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**-VIA HAND DELIVERY -**

Ms. Ann Cole  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

**Re: Docket No. 130223-EI / Staff's First Data Request – Revised Response to Question No. 26**

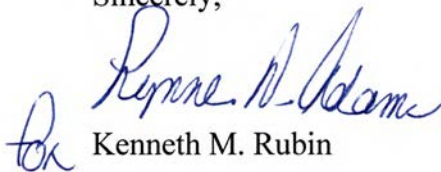
Dear Ms. Cole:

Enclosed for filing on behalf of Florida Power & Light Company ("FPL") are the original and five (5) copies of FPL's Revised Response to Staff's First Question No. 26, relating to FPL's Petition for Approval of Optional Non-Standard Meter Rider.

If you should have any questions, please do not hesitate to contact me at (561) 691-2512 or [ken.rubin@fpl.com](mailto:ken.rubin@fpl.com).

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CLK \_\_\_\_\_ Enclosures

Sincerely,

  
Kenneth M. Rubin

cc: Michael T. Lawson, Esq.  
Charles J. Rehwinkel, Esq.  
J.R. Kelly, Esq.

**QUESTION**

Please refer to Exhibit B, page 12. Please provide additional documentation to illustrate and support the derivation of the amounts shown on Lines 3, 5, 12 and 14.

**RESPONSE**

Upon additional review, FPL has determined that a small portion of the information in the Notes/Assumptions sections of FPL's response to Staff's First Data Request No. 26 had not been properly updated. Please see Attachment No. 1 for FPL's updated support schedules in response to Staff's First Data Request No. 26.

**Development of Service Charge  
Disconnect for Non-Payment and Reconnect - Manual**

<b>Activity</b>	<b>Responsibility</b>	<b>Allocated Cost</b>	<b>Note/Assumption</b>
1 Send past due final notice	Revenue Recovery	\$3.25	Final notice allocated cost was calculated by dividing total activity cost (\$2,284,948) by the total number of collections (field and reconnect for non-payment) service charge transactions (704,018).
2 Execute outbound telephone collection call	Revenue Recovery	\$2.20	Outbound Telephone Collections (OTC) allocated cost was calculated by dividing total OTC budget (\$1,551,845) by the total number of collections (field and reconnect for non-payment) service charge transactions (704,018).
3 Execute field disconnect for non-payment	Field Collections	\$20.35	Field Collection allocated cost was calculated by multiplying the Field Collections total budget (\$11,604,534) by the total disconnect activity workload (62.59% of total Field Collections workload) and then dividing by the total number of <u>manual</u> disconnects transactions (357,968).
4 Customer reconnect inquiry. Customers call the customer care center approximately 1 out of every 3 reconnect service charge transactions.	Customer Care	\$1.67	Customer Care reconnect inquiry call allocated cost was calculated by multiplying the Customer Care total budget (\$49,341,735) by the total reconnect inquiry call activity workload (1.66% as a percent of total Customer Care workload) and then dividing by the total number of reconnect service charge transactions (both manual and automated - 490,083).
5 Field meters manually reconnects meter	Field Meters	\$31.79	Field Meters reconnect allocated cost was calculated by multiplying the Field Meters total budget (\$31,419,906) by the total reconnect activity workload (35.59% of total Field Meters workload) and then dividing by the total number of <u>manual</u> reconnect transactions (351,669).
<b>Total Cost</b>		<u><u>\$59.27</u></u>	
<b>Existing Charge</b>		<b>\$17.66</b>	