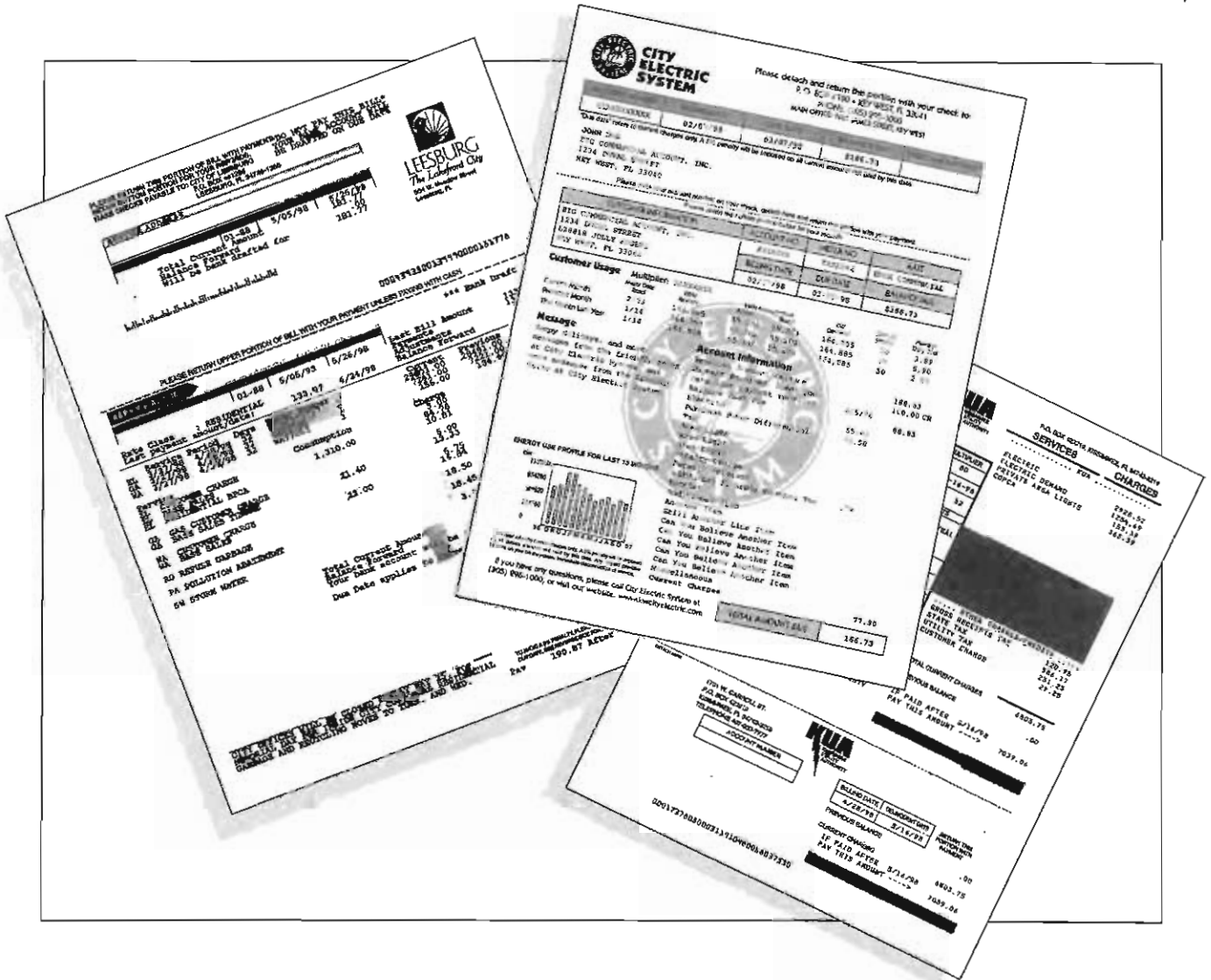


RELAY

THE OFFICIAL PUBLICATION OF THE FLORIDA MUNICIPAL ELECTRIC ASSOCIATION, INC.

May 1998



1998 Biennial Customer Service Survey

The Electric Authority Option



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& Construction



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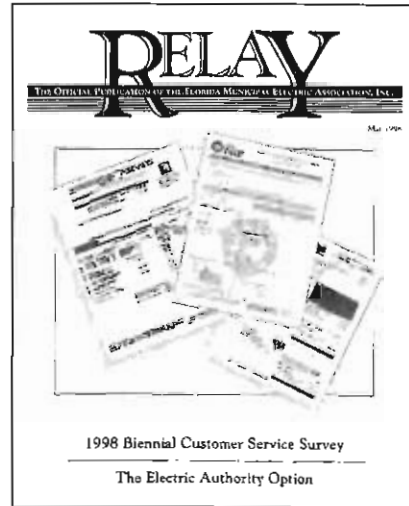
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May 1998



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OHM PAGE



Barry J. Moline
FMEA Executive Director

Stick to the Core

On NASA's Space Shuttle there are many advantages to weightlessness. A floating astronaut can propel a dollop of toothpaste into the air then swipe it onto a toothbrush. And rather than sit at a table to dine, the shuttle crew can place all their tubed food products airborne in front of them, enjoy their floating buffet, then place the tubes back in the air. Very convenient.

I imagine problems could occur, however, if too many items were made airborne all at one time in the cabin. If the food tubes popped out of their storage bins, then a few of the experiments involving rats and frogs opened up, several space boots floated by, and then heaven forbid, the toilet backed up, there would suddenly be a lot of, well, stuff floating around.

In the electric deregulation debate, a lot of strange stuff is suddenly starting to float around. Marketers are backing out of deals and scams are showing up. A few recent happenings:

1) **Enron dumped the residential markets in California, Massachusetts, Rhode Island and New Jersey.** After getting only 0.4 percent of the residential market in California, Enron decided to pull out of marketing to small power users and focus only on large commercial and industrial electricity users. Why? The Wall Street Journal reports that for Enron, the business is not profitable. Enron's market research indicated that 10-12 percent of the residential market would choose Enron, but apparently with consumers, saying and doing are two different things. Only one week earlier, Enron CEO Ken Lay testified before the Texas Legislature that they would "go after all" markets, including residential. Oddly, in late January, Lay said "it's virtually impossible to make money" selling to small customers in California. "In fact you'll probably lose money on every customer you hook up."

Opening up the *Wall Street Journal* on April 22 was a lot like watching a Mike Tyson fight ten years ago. You would pop the popcorn, pour the sodas, get comfortable on the couch, and 14 seconds later, Tyson would knock out

some guy named Leon or Buster. Likewise, only three weeks into the California deregulation experiment, Enron folded its residential cards.

Some might be quick to predict the demise of retail wheeling, but they shouldn't. The Enron action, however, confirms the razor thin margins in power marketing and the lack of savings available to small customers, the bottom-line conclusion many have frequently suggested.

2) **EnergyOne, the aggressive marketing partner of UtiliCorp United, ceased to exist on April 29.** EnergyOne touted itself as a nationally branded organization that would work with a select few utilities nationwide to offer value-added services to customers, such as EnergyOne Security, EnergyOne Long Distance, and EnergyOne Internet. Unfortunately, after spending an estimated \$10 million, few utilities decided to partner. In a desperate move to stop hemorrhaging money, the organization closed its doors. The lesson learned: national branding and services may not be what customers currently want.

3) **Electric sales scams are popping up.** After a recent town meeting in Tallahassee on the future of the city's electric utility, attendees were greeted by a flyer on their car windshields: "The Deregulation of Electricity. . . Have You Heard Of A Bigger Opportunity In Your Lifetime? . . . The Electric Power industry is now over \$300 billion a year market . . . Call Now and Find Out How Part Of It Can Be Yours." An investigation by a local newspaper turned up a multi-level marketing scam. The California Public Service Commission revoked the permit of Boston-Finney, Inc., a Harrisburg, PA., firm. The CPUC is investigating them for misrepresenting savings estimates and possible fraud.

I would never suggest that we stop taking the deregulation debate seriously. However, the road to the finish line suddenly seems to be taking more twists and turns than the Matterhorn roller coaster at Disney World. Stay tuned. In the meantime, stick to your core business — continue to serve all your customers with fast, friendly, reliable service. **R**

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NEWS LINES



Fort Pierce Mural Begins Centennial Countdown

Fort Pierce Utilities Authority (FPUA) is beginning the countdown to the city's 2001 centennial with the completion of a 10 ft. by 50 ft. mural that depicts both historical and present-day images of Fort Pierce.

"One of FPUA's missions is to contribute to the improving quality of life of Fort Pierce, and this mural is another FPUA contribution to the visual arts of the community," said FPUA Director Bud Boudreaux.

The mural, which was painted by artist Harimandir Khalsa, was created to pay tribute to the city's Centennial Celebration Countdown, which the city will celebrate in the year 2001. Completed on April 21,

1998, the mural is located on the lobby wall of FPUA's recently renovated administration building.

Titled "A Pictorial History of the Development of Fort Pierce," the mural combines older and newer Fort Pierce icons, including a Seminole Indian, the P.P Cobb building and the Manatee Center, as well as utility-related images such as a water tower and natural gas truck. Boudreaux called attention to the four corners of the mural, which feature FPUA's four branches: water, wastewater, electric, and natural gas.

"This is probably the only mural in the world that features a wastewater treatment plant," Boudreaux added.



Artist Harimandir Khalsa and the Ft. Pierce mural.

FERC Holds Regional Meetings

The Federal Energy Regulatory Commission (FERC) has scheduled seven public meetings nationwide to discuss regional issues in developing a federal policy for electricity independent system operators (ISO). FERC said the meetings would examine whether regional factors may be barriers to the formation of ISOs, formation of organizations to administer the electric transmission

grid, and how state initiatives are attempting to provide retail customer choice.

Florida electric utility officials may be interested in attending the June 8 meeting in Orlando. Requests to speak at one of the regional conferences should be sent to FERC, either by e-mail to allen.mosher@ferc.fed.us or by telephone (202) 208-0889.

