

ORIGINAL

State of Florida



Public Service Commission

-M-E-M-O-R-A-N-D-U-M-

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AUG-6 AM 10:47

COMMISSION CLERK

DATE: August 6, 2003
TO: Division of the Commission Clerk and Administrative Services
FROM: Office of the General Counsel (Cibula) *S.M.C.*
RE: Docket No. 030575-PU - Proposed amendment to Rule 25-22.032, F.A.C., Customer Complaints

Please place the attached documents into the above-referenced docket file. They are the post-workshop comments from the May 29, 2003, rule development workshop.

- AUS _____
- CAF _____
- CMP _____
- COM _____
- CTR _____
- ECR _____
- GCL _____
- OPC _____
- MMS _____
- SEC _____
- OTH _____

DOCUMENT NUMBER-DATE

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FPSC-DIVISION CLERK

2 Energy 6/24/03

3 25-22.032 Customer Complaints.

4 (1) ~~1-~~ Intent; Application and Scope.

5 It is the Commission's intent that disputes between regulated
6 companies and their customers be resolved as quickly, effectively,
7 and inexpensively as possible. This rule establishes informal
8 customer complaint procedures that are designed to address
9 disputes, subject to the Commission's jurisdiction, that occur
10 between regulated companies and individual customers ~~accomplish~~
11 ~~that intent. This rule applies to all companies regulated by the~~
12 ~~Commission.~~ It provides for expedited processes for customer
13 complaints that can be resolved quickly by the customer and the
14 company ~~without extensive Commission participation.~~ It also
15 provides a process for informal Commission staff resolution of
16 complaints that cannot be resolved by the company and the customer.

17 (2) Processing of Complaints

18 (a) Any customer of a Commission regulated company may file a
19 complaint with the Division of Consumer Affairs whenever the
20 customer has an unresolved dispute with the company regarding
21 electric, gas, telephone, water, or wastewater service that is
22 subject to the Commission's jurisdiction. The complaint may be
23 communicated orally or in writing. The complaint shall include the

24

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1 name of the company against which the complaint is made, the name
2 of the customer of record, and the customer's service address.
3 Upon receipt of ~~the~~ a complaint by telephone, a Commission staff
4 ~~member~~ will determine if the customer has contacted the company.
5 ~~and,~~

6 (b) In the case of complaints made by telephone, if the
7 customer agrees, Commission staff will put the customer in contact
8 with the company for resolution of the complaint using the
9 telephone transfer-connect system described in subsection (4)(3),
10 or by other appropriate means if the company does not subscribe to
11 the telephone transfer-connect system. If the customer does not
12 agree to be put in contact with the company, then, in the case of
13 ~~for those~~ companies subscribing to the telephone transfer-connect
14 system, ~~the staff member~~ will submit the complaint to the company
15 for resolution in accordance with the ~~three-day complaint~~
16 ~~resolution process~~ provisions set forth in subsection (5)(4).

17 (c) For those companies not subscribing to the telephone
18 transfer-connect or to the E-mail transfer system described in
19 subsection (4), ~~the staff member~~ will submit the complaint to the
20 company for resolution in accordance with the provisions of
21 subsection (6)(5).

22 (3)(6) Protection from Disconnection.

23 During the complaint process described in sections (5) - (9), a
24

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1 company shall not discontinue service to a customer because of any
2 unpaid disputed amount until the complaint is closed by Commission
3 staff bill. However, the company may require the customer to pay
4 that part of a bill which is not in dispute. If the company and the
5 customer cannot agree on the amount in dispute, Commission the
6 staff member will make a reasonable estimate to establish an
7 interim disputed amount until the complaint is closed by Commission
8 staff resolved. If the customer fails to pay the undisputed
9 portion of the bill, the company may discontinue the customer's
10 service pursuant to Commission rules.

11 (4)-(3) Telephone Transfer-connect and E-mail Transfer
12 systems.

13 (a) Each company subject to regulation by the Commission may
14 provide a telephone transfer-connect (~~warm transfer~~) telephone
15 number by which the Commission may directly transfer a customer to
16 that company's customer service personnel. When the telephone
17 transfer is complete, any further charges for the call shall be the
18 responsibility of the company and not the Commission or the
19 customer. Each company that subscribes to the telephone transfer-
20 connect system must provide customer service personnel to handle
21 transferred calls during the company's normal business hours and at
22 a minimum from Monday through Friday, 9:00 A.M. to 4:00 P.M.,
23 Eastern time, excluding all holidays observed by the company.

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1 Telephone transfer-connect calls shall not be initially answered by
2 a recorded voice but shall be answered by a person ready to receive
3 information about the complaint.

4 (b) A company may also provide to the Commission an E-mail
5 address by which the customer may directly E-mail a complaint to
6 the company's customer service personnel from the Commission's
7 Internet Web site. The company shall acknowledge the customer's E-
8 mail to the customer by no later than the working day after the
9 date of receipt.

10 (5)-(4) Complaints resolved within three (3) days by companies
11 participating in the Telephone Transfer-Connect System or the E-
12 mail Transfer System.

13 Companies that subscribe to the telephone transfer-connect or
14 E-mail transfer system may resolve a customer complaints within
15 three days in the following manner:

16 (a) The Commission staff ~~member~~ handling the complaint will
17 forward a description of the complaint to the company for response
18 and resolution- no later than 5 pm Eastern Time.- The three day
19 period will begin at ~~5:00 p.m. on~~ the working day after the day
20 the information is sent to the company and end at 5:00 p.m. Eastern
21 time on the third working day, excluding weekends and company
22 holidays. If the company satisfactorily resolves the complaint,
23 the company shall notify Commission ~~the~~ staff ~~member~~ of the

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1 resolution in writing by no later than 5:00 p.m. Eastern time on
2 the third day.

3 (b) ~~The Commission will contact the customer to confirm that~~
4 ~~the complaint has been resolved.~~ If the customer does not object
5 to the company's resolution to the complaint, ~~confirms that the~~
6 ~~complaint has been resolved,~~ the complaint will not be reported in
7 the total number of complaints shown for that company in the
8 Commission's Consumer Complaint Activity Report. However, the
9 Commission will retain the information for use in enforcement
10 proceedings, or for any other purpose necessary to perform its
11 regulatory obligations.

12 (c) If the customer informs the Commission staff member that
13 the complaint has not been resolved, the Commission staff will
14 notify the company and require a full report as prescribed in
15 subsection (6)(5).

16 (d) For purposes of this subsection a complaint will be
17 considered "resolved" if the company report indicates that the
18 problem has been corrected or the company report indicates that the
19 company and the customer have agreed to a plan to correct the
20 problem. ~~and the customer indicate that the problem has been~~
21 ~~corrected, or the company and the customer indicate that they have~~
22 ~~agreed to a plan to correct the problem.~~

23 (6)(5) General Commission Staff Complaint Investigation.

