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BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of:

DOCKET NO. 150159-EI

PETITION FOR APPROVAL OF
TARIFF REVISIONS TO IMPLEMENT
CUSTOMER RELATIONSHIP
MANAGEMENT (CRM) PROJECT, BY
TAMPA ELECTRIC COMPANY.

_____ /

PROCEEDINGS: COMMISSION CONFERENCE AGENDA
ITEM NO. 8

COMMISSIONERS
PARTICIPATING: CHAIRMAN ART GRAHAM
COMMISSIONER LISA POLAK EDGAR
COMMISSIONER RONALD A. BRISÉ
COMMISSIONER JULIE I. BROWN
COMMISSIONER JIMMY PATRONIS

DATE: Tuesday, September 15, 2015

PLACE: Betty Easley Conference Center
Room 148
4075 Esplanade Way
Tallahassee, Florida

REPORTED BY: LINDA BOLES, CRR, RPR
Official FPSC Reporter
(850) 413-6734

P R O C E E D I N G S

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2 **CHAIRMAN GRAHAM:** We'll move on down to Item
3 No. 8.

4 **MS. OLLILA:** Good morning, Commissioners. Sue
5 Ollila for staff. Item 8 is a petition from Tampa
6 Electric Company requesting approval of certain tariff
7 revisions to be effective with the company's transition
8 to its new customer relationship management system which
9 is expected to occur in July of next year. Staff is
10 available for questions.

11 **CHAIRMAN GRAHAM:** Thank you.
12 Commissioners, any questions of staff on Item
13 No. 8?

14 I'll entertain a motion.

15 **COMMISSIONER EDGAR:** Move staff.

16 **COMMISSIONER BROWN:** Second.

17 **CHAIRMAN GRAHAM:** It's been moved and
18 seconded, the staff recommendation on Item No. 8. All
19 in favor, say aye.

20 (Vote taken.)

21 Any opposed? By your action, you've approved
22 the staff rec on Item No. 8.

23 Staff, thank you very much.

24 **MS. OLLILA:** You're welcome.

25 (Agenda item concluded.)

1 STATE OF FLORIDA)
2 COUNTY OF LEON) : CERTIFICATE OF REPORTER

3
4 I, LINDA BOLES, CRR, RPR, Official Commission
5 Reporter, do hereby certify that the foregoing
6 proceeding was heard at the time and place herein
7 stated.

8 IT IS FURTHER CERTIFIED that I
9 stenographically reported the said proceedings; that the
10 same has been transcribed under my direct supervision;
11 and that this transcript constitutes a true
12 transcription of my notes of said proceedings.

13 I FURTHER CERTIFY that I am not a relative,
14 employee, attorney or counsel of any of the parties, nor
15 am I a relative or employee of any of the parties'
16 attorney or counsel connected with the action, nor am I
17 financially interested in the action.

18 DATED THIS 21st day of September, 2015.

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LINDA BOLES, CRR, RPR
FPSC Official Hearings Reporter
(850) 413-6734