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NEWS LINES

Purdom Unit 8 Receives Final Approval

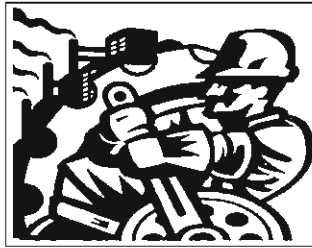
On April 28, Florida Governor Lawton Chiles and his Cabinet voted to approve the placement of an additional electric generator, Unit 8, at the Purdom Generating Station in St. Marks. Unit 8 will be about 40 percent more efficient than the city's existing generating capacity on an average basis and will allow the city to reduce costs for its customers.

This was the final approval required under the State's Power Plant Siting Act. The project was reviewed by 15 different regulatory agencies. This final approval gives the city a green light to move

forward with the construction and operation of this new unit.

The final order as approved April 28 supports an administrative law judge's findings that the Purdom Unit 8 project meets or exceeds all required environmental and regulatory requirements. As one of many environmental advantages of the plant, the city will use treated wastewater from the city of St. Marks wastewater treatment facility for cooling water at the power plant.

"We are extremely pleased with the Governor and Cabinet's final approval of the Purdom Unit 8



project," said Kevin Wailes, General Manager, Electric Operations. "The Governor and Cabinet's approval of the project is a direct reflection of the hard work and careful analysis performed by the city to develop an environmentally friendly and extremely efficient generator, which will provide our customers with low-cost reliable

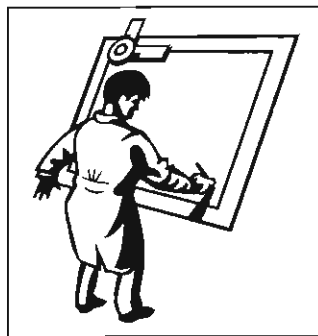
electricity in the future. We are confident Purdom Unit 8 is good for our citizens and the future of our electric utility."

The city approved Raytheon Engineers & Constructors to begin the engineering phase of the project in March. A final approval authorizing the procurement and construction of the unit is expected to be given no later than July 31, 1998. Construction is scheduled to commence in late 1998/early 1999, with the new unit beginning operation in May of 2000.

Energy One Marketing Alliance Placed on Hold

UttiliCorp United and Peco Energy recently announced that they are pulling the plug on their EnergyOne Marketing partnership. Established a year ago, the EnergyOne LLC partnership was designed to provide consumers with a broader array of choices by linking the sale of branded non-energy products and services together with the sale of electricity and natural gas.

At its inception, EnergyOne had signed up providers such as AT&T long-distance telephone service and ADT home security services. But other



partnerships that would have provided ancillary services never materialized.

"There was a lot of interest and understanding of the concept," UtiliCorp's Jerry Cosley said. "The marketplace just isn't ready for the concept." Cosley added that EnergyOne could

be revived quickly if a more competitive marketplace develops.

"EnergyOne was predicated on a deregulated network throughout the country, and that's not there yet," Bill Jones of Peco explained. Peco will continue to use the EnergyOne brand name in Pennsylvania, but the nationwide campaign will be suspended. About 40 employees at EnergyOne's headquarters in Kansas City will be laid off, although some may be rehired by either UtiliCorp. or Peco.

"The fundamental foundation of the

EnergyOne LLC partnership was a deregulated, fully competitive nationwide marketplace that would allow consumers to take advantage of the new concepts the partnership developed," said Richard C. Green, Jr., chairman of UtiliCorp United.

"Frankly, we know of no one in this business who can predict just when our nation might open up to the kind of competition we envisioned, but we feel it makes greater sense for us to attack this market differently now, rather than wait for it to wake up," said Peco Chairman Corbin A. McNeill, Jr.

Research Group Warns of Deregulation's Social Impact

The National Regulatory Research Institute (NRRI) has released a report stating that any decisions made about the future of the electric utility industry can "have significant consequences that will dramatically affect social welfare." The report argues that the incentive for utilities to cross-subsidize is based on more than maintaining an edge on competitors.

The report suggests several areas for continued research, including expanding the current view of affiliate relationships to



include more issues, examination of the effects of economies of scale and the potential negative aspects of decreasing competition, research into the relationship of marketing affiliates, and the analysis of regulatory policy.

From *Electric Power Alert*, April 8 issue.

Lakeland Receives Award

Lakeland Electric & Water recently received the American Public Power Association's (APPA) 1997 Electric Utility Safety Award for safe operating practices. The utility earned a third place plaque in the category for utilities with 1,000,000 to 1,999,999 hours of annual worker exposure.

"Lakeland Electric & Water employees are to be commended for their continuing record of responsible and safe work practices. Efforts like these demonstrate the commitment of our employees to ensure reliable power for the city of Lakeland, while still maintaining a safe work environment," said Ron Tomlin, Lakeland Electric & Water assistant

managing director.

The annual contest highlights the importance of safe working habits in the electric utility industry and recognizes excellent safety records. APPA President Thaine Michie presented the award to Tomlin on March 18, during the association's annual Engineering and Operations Workshop, held in San Antonio, Texas.

More than 175 utilities entered the national contest. Entrants were placed in categories according to their size and judged for the most incident-free records during 1997. The incidence rate is based on the number of work related reportable injuries illnesses and worker-hours during 1997.

Large Public Power Urges IRS to Revise New Rules

The Internal Revenue Service's (IRS) new 52-page rule package, which is supposed to ease public power's entry into a deregulated electricity market, "does not do the job," according to the nation's 21 largest publicly owned electric utilities.

The so-called output rules, now in effect but subject to change by the IRS, give public utilities flexibility in the amount of "private use" of their output that is permitted by the federal government. For example, the rules let public utilities sell excess power under non-renewable contracts for up to three years to private entities, without endangering the tax-exempt status of the bonds sold to build generating facilities.

But Graham Edwards, chief executive officer of Santee Cooper, South

Carolina's state-owned electric and water utility, said more private use relief is needed.

"Private use continues to be a yoke that is driving consumers toward higher rates and diminished services," said Edwards. "If the yoke is not lifted, restructuring will deliver more harm than good to millions of families and small business."

Edwards urged IRS to follow the private use provisions laid out in the Clinton Administration's electric restructuring proposal released in March. Clinton's proposal would "grandfather" all outstanding bonds. Bonds issued for transmission and generation facilities in the future would be taxable, but bonds issued to finance distribution facilities would continue to be tax-exempt, under Clinton's bill.



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Southern Company Ad Campaign Goes Global

Southern Company has recently launched a \$20 million advertising campaign that emphasizes the Atlanta-based company's global presence and stresses its reliability.

The company has replaced their old ad campaign of spiraling electrical cords for ads that highlight the company's triangular logo. The target audience for the new ads are "national business leaders, large consumers of energy, policymakers and investors," said Southern Company spokesperson Tal Wright. Wright also said that the company abandoned the electrical cord artwork to emphasize its increasing role as a mar-

ket of both electricity and natural gas.

A print version of the campaign began running in April. The ads will also run in *Fortune*, *Time*, *Forbes*, *Business Week*, *Golf Digest* and other national publications. Television ads are running on CNN, CNBC, the Weather Channel, MSNBC and other outlets.

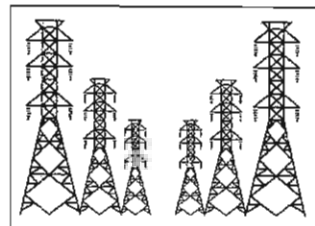
The ads also emphasize the company's large size and resources. They tout Southern "reliability" and say power outages at Britain's South Western Electricity power distributor have been reduced by 30 percent since the company was acquired by Southern in 1995.

APPA Coalition to Level Transmission Playing Field

The American Public Power Association (APPA) is heading a coalition of groups that recently presented legislation to Congress which would provide municipal utilities the opportunity to refuse investor-owned utilities (IOUs) access to transmission and distribution lines in a deregulated market, as well as forcing IOUs to comply with a list of requirements.

Dubbed the "Enlightened and Empowered Electric Consumers Act of 1998," the proposal is meant to define what municipal utilities feel is a "level playing field," a term that IOUs have been using on a regular basis.

APPA executive director Alan H. Richardson stated, "Instead of trying to dumb



down the industry to the lowest common denominator by force-feeding private power company standards on consumer-owned electric utilities, Congress should set the highest of all possible standards in any national legislation."

The bill, which is being considered both by Congress and APPA as a serious proposal, is meant to point out the discrepancies between what IOUs and municipal utilities consider to be a level playing field.

Exports to U.S. Seen Driving Canadian Power Deregulation

Ensuring lucrative power exports to the United States is the main force driving the deregulation of Canada's power industry, says Ron Mackay, an Alberta-based consultant for KPMG Consultants.

Mackay says that Canadian utilities, most of which are state monopolies, are moving toward competition primarily to meet new U.S. regulatory rules that would allow them to sell their power in the U.S.

"Canadian exports are

one of the primary drivers for many of the changes that have occurred recently," said Mackay during a Canadian electricity conference. Mackay also said that market power needs to be considered in a North American context, rather than for individual countries or states.

Under FERC guidelines, utilities are allowed to sell power into another utility's territory only if they also allow reciprocal sales into their own area,

creating an open market. Canadian power exports into the U.S. are significant, with Quebec Hydro estimated to have about 3,800 megawatts (MW) of export capacity to the U.S. and Ontario Hydro estimated to have 4,000

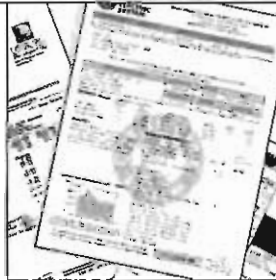
to 5,000 MW of export capacity. "The primary connections are north-south and not east-west," Mackay said. "There is little interconnection between the provinces," Mackay explained. **R**

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SURVEY



Bundling? We've always done that!

by Stephanie Wolanski,
FMEA Director of Communications

It's a common complaint: "Why is my electric bill so high?" Electricity high-bill complaints are usually handled with a three-step approach:

1. education,
2. energy audit,
3. budget billing or other intervention, if necessary.

