

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

NOTICE OF STAFF RULE DEVELOPMENT WORKSHOP

TO

ALL INTERESTED PERSONS

UNDOCKETED

IN RE: PROPOSED AMENDMENT OF RULES 25-30.130 AND 25-30.355,  
FLORIDA ADMINISTRATIVE CODE

ISSUED: June 9, 2017

NOTICE is hereby given that a staff rule development workshop will be held at the following time and place:

Tuesday, June 27, 2017, 9:30 a.m.  
Room 105, Gerald L. Gunter Building  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

The draft rules and the agenda for the workshop are attached.

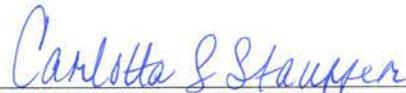
One or more Commissioners may be in attendance and participate in the workshop. The person to be contacted regarding this rule development is Kathryn G.W. Cowdery, Office of the General Counsel, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, (850) 413-6216, [kcowdery@psc.state.fl.us](mailto:kcowdery@psc.state.fl.us).

If you wish to comment but cannot attend the workshop, please submit your comments by July 5, 2017, to: Kathryn G.W. Cowdery, Office of the General Counsel, Florida Public Service Commission, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0850 (850) 413- 6216.

In accordance with the Americans with Disabilities Act, persons needing 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 or 850-413-6770 (Florida Relay Service, 1-800-955-8770 Voice or 1-800-955-8771 TDD). Assisted Listening Devices are available upon request from the Office of Commission Clerk, Gerald L. Gunter Building, Room 152.

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By DIRECTION of the Florida Public Service Commission this 9th day of June, 2017.



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

KGWC

1       **25-30.130 Record of Complaints.**

2       (1) Each utility shall maintain a record of all complaints ~~each signed, written complaint~~  
3 received ~~by the utility from any of that utility's customers~~. The word "complaint" as used in  
4 this rule is defined in subsection 25-30.355(1), F.A.C.

5       ~~(2) Each~~ The record shall show ~~include~~ the name and address of the complainant; the  
6 nature of the complaint; the date received; the result of any ~~the~~ investigation; the disposition  
7 of the complaint; and the date of ~~the disposition of the complaint~~.

8       (2) Notwithstanding the requirements of paragraph 25-30.110(1)(a), F.A.C., utilities shall  
9 maintain a record of each complaint for a minimum of five years and shall provide a copy of  
10 the complaint to the Commission upon Commission staff's request. Documentation relating to  
11 customer complaints processed under Rule 25-22.032, F.A.C., shall be retained as set forth in  
12 paragraph 25-22.032(10)(a), F.A.C.

13 *Rulemaking Authority 350.127(2), 367.121(1) FS. Law Implemented 367.111, 367.121(1) FS.*  
14 *History—New 9-12-74, Formerly 25-10.30, 25-10.030, Amended 11-10-86, \_\_\_\_\_.*

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

1       **25-30.355 Complaints.**

2       (1) ~~A utility shall make a full and prompt acknowledgement and investigation of all~~  
3 ~~customer complaints and shall respond fully and promptly to all customer requests.~~

4       (2) ~~For the purpose of this rule~~ The word “complaint” as used in this rule means shall  
5 ~~mean an objection made by telephone call, e-mail, or letter to the utility by a the customer as~~  
6 ~~to the utility’s charges, facilities, or service, that where the disposal of the complaint requires~~  
7 ~~action by on the part of the utility.~~

8       (2) Within 15 working days of a utility’s receipt of a complaint, the utility shall investigate  
9 the complaint and give the customer a verbal or written response.

10       (3) ~~Replies to inquiries by the Commission’s staff shall be furnished within fifteen (15)~~  
11 ~~days from the date of the inquiry and shall be in writing, if requested. Each utility shall have a~~  
12 procedure for receiving and promptly responding to emergency calls 24 hours a day. Reports  
13 of water or wastewater main breaks or conditions caused by utility-owned facilities where  
14 property damage or personal injury is reasonably foreseeable shall be considered an  
15 emergency.

16 *Rulemaking Authority 350.127(2), 367.121(1) FS. Law Implemented 367.111, 367.121(1) FS.*  
17 *History—New 9-12-74, Formerly 25-10.70, 25-10.070, Amended 11-10-86, \_\_\_\_\_.*

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FLORIDA PUBLIC SERVICE COMMISSION

AGENDA

STAFF WORKSHOP

IN RE: PROPOSED AMENDMENT OF RULES 25-30.130 and 25-30.355,  
FLORIDA ADMINISTRATIVE CODE

June 27, 2017 at 9:30 a.m.  
Gerald L. Gunter Building, Room 105  
2540 Shumard Oak Boulevard  
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