

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

UNDOCKETED

IN RE: RULES RELATING TO CUSTOMER COMPLAINTS - RULES 25-4.111, F.A.C., CUSTOMER COMPLAINT & SERVICE REQUESTS; 25-6.094, F.A.C., COMPLAINTS AND SERVICE REQUESTS; 25-7.080, F.A.C., COMPLAINTS - SERVICE REQUESTS; 25-22.032, F.A.C., CUSTOMER COMPLAINTS; and 25-30.355, F.A.C., COMPLAINTS

NOTICE OF PROPOSED RULE DEVELOPMENT

TO

ALL INTERESTED PERSONS

ISSUED: June 29, 1998

NOTICE is hereby given pursuant to Section 120.54, Florida Statutes, that the Florida Public Service Commission staff has initiated the development of Rules 25-4.111, 25-6.094, 25-7.080, 25-22.032, and 25-30.355, Florida Administrative Code, to amend provisions relating to customer complaints.

The attached Notice of Proposed Rule Development will appear in the July 10, 1998, edition of the Florida Administrative Weekly. A rule development workshop will be held at the following time and place:

Florida Public Service Commission
10:00 a.m., Friday, July 31, 1998
Betty Easley Conference Center
Room 152, 4075 Esplanade Way
Tallahassee, Florida

A copy of the agenda may be obtained by contacting Diana Caldwell, Division of Appeals, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0862, after July 24, 1998.

Any person requiring some accommodation at this workshop because of a physical impairment should call the Division of Records and Reporting at (850) 413-6770 at least five calendar days prior to the hearing. 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).

DOCUMENT NUMBER-DATE

06818 JUN 29 88

FPCD RECORDS/REPORTING

NOTICE OF PROPOSED RULE DEVELOPMENT
UNDOCKETED
PAGE 2

By Direction of the Florida Public Service Commission, this
29th day of June, 1998.



BLANCA S. BAYO, Director
Division of Records & Reporting

(S E A L)

DWC

NOTICE OF PROPOSED RULE DEVELOPMENT
UNDOCKETED
PAGE 3

FLORIDA PUBLIC SERVICE COMMISSION

UNDOCKETED

RULE NO.	TITLE
25-4.111	Customer Complaints and Service Requests
25-6.094	Complaints and Service Requests
25-7.080	Complaints - Service Requests
25-22.032	Customer Complaints
25-30.355	Complaints

PROPOSED RULES RELATING TO COMPLAINT PROCEDURES FOR THE ELECTRIC, GAS, TELECOMMUNICATIONS, AND WATER AND WASTEWATER INDUSTRIES

PURPOSE AND EFFECT: To review and reduce the procedural time and administration of complaint investigations and the complaint resolution process, including formal and informal complaint procedures.

SUBJECT AREA TO BE ADDRESSED: Procedures for complaints for industries regulated by the Commission or over which the Commission has jurisdiction.

SPECIFIC AUTHORITY: 350.127(2), 366.05(1), 120.53(1), and 367.121, FS.

LAW IMPLEMENTED: 364.03, 364.19, 366.03, 366.04(2)(d), (5), 366.05, 120.53(1), 120.57, 120.59(4), and 367.121, FS.

A RULE DEVELOPMENT WORKSHOP WILL BE HELD AT THE TIME, DATE, AND PLACE SHOWN BELOW:

NOTICE OF PROPOSED RULE DEVELOPMENT
UNDOCKETED
PAGE 4

TIME AND DATE: 10:00 AM, July 31, 1998

PLACE: Room 152, Betty Easley Conference Center, 4075 Esplanade
Way, Tallahassee, Florida

THE PERSON TO BE CONTACTED REGARDING THE PROPOSED RULE DEVELOPMENT
IS: Diana Caldwell, Division of Appeals, Florida Public Service
Commission, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0862.

Any person requiring some accommodation at this workshop
because of a physical impairment should call the Division of
Records and Reporting at (850) 413-6770 at least five calendar days
prior to the hearing. 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).

THE PRELIMINARY TEXT OF THE PROPOSED RULE DEVELOPMENT IS: No text
is available at this time.