

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Proposed Amendment of
Rule 25-6.093, F.A.C.,
Information to Customers
Concerning Electric Generation
Fuel.

DOCKET NO. 981101-EI
ORDER NO. PSC-99-0585-FOF-EI
ISSUED: March 30, 1999

The following Commissioners participated in the disposition of
this matter:

JOE GARCIA, Chairman
J. TERRY DEASON
SUSAN F. CLARK
JULIA L. JOHNSON
E. LEON JACOBS, JR.

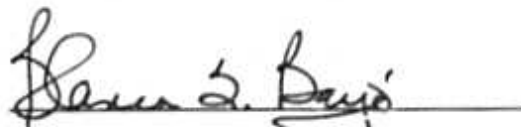
NOTICE OF ADOPTION OF RULE

NOTICE is hereby given that the Florida Public Service
Commission, pursuant to Section 120.54, Florida Statutes, has
adopted the amendments to Rule 25-6.093, Florida Administrative
Code, relating to information to customers with changes.

The rules were filed with the Department of State on March 29,
1999 and will be effective on April 18, 1999. 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 30th
day of March, 1999.



BLANCA S. BAYÓ, Director
Division of Records & Reporting

(S E A L)

CTM

DOCUMENT NUMBER-DATE

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FPSC-RECORDS/REPORTING

25-6.093 Information to Customers.

(1) Each utility shall, upon request of any customer, give such information and assistance as is reasonable, in order that the customer may secure safe and efficient service. Upon request, the utility shall provide any customer information as to the method of reading meters and the derivation of billing therefrom, the billing cycle and approximate date of monthly meter reading.

(2) Upon request of any customer, the utility is required to provide to the customer a copy and ~~for~~ explanation of the utility's rates and provisions applicable to the type or types of service furnished or to be furnished such customer, and to assist the customer in obtaining the rate schedule which is most advantageous to the customer's requirements.

(3)(a) By bill insert or other appropriate means of communication, the utility shall give to each of its customers a summary of major rate schedules which are available to the class of which that customer is a member, and

(b) the utility shall provide the information contained in paragraph (a) to all its customers:

1. Not later than ~~sixty~~ (60) days after the commencement of service, and
2. Not less frequently than once each year, and

3. Not later than ~~sixty~~ (60) days after the utility has received approval of its new rate schedule applicable to such customer.

(c) In this subsection, "rate schedule" shall mean customer charge, energy charge, and demand charge, as set forth in Rule 25-6.100, F.A.C.

(d) By bill insert, or as a message on the customer bill, on a quarterly basis using the utility's normal billing cycle, each utility shall provide its customers the sources of generation for the most recent 12-month period available prior to the billing cycle. The sources of generation shall be stated by fuel type for utility generation and as "purchased power" for off-system purchases. The sources of generation are to be set forth as kilowatt-hour percentages of the total utility generation and purchased power.

(4) Upon request of any customer, but not more frequently than once each calendar year, the utility shall transmit a concise statement of the actual consumption of electric energy by that customer for each billing period during the previous ~~twelve~~ (12) months.

Specific Authority: 366.05(1), 350.127(2), F.S.

Law Implemented: 366.03, 366.041(1), 366.04(2)(f), 366.04(6), 366.05(1), 366.05(3), 366.06(1), F.S.

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History: Amended 07/29/69, 11/26/80, 06/28/82, 10/15/84, formerly
25-6.93, 04/18/99.