

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

NOTICE OF STAFF WORKSHOP

TO

ELECTRIC UTILITIES

AND

ALL INTERESTED PERSONS

UNDOCKETED

CONSUMER AFFAIRS WORKSHOP ON PROCEDURES FOR
COMPLAINTS FROM ELECTRIC CUSTOMERS

ISSUED: May 31, 1995

NOTICE is hereby given pursuant to Rule 25-22.001, Florida Administrative Code, that the Staff of the Florida Public Service Commission will conduct a workshop in the above-referenced undocketed matter at the following time and place:

9:30 a.m., Friday, June 23, 1995
Room 140, Betty Easley Conference Center
4075 Esplanade Way
Tallahassee, Florida 32399-0850

PURPOSE

The purpose of this workshop is to discuss the Florida Public Service Commission Division of Consumer Affairs' procedures for handling electric customer complaints. Among the topics to be covered will be the current complaint categories, complaint justification and timing, and the evaluation techniques used to prepare the Division of Consumer Affairs' monthly report. Suggestions for improvements will be solicited.

If you wish to comment, but cannot attend the workshop, please file your comments with the Division of Records and Reporting, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, on or before June 15, 1995, specifically referencing "Consumer Affairs Workshop."

Any person requiring some accommodation at this workshop because of a physical impairment should call the Division of Records and Reporting at (904) 413-6770 at least five calendar days prior to the workshop. If you are hearing or speech impaired, please contact the Florida Public Service Commission using the Florida Relay Service, which can be reached at 1-800-955-8771 (TDD).

DOCUMENT NUMBER-DATE

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JURISDICTION

Jurisdiction is vested in this Commission pursuant to Chapter 366, Florida Statutes and Section 25-22.032, Florida Administrative Code.

By DIRECTION of the Florida Public Service Commission, this 31st day of May, 1995.

Blanca S. Bayo

BLANCA S. BAYO, Director
Division of Records and Reporting

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RECYCLED