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1 ~~Complaints not resolved within three days.~~

2 If the customer is not placed in direct contact with the
3 company, by means of the telephone transfer connect or E-mail
4 transfer system for resolution of his complaint, does not agree to
5 ~~contact the company directly, if the customer is not satisfied with~~
6 ~~the company's proposed resolution of the complaint, or if the~~
7 ~~company does not subscribe to the transfer connect system, a~~
8 Commission staff member will investigate the complaint and attempt
9 to resolve the dispute in the following manner:

- 10 (a) Commission ~~The~~ staff member will acknowledge receipt of
11 the complaint to the customer, notify the company of the complaint
12 and request a written response from the company. Notification to
13 the company by Commission staff will be to the primary Commission
14 liaison for each certificate unless the company has provided to the
15 Director of the Division of Consumer Affairs a name, address,
16 telephone and facsimile numbers and E-mail address for a separate
17 point of contact for complaint handling for each certificate. It is
18 preferable for a company to have a single point of contact for
19 complaint handling but a company may identify up to a maximum of
20 three points of contact for complaint handling per certificate.
21 However, if Commission staff directs a complaint to any one of the
22 identified multiple complaint handling contacts, the company shall
23 process the complaint and not return the complaint to Commission

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1 staff for redirecting the complaint to other company points of
2 contact. The company shall provide its response to the complaint
3 within fifteen (15) working days.

4 (b) Unless the Commission staff requests that the company not
5 contact the customer directly, the company shall make direct
6 contact with the customer in a verbal conversation or in writing
7 and provide to the customer its written response to the complaint
8 postmarked within fifteen (15) working days after the Commission
9 staff sends the complaint to the company. The company shall also
10 provide to the Commission staff, within fifteen (15) working days
11 after the Commission staff sends the complaint to the company, a
12 written response to the customer's complaint. However, in the case
13 of those complaints where the company has proposed, under the
14 provisions of subsection (5) of this rule (complaints resolved in
15 three days), a resolution with which the customer is not satisfied,
16 the company shall respond within twelve (12) working days of the
17 case being resent to the company.

18 (c) The company's response to the Commission staff shall explain
19 the company's likely cause of the problem, all actions taken by the
20 company to resolve the customer's complaint, and the company's
21 resolution or proposed resolution of the complaint and shall answer
22 any specific questions raised by Commission staff. The company
23 response shall also include any letter or E-mail sent to the

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1 customer in regard to the complaint resolution. Upon Commission
2 staff request, other documentation related to the complaint shall
3 be provided to Commission staff. ~~actions in the disputed matter and~~
4 ~~the extent to which these actions were consistent with applicable~~
5 ~~statutes and regulations. The response shall also describe all~~
6 ~~attempts to resolve the customer's complaint. If the company's~~
7 ~~proposed resolution has not yet been implemented at the time of the~~
8 ~~response to the Commission staff and customer, the company shall~~
9 ~~fully set forth in its response the steps that will be taken by the~~
10 ~~company to resolve the complaint and the dates by which each step~~
11 ~~will be taken by the company. The company shall promptly notify the~~
12 ~~customer if it is subsequently unable to take its proposed action~~
13 ~~as scheduled and shall provide to the customer and, upon request,~~
14 ~~to Commission staff, a new resolution schedule for the complaint.~~
15 ~~(Commission please indicate whether or not the Utility has the~~
16 ~~option of sending an Interim response outlining an action plan, to~~
17 ~~include the date for submittal of the final response.)~~

18 E

19
20 (d) Commission staff will not normally further respond to the
21 customer. However, if a customer objects to the company response
22 to the complaint, the customer may request further review of the
23 complaint by Commission staff. If the complaint meets the criteria

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1 outlined in (7) (b), the Commission staff may propose a resolution
2 of a complaint. ~~Commission staff will then propose a resolution of~~
3 ~~the complaint.~~ The proposed resolution to the customer may be
4 either oral or written. Upon request of either the customer or the
5 company, Commission staff shall provide the proposed resolution in
6 writing.

7 (e) ~~(b)~~ Commission The staff member ~~investigating the~~
8 ~~complaint~~ may request copies of bills, billing statements, field
9 reports, written documents, or other information in the
10 participants' possession that may be necessary to resolve the
11 dispute. The company shall respond in seven working days to each
12 subsequent request by staff after the initial company response. If
13 a complete response cannot be provided, the company shall provide
14 as much information as possible, an explanation of why a complete
15 response cannot be provided, and a time schedule for providing a
16 complete response to the subsequent request. A final response to
17 the subsequent request shall be provided in no more than a total of
18 fifteen days. The Commission staff member may perform, or request
19 the company to perform, any tests, on-site inspections, and reviews
20 of company records necessary to aid in the resolution of the
21 dispute.

22 **(7) Process Review Team.**

23 (a) If the customer or the company is not in agreement with
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1 Commission staff's proposed resolution, the Division of Consumer
2 Affairs will refer the complaint to a Process Review Team
3 consisting of staff from the Office of the General Counsel, the
4 Division of Consumer Affairs, and the appropriate technical
5 division. This Process Review Team will review the complaint file
6 to determine further handling of the complaint.
7

8 (b) If the Process Review Team finds that the subject matter
9 of the complaint may be within the Commission's jurisdiction, that
10 the relief sought can possibly be granted by the Commission, that
11 the basis of the customer's objection is not to current statutes,
12 rules, company tariffs, or orders of the Commission, and that a
13 violation of an applicable statute, rule, company tariff or order
14 of the Commission may have occurred, the Division of Consumer
15 Affairs shall schedule an informal conference. The fact that an
16 informal conference is scheduled shall not preclude any participant
17 or Commission staff from later taking a position that the complaint
18 does not fall into one or more of the above categories.

19 (c) The Process Review Team will recommend that the Office of
20 the General Counsel send a closure letter to the participants if
21 the team finds that:

22 1. The case involves issues or concerns that fall outside the
23 jurisdiction of the Commission,
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- 1 2. The relief sought cannot be provided by the Commission,
2 3. The basis of the complaint is an objection to current
3 statutes, rules, company tariffs, or orders of the Commission, or
4 4. It does not appear that a violation of applicable
5 statutes, rules, company tariffs, or orders of the Commission
6 occurred.

7 (d) Once the closure letter has been sent, the case will be
8 closed.

9 (e) Commission please specify the timeframe from the date of
10 closure that the Commission may reopen a complaint using the
11 original tracking numbers.

12 (f) Commission please clarify that once the timeframe has
13 expired, the complaint will not be reopened under the original
14 number, nor will it be assigned a new tracking number, i.e. treated
15 as a new complaint when the customer is attempting to address the
16 original closed complaint.)

