

State of Florida



## Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

**-M-E-M-O-R-A-N-D-U-M-**

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**DATE:** November 18, 2014  
**TO:** Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk  
**FROM:** Stephen Garl, Public Utility Analyst II, Division of Economics *SG*  
**RE:** Docket 140210-EU

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Please place in the Docket file the attached email and two attachments from Scott Goorland, Principal Attorney for Florida Power & Light Company.

RECEIVED-FPSC  
14 NOV 18 PM 4:38  
COMMISSION  
CLERK

## Stephen Garl

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**From:** Goorland, Scott <Scott.Goorland@fpl.com>  
**Sent:** Monday, November 17, 2014 5:28 PM  
**To:** Stephen Garl  
**Cc:** bruce.may@hklaw.com; john.noland@henlaw.com  
**Subject:** FW: Docket 140210 - FPL - LCEC Joint Petition for Approval of Amendment to Territorial Agreement  
**Attachments:** Script for Territory Change Contact with Customers.docx; FPL and LCEC Territory Swap Customers and Call Notes.xlsx

Steve,

Thanks very much for providing FPL and LCEC the time to get you the information you requested. Attached for your reference are two documents. The first is the script FPL and LCEC both used in our contacts to customers regarding the Petition. Also attached are lists providing the identifying information for those contacts, as well as the responses of those we were able to reach.

Please let me know if you have any questions, or if we can assist further in any way.

Thanks,  
Scott Goorland

## SCRIPT FOR CALLS TO CUSTOMER AFFECTED BY TERRITORY SWAP

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Following is proposed language for calls that will be placed to existing customers that are within Babcock Ranch Special District and the proposed boundaries of the Big Cypress.

A representative from each company will be on each call when possible.

The employer representative of the company that is currently providing service will lead the call.

Hello:

My name is (current company) with (company name).

On the phone with me is (replacement company) with (company name).

We want to inform you that there is a planned change in the Florida Public Service Commission approved service territory boundaries that will result in a change of the company that provides electric service in your area.

In the future your area will fall within (name of new provider) service territory and not (name of existing provider) as it is now.

However, even though your facility will be in (name of new company) service territory in the future, you will continue to receive electric service from (name of existing company) until there is a change of use of your existing service.

A change of use would include:

1. A request for new service.
2. A change in ownership or change of name on the account, or,
3. A change in the type of service that would fall under a different tariff.

After a change in use occurs and the utilities agree that their facilities can economically support service to the new customer, that new customer then would be served by the (new company) and would receive service under (new company ) applicable rate tariff in effect at the time. Because LCEC and FPL have different tariffs and their rates change periodically it's not possible to say what those tariffed rates would be. At present LCEC's rates are generally 8 to 10% higher than FPL depending on rate class, but are subject to change at any time. Again, however, your current service provider will not change unless and until there is a change in use.

We want to assure you that both of our companies support this change in electric providers and believe it is in the best interest of our long-term strategic goals of providing low cost and reliable electricity to our customers.

We appreciate your time and would be happy to address any questions you may have.

If nothing further, again thank you for your time.

**Contacts with Exchange Parcel 2 Customers Currently Served by FPL**

Row No. from Exhibit "C" to Appendix "A" of Exchange Parcel 2 Customers*	Dates of Contact	Comments
1 to 3	10/23/2014, 11/17/2014	Left voice messages with full details. When able to speak with the customer, the customer expressed appreciation for the call.
4 to 14	10/23/2014, 11/12/2014, 11/17/2014	Left voice messages with full details
15	10/23/2014, 11/12/2014, 11/17/2014	Left voice messages with the customer and gave full details. When able to speak with the customer, the customer expressed appreciation for the call and asked to be notified if a meter is ever changed out in case an outage needs to be coordinated.

\* In order to protect the confidentiality of the customer information, specific identifying information has not been included. On November 3, FPL and LCEC filed their Joint Petition for Approval of Amendment to Territorial Agreement. Included with that Joint Petition, as Appendix "A", is the executed Amendment to the Territorial Agreement. Exhibit "C" to Appendix "A" provides two lists of customers, including one list of Exchange Parcel 2 Customers Currently service by FPL. The chart provided above identifies those customers by reference to the row numbers in Exhibit "C" to Appendix "A", Exchange Parcel 2 Customers Currently Served by FPL.

**Contacts with Exchange Parcel 1 Customers Currently Served by LCEC**

Row No. from Exhibit "C" to Appendix "A" of Exchange Parcel 1 Customers*	Dates of Contact	Comments
1 to 12	10/23/2014, 11/17/2014	Spoke to Customer. Provided full messaging. The customer expressed no concerns. During follow-up call customer expressed thanks for the follow-up call and had no questions.
13	10/23/2014, 11/4/2014, 11/17/2014	Left three voice messages with full messaging. Calls were not returned.
14	10/23/2014, 11/17/2014	Left two voice messages with full messaging. Calls were not returned.
15	10/23/2014, 11/10/2014, 11/17/2014	Spoke to customer. Provided full messaging. The Customer expressed thanks and indicated there were no questions.

\* In order to protect the confidentiality of the customer information, specific identifying information has not been included. On November 3, FPL and LCEC filed their Joint Petition for Approval of Amendment to Territorial Agreement. Included with that Joint Petition, as Appendix "A", is the executed Amendment to the Territorial Agreement. Exhibit "C" to Appendix "A" provides two lists of customers, including one list of Exchange Parcel 1 Customers Currently service by FPL. The chart provided above identifies those customers by reference to the row numbers in Exhibit "C" to Appendix "A", Exchange Parcel 1 Customers Currently Served by FPL.