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The FLORIDA PUBLIC SERVICE COMMISSION, pursuant to Section 120.54, Florida Statutes, at the agenda conference scheduled at the following time and place, will consider the comments of the Joint Administrative Procedures Committee and the proposed rule in the docket identified below:

Docket No. 030575-PU - Proposed Amendment to Rule 25-22. F.A.C., Customer Complaints.

DATE AND TIME: December 2, 2003, 9:30 a.m.

PLACE: Commission Hearing Room 148, Betty Easley Conference Center, 4075 Esplanade Way, Tallahassee, Florida

PURPOSE: To consider and make a decision regarding proposed Rule 25-22.032, in this docket and adopt, reject, or modify the proposed rule.

LEGAL AUTHORITY: Chapters 120, 350, 364, 366, and 367, F.S.

The person to be contacted regarding the rule is Samantha Cibula at (850)413-6202. A copy of the agenda may be obtained by any person who requests a copy, and pays the reasonable cost of the copy, (\$1.00 per copy, Rule 25-24.491, F.A.C.) by writing to the Director, Division of the Commission Clerk and Administrative

Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida. The agenda and recommendation are also available on the PSC Homepage at

<http://www.floridapsc.com>, at no charge. If a person decides to appeal any decisions made by the Commission with respect to any

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matter considered at this conference, he will need a record of the proceedings and, for such purpose, may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is based. Any person requiring some accommodation at this conference 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 conference. Any person who is hearing or speech impaired should contact the Commission by using the Florida Relay Service, which can be reached at 1-800-955-8771 (TDD).