17 ~~The staff member will propose a resolution of the complaint based~~
18 ~~on the information provided by all participants to the complaint~~
19 ~~and applicable statutes and regulations. The proposed resolution~~
20 ~~may be either oral or written. Upon request, either participant~~
21 ~~shall be entitled to a written copy of the proposed resolution.~~

22 **(8) Informal Conference.**

23 (a) If the Process Review Team identifies a complaint for an
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1 informal conference, Division of Consumer Affairs staff will notify
2 the company and provide to the customer a Dispute Resolution form
3 (PSC/CAF10) via certified mail. The customer shall return the
4 completed Dispute Resolution form (PSC/CAF10) to the Division of
5 Consumer Affairs postmarked within 15 working days after the date
6 of its being sent to the customer. If the completed Dispute
7 Resolution form (PSC/CAF10) is not received from the customer with
8 a postmark within the required 15 working days, the customer's
9 complaint will be closed at that point. If the Dispute Resolution
10 Form is completed and returned by the customer, Commission staff
11 will provide a copy to the company.

12 (b) A customer's completed Dispute Resolution form
13 (PSC/CAF10) shall consist of:

14 1. A statement describing the facts that give rise to the
15 complaint and, to the extent known, an explanation of why the basis
16 of the complaint may be a violation of the applicable statutes,
17 rules, company tariffs, or orders of the Commission. The
18 statements filed by the customer should not raise any new issues
19 not addressed in the initial complaint.

20 2. A statement of the issues to be resolved.

21 3. Any dollar amount in dispute.

22 4. A statement of the relief requested.

23 ~~If a participant objects to the proposed resolution, the~~
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1 ~~participant may request an informal conference on the complaint.~~

2 ~~(a) The request for an informal conference shall be in~~
3 ~~writing and filed with the Division of Consumer Affairs within 30~~
4 ~~days after the proposed resolution is sent to the participants.~~

5 ~~(b) When the request for an informal conference is received,~~
6 ~~the Director of the Division of Consumer Affairs will assign a~~
7 ~~Commission staff member to process the request for an informal~~
8 ~~conference. The staff member will advise the participants to~~
9 ~~complete Form X (PSC/CAF Form X), incorporated by reference herein,~~
10 ~~and return the form to the Commission within fifteen (15) days. A~~
11 ~~copy of Form X may be obtained from the Division of Consumer~~
12 ~~Affairs. At a minimum, the participants shall provide the following~~
13 ~~information on the form:~~

- 14 ~~1. A statement describing the facts that give rise to the~~
15 ~~complaint;~~
16 ~~2. A statement of the issues to be resolved; and~~
17 ~~3. A statement of the relief requested.~~

18 ~~The informal conference shall be limited to the complaint and the~~
19 ~~statement of facts and issues identified by the participants in the~~
20 ~~form. The Commission staff will notify the requesting participant~~
21 ~~that the request for an informal conference will be denied if the~~
22 ~~requesting participant's form is not received within the 15 days.~~

23 (c) Staff handling the informal conference may permit any
24

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1 participant to file additional information, documentation, or
2 arguments; however, such additional information, documentation or
3 arguments shall be limited to the issues from the customer's
4 original complaint which are identified in the customer's Dispute
5 Resolution request form (PSC/CAF10).

6 ~~(e) The Director of the Division will review the statements~~
7 ~~and either appoint a staff member to conduct the informal~~
8 ~~conference, or make a recommendation to the Commission for~~
9 ~~dismissal based on a finding that the complaint states no basis~~
10 ~~upon which relief may be granted.~~

11 (d) When an informal ~~if a~~ conference is scheduled granted, the
12 staff member appointed to conduct the conference shall not have
13 participated in the ~~investigation or proposed~~ resolution of the
14 complaint. The appointed staff shall be comprised of a
15 representative of the Division of Consumer Affairs staff, an
16 attorney from the PSC's Office of the General Counsel, and a staff
17 member from appropriate technical staff. The representative from
18 the Division of Consumer Affairs will preside at the informal
19 conference.

20 ~~(e) After consulting with the participants, the~~ After
21 receiving the Dispute Resolution Form from the customer, Commission
22 staff member will send a written notice to the participants setting
23 forth the unresolved issues, the procedures to be followed at the

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1 informal conference, and the dates by which written materials are
2 to be filed ~~and the time and place for the conference.~~ A company
3 may at this time respond to information contained on the customer's
4 Dispute Resolution Form. Each participant may be represented at
5 the informal conference by an attorney or other representative or
6 may represent himself. Each participant shall be responsible for
7 his own expenses in the handling of the complaint. ~~The conference~~
8 ~~may be held by telephone conference, video teleconference, or in~~
9 ~~person, no sooner than ten days following the notice.~~

10 (f) At the conference, the participants shall have the
11 opportunity to present information, orally or in writing, in
12 support of their positions. During the conference, ~~the~~ staff
13 ~~member~~ may encourage the parties to resolve the dispute. The
14 Commission staff will be responsible for tape-recording, but not
15 transcribing, the informal conference. A participant may arrange
16 for transcription at his own expense.

17 ~~(g) The staff member may permit any participant to file~~
18 ~~additional information, documentation, or arguments. The opposing~~
19 ~~participant shall have an opportunity to respond.~~

20 (hg) If a settlement is not reached within 20 working days
21 following the informal conference and if the complaint is not
22 withdrawn, ~~or the last post conference filing, whichever is later,~~
23 ~~the staff member~~ shall submit a recommendation to the Commission
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1 for consideration at the next available Commission Agenda
2 Conference. Copies of the recommendation shall be sent to the
3 participants by the Office of the General Counsel.

4 ~~(i) If the Director denies the request for an informal~~
5 ~~conference, the participants shall be notified in writing. Within~~
6 ~~20 days of giving notice, the staff shall submit a recommendation~~
7 ~~for consideration at the next available Agenda Conference. Copies~~
8 ~~of the recommendation shall be sent to the participants.~~

9 (j^h) The Commission will address the matter by issuing a
10 notice of proposed agency action or by setting the matter for
11 hearing pursuant to section 120.57, Florida Statutes.

12 ~~(9) At any point during the complaint proceedings, a~~
13 ~~participant has the right to be represented by an attorney or other~~
14 ~~representative. For purposes of this rule a representative may be~~
15 ~~any person the party chooses, unless the Commission sets the matter~~
16 ~~for hearing. If the Commission sets the matter for hearing, the~~
17 ~~participants may be represented by an attorney or a qualified~~
18 ~~representative as prescribed in Rule 28-106.106, Florida~~
19 ~~Administrative Code, or may represent themselves. Each participant~~
20 ~~shall be responsible for his own expenses in the handling of the~~
21 ~~complaint.~~

22 (9)-(10) Settlement.

