$ 7,175	\$ 7,175
18	*ADMINISTRATIVE & GENERAL EXPENSES	26.68% \$ 13,587			\$ 13,587	\$ 13,587
20	*TAXES & INSURANCE	8.64% \$ 620		\$ 620		\$ 620
21	CALL CENTER RE-ENGINEERING	\$ 2,165			\$ 2,165	\$ 2,165
22	BUILDING COSTS	140 SQ FT @ \$ 16.68 \$ 2,335			\$ 2,335	\$ 2,335
23	OFFICE & WORK STATION	\$ 2,038			\$ 2,038	\$ 2,038
25	<b>TOTAL INDIRECT COSTS</b>	<b>\$ 32,802</b>		<b>\$ 3,211</b>	<b>\$ 931</b>	<b>\$ 28,659</b>
26	<b>TOTAL COSTS</b>	<b>\$ 91,163</b>		<b>\$ 57,171</b>	<b>\$ 5,333</b>	<b>\$ 28,659</b>

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RECAP						
59%	803	\$ 54,171	\$ -	\$ -	\$ -	\$ 54,171
9%	790	\$ 3,000	\$ -	\$ -	\$ -	\$ 3,000
69%	SUBTOTAL	\$ 57,171	\$ -	\$ -	\$ -	\$ 57,171
6%	T & I	\$ -	\$ 5,333	\$ -	\$ -	\$ 5,333
31%	A & G	\$ -	\$ -	\$ 28,659	\$ -	\$ 28,659
100%	TOTAL	\$ 57,171	\$ 5,333	\$ 28,659	\$ -	\$ 91,163

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JDM12/14/2005 12:58 PM  
Req #

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RECAP SUPV - 99

SERVICE ORDERS - 2000

571

COMPOSITE PAYROLL OVERHEAD RATE FOR OPERATIONS SUPERVISOR

COST PER EMPLOYEE

	AMOUNT TO ALLOCATE (\$4483/65)	COST PER EMPLOYEE				
		% OF TOTAL	EAG	CUST SVCS BUDGET	I&I	A&G
LEVEL 5 MID RANGE	\$ 89,000					
YVO 8127 PAYROLL	\$ 1,425,368	4.31%	65.05%	803	\$ 945.18	
TEAM SUPERVISOR PAYROLL	\$ 175,000	\$1,601,368				\$ 133.08
*ADMINISTRATIVE & GENERAL PAYROLL	14.08%	0.81%	9.16%			
TOTAL PAYROLL	4.92%				\$ 93.18	
*TAXES & INSURANCE	8.64%	0.42%	6.41%			\$ 251.99
*ADMINISTRATIVE & GENERAL EXPENSES	28.68%	1.15%	17.34%			\$ 28.65
CALL CENTER RE-ENGINEERING	\$ 2,165	0.14%	2.04%			
TOTAL PAYROLL	\$ 1,601,368				\$ 945.18	\$ 93.18
TOTAL OPERATION SUPERVISOR		6.62%	100.00%		\$ 945.18	\$ 414.73
*APPLIED TO 4.31%						\$1,453.01
*APPLIED TO 4.92%						

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$$\textcircled{A} \frac{69,000}{1,601,368} = 4.31\% \text{ Level 5 mid range total team superv PIR}$$

$$\textcircled{B} \frac{2,165}{1,601,368} = 0.14\% \text{ call center eng total payroll}$$

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SOUTHERN SERVICE ORDERS

SERVICE ORDERS - 2000

5/1

DIRECT COSTS	PER EMPLOYEE				
	EAC	CUST SVCS BUDGET	T&I	A&G	TOTAL
SERVICE ORDER PAYROLL	\$ 1,426,368	802	\$ 21,935		\$ 21,935
T&I & INSURANCE	6.04% \$ 123,198		\$ 1,895		\$ 1,895
PAYROLL & FRINGE BENEFITS	\$ 1,549,566				
CONTRACTOR PAYMENTS	\$ -				
NON-PAYROLL	\$ 10,918	790	\$ 168		\$ 168
<b>TOTAL DIRECT COSTS</b>	<b>\$ 1,680,481</b>		<b>\$ 22,103</b>	<b>\$ 1,896</b>	<b>\$ 23,999</b>
<b>INDIRECT COSTS</b>					
MANAGER	2.86% \$ 42,170	803	\$ 497	\$ 61	\$ 170
OPERATIONS SUPERVISOR	6.62% \$ 94,483	803	\$ 948	\$ 93	\$ 416
ADMINISTRATIVE & GENERAL PAYROLL	14.08% \$ 200,831			\$ 3,048	\$ 3,063
TAXES & INSURANCE	8.64% \$ 17,240		\$ 267		\$ 267
ADMINISTRATIVE & GENERAL EXPENSES	26.65% \$ 380,285			\$ 5,846	\$ 5,846
<b>TOTAL INDIRECT COSTS</b>	<b>\$ 735,119</b>		<b>\$ 1,382</b>	<b>\$ 401</b>	<b>\$ 9,522</b>
<b>TOTAL COSTS</b>	<b>\$ 2,295,699</b>		<b>\$ 23,485</b>	<b>\$ 2,295</b>	<b>\$ 9,522</b>
# OF CALLS	1,932,799				
COST PER CALL-DIRECT	\$ 1.1111				
COST PER CALL-INDIRECT	\$ 0.7118				
TOTAL COST PER CALL	\$ 2.2228				
AVERAGE LENGTH OF CALL	290 SECONDS				
COST PER SECOND-SERVICE ORDERS	\$ 0.0077				
COST PER SECOND-INFRASTRUCTURE	\$ 0.0032				
<b>TOTAL COST PER SECOND</b>	<b>\$ 0.0109</b>				
<b>TOTAL COST PER MINUTE</b>	<b>\$ 0.6519</b>				
# OF FTES - SOUTHERN SERVICE ORDERS	65				
FTE COST - DIRECT	\$ 23,928				
FTE COST - INDIRECT	\$ 11,325				
FTE COST - SERVICE ORDERS	\$ 35,303				\$ 3,588
FTE - TELECOMMUNICATIONS EXPENSE	\$ 2,986	811	\$ 3,950		\$ 11,477
FTE COST - INFRASTRUCTURE	\$ 15,477				\$ 11,477
<b>TOTAL FTE COST</b>	<b>\$ 50,735</b>		<b>\$ 3,950</b>		<b>\$ 12,477</b>
<b>RECAP</b>					
APPLIED TO PAYROLL	43%	802	\$ 21,935	\$ -	\$ -
APPLIED TO A & G PAYROLL	5%	803	\$ 1,382	\$ -	\$ -
APPLIED TO PAYROLL & CONTRACTOR	8%	780	\$ 168	\$ -	\$ -
	6%	811	\$ 3,950	\$ -	\$ -
<b>64% SUBTOTAL</b>			<b>\$ 27,442</b>	<b>\$ -</b>	<b>\$ -</b>
	6%	T&I	\$ -	\$ 2,266	\$ -
	41%	A & G	\$ -	\$ -	\$ 20,698
<b>100%</b>			<b>\$ 27,442</b>	<b>\$ 2,266</b>	<b>\$ 20,698</b>

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$2,295,699 \div 1,000 = 2,295.699$   
 $2,295.699 \div 100 = 22.95699$

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SERVICE ORDERS - 2000

5/1

1999 Actuals  
 Service Contract Related: ER 90 WC 6127  
 PREPARED BY KEN GETCHELL

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	Miami	WFB	Hours - Miami	Hours - WFB
EAC	\$ 12,703.54		1,272.90	144.59
202 - Charge In NON BARGOBT PAY	\$ 1,448.88			
305 - Charge In NON BARGOBT PAY	\$ (12,551.76)			
402 - Charge Out NON BARG FIXOBTG PAY	\$ (1,074.69)			
405 - Charge Out EXEMPT REG PAY	\$ (17.75)			
516 - PAYROLL REGULAR ADJ	\$ 1,903.04	\$ 44.00		
620 - MEALS - OVERTIME	\$ 1,178.09	\$ 483.86		
624 - EMPLOYEE RELATIONS	\$ 2,281.58	\$ 24.73		
625 - EXP. ACCTS. & TRAVEL	\$ 578.00			
628 - OFFICE EQUIP-MAINT	\$ 3,824.22	\$ 1,258.61		
630 - OFFICE SUPPLIES	\$ 483.66	\$ 591.84		
640 - VEHICLE-OCCASIONAL USE	\$ 78.74	\$ 42.16		
648 - VEHICLE - CONTRACT	\$	\$ 39.00		
662 - CONTRACTOR	\$ 460.00			
680 - EDUCATION AND TRAINING	\$ 495,738.97			
692 - PROFESSIONAL SERVICES	\$ 17.66			
730 - INSURANCE-LIABILITY	\$ 1,352,768.44	\$ 561,917.43	130,315.0	59,922.50
802 - REG PAY-NON BARG FXD	\$ 4,890.00		240	
803 - REG PAY-EXEMPT FXED	\$ 44,028.30	\$ 7,538.46	2,942	538.30
805 - OT PAY-NON BARG FXD	\$ 183.00			
808 - OT PAY-EXEMPT FXED				
810 - LONG DIST. TEL SERV.				
811 - LOCAL TEL. SERVICE				
818 - TELECOM EQUIP-MAINT				
814 - CELLULAR MON TEL EXP	\$ 550.00	\$ 500.00		
820 - INCENTIVE PAYMENTS	\$ 15,828.73	\$ 6,724.94		
821 - PAYROLL-OTHER BURNG	\$ 8,044.00			
822 - PAYROLL - LUMP SUM INC	\$ 1,969.68			
901 - BUSINESS MEALS	\$ 237.60			
902 - HOTEL / LODGING	\$ 1,952,473.74			
			Total Hours	136,253.29
			FTE's	65.63
				80,458.80
				29

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| 6   | 6   | 6   | 6   | 6   | 6   | 6   | 6   | 6   | 6   |
| 7   | 7   | 7   | 7   | 7   | 7   | 7   | 7   | 7   | 7   |
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Total FTE's 600  
 Includes FT, PT, FPL Temps and OT 1898 TYD Average  
 Total Telecom \$ 2,128,421  
 Included in  
 Inflation Rate

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SERVICE ORDERS - 2000

5/1

ALLOCATE MANAGER/STAFF COST TO SERVICE ORDERS

COST PER EMPLOYEE

ANNUAL MID-RANGE		AMOUNT TO ACCOCATE \$ 648.52 (\$42,170.85)				
		% OF TOTAL	EAG	CUST SVCS BUDGET	I&I	A&G
MANAGER - EXEMPT LEVEL 10	\$ 90,500					
PRODUCTION ANALYST - EXEMPT LEVEL 4	\$ 53,500					
	<u>\$ 144,000</u>					
SECRETARY - NON EXEMPT LEVEL 5	\$ 32,760					
TOTAL MANAGER/STAFF PAYROLL	\$ 176,760	1.99%	67.41%	803	\$ 437.13	
TOTAL DEPARTMENT PAYROLL LESS MANAGER/STAFF PAYROLL	\$ 8,869,814					
*ADMINISTRATIVE & GENERAL PAYROLL	14.08%	0.17%	5.82%			\$ 37.76
		2.16%				
TAXES & INSURANCE	8.64%	0.10%	8.82%			\$ 41.02
*ADMINISTRATIVE & GENERAL EXPENSES	20.86%	0.53%	17.97%			\$ 118.55
**CALL CENTER RE-ENGINEERING	\$ 8,499					\$ 18.06
TOTAL DEPARTMENT PAYROLL LESS MANAGER/STAFF PAYROLL	\$ 8,869,814	0.07%	2.48%			
TOTAL MANAGER/STAFF RATE		2.96%	100.00%	\$ 437.13	\$ 41.02	\$ 170.36
						\$ 648.52

\*APPLIED TO 1.99% - MANAGER & STAFF PAYROLL RATE  
 \*\*\* EMPLOYEES @ \$2,186 PER EMPLOYEE

$\frac{1.99}{0.96} = 67.41\%$

$\frac{176,760}{8,869,814} = 1.99\%$

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MANAGER

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SERVICE ORDERS - 2000

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COST PER FTE DETERMINED BY ( )	TOTAL COST	COST PER SECOND	COST PER MINUTE	COST PER FTE
TELECOMMUNICATIONS EXPENSES (B) (P <sub>2</sub> )	\$2,128,427	\$0.0008	\$ 0.0488	\$ 3,956.18
TELEPHONE EQUIPMENT (B) (P <sub>2</sub> )	\$1,610,739	0.0008	\$ 0.0370	\$ 2,893.94
BUILDING COST (A) (P <sub>2</sub> )	\$ 107,125	\$0.0004	\$ 0.0215	\$ 1,847.42
CIS 11 (B)	\$1,485,349	\$0.0006	\$ 0.0341	\$ 2,760.87
CALL CENTER RE-ENGINEERING (B) (P <sub>11</sub> )	\$1,164,866	\$ 0.0004	\$ 0.0267	\$ 2,165.18
OFFICE, CUBICLES, & WORK STATIONS (A) (P <sub>2</sub> )	\$ 124,151	\$ 0.0004	\$ 0.0249	\$ 1,909.26
		(P <sub>2</sub> ) \$ 0.0032	\$ 0.1930	\$15,432.85

A SOUTHERN SERVICE ORDERS FTE - 65 employees  
 B BOTH CARE CENTER FTE'S - 538 employees

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SERVICE ORDERS - 2000

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PER CARE CENTER PERFORMANCE - YEAR END 1999  
PREPARED BY KEN GETCHELL

EAC	DESCRIPTION	AMOUNT
720	COMMUNICATIONS - PRINT	94,171
721	Comm - Print Media (Deleted)	\$ 464
810	LONG DISTANCE TEL SERV	\$ 1,093,982
811	LOCAL TELEPHONE SERVICE	\$ 766,455
812	LEASED PHONE LINES	\$ -
813	TELECOM EQUIP/MAINT	\$ 158,657
814	CELLULAR MON TEL EXP	\$ 14,698

TOTAL

Ⓣ \$2,128,427

\* Included ECCR Telecom charges

TOTAL CALLS HANDLED - SOUTHERN & CENTRAL - 1999 Ⓣ 10,804,026

COST PER CALL \$ 0.1970Ⓣ

AVERAGE LENGTH OF CALL 242 SECONDS \$ 0.0098Ⓣ

$$\frac{\textcircled{2,128,427}}{\textcircled{10,804,026} \text{ Total calls both centers 10 1999}} = .1970\textcircled{A}$$

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SERVICE ORDERS - 2000  
TELEPHONE EQUIPMENT

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LED  
AS OF 12/99 - CPR LOCATION 6081000221  
LFO ACCOUNT 397.3

