

Customer Service Survey 2003

General Information	Alachua	Bushnell	Chattahoochee	Clewiston	Fort Meade	FPUA	GRU	Green Cove Springs	Havana
Total # of Electric Customers	3,063	1,021	1,237	4,058	2,600	25,301	85,139	3,126	1,260
# Residential Customers	2,443	768	1,092	3,331	2,286	21,059	73,522	2,547	1,038
# Commercial/Non Demand Customers	495	244	142	456	195	4,243	7,746	475	197
# Commercial/Demand Customers	98	9	3	149	10	0	1,008	104	0
# City & Other Accounts	47	28	63	146	109	0	2,863	60	25
Net # New Accounts Yearly	125	0	36	9	148	326	3,742	175	13
Gross Retail Electric Sales (\$)	7,437,134	2,055,678	3,122,470	11,180,925	4,299,786	51,314,000	126,752,492	8,424,015	2,139,147
Gross Retail Electric Sales (kWh)	76,652,765	20,768,445	43,123,287	12,757,999	40,286,797	590,434,000	1,710,885,574	95,977,599	24,582,662
Residential Sales (\$)	3,098,214	703,094	976,145	4,703,481	3,056,308	21,640,000	62,829,951	3,068,389	1,161,405
Residential Sales (kWh)	30,459,510	7,880,916	14,806,327	51,204,145	28,821,000	236,455,000	807,594,034	33,208,865	12,638,014
Commercial/Non Demand Sales (\$)	3,654,371	673,080	417,739	698,683	739,129	29,674,000	15,245,901	1,069,578	866,811
Commercial/Non Demand Sales (kWh)	46,193,355	7,098,248	3,677,230	6,546,719	9,051,000	353,979,000	191,051,850	11,156,254	10,827,178
Commercial Demand Sales (\$)	645,527	587,658	1,598,637	3,863,467	143,297	Incl. In Above	41,859,408	4,306,048	0
Commercial Demand (kWh)	108,926	7,607,140	21,473,208	41,389,963	15,000	Incl. In Above	688,636,238	51,612,480	0
City & Other Sales (\$)	Incl. in above	Incl. In Com./Non Demand	129,949	101,619	361,052	Incl. In Above	3,634,099	Incl. In Com./Non Demand	102,931
City & Other Sales (kWh)	Incl. in above	Incl. In Com./Non Demand	1,583,261	1,015,935	2,399,000	Incl. In Above	23,603,452	Incl. In Com./Non Demand	1,117,470
Wholesale Sales (\$)	0	0	0	0	0	0	6,488,731	0	0
Wholesale Sales (kWh)	0	0	0	0	0	0	135,678,958	0	0
Franchised Sales (\$)	0	0	0	0	0	0	0	0	0
Franchised Sales (kWh)	0	0	0	0	0	0	0	0	0
Amount Surcharge outside City	10%	10%	0	0	10%	10%	10%	0	0
Utility Tax Amount	10%	10%	0	10% less .01/kWh	10%	10%	10%	0	0
Fuel Adjustment (\$)	0	Average adj - 0.0240	0	0	0	0	0.02150/kwh	13,639	0
Power Cost Adjusted (\$)	10.00 per 1000 kwh	Average adj - 0.0020	0	0	Yes, varies	.0028/per 1000kWh	0	FY Avg. .005255/kWh	0
Frequency Either Adjusted	Monthly	Bi-annually	Monthly	Monthly	Varies	PCA 6 mths/PGA mthly	Monthly	Monthly	Monthly
Service Area in Square Miles	35	3	5	5	26	35	128	25	2
# Service Orders Issued (annual)	2,500	2,500	600	2,294	Approx. 4500	CS 19016 -- UA 33,300	110,795	Approx. 700	0
# Disconnects to Non payment (annual)	55 mon. avg	38	240	647	Approx. 600 yr.	2,976	26,293	114	219 yr.
On Line Order Transmission System	No	No	No	No	No	No	No	No	No
24 Hour Service Number	Yes	Yes - Sheriff Dispatch Agreement	Yes	Yes	Yes	Yes	Yes	Yes(Police)	Yes

Customer Service Survey 2003

General Information	Homestead	JEA	Jax. Beach	Keys Energy Service	KUA	Lakeland	Lake Worth	Leesburg	Moore Haven
Total # of Electric Customers	17,379	378,496	31,208	28,925	50,587	113,846	25,905	18,915	939
# Residential Customers	13,825	336,870	26,137	23,651	42,964	92,274	22,561	15,795	0
# Commercial/Non Demand Customers	1,641	34,529	4,269	2,834	6,797	9,785	2,952	2,527	0
# Commercial/Demand Customers	353	3,542	347	688	818	1,284	256	369	0
# City & Other Accounts	1,560	43,172	95	1,752	8	10,503	136	204	0
Net # New Accounts Yearly	1,003	12,373	1,229	222	2,124	1,513	307	288	0
Gross Retail Electric Sales (\$)	35,211,629	729,380,358	61,071,099	64,905,473	101,496,032	222,101,819	39,012,485	34,332,553	1,205,946.64
Gross Retail Electric Sales (kWh)	336,410,158	13,065,881,491	687,140,725	722,493,725	1,212,976,261	2,725,298,236	398,901,649	461,514,816	12,475,791
Residential Sales (\$)	17,798,848	371,872,580	36,987,634	30,593,729	56,949,186	122,135,054	22,157,768	15,796,430	769,187.11
Residential Sales (kWh)	171,916,207	5,425,401,637	422,911,277	326,524,237	637,015,654	1,417,907,807	206,805,913	197,964,869	9,578,489
Commercial/Non Demand Sales (\$)	3,357	73,170,129	7,967,097	6,999,363	15,816,214	18,004,138	6,977,013	4,533,824	161,821.90
Commercial/Non Demand Sales (kWh)	29,623,251	1,169,137,153	90,795,737	72,494,020	171,679,244	218,647,316	70,791,499	53,969,912	1,759,707
Commercial Demand Sales (\$)	9,427,280	249,448,981	15,342,783	26,859,960	28,730,632	59,932,341	5,986,720	12,320,704	0
Commercial Demand (kWh)	116,835,862	5,623,080,826	165,454,156	319,500,431	401,970,426	989,985,033	72,134,563	190,464,140	0
City & Other Sales (\$)	4,628,499	10,927,061	773,585	452,421	0	10,136,253	1,299,270	943,030	0
City & Other Sales (kWh)	18,034,838	312,201,740	7,979,555	4,245,037	2,310,938	91,217,928	12,766,863	13,072,449	207,866
Wholesale Sales (\$)	311,516	13,409,867	0	0	0	21,510,979	0	0	0
Wholesale Sales (kWh)	513,000	318,336,000	0	0	0	510,140,000	0	0	0
Franchised Sales (\$)	0	Incl. In Retail	0	0	0	0	1,666,531	0	0
Franchised Sales (kWh)	0	Incl. In Retail	0	0	0	0	17,494,269	0	0
Amount Surcharge outside City	0	0	0	0	2,588,894	6,311,692	10% Electric / 25% Water	0	6,795
Utility Tax Amount	0	16,561,000	0	0	2,322,991	6,196,787	10%	0	57,636.78
Fuel Adjustment (\$)	0	0	.0135kWh (debit)	Yes	12,423,562	11,894,033	Variable	0	0
Power Cost Adjusted (\$)	\$19.85 / 1,000 Kwh	0	.0135kWh (debit)	Yes	Yes	0	0	6.50/1000 kWh	0
Frequency Either Adjusted	Monthly	No	Reviewed Quarterly	Monthly	Monthly	Evaluated Quarterly	Twice Annually	6 mo. if necessary	Monthly
Service Area in Square Miles	14	0	48	74	85	258	12	50	2
# Service Orders Issued (annual)	45,507	257,932	39,929	14,351	141,744	133,197	36,815	69,836 (all services)	0
# Disconnects to Non payment (annual)	2,530	201,118	3,186	770 yr.	6,300	19,034	6,820	5,241	0
On Line Order Transmission System	No	Yes	No	Yes	Yes	Yes	No	No	No
24 Hour Service Number	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Customer Service Survey 2003