23 At any time the participants may agree to settle their dispute. If
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1 a settlement is reached, the participants or their representatives
2 shall file with the Division of Consumer Affairs a written
3 statement to that effect. The statement shall indicate that the
4 settlement is binding on all ~~both~~ participants, and that the
5 participants waive any right to further review or action by the
6 Commission. If the complaint has been docketed, the Division of
7 Consumer Affairs shall submit the settlement to the Commission for
8 approval. If the complaint has not been docketed, the Division of
9 Consumer Affairs will acknowledge the statement of settlement by
10 letter to the participants.

11 ~~(10)-(11)~~ Record Retention, Reports, and Auditing.

12 (a) All companies shall retain ~~notes~~ or documentation
13 relating to each Commission complaint for two years after the date
14 beginning when the complaint was closed by the Commission ~~first~~
15 ~~received~~.

16 (b) All companies shall file with the Commission's Division
17 of Consumer Affairs, by the fifth working day of each month
18 ~~beginning 60 days after the effective date of this rule and monthly~~
19 ~~thereafter,~~ a report in tabular form that summarizes the following
20 information for the preceding calendar month:

21 1. The ~~total~~ number of calls handled via telephone transfer-
22 connect, including the date received, customer's name, a brief
23 description of the complaint, and whether ~~or not~~ the complaint was
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1 addressed;

2 2. The number of complaints handled via E-mail transfer,
3 including the date received, the customer's name, the Commission
4 assigned tracking number, a brief description of the complaint, and
5 whether the complaint was addressed.

6 32. The number of complaints handled under the three day
7 complaint resolution procedure, including the date received, the
8 customer's name, the Commission assigned filing number, a brief
9 description of the complaint, and whether the complaint was
10 resolved.

11 (c) Companies shall provide access to the Commission to all
12 such records for audit purposes. The Commission shall have access
13 to all such records for audit purposes.

14 **(11) Extension of Time for Filing Complaint Reports.**

15 In the event of a storm named by the National Hurricane
16 Center, a tornado recorded by the National Weather Service, a
17 flood, a telephone cable cut, a severe gas or water main break, a
18 major electrical outage, an extreme weather disturbance or fire
19 causing activation of the county emergency operation center, acts
20 of terrorism, or work stoppage that substantially affects its
21 operations and resources, a company may file a notice automatically
22 extending by three working days, the time for filing responses,
23 forms, reports and other submissions required by this rule. Such

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1 notice of an extension shall be submitted in writing to the
2 Director of the Division of Consumer Affairs and shall present
3 justification for the three day extension. The Utility will send
4 one written request that will apply to all complaints pending and
5 received during the extension period. When the company does provide
6 complaint responses or reports containing information on complaints
7 affected by an extension of time, that extension must be noted on
8 the complaint or report. For complaints, the three day extension
9 shall apply to any complaints pending at the time such notification
10 is given and to new complaints received during the extension
11 period.

12
13 **Specific Authority 350.127(2), 364.19, 364.0252, 366.05, 367.121,**
14 **FS.**

15 **Law Implemented 364.01, 364.0252, 364.03(1), 364.183, 364.185,**
16 **364.15, 364.19, 364.337(5), 366.03, 366.04, 366.05, 367.011,**
17 **367.111, 367.121, 120.54, 120.569, 120.57, 120.573, FS.**

18 **History--New 01-03-89, Amended 10-28-93, 06-22-00.**

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2 25-22.032 Customer Complaints.

3 (1) ~~1-~~ Intent; Application and Scope.

4 It is the Commission's intent that disputes between regulated
5 companies and their customers be resolved as quickly, effectively,
6 and inexpensively as possible. This rule establishes informal
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8 disputes, subject to the Commission's jurisdiction, that occur
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10 ~~that intent. This rule applies to all companies regulated by the~~
11 ~~Commission.~~ It provides for expedited processes for customer
12 complaints that can be resolved quickly by the customer and the
13 company ~~without extensive Commission participation.~~ It also
14 provides a process for informal Commission staff resolution of
15 complaints that cannot be resolved by the company and the customer.

16 (2) Processing of Complaints

17 (a) Any customer of a Commission regulated company may file a
18 complaint with the Division of Consumer Affairs whenever the
19 customer has an unresolved dispute with the company regarding
20 electric, gas, telephone, water, or wastewater service that is
21 subject to the Commission's jurisdiction. The complaint may be
22 communicated orally or in writing. The complaint shall include the
23 name of the company against which the complaint is made, the name

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1 of the customer of record, and the customer's service address.
2 Upon receipt of ~~the~~ a complaint by telephone, a Commission staff
3 ~~member~~ will determine if the customer has contacted the company.
4 ~~and,~~

5 (b) In the case of complaints made by telephone, if the
6 customer agrees, Commission staff will put the customer in contact
7 with the company for resolution of the complaint using the
8 telephone transfer-connect system described in subsection (4) (3);
9 or by other appropriate means if the company does not subscribe to
10 the telephone transfer-connect system. If the customer does not
11 agree to be put in contact with the company, then, in the case of
12 ~~for these~~ companies subscribing to the telephone transfer-connect
13 system, the staff ~~member~~ will submit the complaint to the company
14 for resolution in accordance with the ~~three day complaint~~
15 ~~resolution process~~ provisions set forth in subsection (5) (4).

16 (c) For those companies not subscribing to the telephone
17 transfer-connect or to the E-mail transfer system described in
18 subsection (4), the staff ~~member~~ will submit the complaint to the
19 company for resolution in accordance with the provisions of
20 subsection (6) (5).

21 (3) (6) Protection from Disconnection.

22 During the complaint process described in sections (5) - (9), a
23 company shall not discontinue service to a customer because of any

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2 staff bill. However, the company may require the customer to pay
3 that part of a bill which is not in dispute. If the company and the
4 customer cannot agree on the amount in dispute, Commission the
5 staff ~~member~~ will make a reasonable estimate to establish an
6 interim disputed amount until the complaint is closed by Commission
7 staff resolved. If the customer fails to pay the undisputed
8 portion of the bill, the company may discontinue the customer's
9 service pursuant to Commission rules.

10 ~~(4)(3)~~ Telephone Transfer-connect and E-mail Transfer
11 systems.

12 (a) Each company subject to regulation by the Commission may
13 provide a telephone transfer-connect ~~(warm transfer)~~ telephone
14 number by which the Commission may directly transfer a customer to
15 that company's customer service personnel. When the telephone
16 transfer is complete, any further charges for the call shall be the
17 responsibility of the company and not the Commission or the
18 customer. Each company that subscribes to the telephone transfer-
19 connect system must provide customer service personnel to handle
20 transferred calls during the company's normal business hours and at
21 a minimum from Monday through Friday, 9:00 A.M. to 4:00 P.M.,
22 Eastern time, excluding all holidays observed by the company.
23 Telephone transfer-connect calls shall not be initially answered by

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1 a recorded voice but shall be answered by a person ready to receive
2 information about the complaint.