GROSS PLANT	LESS: RESERVE	NET PLANT
\$ 6,432,581	\$ (1,184,339)	\$ 5,248,242
DEPRECIATION		\$ 612,049
PROPERTY INSURANCE		
.2328 PER \$1000 X \$ 6,432,581	\$	\$ 1,498
REAL PROPERTY TAXES		
1.23 % X \$ 6,432,581	\$	\$ 79,121
RETURN ON INVESTMENT		
12.04% X \$ 5,248,242	\$	\$ 634,298
ANNUAL COST - LFO	\$	\$ 1,328,963

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CSE  
AS OF 12/99 - CPR LOCATION 6042804380

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GROSS PLANT	LESS: RESERVE	NET PLANT
\$ 2,846,798	\$ (2,027,649)	\$ 819,149
DEPRECIATION		\$ 149,472
PROPERTY INSURANCE		
.2328 PER \$1000 X \$ 2,846,798	\$	\$ 663
REAL PROPERTY TAXES		
1.23 % X \$ 2,846,798	\$	\$ 35,016
RETURN ON INVESTMENT		
12.04% X \$ 819,149	\$	\$ 98,626
ANNUAL COST - CSE	\$	\$ 283,776
TOTAL TELEPHONE EQUIPMENT COST	\$	\$ 1,610,739

TOTAL CALLS HANDLED - SOUTHERN & CENTRAL - 1999 10,804,026  
COST PER CALL 0.14969  
AVERAGE LENGTH OF CALL 242 SECONDS  
COST PER SECOND \$ 0.0008

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SERVICE ORDERS - 2000

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BUILDING COST

CUSTOMER CARE CENTER - LFO  
SERVICE ORDER PORTION

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COST PER SQUARE FOOT	\$	16.68
CUSTOMER CARE CENTER SQ FT		<u>6,423</u>
TOTAL BUILDING COST	<u>(Pc)</u> \$	<u>107,125</u>

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# OF CALLS 1,032,703

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COST PER CALL \$ (Pc) 0.1037

AVERAGE LENGTH OF CALL 290 SECONDS

COST PER SECOND \$ (Pc) 0.0004

total bldg. cost 107,125

# of calls 1,032,703

cost per call .1037

BUILDING COST

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SERVICE ORDERS - 2000

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CIS 11

ACCOUNT 303.8  
10 YEAR AMORTIZATION

	GROSS PLANT	LESS: RESERVE	NET PLANT
\$	57,798,136	33,233,928	24,564,208

AMORTIZATION

\$	57,798,136	X	10.00%	\$	5,779,814
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RETURN ON INVESTMENT

\$	24,564,208	X	12.04%	\$	2,957,531
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ANNUAL COST \$ 8,737,844

PER CALCULATIONS BY JOSE CASAS, CUSTOMER CARE CENTERS USE 17% OF CPU HOURS.

**CONFIDENTIAL**

CUSTOMER CARE CENTERS 17% \$ 1,485,349

TOTAL CALLS HANDLED - SOUTHERN & CENTRAL - 1999 10,804,028

COST PER CALL 0.1375

AVERAGE LENGTH OF CALL 242 SECONDS

COST PER SECOND \$ 0.0006

$\frac{1,485,349}{10,804,028} = 13.75\%$

CIS 11 - ER 4839 40 48 PART OF CPR 7081000220. THIS ER WENT IN SERVICE ON 4/84.

RESERVE CALCULATION HAS A LIFE OF 120 MONTHS (10 YEARS)

	57,798,136 /	120	\$	481,651
1994	9 MONTHS	\$	4,334,880	
1995	12 MONTHS	\$	5,779,814	
1996	12 MONTHS	\$	5,779,814	
1997	12 MONTHS	\$	5,779,814	
1998	12 MONTHS	\$	5,779,814	
1999	12 MONTHS	\$	5,779,814	

TOTAL RESERVE \$ 33,233,928

GROSS PLANT TAKEN FROM CAPITALIZED SOFTWARE REPORT PREPARED BY CARMEN VERDOOREN

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P.10

SERVICE ORDERS - 2000

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BUSINESS CASE 95 0302 - CALL CENTER SYSTEMS - ER 6710 - LOC 40  
 IN SERVICE 1/99 AMORTIZE OVER 5 YEARS.

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<u>GROSS COST</u>	<u>LESS RESERVE</u>	<u>NET COST</u>
\$ 4,476,812	\$ (2,238,406)	\$ 2,238,406

AMORTIZATION

\$ 4,476,812	X	20%	=	\$ 895,362
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RETURN ON INVESTMENT

\$ 2,238,408	X	12.04%	=	\$ 269,504
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ANNUAL COST

(P) \$ 1,164,868

TOTAL CALLS HANDLED - SOUTHERN & CENTRAL - 1999 10,804,028

COST PER CALL \$ 0.1078

AVERAGE LENGTH OF CALL 242 SECONDS

COST PER SECOND \$ 0.0004

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RE-ENGINEERING

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SERVICE ORDERS - 2000

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GEORGE REYES SHOWED KEN AND MYSELF THE SERVICE ORDER AREA ON THE 3RD FLOOR OF THE LFO. KEN AND I COUNTED THE OFFICES AND CUBICLES. THERE WERE 6 OFFICES AND 78 CUBICLES. 5 OF THE OFFICES HAD A WORK STATION (THE OTHER OFFICE WAS A SUPPLY ROOM) AND ALL CUBICLES HAD A WORK STATION. AS THE CUBICLES ARE COMPACT, WE WILL USE 1/2 THE NORMAL RATE.

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SOUTHERN CARE CENTER

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	<u>UNITS</u>	<u>UNIT PRICE</u>	<u>TOTAL AMOUNT</u>
OFFICES	6	\$ 1,184.16	\$ 7,105
CUBICLES	78	\$ 592.08	\$ 46,182
WORK STATIONS	83	\$ 853.79	\$ 70,864
TOTAL			\$ 124,151 (Pc)
# OF CALLS			1,032,703
COST PER CALL			\$ 0.1202
AVERAGE LENGTH OF CALL		290 SECONDS	
COST PER SECOND			\$ 0.0004

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OFFCUB & WS

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SERVICE ORDERS - 2000

5/1

SUGGESTED PAYROLL DESCRIPTION	AMOUNT	EMPLOYER HEADCOUNT	ESTIMATED 2000 HEADCOUNT
801 - REG PAY-BASES VARIABLE	\$ 84,001,629	18,116	19,241
802 - REG PAY-BASES FIXED	\$ 28,788,877		
803 - REG PAY-EXEMPT FIXED	\$ 282,114,347		
804 - OT PAY-BASES WORKER BLE	\$ 4,113,800		
805 - OT PAY-BASES BLANK POC	\$ 8,723,815		
806 - OT PAY-BASES FIXED	\$ 80,941,423		
807 - REG PAY-BASES FIXED	\$ 30,342,148		
808 - OT PAY-BASES FIXED	\$ 18,937,156		
809 - INCENTIVE PAYMENTS	\$ 2,599,251		
821 - PAYROLL OTHER EARNINGS	\$ 8,413,311		
813 - PAYROLL LUMP SUM PND			
<b>TOTAL</b>	<b>\$ 533,229,181</b>		

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2000 WORKERS COMPENSATION BUDGET PER MONTH AUG 99 16600	2000 RAYROLL BUDGET	2000 WORKERS COMPENSATION RATE
\$ 8,814,843	\$ 497,122,129	1.78%

PAYROLL BASE - 2000	PAYROLL BASE - 1999	INCREASE IN BASE	% INCREASE IN BASE	STATUTORY RATE (NO CHILDREN)	FICA		MEDICARE		SOCIAL SECURITY	
					ALL	ALL	ALL	ALL		
\$ 574,084,850	\$ 448,884,963	\$ 125,199,887	27.9%		7.65%	7.65%	1.45%	6.20%	78,200	72,900
ACTUAL DISTRIBUTED 1999 PAYROLL	ACTUAL 1999 EXPENSE (ACCT 408 125)	EFFECTIVE TAX RATE - 1999	% INCREASE IN BASE	ESTIMATED EFFECTIVE FICA RATE - 2000	ESTIMATED 2000 PAYROLL	ESTIMATED FICA TAX - 2000				
		2.07%	27.9%	7.48%	\$ 481,538,151	\$ 42,748,161				

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PAYROLL BASE - 2000	PAYROLL BASE - 1999	INCREASE IN BASE	% INCREASE IN HEADCOUNT	ACTUAL DISTRIBUTED 1999 PAYROLL	ACTUAL 1999 TAX EXPENSE	HEADCOUNT % INCREASE	ESTIMATED UNEMPLOYMENT TAXES	
							ESTIMATED 2000 PAYROLL	ESTIMATED 2000 RATES
\$ 574,084,850	\$ 448,884,963	\$ 125,199,887	27.9%	\$ 21,279	\$ 10,109	27.9%	\$ 41,322,815	\$ 41,322,815
							0.09%	0.00%

WORKERS COMPENSATION	FICA	FEDERAL UNEMPLOYMENT	STATE UNEMPLOYMENT	TOTAL TAXES & INSURANCE
1.78%	7.48%	0.09%	0.00%	9.35%

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1 SERVICE ORDERS - 2000

5/1

2 THE FOLLOWING IS BASED ON INFORMATION PROVIDED  
3 BY PROPERTY MANAGEMENT

4 STANDARD CUBICLES AND OFFICES ARE ESTIMATED TO COST  
5 \$5,500. THIS INCLUDES THE WALLS, FURNITURE, AND  
6 ELECTRICAL AND COMMUNICATION HOOK-UPS.

7 INSTALLED COST \$ 5,500  
8 7 YEAR LIFE

9 GROSS	LESS	CONFIDENTIAL	NET
10 PLANT	RESERVE		PLANT
11 \$ 5,500	\$ 2,750		\$ 2,750

CONFIDENTIAL

12 DEPRECIATION

13 14.29% OF \$ 5,500 = \$ 785.71

14 PERSONAL PROPERTY TAX

15 1.2% OF \$ 5,500 = \$ 66.00

16 PROPERTY INSURANCE

17 0.0245% OF \$ 5,500 = \$ 1.35

18 RETURN ON INVESTMENT

19 12.04% OF \$ 2,750 = \$ 331.10

20 \$1,184.16

21 WORK AREA

22 50% OF \$1,184.16 \$ 592.08

23 CUBE - OFFICE

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U3-2 P14

SERVICE ORDERS - 2000

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THE FOLLOWING COSTS FOR A SERVER, WORKSTATION, AND PRINTER  
WAS PROVIDED BY C A GARAVAGLIA OF IMO AND IS BASED ON  
PRICES QUOTED ON 7/30/99.

		UNIT PRICE
SERVER:		
HP NETSERVER LC3	\$ 3,298	
PENTIUM 500 MHZ, 300MB RAM, NIC	\$ 1,665	
9 1GB 7200 RPM DRIVE (X3)	\$ 1,665	
RAPID CONTROLLER	\$ 645	
HP 15" MONITOR	\$ 183	
TOTAL	\$ 7,466	70 CONNECTIONS \$ 107
WORKSTATION:		
HP VECTRA VL1B18, 10/100NIC, 32X CD	\$ 1,384	
WITH SOUND AND AUDIO	\$ 270	
HP "17" MONITOR		\$ 1,634
TOTAL	\$ 1,634	
PRINTER:		
HP LASERJET 4050N	\$ 1,353	10 USERS \$ 135
		SUBTOTAL \$ 1,876
		SHIPPING/HANDLING \$ 100
		\$ 1,976
		6.5% SALES TAX \$ 128
		TOTAL PRICE \$ 2,104

TOTAL COST \$ 2,104  
3 YEAR LIFE

GROSS PLANT	LESS RESERVE	NET PLANT
\$ 2,104	\$ 1,052	\$ 1,052

DEPRECIATION			
33.33%	OF	\$ 2,104	= \$ 701.34
REAL PROPERTY TAX			
1.2%	OF	\$ 2,104	= \$ 25.25
PROPERTY INSURANCE			
0.0245%	OF	\$ 2,104	= \$ 0.52
RETURN ON INVESTMENT			
12.04%	OF	\$ 1,052	= \$ 126.68
TOTAL ANNUAL COST			<u>\$ 853.79</u>

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43-2  
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SERVICE OF 12-2000

A & G RECAP

INDIRECT EXPENSES	TOTAL	A & G	CUSTOMER SERVICE	DISTRIBUTION	ENT	NUCLEAR	POWER DELIVERY	RGEU	SALES & MARKETING	CS & S.E.M
DEPRECIATION	\$ 28,817,401	\$ 20,228,110	\$ 1,948,991	\$ 2,205,251	\$ 31,540	\$ 1,113,001	\$ 1,135,015	\$ 1,125,159	\$ 1,022,320	\$ 2,979,214
ELECTRICITY	\$ 2,839,703	\$ 1,828,102	\$ 141,936	\$ 184,223	\$ 2,360	\$ 146,895	\$ 172,051	\$ 184,217	\$ 89,949	\$ 247,885
INTANGIBLE PLANT AMORTIZATION	\$ 28,069,724	\$ 13,108,002	\$ -	\$ 8,388,034	\$ -	\$ 1,238,042	\$ 160,718	\$ 1,132,480	\$ 341,288	\$ 311,206
PROPERTY INSURANCE	\$ 52,118	\$ 35,380	\$ 2,748	\$ 3,467	\$ 45	\$ 2,682	\$ 2,947	\$ 3,127	\$ 1,829	\$ 4,579
PROPERTY TAXES	\$ 3,078,958	\$ 2,062,142	\$ 143,900	\$ 182,325	\$ 2,332	\$ 164,694	\$ 195,660	\$ 210,951	\$ 107,176	\$ 251,078
ROI - FACILITIES	\$ 16,084,610	\$ 11,229,541	\$ 734,187	\$ 1,017,898	\$ 11,897	\$ 842,432	\$ 1,197,313	\$ 1,235,923	\$ 585,869	\$ 1,318,578
ROI - INTANGIBLES	\$ 9,944,055	\$ 6,013,531	\$ -	\$ 1,708,535	\$ -	\$ 286,808	\$ 98,238	\$ 110,852	\$ 114,528	\$ 114,529
TOTAL - INDIRECT EXPENSES	\$ 80,716,638	\$ 58,862,888	\$ 2,968,784	\$ 10,797,733	\$ 48,122	\$ 4,004,164	\$ 2,839,847	\$ 3,985,112	\$ 2,262,494	\$ 5,222,258
DIRECT EXPENSES	\$ 160,038,834	\$ 130,072,955	\$ 1,392,102	\$ 10,691,757	\$ 2,081,909	\$ 6,818,457	\$ 8,455,870	\$ 5,248,289	\$ 395,785	\$ 1,728,897
TOTAL EXPENSES	\$ 240,755,473	\$ 188,935,844	\$ 4,360,886	\$ 21,049,490	\$ 2,099,722	\$ 10,822,621	\$ 6,305,727	\$ 9,233,401	\$ 2,658,279	\$ 6,951,155
PAYROLL	\$ 126,906,118	\$ 77,752,823	\$ 3,488,884	\$ 12,288,386	\$ 2,883,400	\$ 10,024,254	\$ 8,698,857	\$ 10,850,785	\$ 252,728	\$ 3,742,811
A & G EXPENSE RATE (A)	196.88%	238.23%	124.93%	174.02%	78.84%	108.86%	65.91%	85.01%	1024.54%	195.73%
A & G PAYROLL RATE (B)	14.02%	8.18%	5.93%	4.76%	72.05%	6.00%	12.68%	4.73%	1.46%	4.92%
ALTERNATE A & G EXPENSE RATE (C) A * B	27.59%	19.25%	7.41%	8.29%	60.80%	6.59%	8.33%	4.02%	14.60%	9.83%
TOTAL	41.60%	27.39%	13.39%	13.06%	123.85%	12.65%	20.99%	8.76%	18.42%	14.09%
LINE BUSINESS UNIT PAYROLL RATE			5.93%	4.76%	72.05%	6.00%	12.68%	4.73%	1.46%	4.92%
CALL CENTER RE-ENGINEERING A & G PAYROLL RATE		8.15%	8.15%	8.15%	8.15%	8.15%	8.15%	8.15%	8.15%	8.15%
TOTAL PAYROLL RATE		8.15%	14.08%	12.91%	80.29%	14.21%	20.82%	12.88%	9.61%	13.00%
LINE BUSINESS UNIT EXPENSE RATE			7.41%	8.29%	58.00%	6.09%	8.32%	4.02%	14.88%	9.13%
A & G EXPENSE RATE		19.25%	19.25%	19.25%	19.25%	19.25%	19.25%	19.25%	19.25%	19.25%
TOTAL EXPENSE RATE		19.25%	26.88%	27.54%	78.05%	25.83%	27.96%	23.27%	34.21%	28.38%
COMPOSITE RATE		27.39%	40.74%	40.45%	158.25%	40.05%	48.35%	36.15%	43.81%	41.44%

