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July 24, 2020

VIA E-PORTAL FILING

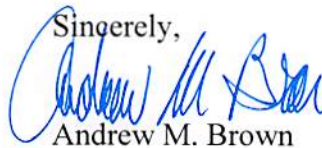
Mr. Adam J. Teitzman
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

**Re: Docket No. 20200051-GU – Petition for rate increase by Peoples Gas System
Docket No. 20200166-GU-Petition for approval of 2020 depreciation study
by Peoples Gas System**

Dear Mr. Teitzman:

Attached for electronic filing in the above docket on behalf of Peoples Gas System, please find its Notice of Substitution of Witness and Attached Testimony regarding Karen Sparkman in the above case.

Your assistance in this matter is greatly appreciated.

Sincerely,

Andrew M. Brown

AB/plb
Attachment

cc: J.R. Kelly/Mireille Fall-Fry (kelly.jr@leg.state.fl.us;fall-fry.mireille@leg.state.fl.us)
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BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition for rate increase by Peoples Gas System.

DOCKET NO. 20200051-GU

In re: Petition for approval of 2020 depreciation study by Peoples Gas System.

DOCKET NO. 20200166-GU

Submitted for Filing: July 24, 2020

PEOPLES GAS SYSTEM's NOTICE OF SUBSTITUTION OF WITNESS AND ATTACHED TESTIMONY

COMES NOW, Peoples Gas System ("Peoples"), by and through its undersigned attorneys and hereby notifies the Commission of the need to substitute a witness and in support thereof states:

1. Peoples original witness for improvements in customer service was Monica Whiting of Peoples Gas.
2. Ms. Whiting has taken a new job and has left Peoples and will no longer be available to testify further, either by deposition or at the hearing in this matter.
3. The witness replacing Ms. Whiting is Karen Sparkman of Peoples Gas. Ms. Sparkman will be available to testify at the final hearing and be available for a deposition if necessary.
4. Attached is the testimony of Karen Sparkman adopting the testimony of Ms. Whiting.

Respectfully submitted,

/s/ Andrew M. Brown, Esq.
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Attorneys for Peoples Gas System

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the foregoing Notice of Substitution of Witness and Attached Testimony of Peoples Gas System has been furnished via electronic mail to the following, this 24th day of July, 2020:

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/s/ Andrew M. Brown, Esq.
Andrew M. Brown



**BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION**

DOCKET NO. 20200051-GU

**IN RE: PETITION FOR BASE RATE INCREASE FOR
PEOPLES GAS SYSTEM**

**PREPARED DIRECT TESTIMONY
OF
KAREN SPARKMAN
on behalf of Peoples Gas System**

1 **BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION**

2 **PREPARED DIRECT TESTIMONY**

3 **OF**

4 **KAREN SPARKMAN**

5

6 **I. INTRODUCTION – POSITION, QUALIFICATIONS AND PURPOSE**

7 **Q. Please state your name, address, occupation and employer.**

8 A. My name is Karen Sparkman, Director of Customer Experience Operations for Tampa
9 Electric Company and Peoples Gas System (“Peoples” or the “Company”). My business
10 address is 702 North Franklin Street, Tampa, Florida 33602.

11 **Q. Please describe your duties and responsibilities as Director of Customer Experience
12 Operations at Peoples.**

13 A. As Director of Customer Experience, I am responsible for leading the organization’s
14 customer experience operations section. My responsibilities related to the customer
15 experience strategy include ensuring the Company understands the customers’ evolving
16 expectations for natural gas services and developing and implementing a strategic plan to
17 stay relevant to, and provide excellent service to, our customers. My customer operations
18 responsibilities are to oversee the delivery of an excellent customer experience through
19 the Customer Experience Centers and overseeing billing and payment services.

20 **Q. Please provide a brief outline of your educational background and business
21 experience.**

22 A. I have a bachelor’s degree in business management and a master’s in business
23 administration from Colorado Technical University. I began my utility career nearly 20
24 years ago with Colorado Springs Utilities in the contact center. Since then, I have held
25 positions which have progressed in responsibility, functional area and leadership at three
26 national utilities providing natural gas, electricity, water and wastewater services. I have

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experience in nearly all areas of customer experience, including call centers, workforce management, training, billing and payment, meter operations, revenue protection, project management, credit & collections, customer facing technologies, communication, and strategic planning. I have been with Peoples for more than three years.

Q. Have you read and reviewed the testimony of Monica Whiting?

A. Yes.

Q. Do you accept and adopt Monica Whiting's testimony as though it is your own?

A. Yes. I adopt her testimony and am prepared to provide further testimony on the issues covered in Ms. Whiting's testimony.