3 (b) A company may also provide to the Commission an E-mail
4 address by which the customer may directly E-mail a complaint to
5 the company's customer service personnel from the Commission's
6 Internet Web site. The company shall acknowledge the customer's E-
7 mail to the customer by no later than the working day after the
8 date of receipt.

9 (5)(4) Complaints resolved within three (3) days by companies
10 participating in the Telephone Transfer-Connect System or the E-
11 mail Transfer System.

12 Companies that subscribe to the telephone transfer-connect or
13 E-mail transfer system may resolve a customer complaints within
14 three days in the following manner:

15 (a) The Commission staff member handling the complaint will
16 forward a description of the complaint to the company for response
17 and resolution. The three day period will begin at ~~5:00 p.m. on~~
18 the working day after the day the information is sent to the
19 company and end at 5:00 p.m. Eastern time on the third working day,
20 excluding weekends and company holidays. If the company
21 satisfactorily resolves the complaint, the company shall notify
22 Commission the staff member of the resolution in writing by no
23 later than 5:00 p.m. Eastern time on the third day.

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1 (b) ~~The Commission will contact the customer to confirm that~~
2 ~~the complaint has been resolved.~~ If the customer does not object
3 to the company's resolution to the complaint, ~~confirms that the~~
4 ~~complaint has been resolved,~~ the complaint will not be reported in
5 the total number of complaints shown for that company in the
6 Commission's Consumer Complaint Activity Report. However, the
7 Commission will retain the information for use in enforcement
8 proceedings, or for any other purpose necessary to perform its
9 regulatory obligations.

10 (c) If the customer informs the Commission staff member that
11 the complaint has not been resolved, the Commission staff will
12 notify the company and require a full report as prescribed in
13 subsection (6)(5).

14 (d) For purposes of this subsection a complaint will be
15 considered "resolved" if the company report indicates that the
16 problem has been corrected or the company report indicates that the
17 company and the customer have agreed to a plan to correct the
18 problem. ~~and the customer indicate that the problem has been~~
19 ~~corrected, or the company and the customer indicate that they have~~
20 ~~agreed to a plan to correct the problem.~~

21 (6)(5) General Commission Staff Complaint Investigation.

22 ~~Complaints not resolved within three days.~~

23 If the customer is not placed in direct contact with the
24

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1 company by means of the telephone transfer connect or E-mail
2 transfer system for resolution of his complaint, does not agree to
3 ~~contact the company directly, if the customer is not satisfied with~~
4 ~~the company's proposed resolution of the complaint, or if the~~
5 ~~company does not subscribe to the transfer connect system, a~~
6 Commission staff member will investigate the complaint and attempt
7 to resolve the dispute in the following manner:

8 (a) Commission The staff member will acknowledge receipt of
9 the complaint to the customer, notify the company of the complaint
10 and request a written response from the company. Notification to
11 the company by Commission staff will be to the primary Commission
12 liaison for each certificate unless the company has provided to the
13 Director of the Division of Consumer Affairs a name, address,
14 telephone and facsimile numbers and E-mail address for a separate
15 point of contact for complaint handling for each certificate. It is
16 preferable for a company to have a single point of contact for
17 complaint handling but a company may identify up to a maximum of
18 three points of contact for complaint handling per certificate.
19 However, if Commission staff directs a complaint to any one of the
20 identified multiple complaint handling contacts, the company shall
21 process the complaint and not return the complaint to Commission
22 staff for redirecting the complaint to other company points of
23 contact. The company shall provide its response to the complaint

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1 ~~within fifteen (15) working days.~~

2 (b) Unless the Commission staff requests that the company not
3 contact the customer directly, the company shall make direct
4 contact with the customer in a verbal conversation or in writing
5 and provide to the customer its response to the complaint within
6 fifteen (15) working days after the Commission staff sends the
7 complaint to the company. The company shall also provide to the
8 Commission staff, within fifteen (15) working days after the
9 Commission staff sends the complaint to the company, a written
10 response to the customer's complaint. However, in the case of those
11 complaints where the company has proposed, under the provisions of
12 subsection (5) of this rule (complaints resolved in three days), a
13 resolution with which the customer is not satisfied, the company
14 shall respond within twelve (12) working days of the case being
15 resent to the company.

16 (c) The company's response to the Commission staff shall
17 explain the company's likely cause of the problem, all actions
18 taken by the company to resolve the customer's complaint, and the
19 company's resolution or proposed resolution of the complaint and
20 shall answer any specific questions raised by Commission staff. The
21 company response shall also include any letters or E-mails sent to
22 the customer in regard to the complaint resolution that contain the
23 company's proposed resolution of the complaint or statement of

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1 position in addressing or resolving the complaint. Upon Commission
2 staff request, other documentation related to the complaint shall
3 be provided to Commission staff. ~~actions in the disputed matter and~~
4 ~~the extent to which these actions were consistent with applicable~~
5 ~~statutes and regulations. The response shall also describe all~~
6 ~~attempts to resolve the customer's complaint. If the company's~~
7 ~~proposed resolution has not yet been implemented at the time of the~~
8 ~~response to the Commission staff and customer, the company shall~~
9 ~~fully set forth in its response the steps that will be taken by the~~
10 ~~company to resolve the complaint and the dates by which each step,~~
11 ~~will be taken by the company. The company shall promptly notify the~~
12 ~~customer if it is subsequently unable to take its proposed action~~
13 ~~as scheduled and shall provide to the customer and, upon request,~~
14 ~~to Commission staff, a new resolution schedule for the complaint.~~

15 (d) Commission staff will not normally further respond to the
16 customer. However, if a customer objects to the company response
17 to the complaint, the customer may request further review of the
18 complaint by Commission staff. Commission staff will then propose a
19 resolution of the complaint. The proposed resolution to the
20 customer may be either oral or written. Upon request of either the
21 customer or the company, Commission staff shall provide the
22 proposed resolution in writing.

23 (e) ~~(b)~~ Commission The staff member investigating the
24

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1 ~~complaint~~ may request copies of bills, billing statements, field
2 reports, written documents, or other information in the
3 participants' possession that may be necessary to resolve the
4 dispute. The company shall respond in seven working days to each
5 subsequent request by staff after the initial company response. If
6 a complete response cannot be provided, the company shall provide
7 as much information as possible, an explanation of why a complete
8 response cannot be provided, and a time schedule for providing a
9 complete response to the subsequent request. An update regarding
10 the response to the subsequent request shall be provided every 15
11 days until the response is completed. A final response to the
12 ~~subsequent request shall be provided in no more than a total of~~
13 ~~fifteen days.~~ The Commission staff member may perform, or request
14 the company to perform, any tests, on-site inspections, and reviews
15 of company records necessary to aid in the resolution of the
16 dispute.