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11/2/00

SERVICE ORDERS - 2000

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BUILDING CODE	DESCRIPTION	LOCATION	AMOUNT	COST PER RENTABLE SQUARE FOOT
LFO	LEJUNE FLAGLER OFFICE ORIGINAL BUILDING AND EXCLUDES SYSTEM DISPATCH	4200 W FLAGLER ST, MUMI		
	<b>CPRI#E</b>			
	0081100189	DEPRECIATION	\$ 167,008	\$ 1.21
		PROPERTY MANAGEMENT	\$ 594,585	\$ 4.31
		REAL PROPERTY TAX	\$ 348,759	\$ 2.51
		PROPERTY INSURANCE	\$ 1,324	\$ 0.01
		ELECTRICITY	\$ 735,904	\$ 5.33
		RETURN ON INVESTMENT	\$ 487,020	\$ 3.51
	PROPERTY MGT WO 1463-21-018	TOTAL AMOUNT	\$ 2,301,802	\$ 16.88
		RENTABLE SQUARE FEET	138,000	
RECORDER P887		COST PER SQUARE FOOT	\$ 16.58	
METER# 0V8482234 2V834433	ACCOUNT# 85 18 340 FPL ACT 85 18 340 FPL ACT	ELECTRICAL USAGE - KWH COST PER KWH	11,321,800 \$ 0.655	
		ELECTRICAL COSTS	\$ 735,904	

ACCT#	DESCRIPTION	GROSS PLANT	RESERVE	NET BOOK VALUE	DEPRECIATION
389	LAND & LAND RIGHTS	\$ 800,507	\$ -	\$ 800,507	\$ -
390	STRUCTURES & IMP	\$ 5,197,824	\$ 2,899,528	\$ 2,297,996	\$ 100,850
397	COMMUNICATION EQUIP	\$ 417,712	\$ 129,412	\$ 288,300	\$ 80,672
398	MRSC EQUIPMENT	\$ 117,787	\$ 70,898	\$ 46,889	\$ 12,087
	TOTAL	\$ 6,533,830	\$ 3,099,838	\$ 3,528,671	\$ 167,008
	PROPERTY INSURANCE BASE	\$ 5,733,003	ROI RATE	12.57%	
	PROPERTY INSURANCE RATE	0.0231%	ROI AMOUNT	\$ 487,020	
	PROPERTY INSURANCE AMOUNT	\$ 1,324			

TOTAL FACILITY IS 170,000 NET USABLE SQUARE FEET. THE BUILDING CURRENTLY IN USE OCCUPIES 138,000 SQUARE FEET. (138,000/170,000 = 81%). APPLIED 82% TO PROPERTY TAXES AND PROPERTY MANAGEMENT. OTHER COST CATEGORIES ARE BASED ON THE OCCUPIED BUILDING.

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43-2 P2

SERVICE ORDERS - 2000

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CPR Location

Description	PLANT ACCT	GROSS PLANT	RESERVE	NET BOOK
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6081000221 CUSTOMER SERVICES DEPARTMENT - LFO

COMMUNICATION EQUIPMENT	397	\$6,432,581.32	\$(1,164,339.19)	\$ 5,268,242.13
NEW SWITCHGEAR				
DEPRECIATION		1/1/99 TO 12/31/99		
COMMUNICATION EQUIPMENT	397	\$ 612,048		

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LFO SWITCHGEAR

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43-2 Pks.

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SERVICE ORDERS - 2000

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199912	Description	PLANT ACCT	GROSS PLANT	RESERVE	NET PLANT
6043804380	EASTERN DIV REGIONAL TELEPHONE CBNTER				
	COMMUNICATION EQUIPMENT	397	\$ 2,846,798	\$ (2,027,649)	\$ 819,149
	DEPRECIATION		1/1/99 TO 12/31/99		
	COMMUNICATION EQUIPMENT	397	\$ 149,472		

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432 1/19

8

SERVICE ORDERS - 2000

5/1

	Number	Avg Length of Call
1999 Service Connect Calls	1,032,703	290 (P)
Miami	483,309	344
WPB	1,516,012	307
Combined		
Total Calls Handled - Combined	10,804,026	242

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Additional Actuals based on 1999 bi-weekly salary	
Miami Manager - Exempt 10	80,500
Production Analyst - Exempt 4	53,500
Secretary - Non exempt 5	32,760

Operations Supervisor	69,000	This is for the 4 team supervisors that report to the Operations Supervisor (George Reyes)
Team Supervisor Payroll	175,000	

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43-2 P2

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	1989
1 1989 Miami (Southern) Actuals	
2	
3 302 - Charge In NON BARG/REG PAY	147,527
4 303 - Charge In EXEMPT/REG PAY	176,580
5 305 - Charge In NON BARG/OT PAY	58,071
6 304 - Charge In EXEMPT/OT PAY	5,705
7 321 - Charge In - OTHER EARNINGS	23,201
8 402 - Charge Out NON BARG/REG PAY	(824,118)
9 403 - Charge Out EXEMPT/REG PAY	(141,228)
10 405 - Charge Out NON BARG/OT PAY	(209,455)
11 406 - Charge Out EXEMPT/OT PAY	(39,788)
12 421 - Charge Out, OTHER EARNINGS	(33,408)
13 815 - PAYROLL REGULAR ADJ	(38)
14 617 - PAYROLL ADJ NON EXEMP	(1,544)
15 618 - PAYROLL - TEMPORARY	(2,743)
16 820 - MEALS - OVERTIME	19,027
17 621 - BOOK PER., SUBSCRIP.	384
18 624 - EMPLOYEE RELATIONS	34,529
19 625 - EXP. ACCTS. & TRAVEL	11,876
20 628 - JANITORIAL SERV/SUPL	1,784
21 628 - OFFICE EQUIP-MAINT.	2,293
22 629 - OFFICE SUPPLIES	31,647
23 630 - POSTAGE	145
24 631 - DATA PROC EQUIP-MAIN	329
25 634 - FORMS & DUPLICATING	1,589
26 635 - OFFICE EQUIPMENT - RENT	23,326
27 648 - VEHICLE-OCCASIONAL USE	4,160
28 647 - VEHICLE - RENTAL	78
29 648 - VEHICLE - CONTRACT	5,075
30 662 - CONTRACTOR	10,667
31 668 - EDUCATION AND TRAINING	4,470
32 675 - FREIGHT & TRANSFER	478
33 678 - MATERIAL & SUPPL-GEN	79
34 682 - PROFESSIONAL SERVICES	590,692
35 683 - OUTSIDE SERVICES	1,430
36 684 - Security	400
37 705 - LAB,RADIO&COMM.EQUIP	481
38 726 - Print Dupl - Outside (Deleted)	1
39 735 - OFFICE FURN. & FDCT.	158
40 741 - MICRO COMPUTER SFTWR	407
41 750 - INSURANCE-LIABILITY	386
42 784 - MCR COMPS/PERP MAINT	1,981
43 772 - VEHICLE - CAR RENTAL	79
44 780 - MISCELLANEOUS	12,538
45 802 - RG PAY-NON BARG FXD	7,334,891
46 803 - REG PAY-EXEMPT FXED	1,323,468
47 805 - OT PAY-NON BARG FIX	685,867
48 808 - OT PAY-EXEMPT FXED	71,124
49 810 - LONG DIST. TEL SERV.	2,470
50 811 - LOCAL TEL. SERVICE	(8,500)
51 813 - TELECOM EQUIP/MAINT	10,158
52 814 - CELLULAR MON TEL EXP	2,713
53 820 - INCENTIVE PAYMENTS	45,001
54 821 - PAYROLL-OTHER EARNGS	109,200
55 822 - PAYROLL-LUMP SUM INC	118,287
56 841 - MICRO CMP HRDW PURCH	171
57 901 - BUSINESS MEALS	74,950
58 902 - HOTEL / LODGING	3,534
59 903 - AIRLINE TRAVEL	296
60 EAC Total	9,873,275

Total Payroll 9,046,574

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43-2 621



Y.M. 1/21/06

Title: Observation of FR representative

New Acct.

1/25/06

657 (tel)

- 2
- 3 address confirm old address ✓
- 4 Name ✓
- 5 SS # ✓
- 6 Telephone Contact ✓
- 7 names / renters
- 8 account / previous status
- 9 Closing date
- 10 bill address
- 11 e mail
- 12 Deposit info
- 13 verify info

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- 14 Connect order screen shows up
- 15 to tell customer of any fee
- 16 Advise re circuit for order
- 17 transfer over if they will
- 18 provide with new acct #
- 19 Transfer call

20 Does the system check credit? <sup>Does check credit?</sup> 21 22 23 <sup>yes</sup> <sup>no</sup>

24 Doesn't transfer calls that had to make a deposit  
25 Acct # was there right away  
26 May have been because it was actual order

113-2-1













FPC  
Service Contract Process  
NCA: 805.385-4-1 Unbonded  
TYE: 120183

11/20/06

7/5

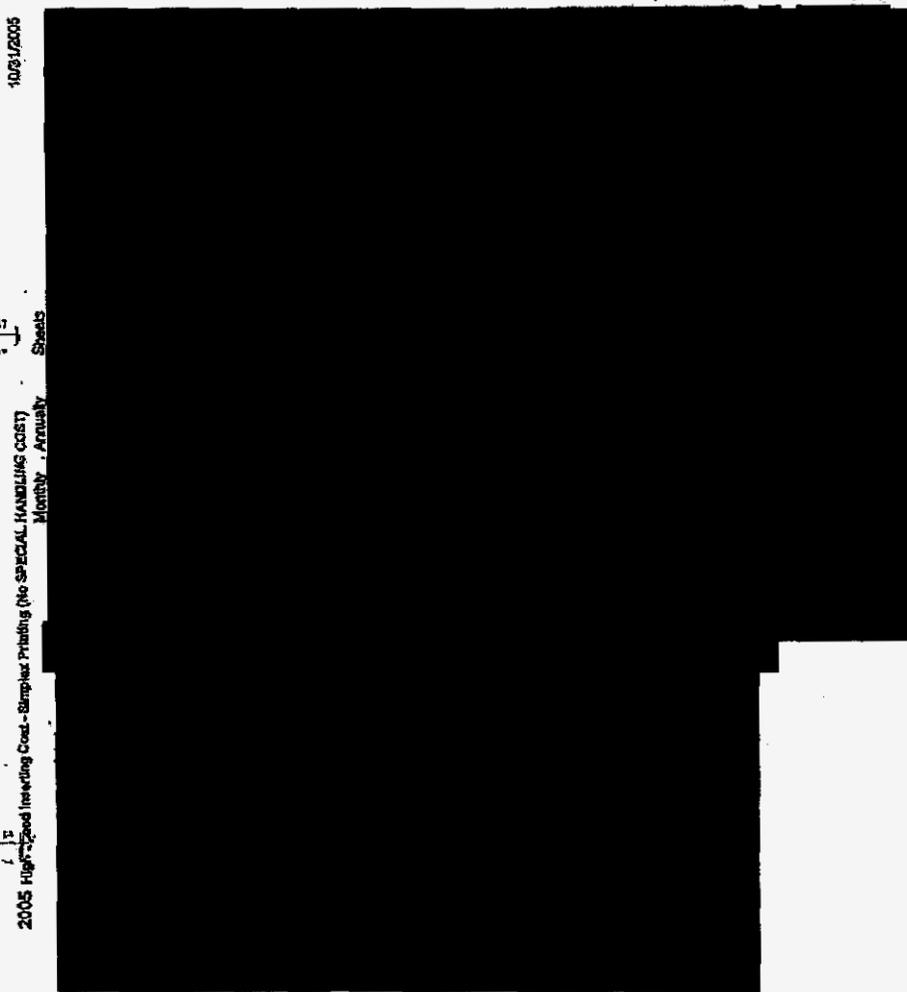
the Cost Analysis

One page bill cost analysis 2005

LC  
2/6/06

Confidential CONFIDENTIAL

10/31/2005 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33



2005 High Speed Invoicing Cost - Simplex Printing (No SPECIAL HANDLING COST)  
Monthly - Annually  
Sheets

34	11	the requested the company to explain why the user charges	
35	12	FPCLES also want to know the cost of products on invoice	1/4-17
36	13		
37	14		

FPL  
 Service Connect Process  
 RCA: 995-285-4-1 Undocketed  
 TCR: 12/3/03

Title: Bill Insert

*Handwritten notes:* 10/2/10/06, 10/2/10/06, 6/2/10/06

*(Bx)*

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**CONFIDENTIAL**

Florida Power & Light Company  
 Docket No. Undocketed  
 FPLES Service Connect Process Audit  
 Audit Request No. 17  
 Page 1 of 1

- Q.
- 1) IS FPLES paying FPL for their billing inserts?
  - 2) If so, please provide documentation for this and
  - 3) Also, show me if this rate is comparable to what other companies are paying FPL for their own billing inserts
- A.
- 1) Yes.
  - 2) See attached journal entry that documents the transaction between FPLES and FPL. Note that the revenue to FPL is recorded in FPL's account 456.022, while the debit is recorded on the books of FPL to the inter-company account 146.906 -- "FPL Receivable from FPLES-VAPS".
  - 3) FPL receives revenue related to "bill inserts" by two mechanisms: 1) directly from the advertiser such as FPLES or, 2) from its third party advertising broker. Regardless of the arrangement, the rates are comparable. For example, FPL receives a fee of [redacted] per thousand inserts from the third party advertising broker. This broker typically bills its client (the third-party advertiser) a total fee of [redacted] per thousand inserts. If FPLES is the advertiser, FPL receives the total fee of [redacted] per thousand inserts. No broker is involved when FPLES is the advertiser.