General Information	Mount Dora	Newberry	New Smyrna Beach Utility Commission	Ocala Electric Utility	OUC	Quincy	Starke	Tallahassee	Vero Beach	Wauchula	Williston
Total # of Electric Customers	5,247	1,103	21,734	46,000	164,609	4,781	2,623	98,693	31,089	2,503	1,322
# Residential Customers	4,413	899	19,090	37,148	132,186	3,713	1,963	81,386	26,016	1,967	985
# Commercial/Non Demand Customers	713	96	1,720	6,468	15,903	905	615	9,990	4,258	535	224
# Commercial/Demand Customers	52	31	107	1,117	4,825	70	0	1,962	502	11	39
# City & Other Accounts	69	77	817	2,363	11,695	93	45	5,102	313	54	74
Net # New Accounts Yearly	235	12	405	1,180	2,695	50-65	17	2,843	464	20	326
Gross Retail Electric Sales (\$)	7,407,420	2,326,145	31,494,027	91,758,674	316,285,000	0	6,677,043	203,323,869	52,566,322	6,260,337	2,873,085.66
Gross Retail Electric Sales (kWh)	95,518,187	25,126,118	342,752,324	1,239,248,927	4,879,617,000	0	75,549,176	2,513,302	694,134,607	63,149,066	29,326,721.00
Residential Sales (\$)	4,466,265	1,175,584	19,763,530	39,936,687	129,196,000	0	2,158,871	933,322,820	30,227,602	2,820,883	1,018,684.12
Residential Sales (kWh)	54,087,016	12,337,033	212,859,000	488,302,421	1,629,782,000	0	25,910,039	975,017,580	353,761,639	26,846,904	10,281,859.00
Commercial/Non Demand Sales (\$)	1,330,791	166,530	4,315,559	10,177,685	22,624,000	0	4,518,072	15,775,219	7,259,237	1,956,209	654,552.90
Commercial/Non Demand Sales (kWh)	16,747,304	1,587,453	46,637,265	127,768,528	290,337,000	0	49,659,137	174,817,673	88,308,554	16,138,800	6,207,111.00
Commercial Demand Sales (\$)	1,144,338	436,104	6,948,908	38,929,881	156,595,000	0	0	85,468,141	13,985,845	1,475,737	1,112,790.36
Commercial Demand (kWh)	18,949,301	5,109,364	80,295,378	590,748,478	2,821,897,000	0	0	1,186,204,578	234,562,990	12,307,588	11,941,782.00
City & Other Sales (\$)	466,026	547,327	466,030	2,714,421	2,093,000	0	54,932	8,757,689	1,093,637	Inc. In com.	87,058.28
City & Other Sales (kWh)	5,734,566	60,922,268	2,960,681	32,429,500	26,706,000	0	65,918	91,561,767	17,501,424	Inc. In com.	895,969.00
Wholesale Sales (\$)	0	0	1,978,269	0	115,327,000	0	0	28,491,361	0	0	0
Wholesale Sales (kWh)	0	0	46,705,000	0	2,150,775,000	0	0	508,727,829	0	0	0
Franchised Sales (\$)	0	0	0	0	0	0	0	0	0	0	0
Franchised Sales (kWh)	0	0	0	0	0	0	0	0	0	0	0
Amount Surcharge outside City	0	0	0	10%	0	0	0	10%	10%	10%	0
Utility Tax Amount	0	0	9% city 10% county	10%	0	0	0	10%	10%	10%	0
Fuel Adjustment (\$)	0	0	Yes	0	0	Yes	Varies Monthly	+\$+0.03527 FY weighted avg.	0	0	Yes
Power Cost Adjusted (\$)	.00871/kwh	0	No	1.1 mills	0	Yes	Fuel adjustment	0	.00935 per kwh	0	Monthly
Frequency Either Adjusted	6 month	0	12 months	6 months	12 months	Monthly	Monthly	6 months	As needed	Monthly	Monthly
Service Area in Square Miles	8	3	72	160	394	22	8	221	40	12	2
# Service Orders Issued (annual)	4,523	720	7,285	24,080	226,310	0	575	0	14,100	1,200	1,961
# Disconnects to Non payment (annual)	15	80	1833 annual	15,372	43,000	0	350 yr.	0	2,200	444	330 YR
On Line Order Transmission System	No	No	No	Yes	Yes	No	No	Yes	Yes	No	No
24 Hour Service Number	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Customer Service Survey 2003

New Services Information: Residential	Alachua	Bushnell	Chattahoochee	Clewiston	Fort Meade	FPUA	GRU	Green Cove Springs	Havana
New Service Deposit	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Installation Payments	No	No	No	No	No	Yes	Yes	Yes (2 mos)	No
Range/Basis for Deposit	E-\$150, W-\$40, or LOC	MJ Altman or Min. \$150	\$130 \$250 W & E	W\$30, E\$100, G\$50	\$100 or LOC	2 mth bill or credit history	150	\$200 E, 50 W, 50WW	50,200
Deposit Waived/Conditions	LOC	Letter of Credit, Landlord Temp	No	No	3 yrs. excellent credit	credit history or credit check	Equifax credit, check, LOC from utility	Letter of Credit	No
Refund Deposit/Conditions	24 mo. / good pay	2 yrs. With 1 late fee allowed	Until acct. closes	termination of service	Final bill/3 yrs. good credit	excellent pay, 2 yrs. good credit	2 yrs. Good pay	Written request, 1 yrs. good pay	Termination of service
Interest on Deposit/Rate	No	No	No	No	0	2.30% adjusted annually	What's made on our \$	No	No
ID Required for Service	Yes	DL#/SS#	DL#/SS#	DL#/SS#	Yes	DL#/SS#	Yes	Picture ID	Yes
Other Information Requested	SS#	Closest relative	Rent receipt or proof of purchase	Service Application	SS#/DL#	Deed, rent receipts, lease agreement	DL#/SS#	Employer, SS#, Previous address	DL#, SS#, spouse children's name
New Deposit to Transfer in Service Area	No	Yes if Good Credit Not Established	No	No	No	No	No	No	Increase to curr. amt.
Amount of Service Charge for New Service	0	\$25	\$10	0	0	\$26	\$15 Electric, \$25 Gas	0	0
Impact Fee/Amount	E-\$25, W-\$25	No	No	No	No	w\$1,378/erc sw\$1,222/erc	No	No	No
Guaranteed Same Day Connects	Yes	Yes	Yes	Yes	Yes	Yes	Yes	When possible	When possible
Guaranteed Same Day Disconnects	Yes	Yes	Yes	Yes	Yes	No	Yes	When possible	When possible
After Hours Reconnect/Fee	Double-only provide on cut off	Yes - 2 x normal charge	No	No	\$60	\$151	Yes	No afterhours reconnects	\$25
Field Personnel Collect Fees	No	Yes	No	No	No	Yes, check only delq. bills	Yes	No	No
Same/Next Day Service Charge Differ	No	No	No	No	No	No	Yes	No	No
Phone Orders to Connect/Bill for Deposit	No	No	No	No	No	Phone orders to connect /credit check	Yes, charge credit card	Faxed request	No
Phone Orders for Disconnect	Yes	Yes, verify caller and SS #	Yes	Yes	Yes	Yes	Yes	No	Yes
Fee for energy audits / How Much \$	No	No	No	No	No	No	No	No	No