For city-owned electric utilities, the education is the tricky part. The first thing that must be examined and explained is the breakdown of the bill. Cities offer a broad variety of services, including but not limited to water, wastewater, electricity, natural gas, cable or satellite television, garbage removal and even Internet access. City utility bills have traditionally employed the now popular term "bundling," allowing customers a convenient way to view and pay charges for a combination or menu of several different utility services.

For private power companies, this may offer an innovative concept in customer service, but for city electric

utilities it's the status quo. And the status quo has a downside: customers tend to see the bottom-line total and assume that's their electricity cost, not the combined total for several convenient, but independent, services. The challenge of course, is designing a billing method that makes the many individual services distinctively noticeable. No easy task, especially on a postcard!

In the pages that follow, the 1998 Biennial Customer Services Survey reveals the broad depth and breadth of services that city-owned utilities are offering. The survey is compiled by the FMEA Energy, Communications and Customer Services (ECCS) Committee, and through the persistence of ECCS Committee Liaison Bill Peebles. It includes statistical information for fiscal year ending September 30, 1997.

For information about committee participation, please contact Bill Peebles, (850) 224-3314, ext. 2. **R**

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1998 CUSTOMER

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GENERAL INFORMATION						
Total # of Electric Customer	2824	10,011	964	1303	4,045	2478
# Residential Customer	2083	8,511	740	1120	3,288	2193
# Commercial/Non-Demand Customers	440	1,190	190	139	486	185
# Commercial/Demand Customers	56	310	7	5	129	8
# City & Other Accounts	40	312	27	42	140	82
Net # New Accounts Yearly	600	2,500	-	0	30	25
Gross Retail Electric Sales (\$)	\$5,118,249	\$24,335,759	\$1,749,493	\$3,191,211	\$7,777,674	\$3,423,848
Gross Retail Electric Sales (kWh)	58,653,410	259,537,589	19,413,899	47,741,140	101,978,801	37,328,471
Residential Sales (\$)	\$2,260,997	\$10,252,119	\$617,730	\$928,839	\$1,569,352	\$2,374,877
Residential Sales (kWh)	24,656,519	118,382,115	6,825,764	11,693,818	48,052,192	25,783,973
Commercial/Non-Demand Sales (\$)	\$2,401,417	\$2,361,268	\$849,354	\$427,718	\$604,074	\$570,513
Commercial/Non-Demand Sales (kWh)	34,024,135	20,698,951	6765195	5,081,807	6,780,374	7,537,516
Commercial Demand Sales (\$)	\$455,835	\$11,722,371	\$482,409	\$1,718,556	\$3,508,392	\$137,813
Commercial Demand Sales (kWh)	(kw) 72756	122,456,623	5801940	29,614,200	48,061,395	285,264
City & Other Sales (\$)	included in above	\$1,057,722	included in above	115,099	97,856	340,645
City & Other Sales (kWh)	included in above	13,356,258	included in above	1,351,515	1,084,840	3,721,818
Wholesale Sales (\$)	NA	-	-	N/A	-	NA
Wholesale Sales (kWh)	NA	-	-	N/A	-	NA
Franchised Sales (\$)	NA	-	-	N/A	-	NA
Franchised Sales (kWh)	NA	-	-	N/A	-	NA
Amount Surcharge Outside City	10%	-	10%	no	-	10%
Utility Tax Amount	10%	-	10%	no	10% - less .01/kwh	10%
Fuel Adjustment	NA	No	.02044 adj. semi-annually	no	-	no
Power Cost Adjustment	\$4.00 per 1000 kwh	Yes-0.02736	.01118 adj. semi-annually	yes	.01680	yes varies
Frequency Either Adjusted	Annually	monthly	bi-annually	monthly	Monthly	varies
Service Area in Sq. Miles	35	165	2.5	5	5	20
# Service Orders Issued	2000 yearly	6000	1100-yr	916	984	4500
# Disconnects to Non-payment	avg. 55 per month	3000	3-5 Month	230	728	600
On-Line Order Transmission System	NA	-	N/A	no	no	no
24-Hr. Service Number	904-462-1231	841-534-0134	Yes-dispatch	y99	yes	841-285-8191

	Lake Worth	Leesburg	Moore Haven	Mount Dora	Newberry	New Smyrna Beach Utilities Commission
GENERAL INFORMATION						
Total # of Electric Customer	24,934	19,949	1,020	4717	952	20,501
# Residential Customer	21,550	14,874	888	4049	795	17,995
# Commercial/Non-Demand Customers	3,179	2,889	98	508	76	1,637
# Commercial/Demand Customers	94	304	14	78	23	91
# City & Other Accounts	111	2,082	20	62	36	778
Net # New Accounts Yearly	138	454	5	100	70	1,981
Gross Retail Electric Sales (\$)	\$31,829,588	\$30,563,338	\$1,162,284	\$5,849,546	\$2,067,227	\$24,560,387
Gross Retail Electric Sales (kWh)	342,435,990	397,348,489	16,695,703	72,860,000	29,220,148	305,573,316
Residential Sales (\$)	\$17,596,613	\$13,407,183	\$613,599	\$3,515,468	\$768,632	\$15,602,500
Residential Sales (kWh)	182,291,239	172,978,150	9,650,948	39,664,000	9,494,674	192,265,133
Commercial/Non-Demand Sales (\$)	\$7,816,016	\$12,987,524	\$348,695	\$893,763	\$147,407	\$1,904,910
Commercial/Non-Demand Sales (kWh)	78,507,837	212,297,158	6,755,980	4,736,000	1,697,929	40,981,744
Commercial Demand Sales (\$)	\$5,850,219	\$3,894,721	-	\$979,565	\$1,059,248	\$5,251,335
Commercial Demand Sales (kWh)	64,815,807	460,954	-	13,888,000	18,808,977	69,414,315
City & Other Sales (\$)	\$788,740	\$773,908	-	\$363,750	\$91,840	\$401,642
City & Other Sales (kWh)	8,815,907	11,810,227	287,791	4,572,000	1,118,568	2,912,128
Wholesale Sales (\$)	NA	-	-	0	-	\$131,320
Wholesale Sales (kWh)	NA	-	-	0	-	5,504,000
Franchised Sales (\$)	\$1,253,574	-	-	0	-	None
Franchised Sales (kWh)	11,650,772	-	-	0	-	None
Amount Surcharge Outside City	10%	-	6,969	10%	-	None
Utility Tax Amount	10%	-	59,606	10%	108	2% city / 10% county
Fuel Adjustment	variable	-	-	-	-	Yes
Power Cost Adjustment	No	7.25 / 1000 kWh	~74.871>	0	-	No
Frequency Either Adjusted	Monthly	6 Mo if necessary	Monthly	6 Mo. Intervals	-	Every 12 Mo.
Service Area in Sq. Miles	12	50	1.5	7.65	3	72
# Service Orders Issued	N/A	13,990	-	102	2,600	9,399
# Disconnects to Non-payment	5,433	75-week	56 per Mo.	-	36	371
On-Line Order Transmission System	No	No	-	N/A	-	No
24-Hr. Service Number	Yes	Yes	941-846-0711	Yes	352-472-2150	Yes

SERVICES SURVEY

	Fl. Pierce Utilities Authority	Gainesville Regional Utilities	Green Cove Springs	Havana	Homestead	Jacksonville Electric Authority	Jacksonville Beach	Key West City Electric System	Kissimmee Utility Authority	Lakeland
24,183	72,259	2845	1274	14,108	335,460	28,561	26,687	42,293	104,786	
20,192	64,812	2309	1057	12,232	289,260	24,274	21,910	34,088	84,941	
3,991	6,916	434	195	1,500	30,529	3,887	2,904	7,471	6,621	
N/A	799	101	-	330	3,042	291	626	725	1,276	
N/A	306	1	22	46	2,829	109	1,525	9	9,948	
115	1,987	82	21	250	7,091	1,225	645	520	-	
\$43,709,000	\$113,534,313	\$8,136,108	\$1,895,239	\$23,444,170	\$572,121,000	\$53,040,604	\$59,335,161	\$70,858,011	\$160,589,625	
511,821,000	1,454,304,901	113,514,162	19,877,083	283,249,295	9,849,233,000	572,346,000	614,853,554	906,164,828	2,358,003,476	
19,005,000	\$54,198,839	\$2,217,841	\$1,038,989	\$10,770,262	\$287,516,000	\$31,477,654	\$24,803,897	\$36,315,886	\$89,978,596	
206,943,000	690,727,144	27,064,891	10,598,532	141,189,424	4,155,385,000	355,210,000	270,406,183	439,554,278	1,170,110,911	
\$24,704,000	\$23,291,106	\$786,082	\$78,357	\$2,237,292	\$59,920,000	\$6,967,360	\$6,819,882	\$11,451,986	\$40,607,147	
304,878,000	181,330,400	9,005,321	8,194,917	26,902,391	946,746,000	70,314,000	59,143,707	137,361,375	167,866,583	
Included in Above	27,826,565	\$4,993,111	-	7,357,645	\$218,688,000	\$13,290,526	\$27,041,879	\$22,142,261	\$23,075,364	
Included in Above	564,364,551	75,743,924	-	102,452,452	4,476,582,000	135,041,000	280,126,147	320,217,350	898,432,772	
included in above	\$2,816,033	\$189,074	99,895	3,078,771	\$6,017,000	\$1,304,944	\$669,503	\$947,878	\$5,782,682	
included in above	17,882,803	1,700,028	1,063,644	12,705,026	70,540,000	11,781,000	5,277,517	9,031,825	94,294,212	
1,355,000	\$5,401,770	\$190,707	-	-	25,059,000	-	\$514,320	\$268,021	\$1,155,435	
N/A	104,426,900	2,652,000	-	-	567,802,000	-	9,403,000	8,486,000	25,488,000	
N/A	-	N/A	-	-	included in retail	-	N/A	0	-	
N/A	-	N/A	-	-	included in retail	-	N/A	0	-	
10 ⁺	10 ⁺	N/A	N/A	N/A	NA	-	N/A	\$1,866,499	-	
10 ⁺	10 ⁺	N/A	none	10 ⁺	15,497,000	-	N/A	\$1,731,395	-	
N/A	.02	N/A	yes	No	-	credit \$-10.20 per 1,000 kWh	Yes	0	.001 per kW	
+1.78	-	FY Avg. \$010905	No	Yes	-	-	Yes	\$4,629,408	-	
6 months	Mo.	Mo.	Mo.	Quarterly	-	Quarterly	Mo.	Mo.	-	
33	130	12-15	1.88	14	9800	48	74	85	250	
18,109	-	60 connect/disconnect/Mo.	N/A	17,155	254,911	30,405	15,217	99,780	108,968	
982	2500/Month	45	235	1,294	41,402	2,845	284	3,348	31,333	
N/A	Yes	-	No	No	Yes	-	Yes	Yes	Yes	
561-466-1600	Yes	529-2220 (Police)	850-539-6119	Yes	904-865-0300	904-247-5171	Yes	Yes	Yes	