17 (7) Process Review Team.

18 (a) If the customer or the company is not in agreement with
19 Commission staff's proposed resolution, the Division of Consumer
20 Affairs will refer the complaint to a Process Review Team
21 consisting of staff from the Office of the General Counsel, the
22 Division of Consumer Affairs, and the appropriate technical
23 division. This Process Review Team will review the complaint file

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1 to determine further handling of the complaint.

2 (b) If the Process Review Team finds that the subject matter
3 of the complaint may be within the Commission's jurisdiction, that
4 the relief sought can possibly be granted by the Commission, that
5 the basis of the complaint is not an objection to customer's
6 objection is not to current statutes, rules, company tariffs, or
7 orders of the Commission, and that a violation of an applicable
8 statute, rule, company tariff or order of the Commission may have
9 occurred, the Division of Consumer Affairs shall schedule an
10 informal conference. The fact that an informal conference is
11 scheduled shall not preclude any participant or Commission staff
12 from later taking a position that the complaint does not fall into
13 one of more of the above categories.

14 (c) The Process Review Team will recommend that the Office of
15 the General Counsel send a closure letter to the participants if
16 the team finds that:

- 17 1. The case involves issues or concerns that fall outside the
18 jurisdiction of the Commission,
- 19 2. The relief sought cannot be provided by the Commission,
- 20 3. The basis of the complaint is an objection to current
21 statutes, rules, company tariffs, or orders of the Commission, or
- 22 4. It does not appear that a violation of applicable
23 statutes, rules, company tariffs, or orders of the Commission

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1 occurred.

2 (d) Once the closure letter has been sent, the case will be
3 closed.

4 ~~The staff member will propose a resolution of the complaint based~~
5 ~~on the information provided by all participants to the complaint~~
6 ~~and applicable statutes and regulations. The proposed resolution~~
7 ~~may be either oral or written. Upon request, either participant~~
8 ~~shall be entitled to a written copy of the proposed resolution.~~

9 **(8) Informal Conference.**

10 (a) If the Process Review Team identifies a complaint for an
11 informal conference, Division of Consumer Affairs staff will notify
12 the company and provide to the customer a Dispute Resolution form
13 (PSC/CAF10) via certified mail. The customer shall return the
14 completed Dispute Resolution form (PSC/CAF10) to the Division of
15 Consumer Affairs postmarked within 15 working days after the date
16 of its being sent to the customer. If the completed Dispute
17 Resolution form (PSC/CAF10) is not received from the customer with
18 a postmark within the required 15 working days, the customer's
19 complaint will be closed at that point. If the Dispute Resolution
20 Form is completed and returned by the customer, Commission staff
21 will provide a copy to the company.

22 (b) A customer's completed Dispute Resolution form
23 (PSC/CAF10) shall consist of:

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1 1. A statement describing the facts that give rise to the
2 complaint and, to the extent known, an explanation of why the basis
3 of the complaint may be a violation of the applicable statutes,
4 rules, company tariffs, or orders of the Commission. The
5 statements filed by the customer should not raise any new issues
6 not addressed in the initial complaint.

7 2. A statement of the issues to be resolved.

8 3. Any dollar amount in dispute.

9 4. A statement of the relief requested.

10 ~~If a participant objects to the proposed resolution, the~~
11 ~~participant may request an informal conference on the complaint.~~

12 ~~(a) The request for an informal conference shall be in~~
13 ~~writing and filed with the Division of Consumer Affairs within 30~~
14 ~~days after the proposed resolution is sent to the participants.~~

15 ~~(b) When the request for an informal conference is received,~~
16 ~~the Director of the Division of Consumer Affairs will assign a~~
17 ~~Commission staff member to process the request for an informal~~
18 ~~conference. The staff member will advise the participants to~~
19 ~~complete Form X (PSC/CAF Form X), incorporated by reference herein,~~
20 ~~and return the form to the Commission within fifteen (15) days. A~~
21 ~~copy of Form X may be obtained from the Division of Consumer~~
22 ~~Affairs. At a minimum, the participants shall provide the following~~
23 ~~information on the form:~~

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1 ~~1. A statement describing the facts that give rise to the~~
2 ~~complaint;~~

3 ~~2. A statement of the issues to be resolved; and~~

4 ~~3. A statement of the relief requested.~~

5 ~~The informal conference shall be limited to the complaint and the~~
6 ~~statement of facts and issues identified by the participants in the~~
7 ~~form. The Commission staff will notify the requesting participant~~
8 ~~that the request for an informal conference will be denied if the~~
9 ~~requesting participant's form is not received within the 15 days.~~

10 (c) Staff handling the informal conference may permit any
11 participant to file additional information, documentation, or
12 arguments; however, such additional information, documentation or
13 arguments shall be limited to the issues from the customer's
14 original complaint which are identified in the customer's Dispute
15 Resolution request form (PSC/CAF10).

16 ~~(e) The Director of the Division will review the statements~~
17 ~~and either appoint a staff member to conduct the informal~~
18 ~~conference, or make a recommendation to the Commission for~~
19 ~~dismissal based on a finding that the complaint states no basis~~
20 ~~upon which relief may be granted.~~

21 (d) When an informal ~~If a~~ conference is scheduled granted, the
22 staff member ~~appointed~~ to conduct the conference shall not have
23 participated in the investigation or proposed resolution of the

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1 complaint. The appointed staff shall be comprised of a
2 representative of the Division of Consumer Affairs staff, an
3 attorney from the PSC's Office of the General Counsel, and a staff
4 member from appropriate technical staff. The representative from
5 the Division of Consumer Affairs will preside at the informal
6 conference.

7 (e) ~~After consulting with the participants, the~~ After
8 receiving the Dispute Resolution Form from the customer, Commission
9 ~~staff member~~ will send a written notice to the participants setting
10 forth the unresolved issues, the procedures to be followed at the,
11 informal conference, and the dates by which written materials are
12 to be filed ~~and the time and place for the conference.~~ A company
13 may at this time respond to information contained on the customer's
14 Dispute Resolution Form. Each participant may be represented at
15 the informal conference by an attorney or other representative or
16 may represent himself. Each participant shall be responsible for
17 his own expenses in the handling of the complaint. The conference
18 may be held no sooner than ten days following a notice. The
19 ~~conference may be held by telephone conference, video~~
20 ~~teleconference, or in person, no sooner than ten days following the~~
21 ~~notice.~~

22 (f) At the conference, the participants shall have the
23 opportunity to present information, orally or in writing, in
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1 support of their positions. During the conference, ~~the~~ staff
2 ~~member~~ may encourage the parties to resolve the dispute. The
3 Commission staff will be responsible for tape-recording, but not
4 transcribing, the informal conference. A participant may arrange
5 for transcription at his own expense.

