

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

NOTICE OF STAFF WORKSHOP

TO

ALL INTERESTED PERSONS

RE: UNDOCKETED - DIVISION OF CONSUMER AFFAIRS PROCESS REVIEW

ISSUED: July 18, 2002

NOTICE is hereby given that the Division of Consumer Affairs of the Florida Public Service Commission will conduct an informal workshop to review division processes for handling informal conferences, to discuss internal complaint processing changes, and to consider additional avenues for expedited complaint review, to which all persons are invited, at the following time and place:

WEDNESDAY, AUGUST 7, 2002 9:30 A.M. TO 4:00 P.M.
Room 140, Betty Easley Conference Center
4075 Esplanade Way
Tallahassee, Florida

Commissioners may be in attendance at the workshop. If you wish to participate in the workshop by telephone, the call-in number is (850) 921-2470. A copy of the Notice of Workshop as published in the Florida Administrative Weekly is attached.

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.

DOCUMENT NUMBER-DATE

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FPSC-COMMISSION CLERK

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By direction of the Florida Public Service Commission, this
18th day of July, 2002.

BLANCA S. BAYÓ, Director
Division of the Commission Clerk
and Administrative Services

By: Kay Flynn
Kay Flynn, Chief
Bureau of Records and Hearing
Services

(S E A L)

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FLORIDA PUBLIC SERVICE COMMISSION

INFORMAL PROCESS REVIEW WORKSHOP

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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

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impaired should contact the Florida Public Service Commission by using the Florida Relay Service, which can be reached at: 1-800-955-8771.

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