	Ocala Electric Utility	Orlando Utilities Commission	Quincy	St. Cloud	Starke	Tallahassee	Vero Beach	Wauchula	Williston
47,673	133,497	4,843	16,059	2,584	89,394	27,511	2,570	1,213	
30,844	114,891	3,572	14,586	1,936	73,976	23,140	1,998	937	
5,663	14,990	652	1,337	805	9,069	3,843	607	182	
929	3,815	27	139	-	1,706	423	7	25	
2,237	35,311	692	Includ. in Comm.	43	4,643	305	58	68	
123	3,782	40-60	-	-10	1,661	555	40	26	
\$80,079,259	\$272,202,637	\$14,712,607	\$12,408,897	\$5,545,957	\$165,109,385	\$49,947,084	\$4,290,614	\$2,394,408	
1,068,435,855	4,011,918,679	183,504,836	142,255,809	80,780,277	2,152,175,716	591,404,015	52,616,080	27,738,593	
\$34,347,392	\$109,048,466	\$3,427,395	\$8,503,063	\$1,760,932	\$74,094,369	\$26,177,231	\$1,988,134	\$880,509	
416,497,293	1,352,232,371	48,643,131	96,485,211	21,163,804	630,514,677	291,447,255	23,690,338	9,508,231	
\$9,038,020	\$24,873,413	\$2,683,569	989,812	3,784,965	\$14,884,549	\$6,374,212	\$2,164,176	\$479,894	
114,197,268	328,184,767	41,058,935	10,193,848	39,492,671	166,847,162	66,647,840	26,394,562	5,410,476	
\$34,260,155	\$131,738,879	\$3,927,522	2,914,222	0	\$69,727,980	\$15,938,851	\$138,304	\$722,470	
508,767,368	2,251,204,247	93,802,770	35,577,780	0	1,088,211,802	214,604,915	2,531,150	9,339,972	
\$2,433,692	\$6,745,879	\$4,474,321	Included in above	-	\$6,402,487	\$1,456,690	inc in commer.	\$331,532	
28,983,926	82,287,294	None	Included in above	1,103,612	86,602,075	18,704,005	inc. in commer.	3,480,914	
0	\$108,592,115	None	-	0	\$6,574,288	\$1,726,739	-	0	
0	2,945,076,403	None	-	0	185,845,911	58,495,000	-	0	
0	N/A	None	-	0	None	0	-	0	
0	N/A	-	-	0	None	0	-	0	
10%	0	-	379,415	0	10 ⁺	10 ⁺	10 ⁺	No	
10%	10 ⁺	-	-	10%	10 ⁺	10 ⁺	10 ⁺	No	
N/A	Yes	Yes	-	Varies Mo.	.002	No	-	Yes	
4.8 mills	No	Yes	71,160	Included in above	N/A	Yes	.004	\$,00207	
6 Mos.	12 Mos.	Mo.	Every 6 Mos.	Mo.	Every 6 Mos.	1 per Yr.	Mo.	Every 6 Mos.	
153	394	22	150	7.5	47	27	12	2	
10,277	103,022	1,177	22,845	526	204,456	10,142	Avg. 100 mc	1,788	
5,689	27,000	924	700	341	44,229	1,307	Avg. 100 mc.	815 per Yr.	
Yes	Yes	No	Yes	No	Yes	Yes	-	No	
Yes	Yes	850-627-9506	Yes	Yes	Yes	Yes	941-773-3152	Yes	

1998 CUSTOMER

	Alachua	Bartow	Bushnell	Chattahoochee	Clewiston	Fort Meade
NEW SERVICE INFORMATION - RESIDENTIAL						
New Service Deposit	E-150, W-40, S-50	\$100	\$100	yes	200	Yes
Installation Payments	No	No	No	No	no	no
Range Basis for Deposit	Everyone who LOC	Flat Fee	2x Monthly or \$100	W-\$50, E-\$100, G-\$50	-	\$100 or Letter of credit
Deposit Waived/Conditions	With letter of credit	Good credit Exist. Acc.	landlord/cleaning	military request	letter of credit	3 yrs. excellent credit
Rollout Deposit/Conditions	12 Mo. good pay	5 yrs. good credit	2 yr. good pay	termination of service	2 yrs. current pay	final bill/3yrs. good credit
Interest on Deposit/Rate	No	calculated yearly	no	no	6%	5%
ID. Required for Service	Yes	Drivers lic - D.O.B.	DL & SS#	DL & SS#	DL & SS card	yes
Other Information Requested	SS#	Application	Closest relative	Serv Application	Rent receipt or proof of purchase	SS#, DL#, plus photo
New Deposit to Transfer in Service Area	-	No-\$20.00 transfer fee	no	no	none	no
Amount of Service Charge for New Service	-	None	15	none	10	none
Impact Fee Amount	E-25.00, W-25.00	W-\$275-3,163/S-\$250	no	no	600-W/80-S	no
Guaranteed Same Day Connects	Yes	yes	yes	yes	yes	yes
Guaranteed Same Day Disconnects	Yes	yes	yes	yes	yes	yes
After Hrs. Reconnect/Fee	double-only provide on cut off	no	yes 2x	no	no	\$60
Field Personnel Collect Fees	No	no	yes	no	no	no
Same/Next Day Service Charge Differ	No	none	no	no	no	no
Phone Orders to Connect/Bill for Deposit	No	no	no	no	no	no
Phone Order for Disconnect	Yes	Yes	yes	yes	yes	yes

	Lake Worth	Leesburg	Moore Haven	Mount Dora	Newberry	New Smyrna Beach Utilities Commission
NEW SERVICE INFORMATION - RESIDENTIAL						
New Service Deposit	\$150 min.	Yes	\$120	Yes	\$150	Yes
Installation Payments	No	No	0	No	None	Yes
Range Basis for Deposit	Min or 2 x avg. Mo. bill	WW-\$15, E-\$100, G-\$30, W-\$30	-	\$100 min. 200* - avg. bill	\$150-\$200	2 x avg. Mo. bill
Deposit Waived/Conditions	LOC	LOC, 2 yr. good pay	By council only	N/A	good credit status	Est. credit w/ utility co.
Rollout Deposit/Conditions	25 Mo. clear history	2 yr. good pay	Yes	24 Mo. good pay	Depends on credit status	2 yr. prompt payments
Interest on Deposit/Rate	varies-yrly.	Yes	No	N/A	No	4.6%
ID. Required for Service	Photo & SS card	Yes	Yes	DL# & SS#	Yes	DL# & SS#
Other Information Requested	E,ployer, prev. address	DL#, Employment, SS#, Spouse	-	D.O.B.	Yes	Phone#, spouse D.O.B.
New Deposit to Transfer in Service Area	No	No	No	No	If good credit status	No
Amount of Service Charge for New Service	\$10	\$10	-	\$5	\$150	\$20
Impact Fee/Amount	None	No	0	No	No	No
Guaranteed Same Day Connects	No	No	No	No	Yes	Yes
Guaranteed Same Day Disconnects	No	No	No	No	Yes	No
After Hrs. Reconnect/Fee	\$40	\$45	\$50	\$30	\$40	\$45-\$75
May Field Personnel Collect Fees	No	No	No	No	Yes	Yes
Same/Next Day Service Charge Differ	No	No	No	No	No	No
Phone Orders to Connect/Bill for Deposit	No	No	No	No	No	Yes
Phone Order for Disconnect	Yes	Yes	Yes	No	No	Yes

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SERVICES SURVEY

FL. Pierce Utilities Authority
 Gainesville Regional Utilities
 Green Cove Springs
 Havana
 Homestead
 Jacksonville Electric Authority
 Jacksonville Beach
 Key West City Electric System
 Kissimmee Utility Authority
 Lakeland