6 ~~(g) The staff member may permit any participant to file~~
7 ~~additional information, documentation, or arguments. The opposing~~
8 ~~participant shall have an opportunity to respond.~~

9 (hg) If a settlement is not reached within 20 working days
10 following the informal conference and if the complaint is not
11 withdrawn, or the last post conference filing, whichever is later,
12 the staff ~~member~~ shall submit a recommendation to the Commission
13 for consideration at the next available Commission Agenda
14 Conference. Copies of the recommendation shall be sent to the
15 participants by the Office of the General Counsel.

16 ~~(i) If the Director denies the request for an informal~~
17 ~~conference, the participants shall be notified in writing. Within~~
18 ~~20 days of giving notice, the staff shall submit a recommendation~~
19 ~~for consideration at the next available Agenda Conference. Copies~~
20 ~~of the recommendation shall be sent to the participants.~~

21 (jh) The Commission will address the matter by issuing a
22 notice of proposed agency action or by setting the matter for
23 hearing pursuant to section 120.57, Florida Statutes.

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1 ~~(9)~~ At any point during the complaint proceedings, a
2 participant has the right to be represented by an attorney or other
3 representative. For purposes of this rule a representative may be
4 any person the party chooses, unless the Commission sets the matter
5 for hearing. If the Commission sets the matter for hearing, the
6 participants may be represented by an attorney or a qualified
7 representative as prescribed in Rule 28-106.106, Florida
8 Administrative Code, or may represent themselves. Each participant
9 shall be responsible for his own expenses in the handling of the
10 complaint.

11 (9)-(10) Settlement.

12 At any time the participants may agree to settle their dispute. If
13 a settlement is reached, the participants or their representatives
14 shall file with the Division of Consumer Affairs a written
15 statement to that effect. The statement shall indicate that the
16 settlement is binding on all both participants, and that the
17 participants waive any right to further review or action by the
18 Commission. If the complaint has been docketed, the Division of
19 Consumer Affairs shall submit the settlement to the Commission for
20 approval. If the complaint has not been docketed, the Division of
21 Consumer Affairs will acknowledge the statement of settlement by
22 letter to the participants.

23 (10)-(11) Record Retention, Reports, and Auditing.

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1 (a) All companies shall retain ~~notes~~ or documentation,
2 relating to each Commission complaint beginning when the complaint
3 was first received. Documentation shall be retained for two years
4 after the date ~~beginning when~~ the complaint was closed by the
5 Commission first received.

6 (b) All companies shall file with the Commission's Division
7 of Consumer Affairs, by the fifth working day of each month
8 ~~beginning 60 days after the effective date of this rule and monthly~~
9 ~~thereafter,~~ a report in tabular form that summarizes the following
10 information for the preceding calendar month:

11 1. The ~~total~~ number of calls handled via telephone transfer-
12 connect, including the date received, customer's name, a brief
13 description of the complaint, and whether ~~or not~~ the complaint was
14 addressed;

15 2. The number of complaints handled via E-mail transfer,
16 including the date received, the customer's name, the Commission
17 assigned tracking number, a brief description of the complaint, and
18 whether the complaint was addressed.

19 3. The number of complaints handled under the three day
20 complaint resolution procedure, including the date received, the
21 customer's name, the Commission assigned filing number, a brief
22 description of the complaint, and whether the complaint was
23 resolved.

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1 (c) Companies shall provide access to the Commission to all
2 such records for audit purposes. ~~The Commission shall have access~~
3 ~~to all such records for audit purposes.~~

4 **(11) Extension of Time for Filing Complaint Reports.**

5 (a) In the event of a storm named by the National Hurricane
6 Center, a tornado recorded by the National Weather Service, a
7 flood, a telephone cable cut, a severe gas or water main break, a
8 major electrical outage, an extreme weather disturbance or fire
9 causing activation of the county emergency operation center, acts
10 of terrorism, or work stoppage that substantially affects its
11 operations and resources, a company may file a notice automatically
12 extending by three working days, the time for filing responses,
13 forms, reports and other submissions required by this rule. Such
14 notice of an extension shall be submitted in writing to the
15 Director of the Division of Consumer Affairs and shall present
16 justification state a reason for the three day extension. When the
17 company does provide complaint responses or reports containing
18 information on complaints affected by an extension of time, that
19 extension must be noted on the complaint or report. For complaints,
20 the three day extension shall apply to any complaints pending at
21 the time such notification is given and to new complaints received
22 during the extension period. A company may also seek an additional
23 extension of time upon application to the Director of the Division

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1 of Consumer Affairs.

2 (b) If the company participates in the transfer connect
3 system described in subsection (4), and the circumstances described
4 in paragraph 11(a) affect the operation of the transfer connect
5 system, the company will establish an alternative, temporary means
6 of transmitting customer concerns from the Commission to the
7 company for handling within the transfer connect system.

8
9 Specific Authority 350.127(2), 364.19, 364.0252, 366.05, 367.121,
10 FS.

11 Law Implemented 364.01, 364.0252, 364.03(1), 364.183, 364.185,
12 364.15, 364.19, 364.337(5), 366.03, 366.04, 366.05, 367.011,
13 367.111, 367.121, 120.54, 120.569, 120.57, 120.573, FS.

14 History--New 01-03-89, Amended 10-28-93, 06-22-00.

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RUTLEDGE, ECENIA, PURNELL & HOFFMAN

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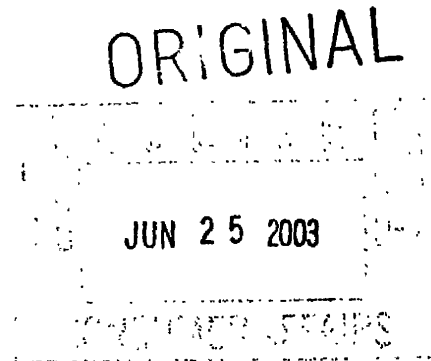
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June 25, 2003

HAND DELIVERY

Ms. Beverlee DeMello
Director
Division of Consumer Affairs
Florida Public Service Commission
2540 Shumard Oak Boulevard
Room 144E, Easley Building
Tallahassee, Florida 32399-0850



Re: Proposed Revisions to Rule 25-22.032, Florida Administrative Code (Customer Complaints)

Dear Ms. DeMello:

The Southeastern Competitive Carriers Association ("SECCA") wishes to present brief comments in response to the PSC Staff's June 6, 2003 draft of proposed revisions to Rule 25-22.032, Florida Administrative Code, concerning customer complaints. SECCA is primarily concerned with the proposed amendments to subsection (10)(b) of the Rule found on pages 15-16 of Staff's June 6 draft.

