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Public Service Commission

February 7, 2005

John Rosner, Chief Attorney  
The Florida Legislature  
Joint Administrative Procedures Committee  
Holland Bldg., Rm. 120  
Tallahassee, FL 32399-1300

Re: Docket No. 991473-TP – Public Service Commission Rule Chapter 25-4

Dear Mr. Rosner:

On February 1, 2005, I sent you a letter explaining the changes made to Chapter 25-4 as a result of the comments you sent me. A copy of the rule was attached to the letter. The revisions made to Rule 25-4.085 contained a typographical error which could cause some confusion. A corrected version of Rule 25-4.085 is attached. If you have any questions, please call me at 413-6230.

Sincerely,

*Marlene Stern*

Marlene Stern  
Associate General Counsel

- CMP \_\_\_\_\_
- COM \_\_\_\_\_
- CTR \_\_\_\_\_
- ECR \_\_\_\_\_
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- OPC \_\_\_\_\_
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- RCA \_\_\_\_\_
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- SEC   1
- OTH \_\_\_\_\_

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Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

FPSC-COMMISSION CLERK

1 ~~Commission may utilize a weighted index system developed by the Public Utility Research~~  
2 ~~Center. Under this weighting system, a company exactly meeting all FPSC standards on all~~  
3 ~~criteria would receive an overall satisfactory rating of 75 points. Using indices assigned to~~  
4 ~~each criterion, adjustments to the base of 75 would be made on all results that either exceed or~~  
5 ~~fall below the standards. The criteria and indices are contained in the Weighted Index (Form~~  
6 ~~CMU 41, 4/1/93), which is incorporated by reference into this rule. Local exchange~~  
7 ~~companies shall be responsible for complying with each service standard, whether or not an~~  
8 ~~overall score of 75 or more is achieved when the weighted index is employed.~~

9 Specific Authority 350.127(2) FS.

10 Law Implemented 364.01, 364.01(4), 364.03, 364.035, 364.036, 364.386 FS.

11 History—New 6-2-93, Repealed.

12 **25-4.085 Service Guarantee Program**

13 A company may petition the Commission for approval of a Service Guarantee  
14 Program, which would relieve the company from the rule requirement of each service standard  
15 addressed in the approved Service Guarantee Program. When evaluating a Service Guarantee  
16 Program for approval, the Commission will consider the Program's benefits to the customers  
17 and whether the Program is in the public interest. The Commission shall have the right to  
18 enforce the provisions of the Service Guarantee Plan.

19 Specific Authority: 350.127(2), F.S.

20 Law Implemented: 364.01, 364.01(4), 364.03, 364.035, 364.036, 364.386, F.S.

21 History: New

22

23

24 991473 absolute final text.mks.doc

25 CODING: Words underlined are additions; words in ~~struck through~~ type are deletions from  
existing law.