Yes	Yes	Yes	Yes	Yes	Equifax, LOC, or Cash Dep.	\$20-\$125	Yes	Yes	E-\$100, W-\$20
No	No	No	No	No	No	No	No	Yes	Yes
0-145-290, depends on credit history	\$150	\$300 E,W,WW, Refuse	\$50-200	\$150	\$20-\$125 new \$20 delinquent	1.5 x Avg. bill	1st-\$125 2nd-\$75	E-\$125 W-\$25	Ordinance
ltr. of referral prev. credit history	ltr. from other utility	Govt., Non-profit, LOC from last utility	No	No	Equifax, LOC, NFCU	2 yrs. good pay referral	2 yrs. good pay	Previous utility	1 yr. good credit/pay
excellent pay	2 yrs. good credit	written request 1 yr. good pay	Termination of service	2 yrs.	NFCU, LOC 2 yrs. good pm.	2 yrs. good pay referral	2 yrs. good pay	1 yr. good pay	2 yr. good credit/pay
Yes-variable	what's made on our \$	No	No	Avg. bank rate	6' - Annually	5	Adjusted yearly	variable rate	.064778
Yes-pic.-CL & SSAN	Yes-picture	Picture ID/DL	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Deed, rent receipt lease agreement	DL# & SS#	Employer, SS# Previous Addr. as	DL#, SS#, spouse children's name	DL# & SS#	Exc. leases, deed or documentation for name changes, deaths, etc.	SS#, Employer, DL#, other adults in household	SS#, DL#, Rent Receipt/Lease, Warranty Deed	SS#, DL#, lease/ownership papers	Serv. application lease/landlord certification
Rarely	No	No	Increase to cur. amt	No	No	Not if good pay	No	No	No
25.00	\$15	None	none	\$20	\$10-\$25	\$10	\$15	\$7.50	\$15
0	0	N/A	no	No	N/A	No	Yes-\$350	No	E-0, W-3/4 \$910 + \$250 correction
No	yes	when possible	when possible	No	Yes	No	within city limits	No	\$15
No	yes	when possible	when possible	No	No	No	within city limits	No	\$15
150	yes	No afterhours Reconnects	\$25	\$30-\$50	N/A	\$20	\$50	No	\$40
No	yes	No	no	No	No	Yes	No	No	No
No	yes	No	no	No	Yes	No	No	No	Yes
Possible	soon	No	no	No	Equifax/Yes	No	No	Yes	Yes
Yes	yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Ocala Electric Utility
 Orlando Utilities Commission
 Quincy
 St. Cloud
 Starke
 Tallahassee
 Vero Beach
 Wauchula
 Williston

\$125	Yes	\$125rent/\$80 own	Yes	\$200	\$140	Yes	Yes	Yes
None	Yes	N/A	Yes	No	Yes	No	No	No
-	\$125	Set rate	E-\$125-250, W-\$10, S-\$40	1.5 x Avg. Mo. bill	-	E only \$100 E, W, S and/or Gar \$150	-	\$200-Res.
LOC	Credit rating	None	LOC	No	LOC	No	2 yrs. good pay	No
1 yr. good pay	1 yr. good pay	None	1 yr. good pay	Closed Account	2 yrs. good pay record	3 yrs. good pay record	Good credit	5 yrs. good pay-no penalties
Bank rate	5.98%	No	5%	No	6%	6%	-	No
SS#, picture ID	SS#, D.O.B	No	DL#, SS#	Yes	Picture I D	Yes	License, SS card	Yes
-	Priv. address, spouse, phone	SS#	-	-	SS#, DL#, Employer, telephone	Day & Evening phone #	Employer, Veh. make/model, Fin. institution	Application, SS#, DL#
No	No	N/A	No-if good credit	None	No, if Dep. on file	Depends on # of Serv.	See above	No
\$18	\$23.50	None	\$23.50	None	\$25.64	\$13	-	\$10
N/A	No	None	No	None	N/A	\$550-\$1,050	-	0
No	If before 6p.m.	Before 3:30 pm	Yes	Yes	Yes	Yes	Before 4pm	No
No	No	Before 3:30 pm	Yes	Yes	No	Yes	Before 4pm	No
\$40	No	\$35	N/A	\$45	\$30	\$18	\$30	\$30
No	No	No	Yes	No	No	No	Yes	No
Atr. 2p.m. \$30	No	No	No	No	No	No	-	No
No	Yes	No	No	No	No	No	Upon ID Verification	No
Yes	Yes	No	Yes	No	Yes	Yes	Upon ID Verification	No

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1998 CUSTOMER

	Alachua	Bartow	Bushnell	Chattahoochee	Clewiston	Fort Meade
NEW SERVICE INFORMATION - COMMERCIAL						
Amount of Service Charge for New Service	-	none	15	-	10	none
Impact Fee/Amount	E-\$25, W-\$25	WS	no	none	varies	no
Range/Basis for Deposit Amount	2.5 mo. Avg bill	2x avg. bill	2x cst monthly	2 mo est. bill	2.5 x avg monthly bill	\$200 or 2x monthly bill
Installment Payments	No	no	no	no	no	no
Deposit Adjusted/When	LOC	no	credit risk	no	yes/nonpayment	yes varies
Methods Deposit May Be Posted	Cash, Check	cash/surety bond	final	cash	cash	cash or bond
Deposit Refund—Criteria/Exceptions	12 mo. good pay	none/term. serv	final bill pd	termination of service	2 yrs. current pay	no
Guaranteed Same Day Connects	Yes	yes	yes	yes	yes	yes
Guaranteed Same Day Disconnects	Yes	yes	yes	yes	yes	yes
After Hrs. Reconnect/Fee	Double only on cut off day	none	yes 2x	no	no	\$60
May Field Personnel Collect Fees	No	no	yes	no	no	no
BILLING INFORMATION						
Billing Equipment Used	Sotware/meter genie	IBM	IBM	IBM 36	UNIX	IBM AS/400
Postcard or Envelope Billing	postcard	envelope	envelope	postcard	postcard	postcard
Others Allowed to Insert	No	yes	no	no	N/A	no
Auto Meter Reading/Manufacturer	N/A	no	intermac	no	yes/iron	no
On Site Billing	Yes	yes	no	yes	yes	no
# Billing Cycles Per Month	1	20-22	1	1	7	2
Avg. # Days Between Reading & Billings	7-8	1-2	10	10	4	approx. 10
# Days Between Bill & Delinquency	10-15	21	15	11	30	20
# Days After Delinquency to Disconnect	Same day	7	5	7	5	5
Discount for Prompt Payment	No	no	no	no	no	no
Penalty for Late Payment/Amount	10% penalty on current balance	1.5% unpaid bal.	10%	10%	yes/25	yes \$10
Delinquency Termination Notice Schedule	-	no	yes	no	5 day notice	yes
Hardship Case Provisions	Yes	yes	yes	no	yes	no refer for aid
VISA, MC or ATM Card Payments	No	no	no	no	no	no
NEW SERVICE INFORMATION - COMMERCIAL						
Amount of Service Charge for New Service	\$16	-	-	\$5	Depends on type of business	\$20
Impact Fee/Amount	N/A	No	0	No	-	No
Range/Basis for Deposit Amount	2x avg. mo.	2x Mo. avg.	None	\$100 min, 200% avg. bill	\$200 +	2x avg. bill
Installment Payments	No	No	No	No	No	No
Deposit Adjusted/When	4 dal within year	6 Mo. poor pay	No	No	None	1 yr (requested)
Methods Deposit May Be Posted	Bond, Ck., Cash	1/2 cash, 1/2 LOC or bond	-	Bond, CD, Cash	Pay in full	cash, bond, LOC
Deposit Refund—Criteria/Exceptions	Serv. termd	Mo. bill - \$500	Yes	24 Mo. good pay	No	No
Guaranteed Same Day Connects	No	No	No	No	Yes	Yes
Guaranteed Same Day Disconnects	No	No	No	No	Yes	No
After Hrs. Reconnect/Fee	\$40.00	\$45	\$50	\$50	\$40	\$45-\$75
May Field Personnel Collect Fees	No	No	No	No	Yes	Yes
BILLING INFORMATION						
Billing Equipment Used	IBM AS400	IBM	Gateway Comp.	IBM AS400	Printer Computer	Bell & Howell
Postcard or Envelope Billing	envelope	envelope	postcard	envelope	postcard	envelope
Others Allowed to Insert	Yes	No	No	No	No	Yes
Auto Meter Reading/Manufacturer	ITRON	No	No	ITRON-Huskey	No	ITRON
On Site Billing	No	Yes	Yes	Yes	No	Yes
# Billing Cycles Per Month	22	7	1	17	1	9
Avg. # Days Between Reading & Billings	5	3-4	30	2-5	29	4
# Days Between Bill & Delinquency	20	20	20	15	15	21
# Days After Delinquency to Disconnect	10	10	5	10	1	7
Discount for Prompt Payment	No	No	No	No	0	No
Penalty for Late Payment/Amount	\$11	5%	Yes	No	\$10	\$5 or 1.5% whichever is greater
Delinquency Termination Notice Schedule	10 days	1 day after due date	No	2 days - delivery	-	22 days aft. billing
Hardship Case Provisions	Yes	Refer for aid	Yes	Yes	Yes	Yes
VISA, MC or ATM Card Payments	Visa, Dec., Am Exp	No	No	No	No	No

