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February 18, 2000

Ms. Blanca Bayo, Director
Division of Records and Reporting
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee FL 32399-0870

Re: Docket No. 991651-PU, Proposed Amendment of Rule 25-22.032, FAC, Customer Complaints

Dear Ms. Bayo:

Gulf Power Company submits this letter as its comments following the workshop held on January 27, 2000, to discuss the latest revisions to the above referenced rule.

The Company supports the latest revisions to the above referenced rule and commends the Commission for being proactive in its efforts to meet the changing needs of our customers.

It is important that we, as regulated utilities, make every effort to ensure that disputes between our companies and our customers are resolved as quickly, effectively, and inexpensively as possible. The most current draft of Customer Complaints Rule 25-22.032 should prove to be an effective method for bringing about improvements in this area.

Sharon Bradley will represent Gulf Power on the Industry Task Force initiated by the Commission to address specific issues related to the implementation of this rule.

If you have any questions, please let me (850-444-6231) or Sharon Bradley (850-444-6117) know.

Sincerely,

Susan D. Ritenour

Susan D. Ritenour
Assistant Secretary and Assistant Treasurer

cc: Sharon Bradley

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