As you know, in 1995, the Florida Legislature enacted comprehensive changes to Chapter 364, Florida Statutes, with the intention of opening up local exchange markets. As a part of that paradigm, the Legislature expressed its intent that alternative local exchange companies be free of "any rules and/or regulations which will delay or impair the transition to competition" and emphasized that competition could only be promoted by insuring that "new entrants are subject to a lesser level of regulatory oversight than local exchange telecommunications companies." See Fla. Stat. §364.01(3)(d) and (f) (1995). Those expressions of legislative intent are reconfirmed in the Legislature's recently passed telecommunications legislation (CS/SB 654) which is intended to "kick start" the creation of competitive local exchange markets which have not yet resulted from Florida's 1995 legislation as well as the 1996 federal Telecommunications Act.

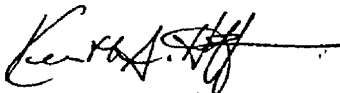
Page 2
June 25, 2003

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With this brief historical back drop, SECCA urges Staff to eliminate the proposed revisions to subsection (10)(b) of the Rule or, alternatively, to exclude competitive local exchange companies ("CLECs") from these new reporting requirements. The imposition of an additional regulatory reporting requirement on CLECs runs contrary to the Florida Legislature's intent to minimize regulatory requirements applicable to CLECs and open up competitive local exchange markets. Additionally, SECCA believes that the information requested in the proposed new filing is already available to the FPSC as the FPSC staff currently prepares a weekly case report with this information.

Thank you for consideration of SECCA's comments.

Sincerely,



Kenneth A. Hoffman

KAH/rl
SECCA\comments

Law and Public Policy
1203 Governor's Square Boulevard
Suite 201
Tallahassee, FL 32301
Telephone 850 219 1008



June 24, 2003

BY FACSIMILE

Samantha Cibula
Florida Public Service Commission
Office of the General Counsel
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0863

Re: Customer Complaint Rule

Dear Ms. Cibula,

Pursuant to your e-mail of June 6, 2003, MCI now files its brief comments regarding staff's June 6, 2003 post-workshop proposed revisions to Rule 25-22.032, Customer Complaints. MCI appreciates the consideration given by staff to various points raised by the companies during the workshop.

On June 20, 2003, Florida Power & Light (FPL) filed suggested modifications to staff's June 6 draft. MCI specifically supports FPL's modification to section (6)(e), which would require a company to provide updates to subsequent staff requests every 15 days until the response is completed. Although MCI strives to respond to every complaint in the original 15 days required, occasionally MCI encounters subsequent requests from staff that involve complex issues, typically involving business customers, which may require more time to resolve. For example, if a customer files a complaint on an account that has been closed for over 12 months, documents such as contracts and letters of disconnect or change may be archived. Further, any documentation that is over 3 years old is archived and occasionally takes quite some time to retrieve. Accordingly, MCI believes that the modification suggested by FPL to be a reasonable solution, and MCI will continue to strive to meet the prescribed deadlines.

MCI generally agrees with FPL's other suggested modifications. However, with respect to FPL's proposed 11(b), regarding its proposal to establish an alternative to the transfer connect program during specific situations, MCI does not object to the concept but suggests that establishing an alternative be permissive rather than mandatory for companies. Specifically, MCI would propose to replace the word "will" with "may" in 11(b).

If you have any questions, please contact me at your convenience.

Sincerely,

A handwritten signature in cursive script that reads "Donna Canzano McNulty".

Donna Canzano McNulty

One Energy Place
Pensacola, Florida 32520

850.444.6111
FAX

REC'D

03 JUN 1 2 19:57

June 16, 2003

FLA PUBLIC S
OFFICE
GENERAL



Samantha Cibula
Office of the General Counsel
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Fl 32399-0863

RE: Proposed Rule 25-22.032, Customer Complaints

Dear Ms. Cibula,

Gulf Power is appreciative of the opportunity to comment on the rulemaking proposed by staff. The Company has no objection to the currently proposed changes to Rule 25-22.032.

Sincerely,

Tom Kilgore
General Manager of Customer Service

TK:wjm

Samantha Cibula

From: deborah.kampert@verizon.com
Sent: Monday, June 16, 2003 1:59 PM
To: Samantha Cibula
Cc: bdemello@PSC.STATE.FL.US; rtudor@PSC.STATE.FL.US; deborah.kampert@verizon.com
Subject: Re: FW: Revised Draft Rule 25-22.032, Customer Complaints

Verizon supports staff's revised draft rule 25-22.032.
Thank you for the opportunity to provide input, both now and at the May 29 workshop.

Debby
<><><>
Debby B. Kampert
Regulatory Florida
813-483-2531 voice
813-227-9661 fax
deborah.kampert@verizon.com

"Samantha Cibula"
<SCibula@PSC.STAT
Kampert/EMPL/FL/Verizon@VZNotes
E.FL.US>
Customer
06/11/2003 11:18
AM
To: Debby B.
cc:
Subject: FW: Revised Draft Rule 25-22.032,
Complaints

-----Original Message-----

From: Samantha Cibula
Sent: Tuesday, June 10, 2003 8:30 AM
To: Bev DeMello; Richard Tudor; Rosanne Gervasi; Bill Feaster (E-mail); Brian Musselwhite (E-mail); Carol Harzinski Byerly (E-mail); CHARLIE BECK (E-mail); DAVE CHRISTIAN (E-mail); Debby Kampert (E-mail); DONNA MCNULTY (E-mail); Gina Zahran (E-mail); Harvey Spears (E-mail); Heidi Ellenberger (E-mail); Jackie Q. Vida (E-mail); Jennifer Felder (E-mail); John Merlino (E-mail); Juan Khoury (E-mail); Ken Hoffman (E-mail); Lisa Williams (E-mail); Lynne Adams (E-mail); Maria Schwartz (E-mail); Mark Long (E-mail); Marty Deterding (E-mail); Mindy Shirley (E-mail); Nancy Sims (E-mail); Nancy White (E-mail); Rachel Roman (E-mail); Roseanne Lucas (E-mail); Teesie Crebs (E-mail); Vince Aprizzesa (E-mail)
Subject: Revised Draft Rule 25-22.032, Customer Complaints

The revised version of draft Rule 25-22.032, Customer Complaints, which takes into account the comments offered at the May 29 rule development workshop, can be found at <http://www.floridapsc.com/complaintrule/index.cfm>. If you wish to provide comments on the draft rule, please submit them to the address listed below by the close of business on Tuesday, June 24, 2003.

Samantha Cibula

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