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*Handwritten:* 111-19 P.

MEMBERSHIP ADDRESS FORM, INC. Phone: (941) 455-0416 Fax: (941) 455-0400 Email: Members@address.com

FPL  
Service Contact Person  
REA: 805-265-411 Unobstructed  
TTE: 120186

Title: *Bill Assets*

*WJ 2/16/06  
KJ 1/10/07  
GJ 2/10/06*

CONFIDENTIAL

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APPROVAL INFORMATION

DATE	TIME	PERSON	STATUS	DATE	TIME	PERSON	STATUS
20051116	0608	65006	COMPLETED				

APPROVAL INFORMATION

DATE	TIME	PERSON	STATUS
2005-12-16	14:28	6021	APPROVED

REMARKS: BIRTH DATE/ISSUE DATE/ISSUE NUMBER/ISSUE TYPE/ISSUE STATUS/ISSUE TYPE/ISSUE STATUS/ISSUE TYPE/ISSUE STATUS

ACCOUNT	AMOUNT	DATE	DESCRIPTION
118,714.51	999		NEW RECORD BIRTH DATE NEW
25,812.46	999		NEW RECORD BIRTH DATE NEW
49,498.26	999		NEW RECORD BIRTH DATE NEW

TOTAL TOTAL: 118,714.51      TOTAL DEBIT: 74,310.72

*OK  
W.Benda*

CONFIDENTIAL 11-17-05

*11-19-07*



Title: Policy related to  
well staffer

W  
2/11/06  
HL  
2/11/06

CONFIDENTIAL  
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- 1. Does this product compete with FPL branded products or services?  
If Yes Reject
- 2. Is this a "niche" product?  
If Yes Reject
- 3. Is this fulfilled using ONLY direct marketing vehicles?  
If Yes Reject
- 4. Is the quality of the creative or value of the offer in question?  
0=No, 3=Yes
- 5. Is this product compatible with FPL's core competencies and initiatives?  
0=No, 3=Yes
- 6. Does this company support a Florida lifestyle?  
0=No Listing, Poor = -2, Fair = -1,  
3=Good, 4=Very Good, 5=Excellent

- 7. What is the ranking by Consumer's Reports?  
Enter 0-5, 5=utima, 0=most severe,  
3=moderate
- 8. Is there negative press regarding this product during the past 5 years? Rank  
by severity. List sources and explain on Background sheet.

- 9. Is this company listed as one of Top Corporate Criminals?  
If Yes, Reject
- 10. Is the company actively supporting controversial/political issues?  
If Yes, Reject
- 11. Is there a consumer suit pending? Rank by severity. List sources and explain  
on Background sheet.  
Enter 0-5, 5=utima, 0=most severe,  
3=moderate

- 12. Does this company listed in the CoreBrand Report?  
0=No, 3=Yes
- 13. Is this a Harris Interactive Top Consumer Brand?  
0=No, 3=Yes
- 14. Is this a Business Ethics Best Corporate Citizen?  
0=No, 3=Yes
- 15. Is there negative press regarding this company during the past 5 years? Rank  
by severity. Explain on Background sheet.  
Enter 0-5, 5=utima, 0=most severe,  
3=moderate

Total Score  
Status

Scoring Key: <10 = reject, > 10 accept  
If there is nothing to score the company on, then determine:  
Is there any risk of this company defaulting on its promise?  
Will any Stakeholders, small businesses, or environmental concerns be impacted  
by this decision?

CONFIDENTIAL

44-2082





2005 Revenues

WJ/10/06 JLC  
3/15/06

CONFIDENTIAL

804

Florida Power & Light Company  
Docket No. Undocketed  
FPLES Service Connect Process Audit  
Audit Request No. 27  
Page 1 of 1

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Q. The 2005 revenues of [REDACTED] received by FPL from FPLES for the advertising of FPLES products does not tie to the Detail Transaction Report provided to as the answer to Document Record Request #7, item 7. Reconcile.

A. The [REDACTED] revenues referenced in item #3 of question #7 were for the time period of December 2004 through mid December 2005. This revenue amount is the sum of six different amounts as shown in the table below:

A Month/Year	B Amount	C Number on Detail Transaction Report
Dec. 2004	[REDACTED]	(10) 1
May 2005	[REDACTED]	(14) 2
June 2005	[REDACTED]	(1) 3
August 2005	[REDACTED]	(15) 4
Nov. 2005	[REDACTED]	(16) 5
Nov. 2005	[REDACTED]	(16) 6

Revenue amounts #2 through #6 from the table above are identified on the attached Detail Transaction Report. (This is the same report provided in response to item #7 of question 7.) In addition, the Detail Transaction Report for December 2004 is provided, indicating amount #1 from table above.

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Request 7, item 7 requested revenues for the ads. related to bill inserts periods acct # and printout of the account for the most current 12 month date.

44-24 P.





DRR # 27

### Detail Transactions Report

Reporting Area:	R10000	Wk:	01056	Tot:	03056	EPD:	Tot:	FINS BR:	Tot:
Posting Date:	200501	Company:	0000001	SA:	Tot:	WDC:	Tot:	FINS WDC:	Tot:
Posting Date:	200501	Tot:	200512	EAC:	0000	LOC:	Tot:	FINS LOC:	Tot:
Posting Date:	Tot:	Y01:	Tot:	Amount:	Tot:	Comp Code:	Tot:	PERO Acct:	Tot:
Posting Date:	Tot:	Y01:	Tot:	Amount:	Tot:	SAC Code:	Tot:	Feeder Id:	Tot:
Posting Date:	Tot:	Y01:	Tot:	Amount:	Tot:	SAC Code:	Tot:	Time Stamp Date:	Tot:
Posting Date:	Tot:	Y01:	Tot:	Amount:	Tot:	SAC Code:	Tot:	Time Stamp Date:	Tot:

Account	Quantity	Description	REF1	AUMT1	AUMT2	AUMT3
01 0000 01355 00000 0999 94 66 78 0 0 78 0 R	-4717.97			0.0	0.0	0.0
GL Account 450022 Subtotal: -4717.97 0.0						
Ledger Date 200501 Subtotal: -405,427.85 0.0						
01 0000 01355 00000 0999 94 66 78 0 0 78 0 R	-3130.22			0.0	0.0	0.0
03 0000 01354 00000 0999 94 66 78 0 0 78 0 R	-17987.30			0.0	0.0	0.0
03 0000 01355 00000 0999 94 66 78 0 0 78 0 R	-33001.90			0.0	0.0	0.0
03 0000 01353 00000 0999 94 66 78 0 0 78 0 R	-20816.38			0.0	0.0	0.0
03 0000 01355 00000 0999 94 66 78 0 0 78 0 R	-32816.38			0.0	0.0	0.0
03 0000 01355 00000 0999 94 66 78 0 0 78 0 R	-20816.38			0.0	0.0	0.0
GL Account 450022 Subtotal: -40,988.87 0.0						
Ledger Date 200501 Subtotal: -90,988.87 0.0						
01 0000 01355 00000 0999 94 66 78 0 0 78 0 R	93000.00			0.0	0.0	0.0
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01 0000 01355 00000 0999 94 66 78 0 0 78 0 R	-20816.38			0.0	0.0	0.0
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GL Account 450022 Subtotal: -27,617.13 0.0						

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### Detail Transactions Report

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 Company Code: 20001      Tot: 20012      EAC: 0909      Tot: 0909      LOGIC:      Tot:      FRS LOON:      Tot:      Tot  
 Subtype:      Tot:      UCh:      Tot:      Comp Code:      Tot:      FRS AGG:      Tot:      Tot  
 GL Area:      Tot:      Account:      Tot:      EAC Group:      Tot:      FRS M:      Tot:      Tot  
 Partial Location:      Tot:      EAC Series:      Tot:      TimeStamp Desc:      Tot:      Tot:      Tot:      Tot

Expense Types: 1246889,5,6,7,8,9,10,11,12,13,14,15,16,17,18,19,20,21,22,23,24,25,26,27,28,29,30,31,32,33  
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MO	DR	BA	BA	EAC	ER	WO	LOO	ER	WO	LOO	U	E	C	Amount	Quantity	Description	REP 1	AIDY 1	AUDIT 2	AUDIT 3	
Ledger Date 200506 Subtotal:																-327,817.15	0.0				
07	45000	01355	000000	0999	94	66	78	0	0	78	0	0	0	-4000.00		Supplier account pay. Mkt.com	000	000001	000	000779	
07	45000	01355	000000	0999	94	66	78	0	0	78	0	0	0	-7500.00		Supplier bill waterline bill.com	000	000079	000	000779	
07	45000	01355	000000	0999	94	66	78	0	0	78	0	0	0	-75000.00		Supplier bill waterline Mkt.com	000	000079	000	000779	
GL Account 450000 Subtotal:																-42,900.00	0.0				
Ledger Date 200507 Subtotal:																-42,900.00	0.0				
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08	45000	01355	000000	0999	94	66	78	0	0	78	0	0	0	-57444.54		Supplier bill waterline Mkt.com	000	000100	000	000831	
08	45000	01355	000000	0999	94	66	78	0	0	78	0	0	0	-7500.00		Supplier bill waterline Mkt.com	000	000100	000	000831	
08	45000	01355	000000	0999	94	66	78	0	0	78	0	0	0	-223132.54		Supplier bill waterline Mkt.com	000	000100	000	000831	
08	45000	01355	000000	0999	94	66	78	0	0	78	0	0	0	-43000.00		Supplier bill waterline Mkt.com	000	000100	000	000831	
GL Account 450000 Subtotal:																-112,974.76	0.0				
Ledger Date 200508 Subtotal:																-112,974.76	0.0				
09	45000	01355	000000	0999	94	66	78	0	0	78	0	0	0	-112,974.76		Supplier bill waterline Mkt.com	000	000100	000	000831	
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GL Account 450000 Subtotal:																-32,218.48	0.0				
Ledger Date 200509 Subtotal:																-32,218.48	0.0				
10	60000	01355	000000	0999	94	66	78	0	0	78	0	0	0	118,714.81		Supplier bill waterline Mkt.com	000	000114	000	000831	
GL Account 450000 Subtotal:																118,714.81	0.0				
Ledger Date 200610 Subtotal:																118,714.81	0.0				

Wednesday, December 14, 2005

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**FPL GROUP, INC.**

**CODE OF BUSINESS CONDUCT & ETHICS**

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### INTRODUCTION

FPL Group, Inc. expects all representatives of the Company and its subsidiaries (collectively, the "Company") to act in accordance with the highest standards of personal and professional integrity in all aspects of their activities and to comply with all applicable laws, regulations, and Company policies. This Code of Business Conduct & Ethics (the "Code") applies to all representatives of the Company, including directors, officers and employees, temporary employees and all others who work with or represent us, directly or indirectly.

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## LEGAL & ETHICAL RESPONSIBILITIES TO THE COMPANY

### Responsibilities for Compliance

It is your responsibility to read and understand this Code and to comply with it in both letter and spirit. Although this Code addresses a wide range of business, legal, and ethical matters, it cannot anticipate every issue that may arise. In many situations, your judgment and common sense will provide sufficient guidance; if something seems unethical or improper, it probably is. But, if you are unsure of what to do in any situation, you should seek additional guidance and information before you act by contacting your supervisor, the head of your Business Unit or a Compliance Officer (who are listed under "Compliance Assistance" at the end of this Code).

It is also your responsibility to report any actual or suspected violation of a law or regulation, fraud, and any other violation or suspected violation of this Code. You may do so by contacting a Compliance Officer. You may also call our 24-hour "Hotline" at 888.894.6444 or contact any member of the Audit Committee of the Board of Directors of FPL Group (see "Compliance Assistance"). You may choose to remain anonymous.

The Company prohibits any retaliatory action against any individual for raising legitimate concerns or questions regarding compliance with this Code or other ethics matters.

### Records and Reporting

All records, data, and information owned, maintained and used by the Company must be accurate and complete. You are personally responsible for the integrity of the information, records and reports under your control. Records must be maintained in sufficient detail as to reflect accurately the Company's transactions. All financial statements must be prepared in accordance with generally accepted accounting principles and fairly present in all material respects the financial condition and results of the Company. All reports filed with the Securities and Exchange Commission must not contain any misstatement of a material fact or omit to state a material fact necessary to

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make the statements made, in light of the circumstances under which such statements were made, not misleading.

If you have any concerns or complaints regarding questionable accounting, internal accounting controls or auditing matters, you are encouraged to submit those concerns or complaints (anonymously, confidentially, or otherwise) to the Audit Committee of the Board of Directors which will, subject to its duties arising under applicable law, regulation and legal proceedings, treat such submissions confidentially. Such submissions may be directed to the attention of Audit Committee or any director who is a member of the Audit Committee. A separate Whistleblower Policy has been adopted by the Company specifying additional procedures and protections for these types of concerns or complaints, copies of which may be obtained from a Compliance Officer.

Business records and other documents may become public through litigation, government investigations and the media. In this context, the Company or a third party may be in a position to rely on or interpret the document with the benefit of hindsight and the disadvantage of imperfect recollection. Accordingly, it is important that you avoid exaggeration, colorful language, guesswork, legal conclusions, and derogatory remarks or characterizations of people and companies. This rule applies to documents and communications of all kinds, including e-mail and informal notes and memoranda.

Records must always be retained and destroyed according to the Company's record retention policies. The Company's retention policies are based on specific statutory and regulatory requirements, some of which are specific to a particular business operation. These retention requirements apply to all Company documents, including e-mail and other electronic records. You are prohibited from destroying any records that are potentially relevant to a violation of law, any current pending or threatened litigation or any pending, threatened or foreseeable government investigation or proceeding.

