

REQUEST TO ESTABLISH DOCKET  
(PLEASE TYPE)

Date September 4, 1998

Docket No. 981101-EU

1. Division Name/Staff Name Appeals/C. Moore CM
2. OPR Christiana Moore (APP)
3. OCR Roberta Bass (EAG); Craig Hewitt (RRR)
4. Suggested Docket Title Proposed Amendment of Rule 25-6.093, F.A.C., Information to Customers

5. Suggested Docket Mailing List (attach separate sheet if necessary)

- A. Provide NAMES ONLY for regulated companies or ACRONYMS ONLY regulated industries, as shown in Rule 25-22.104, F.A.C.
- B. Provide COMPLETE name and address for all others. (Match representatives to clients.)

1. Parties and their representatives (if any)

EI (Investor-owned electric utilities)

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

2. Interested Persons and their representatives (if any)

See attached list.

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

6. Check one:

Documentation is attached.

Documentation will be provided with the recommendation.

I:\PSC\RAR\MP\ESTDKT.

PSC/RAR 10 (Revised 01/96)

DOCUMENT NUMBER - DATE

09670 SEP-4 98

PSC RECORDS/REPORTING

1 25-6.093 Information to Customers.

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

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

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

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

21 1. Not later than sixty (60) days after the commencement  
22 of service, and

23 2. Not less frequently than once each year, and

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

CODING: Words underlined are additions; words in  
~~struck-through~~ type are deletions from existing law.

1 customer.

2 (c) In this subsection, "rate schedule" shall mean customer  
3 charge, energy charge, and demand charge, as set forth in Rule  
4 25-6.100, F.A.C.

5 (d) By bill insert on a quarterly basis using the utility's  
6 normal billing cycle, each utility shall provide its customers  
7 the sources of generation for the 12 months prior to the billing  
8 cycle. The sources of generation shall be stated by fuel type  
9 for utility generation and as "purchased power" for off-system  
10 purchases. The sources of generation are to be set forth as  
11 kilowatt-hour percentages of the total utility generation and  
12 purchased power.

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

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

19 Law Implemented: 366.03, 366.041(1), 366.04(2)(f), 366.04(6),  
20 366.05(1), 366.05(3), 366.06(1), F.S.

21 History: Amended 7/29/69, 11/26/80, 6/28/82, 10/15/84, formerly  
22 25-6.93, \_\_\_\_\_.

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Rule 25-6.093  
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