Customer Service Survey 2003

New Services Information: Residential	Homestead	JEA	Jax. Beach	Keys Energy Service	KUA	Lakeland	Lake Worth	Leesburg	Moore Haven	Mount Dora	Newberry
New Service Deposit	Yes	Equifax, LOC, or Cash Deposit	Yes	Yes	Yes	Based on credit score	Yes	Yes	Yes	Yes	Yes
Installation Payments	No	No	No	No	Yes	Yes	No	No	No	No	No
Range/Basis for Deposit	\$0-\$250 / Credit	\$20-\$125 new, \$20 delinquent	\$125 maximum	1st\$125/2nd\$75	Begins at E\$125, W\$25	E\$100, W\$20	\$150 min. or 2 x avg. mo. bill	WW \$15, E \$100 G \$30, W \$30	\$120	\$100 min. 2 x avg. mo. bill	\$200 or 2 x avg. mo. bill
Deposit Waived/Conditions	Yes / Credit	Equifax, LOC, NFCU 1 yr good pay referral	2 yrs. good pay	Referral from last utility/Credit check	Credit check/pay	LOC	LOC, 2 yrs. good pay	By Council Only	No	Good credit status	Depends on credit status
Refund Deposit/Conditions	Yes / 2yr History	NFCU, LOC, 2 yrs. good pmt. 1 yr good pay referral	2 yrs. good pay	Credit check	2 yrs./exec. credit/pay Equal to what bank gives us	25 mo. clear history	2 yrs., good pay	Yes	24 mo. good pay	No	No
Interest on Deposit/Rate	Avg. Bank Rate	6% Annually	2.07%	Adjusted yearly	Credit check	Based on credit score	Varies yearly	Yes	No	No	No
ID Required for Service	Yes	Yes	Yes	Yes	Credit check	Based on credit score	DL#/SS#	Yes	Yes	DL#, Lease	Yes
Other Information Requested	DL# /SS#	leases, deed or documentation for SS#, Employer, DL#, name changes, deaths, etc.	SS#, Employer, DL#, other adults in household	SS#, DL#, Rent Receipt/Lease, Warranty Deed	Credit check	Serv. application lease/landlord certification	Employer, prev. address	DL#, Employment, SS#, Spouse	No	D.O.B., Employer Phone	Yes
New Deposit to Transfer in Service Area	No	No	Not if good pay \$10 prior to 1pm same day CI	No	Credit check	No	No	No	No	No	If good credit status
Amount of Service Charge for New Service	\$20	\$10/\$25	\$15	Credit check	\$10	\$5 per service	\$10	\$25	\$10	0	
Impact Fee/Amount	No	No	No	Yes/\$350	Credit check	E0, W3/4 \$910 +\$250 tap fee	No	No	No	Yes	No
Guaranteed Same Day Connects	No	Yes	No	Within City Limits	Yes, depending on time submitted	No	No	No	No	No	Yes
Guaranteed Same Day Disconnects	No	No	No	Within City Limits	Yes, depending on time submitted	No	No	No	No	No	Yes
After Hours Reconnect/Fee	\$150	No	\$25	\$50	No	\$40	\$40	\$45	\$50	\$45	\$40
Field Personnel Collect Fees	Yes / Check or Money order	No	Yes	No	Yes	No	No	No	No	No	Yes
Same/Next Day Service Charge Differ	No	Yes	No	No	No	Yes	No	No	No	No	No
Phone Orders to Connect/Bill for Deposit	No	Equifax/Yes	No	No	Yes	Yes/credit check	Yes, but must pay in 7 days	No	No	No	No
Phone Orders for Disconnect Fee for energy audits / How Much \$	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Fee for energy audits / How Much \$	No	No	No	No	No	No	No	No	No	No	No

Customer Service Survey 2003

New Services Information: Residential	New Smyrna Beach Utility Commission	Ocala Electric Utility	OUC	Quincy	Starke	Tallahassee	Vero Beach	Wauchula	Williston
New Service Deposit	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Installment Payments	Yes	No	Yes	0	No	0	No	1/2 down, 1/2 wn 2 weeks	No
Range/Basis for Deposit	2 x avg. mo. bill	\$125/Bad Credit	\$125 - \$250 Electric	\$125 rent/\$80 own	\$200 or 1.5 x avg. mo. bill	140	E only \$100 E, W,S, \$150	2X 6 mo. Avg.	\$200/Res.
Deposit Waived/Conditions	Est. credit w/utility co.	LOC/Credit Check	Credit rating 12 months prompt	No	No	2 yrs. good pay record reference letter from previous energy provider	No	2 yrs. good pay	No
Refund Deposit/Conditions	2 yrs. prompt payments	1 yr. good pay	pay After Acct. is finalized	Closed account	2 yrs. good pay record	3 yrs. good pay record	No late payment	5 yrs good pay record No PN-CutOff-Meter Tampering	No
Interest on Deposit/Rate	1.50%	Bank Rate	2.08%	No	No	Yes/6%	Yes/6%	No	No
ID Required for Service	DL# & SS#	SS#,Picture ID	SS#/DL#	Yes	Yes	Picture I.D.	Yes	DL#/SS#	Yes
Other Information Requested	Phone#, spouse D.O.B.	No	DOB, employer, spouse,PH#	Employer, Prev. Add, SS#, Phone#	No	SS#, DL#, employer, No telephone,DOB, spouse	Day & Evening phone#	Employer, Veh. make/model, Fin. Institution/prev.address, other occupants	Application, need copy of Social Sec and Drivers Lic
New Deposit to Transfer in Service Area	No	No	No	No transfer - Yes new deposit	No	No, if Dep. on file	Depends on # of Serv.	No	No
Amount of Service Charge for New Service	\$25	\$20	\$30	0	0	\$16	\$13	0	0
Impact Fee/Amount	No	No	No	No	No	No	\$550/\$1,650	\$130 temp / \$100 per on new const.	No
Guaranteed Same Day Connects	Yes	Yes	Before 6PM M-F, 1 PM Sat.	No	Yes, Before 3:30	Yes	Yes	No	No
Guaranteed Same Day Disconnects	No	No	No	Before 1:30 p.m.	Yes, Before 3:30	No	Yes	No	No
After Hours Reconnect/Fee	\$50/\$80	\$40	No	\$50	\$45	\$30	\$18	\$50	\$50
Field Personnel Collect Fees	Yes	No	No	No	No	No	No	Yes	No
Same/Next Day Service Charge Differ	No	After 2pm \$32.	Yes, for non-payment	No	No	No	No	No	No
Phone Orders to Connect/Bill for Deposit	Yes	No	Yes	No	No	No/No	No	Yes / No	No
Phone Orders for Disconnect	Yes	Yes	Yes	No	No (can fax or mail request)	Yes	Yes	Yes	No
Fee for energy audits / How Much \$	Yes/\$25	No	No	No	No	No	No	No	No