SERVICES SURVEY

	Ft. Pierce Utilities Authority	Gainesville Regional Utilities	Green Cove Springs	Havana	Homestead	Jacksonville Electric Authority	Jacksonville Beach	Key West City Electric System	Kissimmee Utility Authority	Lakeland
	-	-	None	No	\$20	-	-	\$15	\$7.50	-
None	0	No	No	No	-	N/A	No	\$70 per kW of anticipated peak	No	E-0, W-0, 4-S910 + \$250 connection
Avg 2 mo. bill	2 months bill	2x 6 mo. avg.	2 x mo. avg.	\$250 min. or 2x 12 Mo avg	\$80 unlimited	\$75-no max 2 x avg. bill	2 Mo. avg.	2 x avg. Mo. bill	2 x avg. Mo. bill	2 x avg. Mo. bill
No	No	No	No	No	Yes-1 on 1st bill	No	No	Yes	Yes- payment & disconnect records	Yes- payment & disconnect records
Annual review	1 year history	1 year	After 1 yr.	After 6 Mo.	6 Mo. review	6 Mo, review if fare 2 delinquency	Upon review	6 Mo / 1 yr.		
Cash, bond, CD	LOC	Cash, bond, CD	Cash, LOC, Bond	Cash, bond, LOC	Cash, Bond, LOC	Cash, LOC, Bond	Cash, Ck, Surety Bond, CD	Cash, Surety Bond, guarantee	Cash, Surety Bond, LOC	Cash, Surety Bond, LOC
LOC	cash, bond	LOC	CO							
Close of account	No	written request after 1 yr.	No	No	Deb/DEP Waiver	termination	No	3 yr. good pay	No	No
No	yes	when possible	when possible	No	Yes	No	within city limits	No	No	No
No	yes	when possible	when possible	No	No	No	within city limits	No	No	No
150.00	Yes	No after hours reconnects	\$25	\$30 or \$50 wkends	N/A	\$20	\$50	No	\$40	\$40
No	Yes	No	No	No	No	Yes	No	No	No	No
NCC	DEC/VAX	IBM AS400	IBM PISC 8000	IBM AS400	R.F meters, Itrons, comp.	IBM AS400	NCR 9822	IBM AS400	Unisys A12	Unisys A12
envelope	envelope	postcard	Both	envelope	envelope	envelope	postcard	envelope	envelope	envelope
Yes	yes	No	No	Yes	Yes	Yes	No	Yes	No	No
ITRON	ITRON	Logicon, Inc.	No	Itron	Yes	-	ITRON	ITRON	Itron	Itron
Yes	yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes
17	22	6	1	8	20 (1-20) + 99	20	9	20	20	20
3	2	5	5	2	4	7	2-3 days	7	1-3	1-3
17	30	15	20	25	12	21	31 days	18	27	27
15	7	10	1	8	10 calendar days	7	12-14 days	12	7	7
No	no	no	No	No	N/A	No	No	No	No	No
whichever greater 1.5% or \$10	Yes-2%	1% or \$10 min.	\$5	1.5%	yes 1.5%	10	5% of previous balance	5%	\$3.50 or 1.5% whichever greater	\$3.50 or 1.5% whichever greater
Yes	Yes	yes	No	Yes	Yes	day after due	2 days after Due Date	23 days after bill	Yes	Yes
Yes	Yes	No	By case	Yes	Yes	extend/refer	Case-by-Case Arrangements	axl. & letter of agreement	No	No
Yes	Yes, no ATM	No	No	Yes	No	No	No	Yes	No	No

	Ocala Electric Utility	Orlando Utilities Commission	Quincy	St. Cloud	Starke	Tallahassee	Vero Beach	Wauchula	Williston
	\$18	\$23.50	None	\$23.50	-	N/A	\$13	-	-
None	No	None	No	None	None	N/A	\$500-\$1,650 or \$115 x kW's	\$130 temp / \$100 Perm.	0
Avg 2.25 mo. bill	2 x mo. avg.	Square Footage	\$200 min	6 Mo. avg \$200 min.	2 x avg. Mo	2 x avg. Mo	2 x mo. bill	Same as Residential	No
None	No	No	No	No	No	No	No	Same as Residential	6 mo. avg.
	Case by case	No	5 Mo. by request	After 6 Mo.	1 yr. review	5 Mo.			6 mo. avg.
Cash, Ck., CD, bond	Cash, bond, LOC	Cash/Bond	Cash, Bond, CD	Cash	Cash, CD, Bond, LOC	Cash, Bank LOC, Bond	Cash, Tr LOC, Bond	Cash, Bond	Cash, Bond
Time of disconnect	Case by case/Contracts	None	No	Accl. closed	No	No	None	5 yrs. good pay	No
No	if by 8pm	No	Yes	Yes	Yes	Yes	Before 4 pm	No	No
No	No	No	Yes	Yes	No	Yes	Before 4 pm	No	No
\$60 c/at pole \$40	No	\$20	N/A	\$45	\$30	\$18	\$30	\$30	\$30
No	No	No	Yes	No	No	No	Yes	No	No
IBM-38	HP9000/K450	System 38	IBM AS400	IBM	Unisys A17	Unisys	Pentamation UB Software	IBM 38	IBM 38
envelope	envelope	postcard	envelope	postcard	envelope	postcard	postcard	postcard	postcard
Non-profit	Yes/City	Yes	No	N/A	No	N/A	No	N/A	N/A
Logicon	RF/ITRON	Husky	ITRON	IBM	Dalomatic	ITRON	ITRON	No	No
No	No	Yes	No	Yes	No	No	Yes	No	No
20-22	20	3	20	1	20	26	5	1	1
30	1-3	5	6	30	2	3-4	10	10	10
20	15-18	10	22	21	30	15	25	15	15
15	9-12	5	8	7	7-10	10-15	15	5	5
No	No	No	No	No	No	No	No	No	No
5%	No	5%	No	N/A	\$2 to \$75, 10% of balance	\$2	No	\$5 per metered serv. max. \$15	N/A
Yes	No-Notices sent	Yes	Yes	Yes	Appears on bill	day after delq.	25 days-15 days	N/A	N/A
ext.	Case by case	No	Extensions	Yes	Yes	extend/refer	Extensions	By case	By case
No	Visa, MC, Discover	No	Yes	No	Yes	No	Cash & ACH	No	No

1998 CUSTOMER

	Alachua	Bartow	Buennell	Chattahoochee	Clewiston	Fort Meade
COLLECTIONS/BAD DEBTS						
Amount of Bad Check Charge	\$20	\$20 or 5%	\$20	\$20	\$20	\$20
# Bad Debt Written On	58	577	28	0	250	93
Amount of Write-off-off It and %	13,898/less than 1%	172,956 - 2%	4800/ 28%	0	47,002	18,569 or 54%
Residential Write-off	-	-	4800	0	38,992	17,767
Commercial Write-off above	-	-	-	0	8,010	802 or 1%
In-house Collection Procedures	Final bill, 2 letters, equifax	yes	yes	call/letter	yes	yes
Collection Agency Used	Equifax	yes	no	MJ Altman	yes	no
Report to Credit Bureau Current Accts./Bad Accts.	Bad debts	yes	no	no/yes	no/yes	no
Do You Have Credit Counselor(s)?	No	no	no	no	no	no
METER TAMPERING						
# People Investigating	Police Dept.	3	meter reader	5 + police	3	3
Special Power of Authority	-	no	-	no	no	no
Fines, Charges or Penalties	incr. deposits 5 times avg bill 75.00-E, 60.00-W	\$50 tamper fee + usage+ bill	-	criminal damage	varies	civil
# Investigated Per Month	-	16	-	-	5	-
Violators Prosecuted	-	no	-	yes	yes	yes
Amount Recovered	-	yes	-	0	damages/cost +	-
LIFE SUPPORT SYSTEMS						
List of Life Support Customers Kept	Yes	yes	yes	yes	yes	yes
Special Provisions for Life Support Non-Payment	Yes	yes	yes	no	yes	refer for aid
Do you have a SHARE program	No	no	no	no	no	no
LOAD MANAGEMENT						
Do you have Load Management?	No	no	no	no	no	no
Is it Mandatory on New Construction?	No	no	-	N/A	no	-
Appliances included	-	-	-	N/A	N/A	-
Amount of Rebate	-	-	-	N/A	N/A	N/A

	Lake Worth	Leesburg	Moore Haven	Mount Dora	Newberry	New Smyrna Beach Utilities Commission
COLLECTIONS/BAD DEBTS						
Amount of Bad Check Charge	\$15 or 5%	\$15 or 5%	\$20	\$15 or 5%	\$313	\$10-\$25
# Bad Debt Written On	N/A	788	Yes	No	56	562
Amount of Write-off-off It and %	344,517 & 1%	\$85,967 - 3.3%	-	0	\$8,504	\$51,300 & .21%
Residential Write-off	N/A	\$80,272 - 3.1%	-	0	-	\$50,265 & .32%
Commercial Write-off above	N/A	\$5,694 - .22%	-	0	-	\$1,035 or .01%
In-house Collection Procedures	None	Transfer only	-	No	No	Yes
Collection Agency Used	Yes	Yes	-	No	Equifax	Yes
Report to Credit Bureau Current Accts./Bad Accts.	Bad Accts	Yes	No	No	Yes	No/Yes
Do You Have Credit Counselor(s)?	No	No	No	No	No	No
METER TAMPERING						
# People Investigating	N/A	1	0	1	1	None
Special Power of Authority	N/A	No	None	No	No	None
Fines, Charges or Penalties	\$150 + usage + damages	\$50	0	\$50	\$50	\$85 illegal connection charge
# Investigated Per Month	varies	3	-	0	0	N/A
Violators Prosecuted	No	No	-	0	No	None
Amount Recovered	varies	kWh used & tamper fee	-	0	0	N/A
LIFE SUPPORT SYSTEMS						
List of Life Support Customers Kept	Yes	Yes	Yes	Yes	Yes	Yes
Special Provisions for Life Support Non-Payment	Yes	Notify	Yes	Yes	Yes	Yes
Do you have a SHARE program	Yes	Yes	Yes	No	No	Yes
LOAD MANAGEMENT						
Do you have Load Management?	No	Yes	No	No	No	Yes
Is it Mandatory on New Construction?	No	Yes	No	No	No	No
Appliances included	-	Water heaters, A/C utils, Heat pumps	-	N/A	-	Wtr. heaters, A/C, & Heat pumps
Amount of Rebate	-	\$4 max.	0	N/A	-	\$2.25-\$7.50

