

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

NOTICE OF DEVELOPMENT OF RULEMAKING

TO

ALL INTERESTED PERSONS

UNDOCKETED

IN RE: PROPOSED AMENDMENT OF RULES 25-6.021, 25-6.094, 25-7.020, AND 25-7.080,
FLORIDA ADMINISTRATIVE CODE

ISSUED: February 13, 2017

NOTICE is hereby given pursuant to Section 120.54, Florida Statutes, that the Florida Public Service Commission staff has initiated rulemaking to amend Rules, 25-6.021, 25-6.094, 25-7.020, and 25-7.080 Florida Administrative Code. The purpose of this rulemaking is to update and clarify customer complaint recordkeeping and response requirements for gas and electric public utilities and to delete requirements that are obsolete and duplicative of other rule requirements.

The attached Notices of Development of Rulemaking appeared in the February 7, 2017 edition of the Florida Administrative Register.

A staff rule development workshop will be held at the following time and place:

February 28, 2017, 9:30 a.m.
Betty Easley Conference Center, Room 148
4075 Esplanade Way
Tallahassee, FL 32399-0850

The draft rules and the agenda for the workshop are attached. One or more Commissioners may be in attendance and participate in the workshop. The person to be contacted regarding the rule development is Kathryn G.W. Cowdery, Office of the General Counsel, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0850 at (850) 413-6216, kcowdery@psc.state.fl.us.

In accordance with the Americans with Disabilities Act, persons requiring a special accommodation to participate at this workshop should contact the Office of Commission Clerk no later than five days prior to the workshop at 2540 Shumard Oak Boulevard., Tallahassee, Florida 32399-0850, via 1-800-955-8770 (Voice) or 1-800-955-8771 (TDD), Florida Relay Service.

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By DIRECTION of the Florida Public Service Commission this 13th day of February,
2017.

Carlotta S. Stauffer

CARLOTTA S. STAUFFER
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
(850) 413-6770
www.floridapsc.com

Copies furnished: A copy of this document is provided to the parties of record at the time of issuance and, if applicable, interested persons.

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Notice of Development of Rulemaking

PUBLIC SERVICE COMMISSION

RULE NOS.: RULE TITLES:

25-6.021 Records of Complaints

25-6.094 Complaints and Service Requests

PURPOSE AND EFFECT: To amend the rules to update and clarify electric public utilities' requirements for responding to and keeping records of customer complaints

Undocketed

SUBJECT AREA TO BE ADDRESSED: Electric public utilities' requirements for responding to and keeping record of customer complaints

RULEMAKING AUTHORITY: 366.05(1) FS.

LAW IMPLEMENTED: 366.03, 366.05(1) FS.

A RULE DEVELOPMENT WORKSHOP WILL BE HELD AT THE DATE, TIME AND PLACE SHOWN BELOW:

DATE AND TIME: February 28, 2017, 9:30 a.m.

PLACE: Betty Easley Conference Center, Room 148, 4075 Esplanade Way, Tallahassee, FL 32399-0850. One or more Commissioners may be in attendance and participate in the workshop.

Pursuant to the provisions of the Americans with Disabilities Act, any person requiring special accommodations to participate in this workshop/meeting is asked to advise the agency at least 5 days before the workshop/meeting by contacting: the Office of Commission Clerk at 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850. If you are hearing or speech impaired, please contact the agency using the Florida Relay Service, 1(800)955-8771 (TDD) or 1(800)955-8770 (Voice).

THE PERSON TO BE CONTACTED REGARDING THE PROPOSED RULE DEVELOPMENT AND A COPY OF THE PRELIMINARY DRAFT, IF AVAILABLE, IS: Kathryn G.W. Cowdery, Florida Public Service Commission, Office of the General Counsel, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0850, (850)413-6216, kcowdery@psc.state.fl.us. The agenda for the workshop and a copy of the preliminary draft of the proposed rule amendments will be available on the Commission's website, www.floridapsc.com, on February 21, 2017.

THE PRELIMINARY TEXT OF THE PROPOSED RULE DEVELOPMENT IS AVAILABLE AT NO CHARGE FROM THE CONTACT PERSON LISTED ABOVE.

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Notice of Development of Rulemaking

PUBLIC SERVICE COMMISSION

RULE NOS.: RULE TITLES:

25-7.020 Record of Complaints

25-7.080 Complaints - Service Requests

PURPOSE AND EFFECT: To amend the rules to update and clarify gas public utilities' requirements for responding to and keeping records of customer complaints

Undocketed

SUBJECT AREA TO BE ADDRESSED: Gas public utilities' requirements for responding to and keeping record of customer complaints

RULEMAKING AUTHORITY: 366.05, 366.05(1) FS.

LAW IMPLEMENTED: 366.05(1), 366.06(2) FS.

A RULE DEVELOPMENT WORKSHOP WILL BE HELD AT THE DATE, TIME AND PLACE SHOWN BELOW:

DATE AND TIME: February 28, 2017, 9:30 a.m.

PLACE: Betty Easley Conference Center, Room 148, 4075 Esplanade Way, Tallahassee, FL 32399-0850.

One or more Commissioners may be in attendance and participate in the workshop.

Pursuant to the provisions of the Americans with Disabilities Act, any person requiring special accommodations to participate in this workshop/meeting is asked to advise the agency at least 5 days before the workshop/meeting by contacting: the Office of Commission Clerk at 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850. If you are hearing or speech impaired, please contact the agency using the Florida Relay Service, 1(800)955-8771 (TDD) or 1(800)955-8770 (Voice).