Customer Service Survey 2003

NEW SERVICE INFORMATION: COMMERCIAL	Alachua	Bushnell	Chattahoochee	Clewiston	Fort Meade	FPUA	GRU	Green Cove Springs	Havana	
Amount of Service Charge for New Service	0	\$25	0	0	0	\$15	Electric \$15, Gas \$40	0	0	
Impact Fee/Amount	E-\$25, W-\$25	No	Varies	No	No	wa \$1,378/erc sw \$1,222/erc	Varies	No	No	
Range Basis for Deposit Amount	2.5 mo. avg. bill	2 x Avg Monthly Bill or Comparable	0	2 mo. est. bill	\$200 or 2x monthly bill	Avg.2 mo. bill	2 months bill	2 x 6 mo. avg.	2 x mo. avg.	
Installment Payment	No	No	No	No	No	Avg.2 mo. bill	Yes	No	No	
Deposit Adjusted/When	No	Credit risk	Yes/non payment	No	Yes varies	Annual review & based on credit history		1 year history	1 year	After 1 yrs.
Methods Deposit May Be Posted	Cash, Check	Cash, Check, Surety bond	No	Cash	Cash or Bond	Cash, Bond, Letter of Credit	Cash, Surety Bond	Cash, CD, LOC	Cash, LOC, bond	
Deposit Refund Criteria (Exceptions)	No	Final billing	No	Termination of service	No	LOC	2 year good pay history	Yes	CD	
Guaranteed Same Day Connects	Yes	Yes	Yes	Yes	Yes	No.depends on workload	No	When possible	No	
Guaranteed Same Day Disconnects	Yes	Yes	Yes	Yes	Yes	No	Yes	When possible	When possible	
After Hrs. Reconnect/Fee	Double only on cut-off day	Yes - 2 x normal charge	No	No	\$60	Until 7:00 P.M./ after \$151	Yes/Yes	No after hours	possible/\$25	
May field personnel collect fees?	No	No	No	No	No	By check or moner order only	Yes	No	No	
Do you have a Key Accounts Program	No	Informal program	No	No	No	No	Yes	No	No	
If yes, how many Key Accounts customers	No	No	No	No	No	No	Top 100	No	No	
How many Key Accounts Respentatives	0	0	0	0	0	0	3	0	0	
BILLING INFORMATION:										
Billing Equipment Used	Software/meter genie	Harris Computers	No	Harris	IBM AS/400	HP Alpha Servers	DEC/VAX	IBM AS400	AS400	
Postcard or Envelope Billing	Envelope	Envelope	Postcard	Envelope	Postcard	Envelope	Envelope	Envelope	Both	
Others Allowed to insert	No	With City Council Permission	No	City	No	Yes	Yes	Yes	No	
Auto Meter Reading/Manufacturer	No	Itron	No	No	No	ITRON	ITRON	Logicon, Inc.	No	
Use of Automatic/Electronic meter reading devices (AMR)	No	No	No	No	No	Yes	Yes	Going to limited #	No	
# of Meters read by Electronic equipment	0	0	0	0	0	400+	2,982	To Be determined	No	
On Site Billing	Yes	No	Yes	Yes	No	Yes	Yes	Yes	Yes	
# Billing Cycles Per Month	2	1	1	4	2	14	22	6	1	
Avg. # Days Between Reading & Billings	7-8	10	5	5	Approx. 10	5	2	5	5	
# Days Between Bill & Delinquency	10-15	15	20	11	20	15	30	15	20	
# Days After Delinquency to Disconnect	Same Day	5	0	7	5	15	7	10	1	
Discount for Prompt Payment	No	No	No	No	No	No	No	No	No	
Penalty for Late Payment/Amount	10% penalty on current balance		0	Yes/10%	0.1	Yes/\$10	0	Yes/2%	1% or \$10 min.	5
Delinquency Termination Notice Schedule	mailed out after penalty is applied		Yes	No	No	Yes	Yes	Yes	No	
Hardship Case Provisions	Yes	Yes	Yes	Salvation Army, LIHEAP	No refer for aid	Yes	Yes	No	Extension Policy	
VISA, MC, or ATM Card Payments	Yes	No	No	Yes	No	Yes	Web & Speed Pay Oct. 2003	Yes	No	
Interruptible/Curtailable rates	No	No	No	No	No	Yes	No	No	No	

