

# ORIGINAL

The Florida Public Service Commission's Division of Consumer Affairs will conduct a Complaint Handling and Informal Conference Process Review Meeting. This meeting will address how the Division of Consumer Affairs will handle requests for informal conferences and will identify process improvements that will facilitate better communication between Consumer Affairs and regulated companies. The meeting will also address internal complaint processing changes recently implemented. Representatives from all regulated companies are encouraged to attend. Teleconferencing accommodations for this meeting have not been arranged at this time.

DATE AND TIME: Thursday, April 17, 2003, 9:30 a.m. - 3:00 p.m.

PLACE: Commission Internal Affairs Meeting Room (Room 1401) Betty Easley Conference Center, 4075 Esplanade Way, Tallahassee, Florida 32399.

PURPOSE: The Division of Consumer Affairs primary goal is to continue to develop processes that maximize limited resources, while providing an avenue for expedited complaint review and investigation. Any person requiring some accommodation at this meeting because of a physical impairment should call the Division of the Commission Clerk and Administrative Services at (850) 413-6770 at least 48 hours prior to the meeting. Any person who is hearing or speech impaired should contact the Florida Public Service Commission by using the Florida Relay Service, which can be reached at 1-800-955-8771 (TDD). One or more of the Commissioners

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of the Florida Public Service Commission may attend and participate in this meeting. For additional information, please contact Katherine Echternacht, Office of the General Counsel, (850) 413-6218.