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FLORIDA PUBLIC SERVICE COMMISSION

AGENDA

STAFF WORKSHOP

IN RE: PROPOSED AMENDMENT OF RULES 25-6.021, 25-6.094, 25-7.020 AND 25-7.080,
FLORIDA ADMINISTRATIVE CODE

February 28, 2017 at 9:30 a.m.
Betty Easley Conference Center, Room 148
4075 Esplanade Way
Tallahassee, Florida 32399-0850

1. Staff overview of draft rule amendments
2. Comments and alternative suggestions from interested persons
3. Discussion of suggested changes and timeframes for next steps
4. Adjournment

1 **25-6.021 Record Records of Complaints.**

2 (1) Each utility shall keep a record of all ~~written~~ complaints received. The record shall
3 show the name and address of the complainant~~;~~ the date received~~;~~ the nature of the
4 complaint~~;~~ the result of any investigation~~;~~ ~~how disposition of the complaint was resolved;~~
5 and the date of resolution ~~such disposition~~. The word “complaint” as used in this rule is
6 defined in Cf. subsection 25-6.094(1), F.A.C., for the definition of “complaint” for the
7 purpose of this rule.

8 (2) Each utility shall maintain the record of complaints for a minimum of five years and
9 shall provide it to the Commission upon Commission staff’s request. Documentation relating
10 to customer complaints processed under Rule 25-22.032, F.A.C., shall be retained as set forth
11 in paragraph 25-22.032(10)(a), F.A.C.

12 *Rulemaking Authority 350.127(2), 366.05(1) FS. Law Implemented 366.03, 366.04(1),*
13 *366.05(1) FS. History—New 7-29-69, Formerly 25-6.21, Amended _____.*

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CODING: Words underlined are additions; words in ~~struck through~~ type are deletions from existing law.

1 **25-6.094 Complaints and Service Requests.**

2 (1) ~~The utility shall make a full and prompt investigation of all customer complaints and~~
3 ~~other service requests. The word “complaint” means an~~ as used in this rule shall be construed
4 ~~to mean substantial~~ objection made to a utility by a customer as to its charges, facilities, or
5 service, the resolution ~~disposal~~ of which ~~complaint~~ requires action by the utility ~~investigation~~
6 ~~or analysis.~~

7 (2) No later than the next working day after the date the utility receives a customer
8 complaint, the utility shall inform the customer that the utility has received the customer’s
9 complaint. Within 15 working days of the utility’s receipt of the complaint, the utility shall
10 investigate the complaint and give the customer a verbal or written response.

11 (3) Each utility shall have a procedure for ~~provide a means of~~ receiving and promptly
12 responding to emergency calls 24 hours a ~~on a 24-hour per day~~ basis.

13 (4) Reports of electrical conditions wherein property damage or personal injury is
14 reasonably foreseeable shall ~~are to~~ be considered as emergencies requiring prompt response
15 subject to safe work practices required by Rule 25-6.039, F.A.C. ~~immediate attention~~
16 ~~commensurate with ability to provide performance in situations resulting from acts of God.~~
17 *Rulemaking Authority 350.127(2), 366.05(1) FS. Law Implemented 366.03, 366.04(1),*
18 *366.04(2)(d), (5), 366.05(1) FS. History–New 7-29-69, Amended 12-15-85, Formerly 25-6.94,*
19 *Amended _____.*

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CODING: Words underlined are additions; words in ~~struck through~~ type are deletions from existing law.

1 **25-7.020 Record of Complaints.**

2 (1) Each utility shall keep a record of all complaints received; ~~The which~~ record shall
3 show the name and address of the complainant; the date ~~and time of day~~ received; the nature
4 of the complaint; the result of any investigation; ~~how the disposition of the complaint was~~
5 resolved; and the date of resolution such disposition. ~~The word “complaint” as used in this~~
6 rule is defined in Cf. subsection 25-7.080(1), F.A.C., for definition of “complaint” for purpose
7 ~~of this rule.~~

8 (2) Each utility shall maintain the record of complaints for a minimum of five years and
9 shall provide it to the Commission upon Commission staff’s request. Documentation relating
10 to customer complaints processed under Rule 25-22.032, F.A.C., shall be retained as set forth
11 in paragraph 25-22.032(10)(a), F.A.C.

12 *Rulemaking Authority 350.127(2), 366.05(1) FS. Law Implemented 366.03, 366.04(1),*
13 *366.05(1) FS. History—New 1-8-75, Repromulgated 5-4-75, Formerly 25-7.20, Amended*

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CODING: Words underlined are additions; words in ~~struck through~~ type are deletions from existing law.

1 **25-7.080 Complaints –Service Requests.**

2 (1) ~~The utility shall make a full and prompt investigation of all customer complaints and~~
3 ~~other service requests. The word “complaint” means an as used in this rule shall be construed~~
4 ~~to mean substantial~~ objection made to a utility by a customer as to its charges, facilities, or
5 service, the resolution ~~disposal~~ of which ~~complaint~~ requires action by the utility ~~investigation~~
6 ~~or analysis.~~

7 (2) ~~Reports of gas leaks are to be considered as emergencies requiring immediate~~
8 ~~attention. No later than the next working day after the date the utility receives a customer~~
9 ~~complaint, the utility shall inform the customer that the utility has received the customer’s~~
10 ~~complaint. Within 15 working days of the utility’s receipt of the complaint, the utility shall~~
11 ~~investigate the complaint and give the customer a verbal or written response.~~

12 *Rulemaking Authority 350.127(2), 366.05(1) FS. Law Implemented 366.03, 366.04(1),*
13 *366.05(1), 366.06(2) FS. History–New 1-8-75, Repromulgated 5-4-75, Formerly 25-7.80,*
14 *Amended _____.*

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