Customer Service Survey 2003

NEW SERVICE INFORMATION: COMMERCIAL	Homestead	JEA	Jax. Beach	Keys Energy Service	KUA	Lakeland	Lake Worth	Leesburg	Moore Haven	Mount Dora
Amount of Service Charge for New Service	\$20	\$10.00/\$25.00	\$10	\$15	\$7.50	\$15	\$5 per service	\$40	\$25	0
Impact Fee/Amount	No	No	No	\$70 per kW	No	E 0, 2" \$13,290 impact fee \$730 tap fee	No	No	No	No
Range Basis for Deposit Amount	2 x Mo. Avg.	\$60 unlimited	\$75 No max 2x avg. bill	2 Mo. avg.	2 x avg. Mo. bill	2 x avg. Mo. bill	2 X avg. monthly bill	2 x mo. avg.	0	\$150 min. 200% avg. bill
Installment Payment	No	Yes	No	No	No	Yes	No	No	No	No
Deposit Adjusted/When	After 6 Mo.	6 mo. review	6 mo. review if late 2 delinquency	Upon review	6 Month	Yes/credit check	4 lates in 12 months	6 Mo. poor pay	No	No
Methods Deposit May Be Posted	Chk., Surety Bond, LOC	Cash, Bond	Cash, ILC, Bond	Cash, CK, Surety	Cash, Surety Bond, Guarantee, Irrevocable letter of credit	Cash, Surety Bond, LOC	Bond, Check, Cash	1/2 cash, 1/2 LOC or bond	No	Bond, CD, Cash
Deposit Refund Criteria (Exceptions)	Payment History	LOC	When terminated	Bond, CD	36 months / last 12 months good credit	No	Termination of Service Only	Mo. bill >\$500	Yes	24 Mo. good pay
Guaranteed Same Day Connects	No	Yes, if requested before noon	No	No	Yes, depending on time submitted	No	No	No	No	No
Guaranteed Same Day Disconnects	No	No	No	Within City Limits	Yes, depending on time submitted	No	No	No	No	No
After Hrs. Reconnect/Fee	\$150	No	No/ \$25	Within City Limits/\$50	Yes / No	Yes	\$40	\$45	\$50	\$45
May field personnel collect fees?	Yes / Chk or Money Order	No	Yes	No	Yes	No	No	No	No	No
Do you have a Key Accounts Program	Inactive	Yes	No	Yes	Yes	Yes	No	Yes	No	No
If yes, how many Key Accounts customers	32	250	No	25	Varies	100	No	50 Approx.	No	No
How many Key Accounts Respentatives	0	7	0	2	22	3	0	1	0	0
BILLING INFORMATION:										
Billing Equipment Used	IBM AS 400	ABB, Schlumberger, Westinghouse, Sangamo, Landis& Gyr, Invensys,Hearsy, Badger	AS400/ PB Documatch	Dec Alpha / Harris Software	IBM AS400	ASP Provider	IBM AS-400 i-series	IBM/HTE Software	Gateway Comp.	IBM AS400
Postcard or Envelope Billing	Envelope	Envelope	Envelope	Envelope	Envelope	Envelope	Envelope	Envelope	Postcard	Envelope
Others Allowed to insert Auto Meter Reading/Manufacturer Use of Automatic/Electronic meter reading devices (AMR)	Yes	Yes	Yes	No	Government	Yes	Yes	No	No	No
# of Meters read by Electronic equipment	2,817	55,000	0	0	8,000	7,652	880	0	No	1,059
On Site Billing	Yes	Yes	Yes	Yes	Yes, mailing outsourced	Yes	No	Yes	Yes	No
# Billing Cycles Per Month	18	20	20	9	20	20	22	7	1	18
Avg. # Days Between Reading & Billings	2	4	7	2-3 Days	7	1 to 3	3	3 4	30	2
# Days Between Bill & Delinquency	25	28	21	31 Days	18	25	20	20	20	15
# Days After Delinquency to Disconnect	10	15 calendar days	14	12 14 days	12	42	10	10	5	10
Discount for Prompt Payment	No	No	No	No	No	No	No	No	No	No
Penalty for Late Payment/Amount	0	Yes 1.5%	0	5%	0	\$3.50 or 1.5% whichever greater	11 Res. / \$25 Commercial.	0.05	Yes	No
Delinquency Termination Notice Schedule	Yes, on utility bill	Yes	14 days after due date	2 days after due date	23 days after bill	Yes	10 days	1 day after due date	No	2 days > delivery
Hardship Case Provisions	Case by Case	Yes	Extend/Refer	Case by case arrangements	Ext. & letter of agreement	Yes	Yes	refer for aid	Yes	Yes
VISA, MC, or ATM Card Payments	Yes	No	No	Visa, Mastercard	Yes	Yes	AMEX, Visa, Discover	No	No	Yes
Interruptible/Curtailable rates	No	No	No	No	Yes/Commercial	Yes	No	No	No	No

Customer Service Survey 2003

NEW SERVICE INFORMATION: COMMERCIAL	Newberry	New Smyrna Beach Utility Commission	Ocala Electric Utility	OUC	Quincy	Starke	Tallahassee	Vero Beach	Wauchula	Williston
Amount of Service Charge for New Service	Depends on type of business	\$25	\$20	\$30	0	0	\$16	\$13	0	0
Impact Fee/Amount	No	No	No	No	No	No	No	\$550 \$1,650 or \$115 x kWh	\$130 temp/\$100 perm	No
Range Basis for Deposit Amount	2 x mo. avg.	2 x mo. avg.	2.25 x mo. avg.	2 X monthly average	Sq. Footage	12 mo. Avg./\$200 min.	2 x mo. avg.	2 x mo. avg.	2 x 6 mo. avg.	0
Installment Payment	No	No	No	No	No	No	No	No	No	No
Deposit Adjusted/When	Yes - 2 years	1 yrs. (requested)	No	By collections, if necessary	No	After 6 Mo.	1 yrs. review	6 mo.	2 late pamt/2 mos	6 month (average for the previous 6 months times 2)
Methods Deposit May Be Posted	Pay in full	cash, bond, LOC	Cash,Ck, CD, Bond, Bank LOC	Cash, credit card, bond, LOC	Cash/CD/Bond	Cash	Cash, CD, Bond, LOC	Cash, Bond	Cash, Cash w/ L.O.C.	Cash, Bond, Check 5 yrs good pay record No PN-CutOff-Meter Tampering
Deposit Refund Criteria (Exceptions)	Yes - 2 years	No	36 mos. good pay	Contracts Yes, before 6 PM, M-F	No	Acct. Closed Yes, Before 3:30 pm	No	No	No	No
Guaranteed Same Day Connects	Yes	Yes	Yes if established	No	No	Yes, Before 3:30 pm	Yes	Yes	No	No
Guaranteed Same Day Disconnects	Yes	No	No	No	If before 11:30 p.m.	Yes, Before 3:30 pm	No	Yes	No	No
After Hrs. Reconnect/Fee	\$40	\$50/\$80	\$40	No	\$50	\$45	\$30	\$18	\$50	\$50
May field personnel collect fees?	Yes	Yes	No	No	No	No	No	No	Yes	No
Do you have a Key Accounts Program	No	No	Yes	Yes	No	No	Yes	No	No	No
If yes, how many Key Accounts customers	No	No	Approx. 100	120	No	No	130	No	No	No
How many Key Accounts Respentatives	0	0	1	15	0	0	3	0	0	0
BILLING INFORMATION:										
Billing Equipment Used	Printer/Computer	Bell & Howell	Zerex DOCU Print 75	HP9000/K450	American Data Group (ADG) Versa Seal Z Form	Dell PC/Mainframe	MS Win. 2000 SP6 on a ES7000 server running MS Cluster. PeopleSoft with Oracle engine in the background	No	Pentamation UB Software	American Data Group Utility Billing System
Postcard or Envelope Billing	Envelope	Envelope	Envelope	Envelope	Yes - City of Orlando	No	No	No	No	No
Others Allowed to insert Auto Meter Reading/Manufacturer Use of Automatic/Electronic meter reading devices (AMR)	No	Yes ITRON	City Northrup Grunman	Yes Itron	No Husky	No Itron	No Datamatic	No ITRON	No ITRON	No
# of Meters read by Electronic equipment	0	4,000	93	45,000	0	No	Very Limited	No	No	No
On Site Billing	No	Yes	No	No	Yes	Yes	Yes	No	Yes	No
# Billing Cycles Per Month	1	14	20	20	2	1	20	26	5	1
Avg. # Days Between Reading & Billings	29	5	2	1 to 3	5	30	3	3/4	10	10
# Days Between Bill & Delinquency	15	21	20	18	15	21	20	21	25	15
# Days After Delinquency to Disconnect	1	7	15	19	5	7	15	15	1	5
Discount for Prompt Payment	No	No	No	No	No	No	No	No	No	No
Penalty for Late Payment/Amount Delinquency Termination Notice Schedule	\$10	\$2/\$5 or 1.5% whichever greater	5% of past due	No	0	\$5	10% Commercial Only	No	No	\$10 per metered Serv. (electric/gas/water)
Hardship Case Provisions	Yes	Yes	Extension	Individual cases	No	Yes	Yes	Extend/Refer.	Extensions	Individually accessed
VISA, MC, or ATM Card Payments Interruptible/Curtailable rates	No	No	Yes	Yes	Yes	No	Discover, American Express, Visa only	No	Check, \$, ACH	No

