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May 17, 2005

HAND DELIVER

Mr. Scott Boyd, Executive Director
Joint Administrative Procedures Committee
Room 120 Holland Building
Tallahassee, FL 32399-1300

RE: Docket No. 991473-TP - Rule No.25-4.085

Dear Mr. Boyd:

The Commission has approved the adoption of Rule 25-4.085 with changes.

We plan to file the rule for adoption on May 25, 2005.

Sincerely,

Marlene K. Stern
Associate General Counsel

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COM _____ Enclosure
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STATEMENT OF CHANGES

The rule allows companies to develop their own service guarantee programs instead of adhering to service standards in Chapter 25-4, Florida Administrative Code. The change to the rule is a statement of the criteria by which service guarantee programs will be evaluated.



1 25-4.085 Service Guarantee Program

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

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

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

10 History: New.

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