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Proper Use of Company Assets

Protecting the Company's assets, both tangible and intangible, against loss, theft, and misuse is your responsibility. These assets were acquired solely for the purpose of conducting the Company's business. They may not be used for personal benefit, sold, loaned, given away, or disposed of except with proper authorization. Assets include cash, securities, business plans, customer information, supplier information, intellectual property (including computer programs, models and similar items), physical property (including equipment, vehicle, tools and supplies) and services.

Misappropriation of Company assets is theft and a breach of your duty to the Company. An employee engaging in such action is subject to immediate dismissal and prosecution, if applicable.

Computer software and information provided by the Company and loaded on your computer is Company property. Licensed software or documentation must be used strictly in accordance with licensing agreements and must not be duplicated without permission. You are responsible for safeguarding logins and passwords which provide access to Company networks.

Internet access and all Company electronic communications systems, such as e-mail and voice mail, are made available to you only to conduct the Company's business and incidental non-solicitation use. Company systems are the property of the Company and all communications are subject to review by appropriate, authorized Company personnel at any time. Users have no expectation of personal privacy in their use of Company communications systems or information sent to or from or stored in Company communications systems.

Use of Company computer resources or communications systems for the following is prohibited: abusive or otherwise objectionable language; information which is illegal or obscene; messages which are likely to result in the loss of the recipients' work or systems; messages which defame or libel others; use which interferes with the work of

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employees or others, including sexual or other harassment violative of applicable laws and Company policies; and solicitation of employees for any unauthorized purposes.

If you become aware of the theft or misuse of Company assets, immediately report the matter to your supervisor, your Business Unit Head, Corporate Security, or a Compliance Officer.

Proprietary and Confidential Information

You must retain in strictest confidence, and use solely for the benefit of the Company, all proprietary and confidential information relating to the Company which you acquire, directly or indirectly, in connection with your employment or association with the Company. Proprietary or confidential information about the Company may not be disclosed to anyone outside the Company without specific authorization by the Company or to other Company personnel unless they have a need to know the information.

Examples of proprietary and confidential information include, but are not limited to, any system, information or process that gives the Company an opportunity to gain an advantage over its competitors; nonpublic information about the Company's strategies, business plans, forecasts, operations, and results; nonpublic information about customers and vendors; nonpublic information about the Company's systems, technology, products and services; and employee medical and other records.

You are responsible for safeguarding all proprietary and confidential information under your control. This includes taking steps to ensure documents are produced, handled and discarded in a manner that minimizes the risk that unauthorized persons might obtain access to them. You should also ensure that access to work areas and computers is properly controlled. Also you should not discuss proprietary or confidential information in public places, such as restaurants or airplanes, or on cellular phones.

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## ADDITIONAL LEGAL & ETHICAL RESPONSIBILITIES

### Conflicts of Interest

You must be sensitive to any activities, interests or relationships that might conflict, or even appear to conflict, with your ability to act in the best interests of the Company. Since it is impossible to describe every potential conflict of interest, the Company necessarily relies on you to exercise sound judgment and to adhere to the highest ethical standards. To assist you in this regard, a few of the more common situations in which a conflict of interest arises are described below.

Any activity, interest or relationship of yours that might constitute a conflict of interest must be disclosed in writing to and approved by the Company prior to the time the situation arises whenever possible and, in any event, no later than when you first become aware of it. Conflict of interest situations involving members of the Board of Directors of FPL Group should be disclosed to the Board of Directors and the General Counsel; all other such situations should be disclosed to the person's supervisor and a Compliance Officer. If you are in doubt about a situation, ask a Compliance Officer.

A potential conflict of interest arises if you or any person having a close personal relationship with you (a "related person") has a direct or indirect interest in, or may derive a benefit from, or is employed by a business enterprise which does or seeks to do business with the Company. However, a situation in which a related person is employed by a business enterprise that furnishes products or services to the Company and the general public at prices and terms generally applicable to all its customers, and whose compensation is not determined in whole or in part by reference to the amount of business done with the Company, would not be considered to give rise to a conflict of interest.

Also, ownership of less than 1% of the outstanding publicly-traded securities of a business enterprise doing, or seeking to do, business with the Company is not considered to be a conflict of interest.

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A person with whom you have a close personal relationship means your spouse, parents, children, siblings, mothers and fathers-in-law, sons and daughters-in-law, any person living in the same house with you or any business associate of yours.

You owe a duty to the Company to promote its business interests at every opportunity. Accordingly, you may not take for yourself a corporate opportunity that is discovered in the course of your employment or other association with the Company, nor may you compete with the Company. Among other things, you may not take for yourself opportunities that are discovered through the use of corporate property or information or your position, and you may not use corporate property or information for personal gain. Similarly, all copyrights, patents, trade secrets or other intellectual property associated with every idea, concept, technique, invention, process and work of authorship developed or created by you in the course of performing work for the Company belongs to the Company, and, if requested, shall be specifically assigned by you to the Company.

**Gifts and Entertainment**

Neither you nor any person with whom you have a close personal relationship may accept gifts or anything of value (including entertainment) from a vendor (existing or potential) or customer if that gift or other thing of value is, or could reasonably be considered to be, intended to influence your behavior toward that vendor or customer. Absent such circumstances, gifts may be accepted when permitted by applicable law if they are non-cash gifts of nominal value (\$250 or less, individually or in the aggregate) or customary and reasonable meals and entertainment at which the giver is present, such as an occasional business meal or sporting event. Travel or lodging may not be accepted unless previously approved by your Business Unit Head.

If you are offered money or a gift not in conformity with the exceptions noted above, or if either arrives at your office or home, you must report it to your supervisor in writing with a copy to a Compliance Officer.

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Insider Trading

Federal securities laws and Company policy prohibit a director, officer or other employee of the Company who is in possession of material, nonpublic information relating to the Company from directly or through family members or other persons or entities: (a) buying or selling securities of the Company or engaging in any other action to take personal advantage of that information or (b) passing that information on ("tipping") to others outside the Company, including family and friends.

In addition, it is the policy of the Company that no director, officer or other employee of the Company who, in the course of working for the Company, learns of material, nonpublic information about a company with which the Company does business, including a customer or vendor of the Company, may trade in that company's securities until the information becomes public or is no longer material.

It is not possible to define all categories of material information. However, information should be regarded as material if there is a reasonable likelihood that it would be considered significant by an investor in making a decision to buy, hold or sell securities. Similarly, any information that could be expected to affect the Company's (or another company's) stock price, whether it is positive or negative, should be considered material.

Nonpublic information is information that has not been previously disclosed to the general public and is not otherwise available to the general public. Even after disclosure, information is still considered nonpublic until an adequate time has passed for the securities markets to absorb the information. As a general rule, information should not be considered absorbed until after the close of business on the first "trading day" following the date of public disclosure of the information. A trading day is a day the New York Stock Exchange is open for trading.

This insider trading policy also applies to your family members who reside with you, anyone else who lives in your household, and any family members who do not live in

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your household but whose transactions in Company securities are subject to your control or influence.

It is also illegal to "tip" or pass on inside information to any other person if you know or reasonably expect that the person receiving such information from you will misuse such information by trading in securities or passing such information on further, even if you do not receive any monetary benefit from the tippee.

The foregoing is a summary of certain portions of the Company's Policy on Securities Trading by Company Personnel which is available on the Company's website at [http://www.fplgroup.com/governance/contents/securities\\_trading.shtml](http://www.fplgroup.com/governance/contents/securities_trading.shtml). You are expected to be familiar with, and to abide by, the complete policy.

#### Antitrust Laws

The Company is subject to complex laws designed to preserve competition among enterprises and to protect consumers from unfair business arrangements and practices (generally known as "antitrust laws"). You are required to comply with these laws at all times.

The potential for anti-competitive conduct can arise in various situations. These include proposals from competitors to share price or other competitive marketing information or to allocate markets or customers and discussions at industry trade association meetings of competitively sensitive topics, such as prices, pricing policies, costs and marketing strategies. All such situations should be avoided.

If a competitor, customer or a supplier tries to discuss subjects with you that raise concerns about anti-competitive conduct, you should refuse to do so and ask the person to stop immediately. If necessary, you should leave or otherwise terminate the conversation and report the matter to the Company's General Counsel or another member of the Law Department.

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**Commitment to the Environment**

It has been, and will continue to be, the intent of the Company to conduct its business in an environmentally responsible manner. Accordingly, the Company undertakes to:

- Comply with the spirit and intent, as well as the letter, of environmental laws, regulations and standards.
- Incorporate environmental protection and stewardship as an integral part of the design, construction, operation and maintenance of its facilities.
- Encourage the wise use of energy to minimize the impact on the environment.
- Communicate effectively on environmental issues.
- Conduct periodic self-evaluations and report performance.

The Company has implemented an Environmental Assurance Program to assure compliance with all environmental laws and regulations and the fulfillment of its environmental commitment.

**Privacy of Employee Information**

The Company recognizes and protects the privacy and confidentiality of employee medical and personnel records. Such records must not be shared or discussed outside the Company, except as authorized by the affected employee or as required by law, rule, regulation or a subpoena or order issued by a court or requested by a judicial, administrative or legislative body. Requests for such records from anyone outside the Company must be approved by Internal Company legal counsel.

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## WORKPLACE RESPONSIBILITIES

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### Fair Employment and Diversity

The Company considers diversity in our people critical to our success, and we seek to recruit, develop and retain the most talented people from a diverse candidate pool. Advancement at our Company is based on talent and performance. We are fully committed to equal employment opportunity and compliance with the letter and spirit of the full range of fair employment practices and nondiscrimination laws.

### Harassment and Intimidation

The Company prohibits sexual or any other kind of harassment or intimidation, whether committed by or against a supervisor, co-worker, customer, vendor or visitor. Harassment, whether based on a person's race, gender, color, creed, religion, national origin, citizenship, age, disability, marital status, sexual orientation, ancestry, veteran status or socioeconomic status, is repugnant and inconsistent with our commitment to providing a respectful, professional and dignified workplace.

If you believe that you are being subjected to harassing behavior, or if you observe or receive a complaint regarding such behavior, you should report it to your supervisor, or to your Business Unit's Human Resource Relationship Manager, or to the EEO Coordinator, or to the Employee Relations Hotline at 888.552.1055. Also, please consult the Employee Practices section of your FPL Policy Handbook. The Company will promptly investigate all allegations of harassment or discrimination and will take appropriate corrective action. Retaliation against individuals for raising claims of harassment or discrimination is prohibited.

### Safety

The Company assigns the highest priority to the safety of its people. No job is so important that it has to be worked in an unsafe manner.

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The Company maintains a comprehensive employee safety program for the prevention of accidents. Supervisors and management are responsible for monitoring the use of all reasonable safeguards in the workplace including Company procedures, safe work practices, and personal protective equipment.

Ultimately, however, all employees are responsible for their own safety. Every employee must, for his or her own and fellow workers' health and welfare, abide by the Company procedures and safe work practices, and use all appropriate personal protective equipment. In particular, the Company is committed to maintaining the highest standards of nuclear safety in the design, operation and maintenance of our nuclear power plants. It is each employee's responsibility to bring to the attention of management any concerns relating to the safety of design, operation and maintenance of our nuclear plants.

Alternatively, employees can voice any concerns through the Nuclear Safety SPEAKOUT Program. In addition, anyone is free to bring such matters, at any time, to the attention of the Nuclear Regulatory Commission.

No employee will be discriminated against, in any way, for having brought his or her concerns to the attention of management, Nuclear Safety SPEAKOUT, or the Nuclear Regulatory Commission.

Drugs and Alcohol

The Company is firmly committed to providing its employees with a safe workplace to the extent reasonably possible and to promoting high standards of employee health.

The Company expects all employees and contractors to report to work able to perform their duties safely. Substance and alcohol abuse by employees or contractors is regarded as an unsafe work practice by creating an increased risk to their safety and the safety of their fellow workers and the public.

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The Company has explicit policies in this regard, which you are required to know. Employees in certain specific safety-sensitive work situations may be subject to more stringent requirements such as, but not limited to, those associated with the Nuclear Fitness for Duty Program, Commercial Driver's License requirements, or the Omnibus Transportation Employee Testing Act of 1991 and applicable federal regulations.

All such policies will be strictly enforced. You may obtain copies of them from a Compliance Officer.

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## REPRESENTING THE COMPANY TO CUSTOMERS & OTHERS

### Treatment of Customers

Our customers are extremely important to us. They are the reason the Company exists and our success depends upon their satisfaction. Customers are always to be treated with the utmost respect and courtesy. They are also to be treated fairly. No customer should be given preferential treatment.

Information that we have regarding our customers is to be kept confidential and used only for Company purposes. Customer satisfaction is the job of every employee.

Those of us who work on or around our customers' property have a special obligation. We should avoid unnecessary damage to a customer's property. If some damage is necessary in order to provide our services, it should be kept to a minimum and the property restored when the work is finished.

### Honesty with Regulators

In our businesses, we are extensively regulated by a number of commissions, agencies, and other governmental entities. While we may not always agree with these regulators, it is essential that the information that we supply to them be accurate and not misleading. We must cooperate with all our employees and representatives who interface with our regulators and supply them in a timely manner with accurate and complete information which they require to fulfill their responsibilities.

### Communications with the Public

Before publishing, making speeches, giving interviews or making public appearances that are connected to the Company's business interests, you must get approval from your supervisor.

In addition, in order to ensure the Company's communications with the public are accurate, complete, consistent and in compliance with applicable law, while still

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protecting the Company's confidentiality and interests, you should always refer all news media, securities analyst and investor inquiries to Corporate Communications or Investor Relations. You should not provide responses unless specifically requested to do so by an appropriate Company representative.

Political Activities and Contributions

You have the right to participate voluntarily in the political process. No one in the Company may require you to contribute to, support or oppose any political candidate or group. If you choose to participate in the political process, you must do so as an individual, not as a representative of the Company. You may not work on a political fundraiser or other campaign activity while at work or use Company property for these activities. Any overt, visible and partisan political activity that could cause someone to believe that your actions reflect the views or position of the Company requires the prior approval of the General Counsel. Any questions regarding the Company's policies on political activities should be directed to the Vice President, Government Affairs or the Vice President, State Legislative Affairs, of Florida Power & Light Company.

U.S. federal law and the laws of certain states (not including Florida) generally prohibit a corporation from making political contributions. This prohibition includes monetary contributions, "in-kind" contributions (e.g., the use of facilities for a fundraiser, purchase of tickets for receptions or dinners, advertisements in journals or payments for services) and gifts to officials. Generally, our Political Action Committee (FPL PAC), which is funded by personal contributions made by Company employees, is the only permissible source for funding U.S. political contributions on matters important to the Company.

Lobbying Activities

The Company encourages every employee to take an active interest in government processes. Any such participation, however, is to be undertaken as an individual - not as a representative of the Company.