Customer Service Survey 2003

Collection Bad Debt	Alachua	Bushnell	Chattahoochee	Clewiston	Fort Meade	FPUA	GRU	Green Cove Springs	Havana
Amount of Bad Check Charge	\$25	\$20	0	\$25	\$20	Check value \$0-\$50=\$25.00;\$51-300=\$30.00; Greater than \$300 = \$40.00	\$20 or 5%	\$20	\$20 or 5%
# Bad Debt Written On	137	65	0	0	128	0	150,763	100	48
Amount of Write (total \$ and %)	\$25,830	6355 / 2%	0	0	32,591 / 0.0054	198,958 / .0026 (total of all services)	763,246.00(.37%)	20638.00.18%	5,953 / .195%
Residential Write off (total \$ and %)	0	\$6,355	0	\$35000, 0.74%	\$32,513	\$280,059.57 - .0044%	0	19120.19.17%	5,753 / .189%
Commercial Write off above	0	0	0	0	\$78	\$15,847.56 - .0002%	0	1517.81.01%	200 / .007%
In House Collection Procedures	Final bill, 2 letters equifax	Yes	Yes	Call/Letter	Yes	3 letters	Yes	Yes	Letters
Collection Agency Used	Equifax	No	No	In office	No	Yes	Equifax	Yes	No
Report to Credit Bureau Current Acct./Bad Accts.	Bad debts	Yes	No	No	No	Yes	Yes	Yes	No
Do you have Credit Counselor (s)?	No	No	No	No	No	No	Yes	No	No
METER TAMPERING									
# People Investigating	Police Dept.	City Utility Staff	0	3 + Police	3	1	2	1 + Police	meter reader
Special Power of Authority	No	No	No	No	No	FPUA Resolutions & F.S.812.15	No	No	No
Fines, Charges or Penalties	Incr. deposits 5 times avg. bill \$75-E, \$50-W	Per ordinance	No	Criminal damage + \$200	Civil	\$200 tampering fee, \$50 cut seal fee, charges for destroyed equipment	Yes	\$130 meter tampering	Yes, criminal
# Investigated Per Month	0	1 in current year	0	0	0	50	100	0	0
Violators Prosecuted	Yes	Yes	No	Yes	Yes	No	Sometimes	No (5 full attorney will not pursue)	No
Amount Recovered	0	0	0	400	0	9,750	0	Minimal	0
LIFE SUPPORT SYSTEMS									
List of Life Support Customers Kept	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Special Provision for Life Support Non Payment	Yes	Yes	Yes	No	Refer to aid	Yes	If possible	By case	By case
Do you have a SHARE Program	No	No	No	No	No	Yes	Yes	No	No
LOAD MANAGEMENT									
Do you have a Load Management?	No	No	No	No	No	No	No	No	No
Is it Mandatory on New Construction ?	No	No	No	No	No	No	No	No	No
Appliances Included	No	No	No	No	No	No	No	No	No
Amount of Rebate	0	0	0	0	0	0	0	0	0

Customer Service Survey 2003

Collection Bad Debt	Homestead	JEA	Jax. Beach	Keys Energy Service	KUA	Lakeland	Lake Worth	Leesburg	Moore Haven	Mount Dora
Amount of Bad Check Charge	\$30/5% of Check	\$20	\$20 or 5%	\$20	\$10 or 5% over \$200	Max allowed by State Statute	\$25, \$30, \$40 or 5% based on amount of check	\$15 or 5%	\$24	\$15/5%
# Bad Debt Written On	500	1,200 per month	0	133	3,164	0	0	816	Yes	No
Amount of Write (total \$ and %)	\$247,000/.7%	\$250000 per month/.35%	74,286.24 / 0.1217%	\$125,748	551,803 / .51%	2,298,335/in process	\$193,749	83,570 / 2.9%	0	\$19,666
Residential Write off (total \$ and %)	0	\$200,000 per month/.90%	0	0	0	0	0	0	0	1 + Under
Commercial Write off above	0	\$50,000 per month/10%	0	0	0	0	0	0	0	1 + Under
In House Collection Procedures	Phone/Letters	Yes	Call/notify	Yes	Yes	Yes	No	Transfer only	0	Yes
Collection Agency Used	Yes	NAB/Stallings	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Report to Credit Bureau Current Acct./Bad Accts.	Yes	Yes/Bad Accts.	Yes	Yes	Write off only	Yes	Bad Accts.	Yes	No	No
Do you have Credit Counselor (s)?	No	No	No	No	Yes	No	No	No	No	No
METER TAMPERING										
# People Investigating	2	0	1	6	1	2	0	1	1	1
Special Power of Authority	No	No	No	No	No	No	No	No	No	No
Fines, Charges or Penalties	\$500 Plus Costs	\$14 S.C., \$40 Tampering, \$25 Lock, \$65 Meter, \$125 D.M.I.	Cost	\$250 + bill	Varies + cost of consumption	\$50 + Costs	\$150 + usage + damages	\$50	0	\$50
# Investigated Per Month	30	250 E, 250 W, 6,000 per year	5	2	34	600	Varies	3	0	Varies
Violators Prosecuted	No	No	No	Yes	Yes	No	No	No	Yes	Yes
Amount Recovered	\$25,000 + Consumption	no real verification at this time	50%	\$5,201.14	100,000	50-60 %	Varies	kWh used & tamper fee	0	0
LIFE SUPPORT SYSTEMS										
List of Life Support Customers Kept	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Special Provision for Life Support Non Payment	Phone/Tag	Yes	Yes	Yes	Yes	Yes/48hr. notice	Yes	Notify	Yes	Yes
Do you have a SHARE Program	Yes	Yes	Yes	No	Yes	No	Yes	Yes	Yes	No
LOAD MANAGEMENT										
Do you have a Load Management?	No	No	No	No	No	No	No	Yes	No	No
Is it Mandatory on New Construction ?	No	No	No	No	No	No	No	No	No	No
Appliances Included	No	No	No	No	No	No	No	Water heaters, A/C units, Heat pumps	No	No
Amount of Rebate	0	0	0	0	0	0	0	\$4 max	0	0