SERVICES SURVEY

Ft. Pierce Utilities Authority	Gainesville Regional Utilities	Green Cove Springs	Havana	Homestead	Jacksonville Electric Authority	Jacksonville Beach	Key West City Electric System	Kissimmee Utility Authority	Lakeland
\$20 or 5%	\$20 or 5%	\$20	\$20 or 5%	\$20 or 5%	\$20	\$20 or 5%	\$20	\$10 or 5% - over \$200	\$20 or 5% whichever greater
N/A	-	315	43	None	16,971	-	564	2586	4,933
\$3,400,001.5	.03%	\$64,381	\$4391.39	-	\$3,034,554 - .54%	\$65,677 & .12%	\$109,674 / .028%	347,902 / .49%	\$1,001,016
N/A	-	\$53,599/83"	\$4091/39	-	\$2,881,039 - 1%	-	N/A	N/A	N/A
-	-	\$10,782/17%	\$3007	-	153,515 - .06%	-	N/A	N/A	N/A
2 letters	No	Yes	Letters	Phone/Letter	Yes	Call/notify	Yes	Yes	Yes
Yes	Equifax	N/A	No	Yes	Stalings Fin. Group	Yes	Yes	No	No
Yes	Yes	no	No	No	Yes-Bad Accts.	Yes	Yes	write off only	No
No	Yes	no	No	No	No-TRW, Equifax	No	No	Yes	No
1	1	1 + police	Meter reader	7	3	1	6	1	2
FPUA Resolutions	No	-	No	No	No	-	No	No	No
Yes-\$200 tampering fee, \$50 cut saal fee	Yes	\$130-meter tampering	Yes, Criminal	\$500 plus costs	\$14 S.C., \$40 Tampering \$25 Lock, \$65 Meter, \$125 D.M.I.	at cost	\$250 + bill	\$30-\$60 + amt. used	\$50 + costs
30-35	-	.5	3	-	270-E, 3,744-per yr.	5	2	154	500
0	Sometimes	No	0	No	None	-	Yes	None	varies
6,000 estimated	-	Minimal	121	-	\$161,470 \$602,567	50	\$4,330	\$2883 + \$8857 misc. charges	50%
Yes	yes	Yes	Yes	Yes	N/A	Yes	Yes	Yes	Yes
Yes	If possible	By case	By case	Contact by phone	N/A	Yes	Yes	Yes	48hr, notice-Yes
Yes	Yes	No	No	No	Yes	No	No	Yes	Yes
No	No	No	No	No	No	No	No	Yes	Yes
No	No	N/A	No	No	N/A	No	No	Installation	No
N/A	-	N/A	-	N/A	N/A	-	N/A	HVAC & Water Heater	WH & HVAC
-	-	-	-	N/A	N/A	-	N/A	\$2.50 to \$7.00	WH-\$2.50 per Mo. HVAC-min. \$5 per Mo.

Ocala Electric Utility	Orlando Utilities Commission	Quincy	St. Cloud	Starke	Tallahassee	Vero Beach	Wauchula	Williston
\$20/over \$400=5%	\$20 over \$400=5%	\$15	\$51 or 5% - \$300	\$15	\$20 or 5%	\$15 or 5% over \$300	\$15 or allowed by stat	\$10
\$55,000-\$60,000 & .82%	10,146	N/A	N/A	138	5,919	\$90	-	60
\$655,196 & N/A	\$1,198,922 & .398%	N/A	N/A	\$21,796 \$.39%	\$382,430 - .23%	\$123,084 & .0018%	-	\$8,652
\$566,884 & 1.85%	\$1,043,062	N/A	N/A	N/A	\$382,431	-	-	\$7,824
\$68,312 & .20%	\$155,860	N/A	N/A	N/A	Included in above	-	-	\$1,028
Phone call, letter	Yes	Yes	2 Letters	Letter	Payment arrangements	Check records	Yes	Letter
MJ Allman	Yes	No	Yes	Small claims Court	Yes	Yes	-	No
Yes	No/Yes	No	Yes	No	Yes	Final accts. only	No	Yes
No	No	No	No	No	No	No	No	No
1	2	3	1	3	3	As required	2	2
1	Deputy Sheriff	-	None	No	No	No	Refer to P. D.	-
\$7,303	Criminal Expenses	Up to \$500	Time, Avg kWh, Damages	\$75 plus Damage	\$159 + Consumption & Damages	Court imposed	\$30 meter tampering	Charges filed
Avg. 27	170	N/A	1	1	250	2	-	-
2	13	N/A	None	Yes	Yes	0	-	-
0	\$277,025	N/A	None	Varies	\$170,000	0	-	-
77	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Tags	Yes	Yes	Yes	Yes	Yes	extend/refer	Yes	Yes
Yes	Yes	No	Yes	No	Yes	No	-	Yes
Yes	No	No	No	No	No	No	No	No
No	N/A	No	No	No	No	No	N/A	No
C/H, C/A, Elec	N/A	None	No	N/A	N/A	N/A	-	-
With-30 gal min	-	-	-	-	-	-	-	-
Heat-\$2.50, W/H-\$1.50	N/A	None	No	N/A	N/A	N/A	-	-
Air-\$2.50, Max \$4 Mo.	-	-	-	-	-	-	-	-

FEATURE



The Electric Authority Option

by Stephanie Wolanski
FMEA Director of Communications

Competition is nothing new to municipal electric utilities. For over a century, city-owned electric utilities have competed in a market dominated by private power companies. Because of their public accountability and their relatively small stature, cities have always had to compete by maintaining high levels of efficiency and cost-effective services.

Long before private power companies began restructuring their organizations to fit a competitive market, municipal utilities were developing structural solutions to provide better, more responsive services to their communities. One such solution is the creation of an independently managed power authority or commission to oversee the operation of the city-owned electric utility. Currently, six of Florida's 32 city-owned electric utilities are operated as such: Fort Pierce Utilities Authority (FPUA), Key West's City Electric System (CES), Kissimmee Utility Authority (KUA), Jacksonville Electric Authority (JEA), New Smyrna Beach Utilities Commission (NSBUC) and the Orlando Utilities Commission (OUC). Each of these cities allow an independently elected or appointed board to establish policy and oversee management of their utility operations, while retaining the benefits of public ownership and accountability.

One Size Does Not Fit All

Thomas Jefferson said "The hole and the patch must be commensurate." Likewise, the structure of an electric authority must meet the needs of the specific city.

A quick look at the accompanying chart shows how different the requirements and structures of these organizations are. They vary not only in size and age, but in the type of services provided to the public, and even in the level of oversight by the city.

Orlando Utilities Commission was the first, establishing their independent commission at their inception and serving as the prototype for several others. Key West's City Electric System (CES) is the most independent, with the

five board members, including the chairman, elected, and neither the city council nor the mayor serving on the CES board. Kissimmee Utility Authority is the newest, only 13 years old this year. Jacksonville is the largest authority, and the creation of their authority marked the turning point in the utility's present-day success. New Smyrna Beach Utilities Commission and the Fort Pierce Utilities Authority are the smallest, but both offer the broadest range of services. And each utility has a distinct history.

Orlando Utilities Commission

"Many civic-minded citizens had a full share in promulgating and formulating policies under which the city's utilities could be operated to keep it free from political control. It was the unanimous opinion of these forward-looking citizens that operation and control should be vested in a special group of Orlando citizens, to serve without pay under special legislative authority, directly responsible to the will of the people, and not under the jurisdiction or control of the governing body of the city of Orlando," reads the *Early History of the Orlando Utilities Commission*.

The Florida Legislature passed a special act in 1923 establishing the Orlando Utilities Commission. The first commission was comprised of local bankers. Then in 1925, the act was amended to provide that the fifth member of the Commission would be replaced by the mayor of the city of Orlando, with a full vote equal to each of the other four Commission members.

From the very beginning, OUC was a source of income for the city. Having an independent authority, however, allowed the utility to be financially prudent and place a strong emphasis on system reliability: "Money was not turned to lower taxes until the Commission was certain that the physical properties had been kept in good condition, and the original bond debt was being retired just as fast as possible." (*Early History of the Orlando Utilities Commission*.)

OUC still places a strong emphasis on system and financial integrity. The utility operates two of the cleanest

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coal-fired power plants in the nation. The second largest municipally owned electric utility in Florida, OUC has low rates while maintaining an outstanding reliability record that surpasses every 100 in the state.

CES is a strong community member and offers many benefits usually found in much larger utilities, such as tutoring and mentoring programs to local schools.

Key West's City Electric System

Established in 1943, City Electric System's (CES) history has been as colorful and controversial as the Conch Republic's struggle for independence.

The Key West city council officially created the Utility Board on Aug. 10, 1943, with the responsibility of exercising administrative supervision and control over the

municipal utility. Under the original charter, the Utility Board included the city's mayor, a city council member serving as chairman of the board's finance committee and three Key West citizens.

This system continued until the late 1960s, when CES manager was indicted in an embezzlement scandal and three utility board members were suspended by the Governor. As a result of the scandal, the Florida Legislature passed a new enabling act for the governing of CES which called for a popular election of all five utility board members, with the chairman serving a two-year term and the other four members serving four-year terms.

This system of governance continues today, with a high level of public accountability accompanying the fully elected utility board. Despite geographic obstacles affecting transmission and generation options, the utility has consistently lowered costs. CES is a strong community member and offers many benefits usually found in much larger utilities, such as tutoring and mentoring programs to local schools. In April of this year, CES joined the Florida Municipal Power Agency's All-Requirements Project, which will allow the utility to enjoy economies of scale in power supply and continue to lower costs.

continued on page 22

UTILITY	YEAR EST.	SERVICES PROVIDED	OFFICIALS: ELECTED OR APPOINTED?	NO. ELECTRIC CUSTOMERS*	SERVICE AREA IN SQ. MILES*
Fort Pierce Utilities Authority	1972	Electricity Water/Wastewater Natural Gas	Appointed	24,183	35
Key West's City Electric System	1943	Electricity	Elected	26,667	74
Kissimmee Utility Authority	1985	Electricity Internet Service Provider (as of 1998)	Appointed	42,366	85
Jacksonville Electric Authority	1968	Electricity Water/Sewer	Appointed	335,463	850
New Smyrna Beach Utilities Commission	1965	Electricity Water/Wastewater Internet Provider Reuse Water	Appointed	20,501	72
Orlando Utilities Commission	1923	Electricity Water	Appointed	133,497	394

*Statistics from the 1998 FMEA Membership Directory for fiscal year ending Sept. 30, 1997.

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New Smyrna Beach Utilities Commission

"Adaptability is not imitation. It means power of resistance and assimilation." said Mahatma Gandhi. The New Smyrna Beach Utilities Commission (NSBUC) has both adaptability and resistance in its formation. In the early 1960s, Florida Power and Light (FPL) wanted to buy out the city's electric system. The city, however, voted to reject the offer and created the Utilities Commission. In 1965 the commission was formed by the city, after reviewing Orlando Utilities Commission's Charter. Then in 1967, NSBUC was chartered by the Florida Legislature. In the early 1970s, NSBUC moved into separate administrative offices.