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As a general matter, you should not engage in lobbying activity on behalf of the Company. Any lobbying activity that is undertaken on behalf of the Company requires the prior approval of the Vice President, Government Affairs or Vice President, State Legislative Affairs of Florida Power & Light Company or, in the case of local governments, the Vice President, Corporate Communications.

Lobbying activity generally includes attempts to influence the passage or defeat of legislation, and it may trigger registration and reporting requirements. The U.S. government and many states (including Florida) extend the definition of lobbying activity to cover efforts to influence formal rulemaking by executive branch agencies or other official actions of agencies.

## WAIVERS

### Waivers of this Code

Any waiver of any provision of this Code for executive officers (as "officer" is defined in Rule 16(a)-1(f) under the Securities Exchange Act of 1934, as amended) or directors must be approved by the Board of Directors, or a designated committee of the Board. Any such waiver must be promptly disclosed to shareholders in accordance with applicable New York Stock Exchange rules. The Company generally will not grant such waivers and will make exceptions only for good cause.

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### COMPLIANCE ASSISTANCE

The following officers of the Company have been designated as "Compliance Officers" to oversee the implementation and enforcement of this Code and other legal compliance programs of the Company and to assist you in complying with them. You may contact them by sending an e-mail to [Compliance.Assistance@FPL.com](mailto:Compliance.Assistance@FPL.com)

<u>Name</u>	<u>Title</u>
Edward F. Tancer	Vice President & General Counsel
Allissa E. Ballot	Vice President & Corporate Secretary
Maria V. Fogarty	Vice President, Internal Audit

In addition, you may contact any member of the Audit Committee of the FPL Group Board of Directors by calling 888.694.4644 or writing to: Chairman of the Audit Committee, FPL Group, Inc., PO Box 14000, 700 Universe Boulevard, Juno Beach, Florida 33408.

Adopted March 31, 2004; revised July 29, 2005

45 Pcs



Title: Print Screen

HC  
2/7/06  
Kew  
2/7/06

(100)

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**CONFIDENTIAL**

Florida Power & Light Company  
Docket No. Undocketed  
FPLES Service Connect Process Audit  
Audit Request No. 10  
Page 1 of 1

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- 1) Please provide FPL Group Code of Conduct. (45)
- 2) Provide all journal entries for December 2004 to record receivables/payables related to FPLES.
- 3) Provide the general ledger account printouts for receivables/payables related to FPLES.
- 4) Provide the script of the FPL customer service representatives before they transfer the call to FPLES.
- 5) Provide for December 2004 account detail for whichever account FPL records money received from advertisers for bill staffers.

- 1) See attached FPL Code of Conduct.
- 2) See attached file with journal entries for December 2004 to record receivables/payables at FPL related to FPLES.
- 3) See attached file with general ledger printouts for December 2004 for receivables/payables at FPL related to FPLES.
- 4) Below is the web shot displaying the script referred to by the FPL Representative before they transfer the call to FPLES.

(Deposit/documentation/inspection requirements must be met before connection of service.)

Your order to connect service is now complete.

**IF TRANSFER**  
Allow me to transfer you for your new Bill Account number. Thank you for calling FPL, it has been my pleasure to assist you.

**IF NO TRANSFER**  
Allow me to confirm your order by providing you with your new Bill Account number. Your new Bill Account number is 400494024. Please remember to use this new Bill Account number for future account inquiries and requests. Thank you for calling FPL, it has been my pleasure to assist you.

CONFIDENTIAL

46-1A P1









FPL  
Service Center Process  
RCR# 905-2013-4-1 Undelivered  
TVE: 12/31/07

1/11  
2/10/08

To: Res H10 Gas Sales

10/2

*[Handwritten mark]*

Maria Petkovyst  
01/04/05 08:43 PM

To: Dennis Johnson@NRFPFL@FPL  
cc: Jose Miranda@CSFPL  
Subject: Month End Entries

Dennis:

Attached are the month end gas closing entries. They were reviewed and approved by Jose



2004.ap12.reconciliation.ar; 2004.ap12.gas.gas.je x 2004.ap12.reconciliation.151000.

Thanks,

Mada Petkovyst  
Florida Power & Light  
CS Financial & Business Planning  
(561) 691-2619

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14

106-1









REPORT: 02-0-001-050128

HEALTH, POWER & LIGHT COMPANY  
02-0-001-050128

PAGE 004

12/04

(pac)

COMPANY: 01

INDEX DATE JY 84KS 821 82125 8122 820 82000 820000  
200412 21 0032 81000 00000000

REMOVAL INFORMATION DATE FROM REASON  
2004-01-03 18.23 82000 820000

REASON TO EXAM CASE RECEIVED FOR CURRENT MONTH RECEIVED ON MONTH 12  
(1) 12/01/04 (2) 12/02/04

A B C D E F

LINE	D/C	NO	AM	REP	SEC	T	LOC
000	B	00000	000	143	0000	0000	0000
000	B	00000	000	234	0000	0000	0000
000	B	00000	000	343	0000	0000	0000
000	C	00000	000	234	0100	0000	0000

CHECK TOTAL:

TOTAL DEBITS:

(B)

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This entry is related to cash received on behalf of FPES related to the VAPORS calls. It was not audited. We requested this information to see the amount charged for VAPORS.

FPES cash receipts

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10/2

SECURITY CLASSIFICATION  
 AUTHORITY  
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 BY  
 CONTROL NUMBER  
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 BY  
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 DATE  
 BY  
 CONTROL NUMBER

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46-2 R

FBI  
 Social Security Administration  
 1712120100

12/1/04  
 12/1/04  
 12/1/04



Page: 1 Document Name: untitled

Seg Value MBA Balance List

140 / IIGL14F

Seg nbr.: 01

Desc.....: POINT ACCT

Ctl ent: AFPL

Seg value: 143990

End value: 143990

Version: 00

Redisplay? Y

Rec type: P

Year.....: 2004

Position cursor and press a function key.

Period

NET Amount

Accounting Control Key

12

1,684,237.73

143990CS0009143000

12

19,424,151.64

143990JV0009143000

(A) detail attached p1 - p4

(P)

RUNNING TOTAL:

17,739,913.91

NO MORE DATA AVAIL

Next transaction 140

Security

Status: CONTINUE

SC / AFPL

F1=Help

F2=Next txn

F3=Exit

F4=Prompt

F5=Hold txn

F6=Change sys

F7=Post Dt1

F8=

F9=

F10=

F11=Select

F12=Main menu

46-2

B

Date: 1/5/2005 Time: 5:54:44 PM

1/5

Walter  
1/5/05

IBM  
The General Ledger  
20050105-14 14:54:44  
TR: 123005

REPORT NO. 4150-2 RUN 12/29/04 BY 0129.JL  
 WFO ENERGY SERVICES, INC  
 CASE ALIEN REPORT  
 CHECK AMOUNT  
 CASE APPLIED  
 OBLIG AMOUNT  
 ADJUSTMENTS  
 DISCOUNT ALLOWED  
 OPEN REM ID  
 PAGE 571  
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1 REPORT NO 4150-2 RUN 12/29/04 BY 0129.JL  
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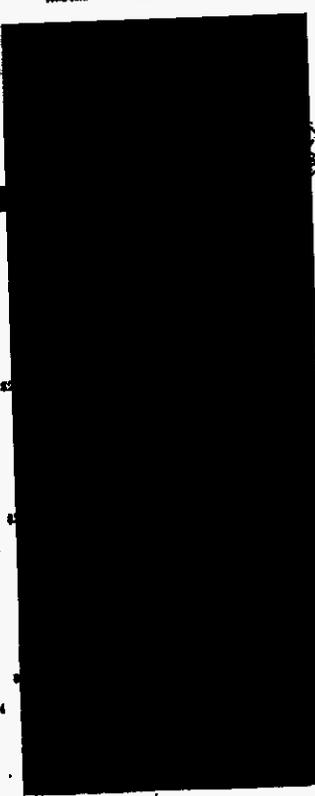
08012 217915  
 BK 618652 113004  
 FD 618652 101704 NO 113004 121804  
 \* CHECK TOTAL 2130-001 CHECK NO 618652 DATE 113004  
 \* \* CUST TOTAL 217915  
 \* \* \* DEPOSIT DATE TOTAL 113004

08012 316650  
 BK 620651 120204 12 121404 121404  
 FD 620651 120204 NO 010205 020205  
 \* CHECK TOTAL CHECK NO 020650 DATE 120204  
 \* \* CUST TOTAL 216650  
 \* \* \* DEPOSIT DATE TOTAL 120204

08012 204335  
 BK 620632 120204  
 FD 620632 120204 NO 619035 619035  
 \* CHECK TOTAL 6104-001 CHECK NO 619032 DATE 120204  
 \* \* CUST TOTAL 204335

08012 273602  
 BK 619051 220404  
 FD 619051 113304 NO 113304 121704  
 \* CHECK TOTAL 6204-001 CHECK NO 619052 DATE 120404  
 \* \* CUST TOTAL 273602  
 \* \* \* DEPOSIT DATE TOTAL 120404

08012 228096  
 BK 618718 120804  
 FD 618718 111704 NO 121704 121704  
 \* CHECK TOTAL 2280-001 CHECK NO 618718 DATE 120804  
 \* \* CUST TOTAL 228096  
 \* \* \* DEPOSIT DATE TOTAL 120804



(S)  
(PC)  
(PC)

CONFIDENTIAL

10/2

FPL  
 Energy Control System  
 FOR PRODUCTION  
 12/29/04

[Handwritten signature]  
 [Handwritten initials]

1 REPORT NO 4159-2 REV 12/29/04 BY 01.23.21

FEL ENERGY SERVICES, INC  
CASE ADMIN REPORT

PROCESS DATE 12/28/04 PAGE 572

2	A	B	C	D	E	F	G	H	I
3	OK	CHK	CHK	CHK	CHK	CHK	ADJ	DIS	OTR
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48012 324656 [REDACTED] 00  
 FK W120404 120904  
 PD 618207 120904 DA 120404 120404  
 \* CHECK TOTAL 9160-001 CHECK NO W120404 DATE 120904

\* \* \* COST TOTAL 310459  
 \* \* \* DEPOSIT DATE TOTAL 120904

06012 327315 [REDACTED] 00  
 FK 617614 121404  
 PD 617614 120904 DA 120904 120904  
 \* CHECK TOTAL 6214-004 CHECK NO 617614 DATE 121404

\* \* \* COST TOTAL 327315

08012 365972 [REDACTED] 00  
 FK 618777 121404  
 PD 618777 120904 DA 120904 120904  
 \* CHECK TOTAL 6218-002 CHECK NO 618777 DATE 121404

\* \* \* COST TOTAL 365972

08012 365972 [REDACTED] 00  
 FK 618929 121404  
 PD 618929 121804 DA 121804 121804  
 \* CHECK TOTAL 6214-002 CHECK NO 618929 DATE 121404

\* \* \* COST TOTAL 365972

06012 367316 [REDACTED] 00  
 FK 621591 121404  
 PD 621591 120904 DA 010905 010905  
 \* CHECK TOTAL 6214-001 CHECK NO 621591 DATE 121404

\* \* \* COST TOTAL 367316

06012 373657 [REDACTED] 00  
 FK 622208 121404 DA 011208 011208  
 PD 622208 121404 DA 011208 011208  
 \* CHECK TOTAL 6200-900 CHECK NO 060090 DATE 121404

\* \* \* COST TOTAL 373657  
 \* \* \* DEPOSIT DATE TOTAL 121404

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FILE  
 State Circuit Process  
 12/28/04 12/28/04  
 12/28/04

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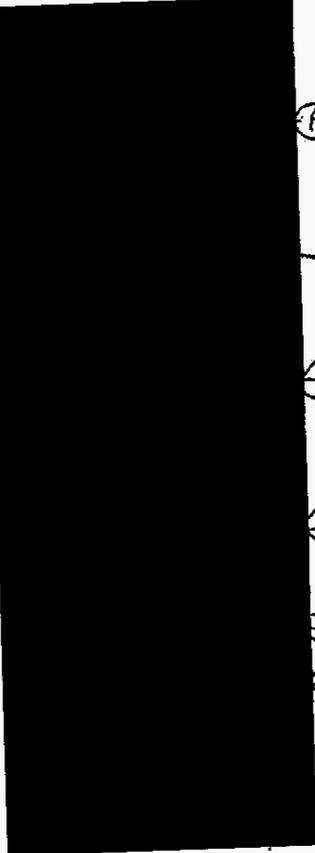
THE INFORMATION CONTAINED HEREIN IS UNCLASSIFIED EXCEPT WHERE SHOWN OTHERWISE  
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RECORD NO 4180-2 RUN 12/29/84 AT 01.23.21  
 FROM - ADV

CHECK CHECK REPORT  
 D E F G H I  
 CHECK AMOUNT CHECK APPLIED CHECKS AMOUNT ADJUSTMENTS DEBITORS BALANCE NEW ID

TR	CHECK NO	CHECK NO	CHK	CHK	CHK	CD	CD	CD	CD	CD	CD
DE	CHK	CHK	NO	NO	NO	NO	NO	NO	NO	NO	NO
	41010 344863										
	PK 618864	112904									41
	PD 618864	121804	NO	112904	112904						
	* CHECK TOTAL 4129-002 CHECK NO 618864 DATE 11.29.84										
	* * CHECK TOTAL 344863										
	41010 348436										
	PK 615989	112904									41
	PD 615989	110104	NO	120404	120404						
	* CHECK TOTAL 4129-001 CHECK NO 615989 DATE 11.29.84										
	* * CHECK TOTAL 348436										
	* * * DEPOSIT DATE TOTAL 11.29.84										
	41010 342984										
	PK 615977	113004									41
	PD 615977	110104	NO	120104	120104						
	* CHECK TOTAL 4120-007 CHECK NO 615977 DATE 11.30.84										
	* * CHECK TOTAL 342984										
	41010 346294										
	PK 616873	113004									41
	PD 616873	110404	NO	120404	120404						
	* CHECK TOTAL 4130-006 CHECK NO 616873 DATE 11.30.84										
	* * CHECK TOTAL 346294										
	41010 352893										
	PK 616910	113004									41
	PD 616910	110104	NO	120104	120104						
	* CHECK TOTAL 4130-008 CHECK NO 616910 DATE 11.30.84										
	* * CHECK TOTAL 352893										
	41010 351878										
	PK 618182	113004									41
	PD 618182	111804	NO	121804	121804						
	* CHECK TOTAL 4130-005 CHECK NO 618182 DATE 11.30.84										
	* * CHECK TOTAL 351878										



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10/15/84  
 10/17/84  
 10/18/84













FEDERAL BUREAU OF INVESTIGATION  
 DEPARTMENT OF JUSTICE  
 WASHINGTON, D. C. 20535

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REPORT NO 415-2 RUN 12/28/04 AT 08:29:21  
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FIN - SAV  
 CASE AMOUNT REPORT  
 PROCESS DATE 12/28/04 PAGE 541

