

**Investor-Owned Utilities****2000 Operations & Maintenance Expenses other than Power Supply**

Utility	Total Ultimate Customers	Distribution Expense per Customer	Customer Accounts, Customer Service & Sales Expense per Customer	Administrative & General Expense per Customer	Generation as a percent of Total Sources of Energy
Florida Power & Light	\$3,848,356	\$62	\$44	\$72	80.2%
Florida Power Corp.	\$1,400,281	\$55	\$97	\$90	78.0%
Tampa Electric Co.	\$560,100	\$53	\$79	\$157	85.5%