Later, in the mid-1980s, the city amended the utility commission's enabling act. According to NSBUC officials, the changes improved communications regarding contract approvals and the adjusted the length of commissioners' terms.

Less independent than Key West's CES but more independent than several other governing boards, NSBUC commissioners are appointed by the city commission, although the mayor is not a member of the Utility Commission.

According to Chief Engineer Peter Korelich, there is a strong partnership between the city and utilities commission to manage the utility in the best interest of New Smyrna Beach and its customers. Daily decisions are handled independently by the utilities commission.

The commission meets monthly, and joint meetings are held periodically — based on need — and called by either commission. The city approves the commission's operations and maintenance annual budget. Each of five commissioners are paid \$100 a month and serve 3-year appointed terms. NSBUC commissioners can be reappointed for up to two additional terms. New Smyrna Beach is the only municipally owned electric utility in Volusia County, and its service area is surrounded by the state's largest private utility, Florida Power and Light (FPL).

"With the advent of a competitive environment, when you have an independent authority or commission, you have the ability to act a little faster on changes versus if you were integrated with the city. The case in point is that a few years ago, while our rates were competitive they were higher than some utilities. Today our rates are the fifth lowest, and are lower than neighboring FPL, and FPC and TECO," explained Korelich.

Korelich said that the other thing that has helped NSBUC operate effectively is having a good set of bond covenants. The covenants established requirements for a triennial report, clarified no-free service charges (electric

services provided to the city are charged at the same rate as other commercial customers), and require the maintenance of certain financial ratios with rates adjusted to sustain them.

"This is very important in the role between the city and utilities commission, because the commission must maintain a good utilities system and has a certain obligation to the bond holders," Korelich explained.

Jacksonville Electric Authority

The city of Jacksonville has operated a municipal electric utility for 103 years. The Jacksonville Electric Authority (JEA) was established in 1967, following the consolidation of Jacksonville city and Duval county governments. JEA assumed full responsibility for the operation and management of the utility from the city on Oct. 1, 1968.

Prior to the consolidation, JEA had high fuel costs, high power rates, and a poor public image. Following the consolidation, JEA embarked upon a comprehensive fuel diversification program. This effort, along with JEA's ongoing performance management program, has made the utility one of the top-rated nationwide, with among the lowest rates in the entire Southeast.

JEA is managed by a seven-member appointed board, with authority meetings held monthly. It is the state's largest publicly owned electric utility, serving over 850 square miles. Because of the authority's outstanding management performance, in June of 1997, the City of Jacksonville turned over operation of its water and sewer utilities to JEA as well. JEA has partnered with FPL on several joint projects, including the St. Johns River Power Park. It is also a participant in the Energy Authority, a power trading organization formed with two other publicly owned utilities: Santee Cooper and the Municipal Electric Authority of Georgia (MEAG).

Fort Pierce Utilities Authority

In 1909, the city of Ft. Pierce first began providing electric service. On May 30, 1972, Ft. Pierce citizens voted three-to-one in favor of establishing an electric authority, with the referendum receiving a majority in each of the city's nine precincts. The city commission selected four members of the board, with the mayor serving as the fifth authority board member. At the city commission's discretion, the city manager may serve as an ex officio member, without a vote, and whose term is set by the city commission.

Since its creation, FPUA has had to oversee four utilities: gas, water, sewer and electric. Several years ago, FPUA oversaw and helped to develop a Manatee Observa-

FEATURE

tion and Education Center that draws visitors year-round. Most recently, in late 1997, FPUA joined the Florida Municipal Power Agency's All-Requirements project, which should save the utility millions of dollars over the six years.

Kissimmee Utility Authority

The city of Kissimmee established an independent utility authority in 1985, just 13 years ago. In 1981, Dick Hord unsuccessfully ran for mayor of Kissimmee on a platform that the city's electric system was inefficient. But for 12 of the last 13 years, he has been part of the solution as a board member on the city's electric authority.

In 1985 the citizens of Kissimmee voted to establish an independent electric authority by a 2-1 margin. Hord was appointed to Kissimmee's newly formed electric authority board and still serves on the board today. The board's members are not compensated, but they give up their personal time weekly to oversee the utility's operation and financial health.

According to Hord, one of the key things that has created continuity for KUA was the evolution of its commission makeup. As a transition, two of the first five people appointed to the utility authority were the longest serving city commission members, with the most senior serving two years, and the next senior serving one year. Three other people were selected from the community who had business or professional backgrounds.

Another thing that continues to make KUA effective today, says Hord, is that only one person's term expires each year. All five members are voting members; the sixth seat is the mayor of Kissimmee, who serves as an ex-officio member. The mayor can enter into discussions but cannot vote. "One other thing we feel is important, of the five voting members of the utility one must reside outside the city limits but inside the service territory," added Hord.

Hord says that government needs to be run like a business. He feels strongly that establishing an electric authority has allowed the city of Kissimmee to do just that, and successfully.

"Deregulation," Hord says, "Is just another word for competition. Every industry in the world is dealing with increased competition, not just the electric industry. That doesn't mean we should turn out the lights, lock the door and close-up shop. It's a business issue like everything else is today." Hord believes that Kissimmee's electric authority board is able to focus on the issues at hand, including deregulation, more thoroughly than if they were dealt with in a political setting, such as a city commission. **R**



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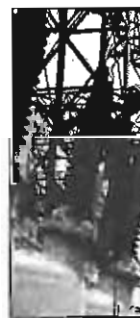
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OPPORTUNITIES



EMPLOYMENT

Director of Training and Utility Operations FMEA-Tallahassee
FMEA seeks Director of Training and Utility Operations. This is a highly responsible position that requires flexibility and a can-do attitude. The successful candidate will have varied responsibilities, and must be able to work as a member of the team supporting others as well as independently. Responsibilities include coordinating training, conferences, committee meetings, and energy conservation. Public speaking experience. PC and Internet literate. Strong attention to detail. Familiar with electric utility issues. Flexibility to travel 40-80 days/year. Strong interpersonal skills are a must.

Minimum qualifications: bachelors degree plus 5 years experience in association training and/or electric utility operations. Salary commensurate with experience. Send resume, salary history, and writing sample of 4 pages or fewer to: Phyllis Semanchyk, Human Resources, Florida Municipal Electric Association, P.O. Box 10114, Tallahassee, FL 32302-2114. Deadline: June 3, 1998.

Director of Electric Utility City of Green Cove Springs
Salary range \$45-52K, depending on qualifications. The city of Green Cove Springs is seeking a director of electric utilities. This position requires highly responsible administrative/technical work managing all functions of the electric department. A B.S. degree in electrical engineering or related field is required, as well as registration a Florida P.E. or ability to obtain within one year of employment. Applicant must also have training and experi-

ence in planning, design, construction, and operation and maintenance of transmission/distribution systems. Must also have a minimum of five years experience in professional engineering work in the electric utility industry, including management experience in electric operations.

Interested persons should send resume, cover letter and salary history to: The city of Green Cove Springs, 229 Walnut St., Green Cove Springs, FL; phone: (904) 529-2200. Position open until filled. Drug-free workplace.

TRAINING

Effective Strategies for Tackling the Competition in Metering & Billing
The Institute for International Research is sponsoring a two-day conference titled *Effective Strategies for Tackling the Competition in Metering & Billing*, June 23-25, 1998 in Washington, D.C.

The conference is designed to help participants:

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- ◆ Gain insights on hardware and database ownership issues;
- ◆ Understand the different metering and billing approaches across the country; and
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The cost for the conference is \$1,395. For more information on how to register, call (888) 670-8200.

Dealing Effectively with Employees

Skillpath Seminar is presenting a one-day workshop titled *Dealing Effectively with Unacceptable Employee Behavior* at several Florida locations. The 1998 dates and locations are: Orlando, May 12 and June 16; Pensacola, June 25; Sarasota, June 18; and Tallahassee, June 26.

The workshop will teach participants how to get the productivity, cooperation and results they need without incurring resentment or damaging relationships. The cost for the workshop is \$149. For more information, call (800) 873-7545. **R**

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CALENDAR

1998

June

4-5 Florida Association of Electric Utility Trainers 10th Annual Conference, Holiday Inn-Gulf Side, Key West

16-19 Southeastern Utilities Revenue Protection Association, Holiday Inn-International Drive, Orlando

30-July 2 FMEA-FMPA Annual Conference, Ritz Carlton Hotel, Amelia Island

July

15 FMEA Enhancing Your Public Image Workshop, Orlando

September

16 FMEA Enhancing Your Public Image Workshop, Key West

October

15 Florida Association of Electric Utility Trainers Meeting, Orlando

November

16-18 FMEA Energy Connections Workshop and Trade Show, Hyatt- Orlando Hotel, Kissimmee

FMEA General Information

Mailing address: P.O. Box 10114
Tallahassee, FL 32302-2114

Street address: 417 East College Avenue
Tallahassee, FL 32301

Phone: (850) 224-3314 Fax: (850) 224-2831

FMEA Staff

Executive Director:

Barry J. Moline (ext. 1)

Director of Customer Service and Training:

William L. Peebles, Jr. (ext. 2)

Director of Communications:

Stephanie L. Wolanski (ext. 5)

Office Manager:

Brenda S. Thompson (ext. 3)

Communications Specialist:

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FMEA General & Regulatory Counsel:

Frederick M. Bryant

Mailing address: P.O. Box 1169
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Tallahassee, FL 32303

Toll-free in FL: 1-800-377-3325
Phone: (850) 386-3300 Fax: (850) 386-3663

FMEA Legislative Counsel:

William J. Peebles, Esq.

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Tallahassee, FL 32302

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Tallahassee, FL 32301

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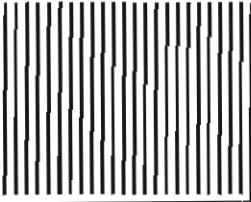
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