LN	CHECK ID /	CHECK ID /	AMT	DATE	DESC	IS	CHECK	CASH	OTHER	DISCOUNT	OTHER
LN	CHECK NO	REPORT NO	CD	DATE	DATE	CD	AMOUNT	APPLIED	AMOUNT	ALLOWED	TRF ID

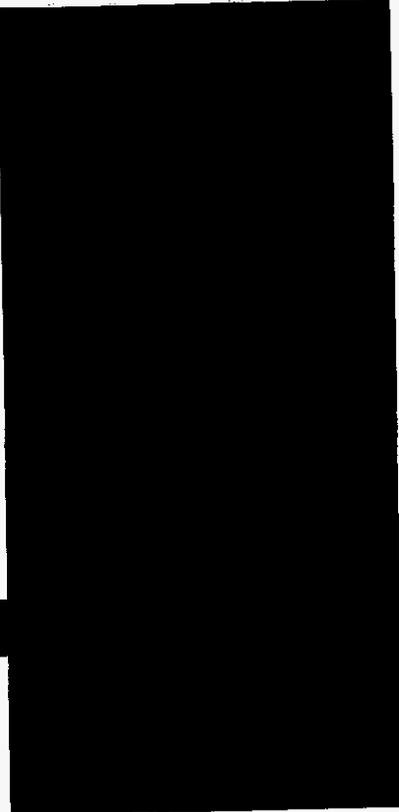
LN 61682 121504 41  
 LN 61682 110204 NO 120204 120104  
 \* CHECK TOTAL 415-004 CHECK NO 61682 DATE 121504  
 \*\* CHECK TOTAL 121504

41010 337101  
 LN 620673 121504 41  
 LN 620673 121504 NO 010105  
 LN 620673 121504 NO 010105  
 LN 620673 120204 NO 010105 010105  
 LN 620673 A 121504 NO 010105  
 \* CHECK TOTAL 415-006 CHECK NO 620673 DATE 121504  
 \*\* CHECK TOTAL 137101

41010 342384  
 LN 620653 121504 41  
 LN 620653 120204 NO 010205 010205  
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 \*\* CHECK TOTAL 1342384

41010 344781  
 LN 620673 121504 41  
 LN 620673 120104 NO 010104 120104  
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 LN 620653 120204 NO 010205 010105  
 \* CHECK TOTAL 415-002 CHECK NO 620653 DATE 121504  
 \*\* CHECK TOTAL 344781

41010 374902  
 LN 622118 121504 41  
 LN 622118 121404 NO 010105 010105  
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 \*\* CHECK TOTAL 374902  
 \*\*\* REPORT DATE TOTAL 121504



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10/2

This document contains  
 information that is  
 exempt from disclosure  
 under the provisions  
 of the FOIA

12/28/04  
 [Signature]

415-2

10/2













FEL  
Service Covered Period  
RCA: 805-225-4-1 (04/20/84)  
TYE: 12/1/85

Title: Journal entry

Handwritten initials and date: 1/1/86

(PBC)

10/2

CONFIDENTIAL

12/22/85

FLORIDA POWER & LIGHT COMPANY  
DELIVERED CUSTOM SERVICE

REVENUE: 1113-419-01818

2

ACCOUNT: 1113-419-01818  
DATE: 12/22/85  
AMOUNT: 1113-419-01818  
CREDIT: 1113-419-01818

REVENUE: 1113-419-01818  
DATE: 12/22/85  
AMOUNT: 1113-419-01818  
CREDIT: 1113-419-01818

47-1 B5

46-3 P.







UNIVERSITY MICROFILMS INTERNATIONAL, INC.  
 300 N ZEEB RD  
 ANN ARBOR MI 48106  
 734 761 8700  
 WWW.UMI.COM

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46-3

RS

A B C D E F

REPORT: QUR1624-501123004 MARKETING SERVICES VENDOR PAYMENT REPORT AS OF DATE 12/29/2004 PAGE 1

PT-ACCT  
 143.650  
 242.650  
 242.670  
 242.670

SURGESFIELD					
BILLING	CANCEL	PAYMENT	SALES TAX	TOTAL	
TOTALS					

RECEIVABLES  
 LIABILITIES  
 SALES TAXES  
 SURGESFIELD PAYMENT TOTAL

[REDACTED]

\*\*\* END OF REPORT \*\*\*

REPORT: QUR1624-501123004 MARKETING SERVICES VENDOR PAYMENT REPORT AS OF DATE 12/29/2004 PAGE 1

⇒ ⊕ ⇒ [REDACTED] Sales Tax  
 ⊕

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10/2

THE Journal Entry  
 276  
 Service-Customer Support  
 RICH 800-321-4111  
 TOLL 1-800-393-6300

1/1/06  
 2/1/06

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REPORT: CUCT623-501123004 MARKETING SERVICES VENDOR PAYMENT REPORT AS OF DATE 12/29/2004 PAGE 1

APPLIANCE PROTECTION PLUS

PI-ACCT	BILLING	CANCEL	PAYMENT	VENDOR	FPL CHG	SALES TAX	TOTAL
143.648							
242.648							
242.670							
242.670							
143.649							
242.649							

----- TOTALS -----

RECEIVABLES  
 LIABILITIES  
 SALES TAXES  
 APPLIANCE PROTECTION PLUS PAYMENT TOTAL  
 PAYMENT TO VENDOR (833)  
 PAYMENT TO FPL (17X)

\*\*\* END OF REPORT \*\*\*

REPORT: CUCT623-501123004 MARKETING SERVICES VENDOR PAYMENT REPORT AS OF DATE 12/29/2004 PAGE 1

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FOR  
 APPLIANCE PROTECTION  
 SERVICE  
 THE ISSUES

Donna Wiley

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REPORT: 0001-001-850101

FLORIDA POWER & LIGHT COMPANY  
ON-ORDER ENERGY REPORT

PAGE 002

COMPANY: DL

ORDER NO: 0001-001-850101  
 ORDER DATE: 0000-00-00

ORDER NO: 0001-001-850101  
 ORDER DATE: 0000-00-00  
 ORDER TYPE: 00  
 ORDER STATUS: 00  
 ORDER TYPE: 00  
 ORDER STATUS: 00

ORDER NO: 0001-001-850101

ORDER NO: 0001-001-850101  
 ORDER DATE: 0000-00-00  
 ORDER TYPE: 00  
 ORDER STATUS: 00

ORDER NO: 0001-001-850101  
 ORDER DATE: 0000-00-00  
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ORDER NO: 0001-001-850101  
 ORDER DATE: 0000-00-00  
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 ORDER STATUS: 00

ORDER NO: 0001-001-850101

ORDER NO: 0001-001-850101

CONFIDENTIAL

ORDER NO: 0001-001-850101  
 ORDER DATE: 0000-00-00  
 ORDER TYPE: 00  
 ORDER STATUS: 00

ORDER NO: 0001-001-850101  
 ORDER DATE: 0000-00-00  
 ORDER TYPE: 00  
 ORDER STATUS: 00



100%  
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 20%  
 10%  
 0%

1 2004 Stores Expense Associated with Handling Surgefield Device Inventory  
 Information provided by Gus Davidson, FPLSS Surgefield product Mgr, and John Priddy, FPL Assoc.

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Description - Expense related to FPL Storerooms, incurred by the Surgefield program when FPL Storerooms store FPLSS Surgefield devices.  
 Expense is determined by taking maximum storeroom space used to store devices and applying an annual rental fee and taxes  
 as instructed to be calculated using FPL Accounting methodology.

A	B	C	D	E	F	G	H
Max Space used during 2004 - square footage - note 1	Annual rental fee per square footage - note 2	Calculated Rental Expense	Tax Rate - note 3	Tax Expense	Total Expense		
[REDACTED]	[REDACTED]	[REDACTED]	7.0% C	[REDACTED]	[REDACTED]		
[REDACTED]	[REDACTED]	[REDACTED]	7.0% C	[REDACTED]	[REDACTED]		
[REDACTED]	[REDACTED]	[REDACTED]	6.0% C	[REDACTED]	[REDACTED]		
[REDACTED]	[REDACTED]	[REDACTED]	6.5% C	[REDACTED]	[REDACTED]		

Storeroom used in 2004  
 Location  
 [REDACTED]

- 3) Tax rate
- 4) Tax expense
- ACCT#

CONFIDENTIAL

CONFIDENTIAL

46-3  
A9

The Donald R. ...  
 ...  
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 ...

10/10/09  
 [Signature]  
 [Signature]

























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REPORT: 8735-101-121305

FLORIDA POWER & LIGHT COMPANY  
 STATE FINANCIAL REPORT  
 CLASSIFICATION: PUBLIC

PAGE 0006

DATE: 08/15/96

FROM: TO: 200612 0000 2315K

GL ACCT: 234.900 - 234.900  
 DR: 234.900  
 CR: 234.900  
 BALANCE: 0.00  
 DEBIT: 0.00  
 CREDIT: 0.00

GL ACCT	AMOUNT	DATE	LOCK	ASC	PO	STMT	WORD	ASC	DESCRIPTION	REF	TYPE	DATE	NAME	QUANTITY
234.900	4,738,334.48	200612	0000	2315K			420064000	700	INT. TO 19123	450	4343	772	UNDEPT	0000
	4,738,334.48								INT. ACCT 234.900					
	4,738,334.48								*****CREDIT TOTAL					

(P)

CONFIDENTIAL

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DATE: 08/15/96

10/11/96

REPORT: J125-101-101905

FLORIDA POWER & LIGHT COMPANY  
FPLS FINANCIAL REPORT  
GENERAL VOUCHER SYSTEM

DATE: 0077

POST ORDER: 06 2042      AMOUNT PAID: 1000 000      JVS

TRAC - TO EXHIBITION CATEGORY:

GL ACCT: 224.900      224.900  
CEN ACCT:      :  
EAC:      :  
FY NUMBER:      :  
PAGE NUMBER:      :  
WORKSHEET:      :

LEDGER DATE: 200412      - 000412  
SOURCE:      :  
AMOUNT:      :  
FY NUMBER:      :  
REFERENCE ID:      :

CONFIDENTIAL WORKSHEET

GL ACCT	AMOUNT PAID	LOCK	SEC	JVS	AMOUNT DESCRIPTION	TRAC SOURCE DESCRIPTION	SEC ENVELOPE	ORDER
224.900					200412 0000 01000 1221 032 200412 0000 01000 000 790			
224.900					200412 0000 01000 1221 041 200412 0000 01000 000 790			
224.900					200412 0000 01000 1221 053 200412 0000 01000 000 790			

06 2042 224.900  
\*\*\*\*\*TOTAL

CONFIDENTIAL

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FLS  
System Control Program  
R125-101-101905-1      Unlocked  
12/28/12/10/04  
TIME: 00:23:49.900

12/17/06

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12/17/06  
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REPORT: 8835-10-111203

FLOWERS, FOWLER & TAYLOR COMPANY  
 1978 FINANCIAL REPORT  
 FINANCIAL STATEMENT

PAGE 0003

DATE ORDER: 01.0001 AMOUNT DASH 1000 000 00

FORM - TO DIRECTOR GENERAL:

GL ACCT: 146.905 - 146.900  
 CHG LOCH: . . . . .  
 JMS: . . . . .  
 FARMER LOCH: . . . . .  
 CHM: . . . . .  
 DEPARTMENT ID: . . . . .

ISSUER DATE: 20012  
 NUMBER: 200001  
 DATE: . . . . .  
 DATE: . . . . .

CHANGES: MONTHLY

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
GL ACCT	AMOUNT	DASH	LOCH	DISC	NO	LOCH	DISC	NO	LOCH	DISC	NO	LOCH	DISC	NO	LOCH	DISC
146.905	122.78	200412	0000	30000	000000	20	000	0000	20000	300	001	4.00	126.78	.00	.00	4.00
146.900	102.16	200412	0000	30000	000000	20	000	0000	20000	300	000	2.00	145.16	.00	.00	2.00
146.905	271.27	200412	0000	30000	000000	20	000	0000	20000	300	001	8.00	271.27	.00	.00	8.00
146.905	771.40	200412	0000	30000	000000	20	000	0000	20000	300	000	20.00	771.40	.00	.00	20.00
146.905	1,587.80	200412	0000	30000	000000	20	000	0000	20000	300	001	31.00	1,587.80	.00	.00	31.00
	2,021.21	*GL ACCT 146.905 ..										2,021.21	.00	.00	2,021.21	
	2,021.21	****GRAND TOTAL										2,021.21	.00	.00	2,021.21	

(2)

CONFIDENTIAL

10/3

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 Dec 14 1980

J. P. Taylor

FLOWERS, FOWLER & TAYLOR COMPANY  
 1978 FINANCIAL REPORT  
 FINANCIAL STATEMENT

FLORIDA POWER & LIGHT COMPANY  
FIRM FIDUCIARY REPORT  
JOURNAL VOUCHER SOURCE

REPORT: FIRM-101-121305

FORM CREDIT: CR ACCT

AMOUNT DATE LOCK SRC JTR

FROM - TO SELECTION CRITERIA:

CR ACCT: 146.905 - 146.905

SEARCH DATE: 200412

200412

SOURCE:

REPORT:

JV NUMBER:

DESCRIPTION ID:

COMMENT: FIRMAL VOUCHER

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STCH FIDUCIARY SOURCE

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CR ACCT

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146.905

146.905

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146.905

TOT ACCT 146.905

\*\*\*\*\*TOTAL

AMOUNT	DATE	LOCK	SRC	JTR	STCH	FIDUCIARY	SOURCE
146.905	200412	0000	1270L	001	CR 99	FIDUCIARY	0001 0000-00-000-100-000 020
146.905	200412	0000	02000	1270L	CR 99	FIDUCIARY	0001 0000-00-000-100-000 020
146.905	200412	0000	02000	1270L	CR 99	FIDUCIARY	0001 0000-00-000-100-000 020
146.905	200412	0000	02000	1270L	CR 99	FIDUCIARY	0001 0000-00-000-100-000 020
146.905	200412	0000	02000	1270L	CR 99	FIDUCIARY	0001 0000-00-000-100-000 020

CONFIDENTIAL

10/13

000114200

10/13

SEARCHED	
SERIALIZED	
INDEXED	
FILED	
NOV 12 2004	
FBI - TAMPA	

FBI  
Florida Crime Record  
SEARCHED  
SERIALIZED  
INDEXED  
FILED

FPL  
Webmaster HP

(b) ~~Confidential~~ ~~Confidential~~

Florida Power & Light Company  
Docket No. Undocketed  
FPLES Service Connect Process Audit  
Audit Request No. 5  
Page 1 of 1

- Q.
- 1) Provide the analysis that shows the allocation of costs, overheads and adders for the time spent transferring the call to connect services from the call center.
  - 2) Provide printouts of web pages for web site if a customer asks to connect new service.
  - 3) Provide support that this connection is not transferred to FPLES.

