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DEPARTMENT OF STATE
TALLAHASSEE, FLORIDA

NOTICE OF PROPOSED RULE DEVELOPMENT

FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO: Undocketed

RULE TITLE:

RULE NO.:

Customer Complaints

25-22.032

PURPOSE AND EFFECT: To create a Commission staff complaint review panel to ensure that informal conferences are being offered only to deal with jurisdictional issues; to put utilities in more direct contact with their customers to resolve consumer complaints; to ensure that customers are not disconnected from their service during the complaint review process; to reflect the implementation of the e-mail transfer pilot program; to specify that utilities may have a single Commission consumer complaint liaison for handling complaints; to clarify the response times for additional requested information from the Commission; and to allow utilities to file requests for extensions of time for complaint responses and reports in extenuating circumstances.

SUBJECT AREA TO BE ADDRESSED: Customer Complaints

SPECIFIC AUTHORITY: 350.127(2), 364.19, 364.0252, 366.05,

367.121, F.S.

LAW IMPLEMENTED: 364.01, 364.0252, 364.03(1), 364.183, 364.185,

364.15, 364.19, 364.337(5), 366.03, 366.04, 366.05, 367.011,

367.111, 367.121, 120.54, 120.569, 120.57, 120.573, F.S.

A RULE DEVELOPMENT WORKSHOP WILL BE HELD AT THE TIME, DATE, AND

DOCUMENT NUMBER-DATE

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FPSC-COMMISSION CLERK

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PLACE SHOWN BELOW:

TIME AND DATE: 9:00 a.m., Thursday, May 29, 2003.

PLACE: Betty Easley Conference Center, Room 152, 4075 Esplanade Way, Tallahassee, Florida; Call-In No: (850) 921-6433.

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 hearing. 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 (TDD).

THE PERSON TO BE CONTACTED REGARDING THE PROPOSED RULE DEVELOPMENT IS: Richard Tudor, Office of Public Information, Florida Public Service Commission, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0862, (850) 413-6526.

THE PRELIMINARY TEXT OF THE PROPOSED RULE DEVELOPMENT IS AVAILABLE AT [HTTP://WWW.FLORIDAPSC.COM/COMPLAINTRULE/INDEX.CFM](http://www.floridapsc.com/complaintrule/index.cfm) OR AT NO CHARGE FROM THE CONTACT PERSON LISTED ABOVE.