

ORIGINAL

FLORIDA PUBLIC SERVICE COMMISSION

INFORMAL PROCESS REVIEW WORKSHOP

UNDOCKETED

The Florida Public Service Commission announces that its Division of Consumer Affairs will hold an informal workshop to review division processes for handling informal conferences, discuss internal complaint processing changes, and consider additional avenues for expedited complaint review and investigation, at the following time and place. Commissioners may be in attendance at the workshop.

DATE AND TIME: Wednesday, August 7, 2002, from 9:30 AM to 4:00 PM

PLACE: Room 140, Betty Easley Conference Center, 4075 Esplanade Way, Tallahassee, FL 32399-0862.

A copy of the agenda for the workshop is attached. For additional information please contact Bev DeMello at (850) 413-6107. Any person unable to attend the meeting may participate by telephone. The call-in number is (850) 921-2470.

Any person requiring some accommodation at this workshop because of a physical impairment should call the Division of the Commission Clerk and Administrative Services 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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FPSC-COMMISSION CLERK

Florida Public Service Commission
Division of Consumer Affairs
Informal Conference Process Review Meeting
Wednesday, August 7, 2002
9:30 a.m.
Room 166 Betty Easley Conference Center

Agenda

- I. Introductions
- II. Opening Comments - Bev DeMello (Director, Division of Consumer Affairs)
- III. Internal Complaint Processing Changes - Bureau of Complaint Resolution
- IV. Informal Conference Procedures - Bureau of Consumer Outreach.
- V. Recap and Closing Comments