- A.
- 1) See attached analysis as requested.
  - 2) See attached requested web pages. Note that the printouts of the web pages provided illustrates a customer who is connecting service and is required to pay a deposit.
  - 3) There is no interface built between the FPL web site service connect process and the FPLES Connect Services business. Moreover, none of the service connect transactions processed through the FPL web site are subsequently provided to the FPLES Connect Business. See attached web screen shots confirming this fact.

This was verified with the printouts provided. No further work needed.

*FPL*

*W/with the 1/10*

- 3) This question was withdrawn by Gabby Leon on 12/16/05.
- 4) This question was answered in the 12/5/05 meeting.
- 5) This question was answered in the 12/8/05 meeting.

Step1- Log into FPL.com

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APR 20 2006

Step 2- From the home page select the Access My Account tab and click on Open or reopen an account

The screenshot shows the FPL website interface. At the top, there's a navigation bar with 'Access My Account' selected. Below it, a sidebar lists various services. The main content area is divided into sections: 'Account Information', 'Order Services', 'Update Information', and 'Your Electric Service'. A red arrow points to the 'Open or reopen an account' link under the 'Order Services' section. The page also includes a search bar, a logo, and a footer with 'An FPL Group Company' and links for 'Legal Notices' and 'Privacy Policy'.

key bh

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1/16/05  
1/16/05

Step 3- Once you click on Open or reopen an account this will take you to the content page to read about all the info you will need to connect service.

(continue to next slide for the rest of the page)

FPL | Open or Reopen an Account - Microsoft Internet Explorer provided by FPL Group for Company Use

Home Page Contact Us Log in or Out FAQs Site Map

Pay my bill Report trouble Find a job

Search: \_\_\_\_\_

### Open or Reopen an Account

[Deposit requirements](#) | [Requests for weekends and holidays](#) | [Open or reopen an account](#) | [Electrical inspections](#) | [New electric service](#)

Moving to a new residence and need service opened or reopened in your name? Review the information below, then submit your request online.

#### Deposit requirements

For frequently asked questions and answers about

- residential deposits, [click here](#)
- business deposits, [click here](#).

#### Requests for weekends and holidays

Requests for weekends and holidays will be scheduled for the next business day.

#### Open or reopen an account

To open

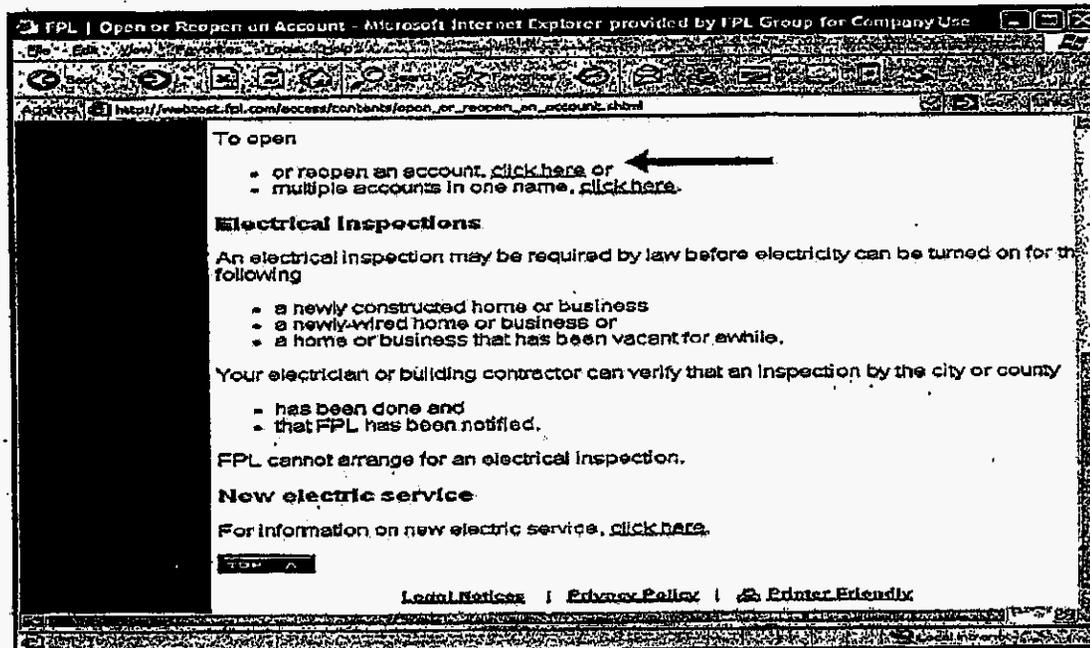
**For Your Home**

- For Your Business
- Storm Center
- Safety
- Our Environment
- News
- Community Care
- Learning Center
- About Us
- Investor
- Family of Sites

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Page 5

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Step 3- Continue – towards the bottom of the Open or reopen an account page click on the link to start the application.

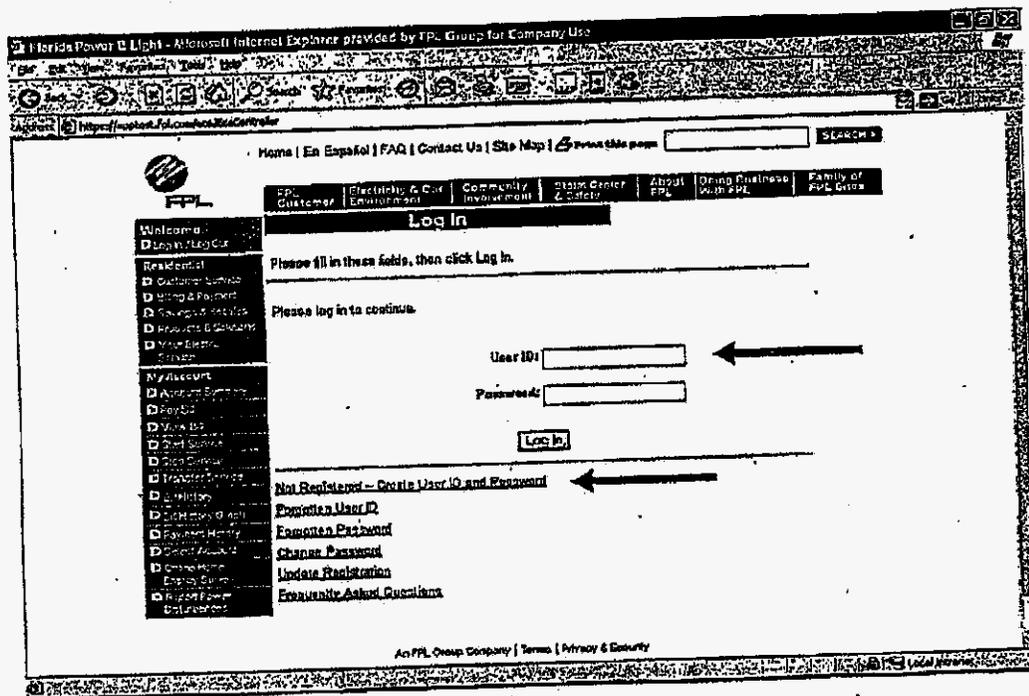


49 P. 6

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1/26/06  
1/26/06

Step 4 – You will be required to log in using your User ID and Password if not a registered user of the site you can select the first link to create a User ID and Password



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Page 7

5/6

APR 10 10 10 AM '00

Step 5 – Once logged in you will be directed to the Open Electric Account application.

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Home | En Español | FAQ | Contact Us | Site Map

**Open Electric Account**

Please provide the new service address information below. A complete address is required for us to process your online request.

These examples show the components of an address:

Address	House/ Building #	Prefix	Street Name	Suffix	Suffix Direction	Apt/Suite/Unit #
123 E Main St NW Apt 20	123	E	Main	St	NW	20
789 Royal Palm Way S	789		Royal Palm	Way	S	
456 NW 1 Circle Suite H-15	456	NW	1	Circle		H-15

**Required fields**

House/  
Building #\*  Prefix\*  Street Name\*  Suffix\*  Suffix Direction\*

Apt/Suite/Unit #\*  City\*

Example: 62, 5 B, A-15, Front

Address entered:

99 P-2-8

5/2

001 201010  
 001 201010  
 001 201010





Step 8 – The next step prompts the customer to enter their Personal Customer Information. (continue to next slide for the rest of the screen)

Florida Power & Light - Microsoft Internet Explorer provided by FPL Group for Company Use

Home | En Español | FAQ | Contact Us | Site Map

**Personal Customer Information**

Following is the name for the FPL account number you provided. If this name is

- correct, select "yes" then enter the information for the new account
- incorrect, select "no" to continue.

\*Required fields

Name: JOHN D COURSEN  
 Is the name correct?  Yes  No

New Home Phone: (305) 555-1234  
 Other Phone: (305) 332-1234  
 Ext:

Your Name: JOHN D COURSEN  
 Please change if different

E-Mail Address: john\_coursten@fpl.com

Mail bills to the Service Address:  Yes  No

49  
 11/08/11

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11/08/11

Step 8 – continue – After you enter Personal Customer Information you click continue.

Florida Power & Light - Microsoft Internet Explorer provided by FPL Group for Company Use

Address: https://appweb.fpl.com/Account/Account/Update/UpdatePage--Current/Current/PersonalInformation

**Required fields**

Name: JOHN D COURSEN  
Is the name correct?  Yes

New Home Phone:    
Other Phone:    
Ext:   
Year Name: JOHN D COURSEN  
Please change if different  
E-Mail Address: jella\_cardenas@fpl.com

Mail Bills to the Service Address:  Yes

If you selected No above, please select the Mailing Address Type:  
Mailing Address Type:  Select one

→

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UP  
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APR 26 2012  
11:00 AM

Step 9 – The next step is to enter your Open Account Information and click continue.

Florida Power & Light - Microsoft Internet Explorer provided by FPL Group for Company Use

Home | En Español | FAQ | Contact Us | Site Map

**Open Account Information**

Please complete the following information.

**\*Required Fields**

Start Date:   
Click icon to select start date

Service Used For:

Ownership Type of:

For the safety of our employees, will you have a  
Dog in the Yard?

If we have an existing customer at the new address, we may need to verify when they are leaving. Can you provide their first and/or last name?

Existing Customer: First Name:  Last Name:

up for 13

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12/22/08

Step 10 – The next page is the Review Page for the customer to verify the information they have entered (next slide will show you the rest of the page)

Florida Power & Light - Microsoft Internet Explorer provided by FPL Group for Company Use

Home | En Español | FAQ | Contact Us | Site Map | Print this page

FPL Customer | Electricity & Our Environment | Community Involvement | State Center & Outlets | About FPL | Setup Business With FPL | Family of FPL Companies

### Review Page

Please

- review the information you entered to ensure it is correct, and
- click **Submit** to complete your request.

Then, we will display a confirmation page for you to print for your records.

Start Date: 12/02/2005

Service Address: 7725 SW 88TH ST #A125  
City: MIAMI  
Zip Code: 33156

Account Name: JOHN D COURSEN

Mailing Address: 7725 SW 88TH ST #A125  
MIAMI, FL 33156

Email Address: ANABELLE\_CARDELLAS@FPL.COM

Deposit Required: \$120.00

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Step 10 – continue - The bottom of the Review Page will allow the customer to submit their order , cancel or start over if the information they have reviewed is not accurate.

Florida Power & Light - Microsoft Internet Explorer provided by FPL Group for Company Use

Customer | Environmental | Involvement | Safety | FPL | With FPL | FPL Sites

### Review Page

Welcome  
[Log In/Log Out](#)

**Regional**

- [Customer Service](#)
- [Energy Rates](#)
- [Service & Repairs](#)
- [Products & Services](#)
- [Your Service Area](#)

**My Account**

- [Account Summary](#)
- [Pay Bill](#)
- [View My](#)
- [Order Service](#)
- [Order Service](#)
- [Transfer Service](#)
- [Electricity](#)
- [History/Orders](#)
- [Payment History](#)
- [Credit Account](#)
- [Energy Usage](#)
- [Energy Service](#)
- [Smart Power](#)
- [Equipment](#)

Please

- review the information you entered to ensure it is correct, and
- click **Submit** to complete your request.

Then, we will display a confirmation page for you to print for your records.

---

Start Date: 12-22-2005

Service Address: 7725 SW 86TH ST #A125  
City: MIAMI  
Zip Code: 33155

Account Name: JOHN D COURSEN

Mailing Address: 7725 SW 86TH ST #A125  
MIAMI, FL 33155

Email Address: ANABELLE\_CARDELLES@FPL.COM

Deposit Required: \$120.00

Would you like to receive your bills by e-mail?  No  Yes

→

49-1345

5/2

11/23/05  
FPL

Step 11 – The thank you page summarizes the customers order and advises them of their deposit requirements (continue to next slide for the rest of the page).

Florida Power & Light - Microsoft Internet Explorer provided by FPL Group for Company Use

Home | En Español | FAQ | Contact Us | Site Map

**Thank you**

Please

- **FIRST, print this page for your records, then**
- **read the important information below and**
- **remember to turn on the breaker if you do not have service when you write.**

Print After you print this page, [click here](#) to open additional accounts.

Account Confirmation #: 020632271  
Account Name: JOHN D COURSEN  
Service Address: 7725 SW 98TH ST #A125  
City: MIAMI  
Start Date: 12-22-2006  
Mailing Address: 7725 SW 98TH ST #A125  
MIAMI, FL 33156  
E-mail Address: ANABELLE\_CARDELLES@FPL.COM  
Deposit Required: \$1200

*Handwritten notes on the slide:*  
Left margin: 2/9 Feb 14  
Right margin: 2/5  
An arrow points to the 'Deposit Required' field.

# Step 11 – continue - The thank you – End of Process

Florida Power & Light - Microsoft Internet Explorer provided by FPL Group for Company Use

Address: <http://fpl.com>

Service Address: 7725 SW 88TH ST #A125  
City: MIAMI

Start Date: 12/22/2005

Mailing Address: 7725 SW 88TH ST #A125  
MIAMI, FL 33158

E-mail Address: ANABELLE\_CARDELLES@FPL.COM

Deposit Required: \$120.00

Your deposit is required within 10 days after your start date.  
You can pay your deposit:  
- online now using [EPL Pay Station](#) or  
- at an FPL pay agent. To locate a pay agent for your area, call us and press 44. Locate our phone numbers.

Note: You will not need to contact us once your deposit is paid.

Visit these sections for frequently asked questions about deposits, interest and refunds for:  
- residential accounts  
- business accounts.

There will be a service charge on your first bill for opening this account.  
If you do not have service when you arrive, please remember to check your circuit breakers.

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4/14/07

5/2

ANABELLE CARDELLES