Customer Service Survey 2003

Collection Bad Debt	Newberry	New Smyrna Beach Utility Commission	Ocala Electric Utility	OUC	Quincy	Starke	Tallahassee	Vero Beach	Wauchula	Williston
Amount of Bad Check Charge	\$10	\$20/\$35	\$20/over \$400 = 5%	\$20 or 5% over \$400	Checkcare System	\$15	\$20 or 5% \$15 or 5% over \$300	\$15 min/5% up to \$25		\$20
# Bad Debt Written On	56	505	0	15,470	0	484	5,839	0	131	66
Amount of Write (total \$ and %)	\$9,500	62,250	769,068/ 8%	\$2,515,850 (.65%)	0	\$57,105	1,644,366 / .0067%	0	\$29513/.5%	\$9,952
Residential Write off (total \$ and %)	0	0	706,542/ .74	\$2,163,631 (86%)	0	\$55,090	1,474,515 / .0124%	0	\$23097/1%	\$9,446
Commercial Write off above	0	0	62,526/ .08	\$352,219 (14%)	No	\$2,015	1,644,366 / .0067%	0	\$6,416	\$506
In House Collection Procedures	No	Yes	Phone call, letter	Yes	Yes/Also CBCS	Letter	\$129,851 / .00108%	No	Yes	Letter
Collection Agency Used	Equifax	Yes	M J Altman	Yes	CBCS	Small claims court over \$200	Yes	Yes	No	Equifax
Report to Credit Bureau Current Acct./Bad Accts.	Yes	No/Yes	Yes	No,Collection Agency does	Yes	No	Yes	Final acct. only	No	Yes
Do you have Credit Counselor (s)?	No	No	No	No	No	No	No	No	No	No
METER TAMPERING										
# People Investigating	1	0	1	No formal program	3	2	4	As required	2	0
Special Power of Authority	No	No	Yes	0	No	No	No	No	Refer to P.D.	No
Fines, Charges or Penalties	\$50	\$80/Illegal connection charge	\$30+ use+damages/33,513.00	\$52/hr. plus damage costs	Up to \$500	\$75 & Pay all bills, plus damages	\$150 + Consumption & Damages	Court imposed	\$30 meter tampering	No
# Investigated Per Month	0	0	74	0	0	Less than 1	270	2	7	No
Violators Prosecuted	No	No	Yes	No	Yes	Yes	Yes	Yes	Yes	No
Amount Recovered	0	0	0	0	0	Varies	Varies	0	1,000	No
LIFE SUPPORT SYSTEMS										
List of Life Support Customers Kept	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Special Provision for Life Support Non Payment	Yes	Yes	No	Yes	Yes	Yes	Yes	Extend/Refer	Yes	Yes-Give notice/Time before cutoff of nonpay
Do you have a SHARE Program	No	Yes	Yes	Project Care	No	No	Yes	No	No	Yes
LOAD MANAGEMENT										
Do you have a Load Management?	No	Yes	Yes	No	No	No	No	No	No	No
Is it Mandatory on New Construction ?	No	No	No	No	No	No	No	No	No	No
Appliances Included	No	Wtr. heaters, A/C & Heat pumps	Elec C/H, C/A, Elec W/H	No	No	No	No	No	No	No
Amount of Rebate	No	\$2.25/\$7.50	Heat\$2.50, W/H\$1.50 Air\$2.50, Max \$4.00	No	No	No	No	No	No	No

Customer Service Survey 2003

Services	Alachua	Bushnell	Chattahoochee	Clewiston	Fort Meade	FPUA	GRU	Green Cove Springs	Havana
Electricity	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Natural Gas	No	No	Yes	No	Yes	Yes	Yes	No	Yes
LP Gas	No	No	No	No	No	No	Yes	No	No
Water	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Wastewater	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Reclaimed Water	No	No	No	No	No	No	Yes	Yes	No
Indoor/Outdoor Lighting program	No	No	No	Yes	No	Outdoor Lighting Program		No	Yes
Community Lighting program	No	Yes	No	Yes	No	No	No	No	No
Web Page Address: List Address	www.alachua.com	www.cityofbushnellfl.com	www.ci.chattahoochee.fl.us	www.cityofclewiston.org	www.state.fl.us/ftmeade	www.fpu.com	www.gru.com	www.greencovesprings.com	www.historichavana.com
Fiber Optics:	Installing Fiber at this time								
Dark Fiber	No	No	No	No	No	Yes	No	No	No
Wholesale Service	No	No	No	No	No	Yes	Yes	No	No
Retail Service	No	No	No	No	No	Yes	Yes	No	No
Telephone:									
Local	No	No	No	No	No	No	No	No	State Centrey
Long Distance	No	No	No	No	No	No	No	No	SunCom
Internet Service Provider	No	No	No	No	No	Yes	Yes	No	MediaCom Cable
Commercial DialUp	No	No	No	No	No	Yes	Yes	No	No
Commercial Broadband	No	No	No	No	No	Yes	Yes	No	No
Residential DialUp	No	No	No	No	No	Yes	Yes	No	No
Residential Broadband	No	No	No	No	No	Yes	Yes	No	No
Wireless	No	No	No	No	No	Yes	Yes	No	No
LAN/MAN/WAN Service	No	No	No	No	No	No	Yes	No	No
Data Services	No	No	No	No	No	No	Yes	No	No
Web Development	No	No	No	No	No	Yes	No	No	No
Satellite TV	No	No	No	No	No	No	No	No	Primestar
Home Appliance Warranties	No	No	No	No	No	No	No	No	No
Whole Home Surge Protection	No	No	No	No	No	Yes	No	Yes	No
Energy Improvement Services Program (ESCO)	No	No	No	No	No	Yes	No	No	No
Special Programs									
Photovoltaics	No	No	No	No	No	No	Yes	No	No
Solar Thermal	No	No	No	No	No	No	No	No	No
Biomass	No	No	No	No	No	No	Yes in 2003	No	No
Landfill Gas	No	No	No	No	No	No	Yes in 2003	No	No
Green Pricing program	No	No	No	No	No	No	Yes in 2003	No	No
Chilled water	No	No	No	No	No	No	No	No	No
Power Quality program	No	No	No	No	No	No	Yes	No	No
Long term commercial contracts	No	High Load Credit Factor Agreements		No	No	GSHLF Credit includes long term agreement		No	No
Water submetering program	No	No	No	No	No	No	No	No	No
List any unique/value added programs	No	No	No	No	No	No	Solar rebates I R Scan	No	No
Street Lights									
Who pays for street lights (i.e. hardware equipment)?	City	City	City	City	City	City/County	Customers through bill		City
Who installs city or utility?	City	City	Utility	Utility	City	Utility	Utility	City	City
Who pays for energy used by street lights?	City	City	City	City	City	City/County	Customer	City	City
Are special fees assessed (e.g. subdivision)?	No	No	No	No	No	No	No	No	No

