

FLORIDA PUBLIC SERVICE COMMISSION
NOTICE OF STAFF RULE DEVELOPMENT WORKSHOP

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: March 30, 2017

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

April 19, 2017, 9:30 a.m.
Room 105, Gunter Building
2540 Shumard Oaks Boulevard
Tallahassee, FL 32399-0850

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

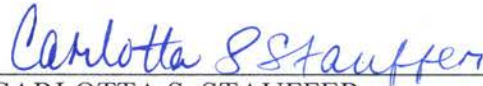
One or more Commissioners may be in attendance and participate in the workshop. The person to be contacted regarding this rule development is Kathryn G.W. Cowdery, Office of the General Counsel, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, (850) 413-6216, kcowdery@psc.state.fl.us.

If you wish to comment but cannot attend the workshop, please submit your comments 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 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 30th day of March, 2017.



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.

KGWC

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. These
11 requirements apply to all complaints not being processed under Rule 25-22.032, F.A.C.

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

14 ~~(2)~~ Reports of electrical conditions wherein property damage or personal injury is
15 reasonably foreseeable shall ~~are to~~ be considered as emergencies requiring prompt response
16 subject to safe work practices required by Rule 25-6.039, F.A.C. ~~immediate attention~~
17 ~~commensurate with ability to provide performance in situations resulting from acts of God.~~

18 *Rulemaking Authority 350.127(2), 366.05(1) FS. Law Implemented 366.03, 366.04(1),*
19 *~~366.04(2)(d), (5)~~, 366.05(1) FS. History–New 7-29-69, Amended 12-15-85, Formerly 25-6.94,*
20 *Amended _____.*

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25 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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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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FLORIDA PUBLIC SERVICE COMMISSION

AGENDA

STAFF RULE DEVELOPMENT WORKSHOP

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

April 19, 2017 at 9:30 a.m.
Room 105, Gunter Building
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

1. CONVENE WORKSHOP
2. COMMENTS AND SUGGESTIONS FROM INTERESTED PERSONS
3. DISCUSSION OF SUGGESTED CHANGES AND TIMEFRAMES FOR NEXT STEPS
4. ADJOURN