

BEFORE THE PUBLIC SERVICE COMMISSION

In re: Review and revision of Rules 25-4.002,
4.003, 4.0185, 4.023, 4.038, 4.039, 4.066,
4.070, 4.072, 4.073, 4.0770, 4.080, and 4.085,
F.A.C.

DOCKET NO. 991473-TP
ORDER NO. PSC-05-0586-FOF-TP
ISSUED: May 26, 2005

The following Commissioners participated in the disposition of this matter:

BRAULIO L. BAEZ, Chairman
J. TERRY DEASON
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON
LISA POLAK EDGAR

NOTICE OF ADOPTION OF RULE

BY THE COMMISSION:

NOTICE is hereby given that the Florida Public Service Commission, pursuant to Section 120.54, Florida Statutes, has adopted Rule 25-4.085, Florida Administrative Code, relating to service guarantee program with changes.

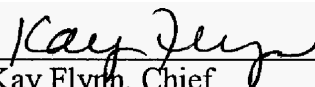
The rule was filed with the Department of State on May 25, 2005, and will be effective on June 14, 2005. A copy of the rule as filed with the Department is attached to this Notice.

This docket is closed upon issuance of this notice.

By ORDER of the Florida Public Service Commission this 26th day of May, 2005.

BLANCA S. BAYÓ, Director
Division of the Commission Clerk
and Administrative Services

By:



Kay Flynn, Chief
Bureau of Records

(SEAL)

MKS

DOCUMENT NUMBER-DATE
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FPSC-COMMISSION CLERK

25-4.085 Service Guarantee Program

A company may petition the Commission for approval of a Service Guarantee Program, which would relieve the company from the rule requirement of each service standard addressed in the approved Service Guarantee Program. When evaluating a Service Guarantee Program for approval, the Commission will consider the Program's benefits to the customers and whether the Program is in the public interest. The Commission shall have the right to enforce the provisions of the Service Guarantee Plan.

Specific Authority: 350.127(2), F.S.

Law Implemented: 364.01, 364.01(4), 364.03, 364.035, 364.036, 364.386, F.S.

History: New.