Customer Service Survey 2003

Services	Homestead	JEA	Jax. Beach	Keys Energy Services	KUA	Lakeland	Lake Worth	Leesburg	Moore Haven	Mount Dora
Electricity	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Natural Gas	No	No	No	No	No	No	No	No	Yes	No
LP Gas	No	No	No	No	No	No	No	No	No	No
Water	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Wastewater	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Reclaimed Water	No	No	No	No	Yes	No	No	Yes	No	Yes
Indoor/Outdoor Lighting program	No	No	No	Outdoor	Yes	Yes (Outdoor)	No	No	No	No
Community Lighting program	No	No	No	No	No	Yes (Street Lighting)	No	No	No	No
Web Page Address: List Address	www.ci.homestead.fl.us	www.jea.com	www.jacksonvillebeach.org	www.kwcityelectric.com	www.kua.com	www.lakelandelectric.com	www.lakeworth.org	www.ci.leesburg.fl.us	NO WEB PAGE	www.ci.mount-dora.fl.us
Fiber Optics:										
Dark Fiber	Yes	No	No	No	No	No	No	Yes (leased)	No	Yes
Wholesale Service	No	No	No	No	No	No	No	Yes	No	No
Retail Service	No	No	No	No	No	No	No	Yes	No	No
Telephone:										
Local	No	No	No	(305) 295-1000	Available after 1/1/04	Internal Only	No	No	No	No
Long Distance	No	No	No	No	Available after 1/1/04	No	No	No	No	No
Internet Service Provider	No	No	No	No	Yes	No	No	Yes	No	No
Commercial DialUp	No	No	No	No	Yes	No	No	Yes	No	No
Commercial Broadband	No	No	No	No	Yes	No	No	Yes	No	No
Residential DialUp	No	No	No	No	Yes	No	No	Yes	No	No
Residential Broadband	No	No	No	No	Yes	No	No	No	No	No
Wireless	No	No	No	No	No	No	No	No	No	No
LAN/MAN/WAN Service	No	No	No	No	No	Internal Only	No	No	No	No
Data Services	No	No	No	No	No	No	No	Yes	No	No
Web Development	No	No	No	No	Yes	No	No	No	No	No
Satellite TV	No	No	No	No	No	No	No	No	No	No
Home Appliance Warranties	No	No	No	No	No	No	No	No	No	No
Whole Home Surge Protection	No	Yes	Yes/Not electronics	Yes	No	Yes	No	Yes	Yes	No
Energy Improvement Services Program (ESCO)	No	No	No	Yes	No	No	No	No	No	No
Special Programs										
Photovoltaics	No	No	No	No	No	Yes	No	No	No	No
Solar Thermal	No	No	No	No	No	Yes	No	No	No	No
Biomass	No	No	No	No	No	No	No	No	No	No
Landfill Gas	No	Yes	No	No	No	No	No	No	No	No
Green Pricing program	No	No	No	Yes	No	No	No	No	No	No
Chilled water	No	Yes	No	No	No	No	No	No	No	No
Power Quality program	No	No	No	No	No	No	No	No	No	No
Long term commercial contracts	No	Yes	No	No	Yes	Yes	No	No	No	No
Water submetering program	No	No	No	No	No	No	No	No	No	No
List any unique/value added programs	No	No	No	No	No	No	No	No	No	No
Street Lights										
Who pays for street lights (i.e. hardware equipment)?	City & Dade County	JEA	Utility for City/Customer for private	City	City	City	City	City	City	City, or user
Who installs city or utility?	Utility	JEA	Utility	Utility	Utility	Utility	Utility	City	City	Utility
Who pays for energy used by street lights?	City & Dade County	City	City for public	City	City	Utility as part of city transfer	City	City	City	City
Are special fees assessed (e.g. subdivision)?	No	No	sector	No	No	No	No	No	No	Yes, Possible

Customer Service Survey 2003

Services	Newberry	New Smyrna Beach Utility Commission	Ocala Electric Utility	OUC	Quincy	Starke	Tallahassee	Vero Beach	Wauchula	Williston
Electricity	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Natural Gas	No	No	No	No	No	No	Yes	Yes	No	No
LP Gas	No	No	No	No	No	No	No	No	No	No
Water	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Wastewater	Yes	Yes	Yes	Billing agent for City	Yes	Yes	Yes	No	Yes	Yes
Reclaimed Water	No	Yes	No	Billing agent for City	No	No	No	Not for resale (Water Utility's spray fields etc.)	Yes	No
Indoor/Outdoor Lighting program	No	No	Yardlights	Yes	No	No	0	Yes	Yes	No
Community Lighting program	No	No	Yes	No	No	No	New subdivision inside City Limits provided with area lights along streets	Yes	No	No
Web Page Address: List Address	www.newberrychamber.com	www.ucnsb.net	www.ocalaelectric.com	www.ouc.com	www.quincy-fl.com	www.bradfordelections.com/city.htm	www.talgov.com	www.covb.org	www.cityofwauchula.com	www.willistonfl.com
Fiber Optics:										
Dark Fiber	No	No	Yes	No	No	No	No	Yes	Yes	No
Wholesale Service	No	No	Yes	No	No	No	No	No	No	No
Retail Service	No	No	Yes	No	No	No	No	No	No	No
Telephone:										
Local	No	Yes	Yes	No	No	No	No	No	No	No
Long Distance	No	Yes	No	No	No	No	No	No	No	No
Internet Service Provider	No	Yes	No	No	Yes	No	No	No	No	No
Commercial DialUp	No	Yes	No	No	Yes	No	No	No	No	No
Commercial Broadband	No	No	No	No	No	No	No	No	No	No
Residential DialUp	No	Yes	No	No	Yes	No	No	No	No	No
Residential Broadband	No	Yes	No	No	No	No	No	No	No	No
Wireless	No	Yes	No	No	No	No	No	No	No	No
LAN/MAN/WAN Service	No	No	No	No	No	No	No	No	No	No
Data Services	No	No	No	No	No	No	No	No	No	No
Web Development	No	No	No	No	No	No	No	No	No	No
Satellite TV	No	No	No	No	No	No	No	No	No	No
Home Appliance Warranties	No	No	No	No	No	No	No	No	No	No
Whole Home Surge Protection	No	Yes	Yes	No	No	No	No	No	No	No
Energy Improvement Services Program (ESCO)	No	Yes	Yes	No	No	No	No	Yes, Commercial Accts	No	No
Special Programs										
Photovoltaics	No	No	No	Yes	No	No	No	Yes	No	No
Solar Thermal	No	Yes	No	No	No	No	No	Yes	No	No
Biomass	No	No	No	No	No	No	No	No	No	No
Landfill Gas	No	No	No	No	No	No	No	No	No	No
Green Pricing program	No	Yes	No	No	No	No	No	Yes	No	No
Chilled water	No	No	No	Yes	No	No	No	No	No	No
Power Quality program	No	No	Yes	Yes	No	No	No	No	No	No
Long term commercial contracts	No	No	Yes	Yes	No	No	No	Yes	No	No
Water submetering program	No	No	No	Yes	No	No	No	No	No	No
List any unique/value added programs	No	No	No	No	No	No	No	No	No	No
Street Lights										
Who pays for street lights (i.e. hardware equipment)?	City	Customer	Ocala Electric	Customer either up front or on monthly bill	City	On public property, City	City	City/County	City	City
Who installs city or utility?	Utility	Utility	Ocala Electric	Utility	City	City	City	City	Utility	City
Who pays for energy used by street lights?	City	Customer	Developer or HOA	Customer	City	City	City	City/Conty	City	City
Are special fees assessed (e.g. subdivision)?	No	No	Yes	No	City	No	No	No	No	No