

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

NOTICE OF RULE WORKSHOP

TO

ALL INTERESTED PERSONS

RE: DOCKET NO. 991651-PU - PROPOSED AMENDMENT OF RULE 25-22.032,
F.A.C., CUSTOMER COMPLAINTS.

ISSUED: January 6, 2000

NOTICE is hereby given that staff of the Florida Public Service Commission will conduct a workshop on the above-referenced rule amendment proposal, to which all persons are invited, at the following time and place:

Thursday, January 27, 2000, 9:30 a.m.
Room 152, Betty Easley Conference Center
4075 Esplanade Way
Tallahassee, Florida

The workshop is being held to consider comments filed by interested persons and proposed changes to the draft rule.

If you wish to comment but cannot attend the workshop, please submit your comments to: Martha Brown, Division of Appeals, Florida Public Service Commission, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0852 (850) 413-6187. A copy of the agenda will be available after January 14, 1999.

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 48 hours prior to the workshop. 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.

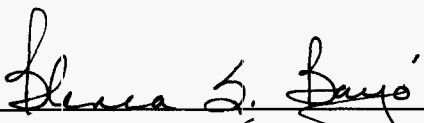
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By Direction of the Florida Public Service Commission, this
6th day of January, 2000.



BLANCA S. BAYÓ, Director
Division of Records & Reporting

(S E A L)

MCB

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The Florida Public Service Commission announces a staff workshop to be held on Rule 25-22.032, F.A.C., Customer Complaints, at the following time and place.

DATE AND TIME: Thursday, January 27, 2000 at 9:30 a.m.

PLACE: Room 166, Betty Easley Conference Center, 4075 Esplanade Way, Tallahassee, FL 32399-0862.

A Notice of Proposed Rule Development and the preliminary text of the rule was published in the November 5, 1999, Florida Administrative Weekly, Volume 25, Number 44, and a rule development workshop was held November 19, 1999. The purpose of this workshop is to consider comments filed by interested persons and proposed changes to the draft rule.

A copy of the agenda may be obtained after January 14, 2000, from Mary Diskerud, Division of Appeals, Public Service Commission, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0850, (850) 413-6090. If you wish to participate but cannot attend the workshop, please call into Suncom 291-2548 or for Non-Sumcom it is 850-921-2548.

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 48 hours prior to the workshop. 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.

ORIGINAL



January 05, 2000

Ms. Blanca Bayo, Director
Division of Records and Reporting
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399

RE: Gulf Power Company
Docket No. 99-1651-PU
Revision of Rule 25.22.032
F.A.C., Customer Complaints

Dear Ms. Bayo,

Gulf Power Company submits this letter as its post-workshop comments following the workshop held on November 19, 1999, to discuss revisions to the above referenced Rule.

Gulf Power was represented during the workshop and provides the following comments:

Transfer Connect (Warm Transfers) - The Company supports implementation of the Warm-Transfer process proposed by the Commission. It is our desire to continually improve our process of successfully handling all customer inquiries received from the Commission.

Per the staff's request, the following information is provided in reference to initial start-up costs for implementing the Transfer Connect Process:

AFA 1
APP 1
CAF 1
CMU
CTR
EAG
LEG
MAS
OPC
RRR
SEC 1
WAL
OTH

The initial telephone service costs for implementing the Transfer Connect process is projected as follows:

- a) \$59.85 - a one-time 2-year contract charge for cellular phone use
- b) \$74.85 - monthly recurring charges for the selected rate plan
- c) \$20.00 - AT&T 1-800 Monthly Recurring Charge
- d) \$150.00 - Information Resources Telecom Charges

(These projected costs do not include AT&T's long distance per minute charges)

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Three-Day Complaint Resolution-The Company supports the implementation of the 3-day resolution program. We discussed during the workshop the possibility of a 'complaint' taking more than three days to resolve in some cases due to actions such as a meter tests being done or a voltage recorder being set at the customer's premise for observation.

In those instances when the customer and the Company have set up an action plan within the 3-day resolution period for completion of the complaint, the Company recommends the complaint may be signed off as 'resolved'. It is further recommended that a follow-up response be completed within a specified number of days, to inform the Commission of the final disposition of the 'complaint'.

Informal Conference Procedures – The Company is in agreement with the informal conference procedures detailed in the rule revision.

If you have questions in reference to these comments, please contact me at (850) 444-6117.

Sincerely,

Sharon Bradley
Senior Customer Service Analyst