

## 25-7.020 Record of Complaints.

(1) Each utility shall keep a record of all complaints received. ~~The~~ ~~which~~ record shall show the name and address of the complainant; the date ~~and time of day~~ received by the utility's complaint resolution function; the nature of the complaint; the result of any investigation; how ~~the disposition of the complaint~~ ~~was resolved~~; and the date of ~~resolution~~ such disposition. The word "complaint" as used in this rule is defined in ~~CF~~ subsection 25-7.080(1), F.A.C., ~~for definition of "complaint" for purpose of this rule.~~

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

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

## 25-7.080 Complaints – ~~Service Requests.~~

(1) ~~The utility shall make a full and prompt investigation of all customer complaints and other service requests. The word "complaint" means~~ ~~an~~ ~~as used in this rule shall be construed to mean substantial~~ a phone call, e-mail, or letter from a customer objection made to a utility by a customer as to its objecting to the utility's charges, facilities, or service, the resolution disposal of which complaint requires action by the utility which is not resolved within the utility's routine customer contact and escalation processes. ~~investigation or analysis.~~

(2) ~~Reports of gas leaks are to be considered as emergencies requiring immediate~~

attention. No later than the next working day after the date the utility's complaint resolution function receives a customer complaint, the utility shall inform-notify the customer that the utility has received the customer's complaint. Within 15 working days of the utility's receipt of the complaint, the utility shall investigate the complaint and give the customer a verbal or written response.

*Rulemaking Authority 350.127(2), 366.05(1) FS. Law Implemented 366.03, 366.04(1), 366.05(1), 366.06(2) FS. History—New 1-8-75, Repromulgated 5-4-75, Formerly 25-7.80, Amended \_\_\_\_\_.*